

Response of Pre-bid Queries

Request for Proposal Selection of Implementation Agency for Integrated Land Administration System (ILAS) in Punjab

Date: 19 July 2016

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
1.	EMC	ILAS_Annexure_revised.pdf, Section 1.1.6 SAN Storage, point # SST.REQ.008	IA should enclose OEM certification for the given performance for proposed configuration and public document for the required performance scalability	Requesting to remove the requirement of public document for the performance scalability as some vendors do not publish performance numbers. This is due to fact that, publish numbers never account for real workload and generally done in condition which are practically not feasible for real workload environment and thus are misleading. Ideally we should define the workload characteristics such as application block size, read write ratio, raid type, disk type etc and ask vendors to provide the maximum scalability in terms of IOPS using their respective performance tools.	No Change	Tender Condition shall prevail. OEM Certification cum compliance for the same is required.

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2.	EMC	Annexure_IL AS Page 37 of 270 BCK.REQ.01 7 1.1.20. Backup General	The Backup software must also be capable of reorganizing the data onto tapes within the library by migrating data from one set of tapes into another, so that the space available is utilized to the maximum. The software must be capable of setting this utilization threshold for tapes.	The Backup software must also be capable of reorganizing the data onto tapes within the library by migrating data from one set of tapes into another, so that the space available is utilized to the maximum.	No Change	Tender Condition shall prevail
3.	EMC	Annexure_IL AS Page 37 of 270 BCK.REQ.01 9 1.1.20. Backup General	Should have the ability to retroactively update changes to data management policies that will then be applied to the data that is already being backed up or archived	Should have the ability to update changes to data management policies that will then be applied to the new data backed up	No Change	Tender Condition shall prevail

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4.	IL&FS Technologies Limited	Clause 6.b , Page 218 of RFP	Team Leader - Hardware/Networking	Team Leader - Hardware/Networking qualification is missing in RFP & Annexure. Kindly provide same.	Addition	Please refer the corrigendum
5.	IL&FS Technologies Limited	Annexure 3.2.2: Power of Attorney for Lead Member of Consortium, Page 104 of RFP	Notes: 1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure. 2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board	In this regard, we would like inform you that there is no requirement of common seal for issuing Power of Attorney. Hence kindly delete Clause No:-1&2.	No Change	Tender Condition shall prevail

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			or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.			

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6.	IL&FS Technologies Limited	Annexure 3.2.3: Joint Bidding Agreement, Page 107 of RFP	<p>Notes:</p> <p>1. The mode of the execution of the Joint Bidding Agreement should be in accordance with the procedure, if any, lay down by the Applicable Law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.</p> <p>2. Each Joint Bidding Agreement should attach a copy of the extract of the charter documents and documents such as resolution / power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member.</p> <p>3. For a Joint Bidding</p>	In this regard, we would like inform you that there is no requirement of common seal for issuing Power of Attorney . Hence kindly delete Clause No:-1&2.	No Change	Tender Condition shall prevail

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			Agreement executed and issued overseas, the document shall be legalised by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed.			

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7.	IL&FS Technologies Limited	2.34 Liquidated Damages and Penalty, Page 83 of RFP	Recover from the Implementation Agency, as liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Annual Contract Value for each week (Seven calendar days) limited to 4 weeks delay beyond the scheduled completion date or extended completion date and after 4 weeks' delay damages for a sum equivalent to 1% of Annual Contract Value for each week shall be levied. For the purpose of liquidated damages...	Looking to the complexity of project Requesting you kindly amend the clause like: Recover from the Implementation Agency, as liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Particular portion of work for each week (Seven calendar days) limited to 4 weeks delay beyond the scheduled completion date or extended completion date and after 4 weeks' delay damages for a sum equivalent to 1% of Annual Contract Value for each week shall be levied. For the purpose of liquidated damages...	Modification	Please refer the corrigendum
8.	IL&FS Technologies Limited	Clause 1.7.3, Page 16 of RFP	Each copy of Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender should be covered in separate sealed covers super scribing "Pre-Qualification Bid", "Technical Bid" and "Commercial Bid" respectively. Each copy of	Please clarify whether two copies each of Prequalification and Technical Bids are to be submitted or two copies are to be submitted since clause 1.7.1 mentions two copies.	Clarification	It is to clarify that two copies each of Prequalification and Technical Bids are to be submitted.

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			Pre-qualification and Technical Bid should also be marked as "Original", "First copy" and "Second copy".			
9.	IL&FS Technologies Limited	Clause 1.30.1 & 1.30.2, Page 32 of RFP	<p>1.30.1 Purchaser will determine to its satisfaction whether the Bidder as having the "Highest Total Score" is qualified to satisfactorily perform the Contract</p> <p>1.30.2 This determination will take into account the Bidder's financial, technical, implementation and post-implementation strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid and any other information as the Purchaser deems necessary and appropriate.</p> <p>1.30.3 An affirmative determination will be a pre-</p>	<p>Clause 1.29.9 states that bidder with lowest price (L1) will be declared as successful bidder. However clauses 1.30.1 to 1.30.4 state that award of contract will be based on various bidder's financial, technical, implementation and post-implementation strengths. As per our understanding all these criteria will already be evaluated under pre-qualification and technical evaluation. Kindly clarify whether the final award of contract will be on L1 basis only or a QCBS approach will be taken.</p>	Clarification	It is to clarify that final evaluation will be done on L1 basis not QCBS after successful evaluation in pre-qualification and technical evaluation.

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			<p>requisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's Bid, in which event; the Purchaser will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.</p>			
10.	IL&FS Technologies Limited	ILAS RFP Revised, Page 152	<p>Providing secure access to third party organizations such as financial institutions, banks, courts, UIDAI, Income Tax Department, etc. for financial and legal purposes</p>	<p>Kindly define your expectation in terms of integration level with the third party organizations? What does secure access mean here ?</p>	Clarification	<p>Please refer 4.10 Component E - Integration with third party applications at page 185 of the RFP</p>

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11.	IL&FS Technologies Limited	Clause 4.12.7, Page 156-157 of RFP	Installation, Commissioning of IT and Non-IT infrastructure at all the sites Commissioning and Rollout of all hardware including desktops, printers (including paper for printing on legal, A3 and A4 sized papers), stationary (in case of paper, minimum 80GSM paper to be used), scanners, bar code scanners, servers, consumables, storage infrastructure, information security infrastructure, digital signature etc.	Do the bidder need to provide digital signatures with respect to this tender? If Yes ,please define the number and type of digital signatures required for this project.	Clarification	Please refer FRS for Core Software in annexures for assessing the number of digital signature required.
12.	IL&FS Technologies Limited	Clause 4.3.2.2, Page 158 of RFP	IT Helpdesk for internal users: IA shall establish the Helpdesk for approx. 15,000 internal and 1,000,000 external users and 500 concurrent users	a. Does the IT helpdesk need to address the calls from the external users also ? B.If 1,000,000 external users need to be handled by IT helpdesk, then is it required to provide 500 seater helpdesk/ call center? C. What is the scope of existing call center in this case as referred to in Section 4.13, Page 202 of	Modification	a. IT helpdesk is for internal as well as external users b. It may be read as: IT Helpdesk for internal users: IA shall establish the Helpdesk for approx. 15,000 internal and 1,00,000 external users and 200 concurrent users c. It has already clarified in the RFP that IT helpdesk

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				<p>RFP? Will it only cater to citizen issues?</p> <p>d. Kindly define the waiting time SLA expected to handle the 500 concurrent calls.</p>		<p>shall be integrated with the existing call center.</p> <p>d. Waiting time SLA expected to handle the 200 concurrent calls is 120 seconds</p>
13.	IL&FS Technologies Limited	ILAS RFP Revised, Page 159	In case of changes in the location of the DoR offices during the contract period, the IA shall transfer the IT infrastructure to the new location and set it up without any additional cost to the Purchaser.	How many number of locations will be changing annually on average? Also request to define the frequency of this changing locations during the project period.	Clarification	It is to clarify that Purchaser shall provide the space for the establishment of SR offices. There are 170 SR offices across the State of Punjab. It is expected that frequency of the changing locations during the project period should not be more than 3 per year.

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14.	IL&FS Technologies Limited	Clause 4.4, Page 164 of RFP	Any changes in the relevant acts and guidelines of Gol and State Government of Punjab Vis-a-Vis this project shall be incorporated by the IA till the time the handover is completed successfully by PLRS/Purchaser. Purchaser may modify the respective FRS at any time until the handholding of the project is successfully completed, without any additional cost to Purchaser.	We assume that all such changes expected will be minor changes in applications/systems. Any major changes will be carried out through change control mechanism. Please clarify.	Clarification	Yes, Any major changes will be carried out through change control mechanism.
15.	IL&FS Technologies Limited	Clause 4.14.4, Page 206 of RFP	Disaster Recovery Centre ('DRC')	Is the DRC expected to be 100% of DC or 50%?	Clarification	<p>There should be Zero data loss and Continuous downtime for all applications not to exceed one hour post the time of impact or the time of the incident logged (applicable only for single DC failure)</p> <p>Please design the DC /DR solution as per above mentioned design requirement</p>

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16.	IL&FS Technologies Limited	Clause 4.5.1 & 4.5.2, Pages 164 & 165 of RFP	Legacy Data Conversion - Land Records and Registration of Documents	Kindly provide paper sizes (A4/A3/Legal, etc.) for all documents that need to be scanned.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect this information.
17.	IL&FS Technologies Limited	Clause 4.5.2, Page 165 of RFP	Moreover, databases are kept in decentralized format at each of the SR offices which needs to mapped with each other so that a centralized system can be made.	In what format/database are the existing khewats stored in? Kindly provide details of such databases.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect this information.
18.	IL&FS Technologies Limited	Clause 4.5.4.2, Page 167 of RFP	At present, there are approximately 70,000 Khewats out of approximately 40 lakh khewats in which, property share does not match. In that case, the IA shall correct the property records after getting the business logic from the Purchaser. If business logic does not work regarding the sharing issue then IA shall fix the issues with due consultation of the Purchaser.	We assume business logic related issues for matching property data will be resolved by PLRS. IA is expected to coordinate with concerned officer for the same. Kindly clarify.	Clarification	Yes, Business logic related issues for matching property data will be resolved by PLRS.

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19.	IL&FS Technologies Limited	Clause 4.5.4.4., Page 169 of RFP	<p>It is proposed that the new vendor after signing of the contract will develop software for managing and updating the land records as per the upgraded requirements and take a copy of the entire data lying distributed at various locations across the State and pool it in a single database at a Central server. This will involve getting the records digitally signed from the concerned authorities.</p> <p>This will be done in a professionally managed data Centre (on cloud) using modern techniques such as double blind system of data entry to ensure correctness of data.</p>	Kindly provide details of existing land records database utilized across the 165 locations.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect this information.

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20.	IL&FS Technologies Limited	Clause 4.12.7, Page 194 of RFP	The users will be authenticated through their biometrics or digital signatures. IA shall facilitate the department in creating the digital signatures of the officers and the cost for this purpose shall be borne by IA.	Does this mean that bidder has to propose complete solution for digital signature including issuing the digital signature on behalf of PLRS?	Clarification	Yes, IA shall propose complete solution in this regard.
21.	IL&FS Technologies Limited	Section 4, Clause no. 4.12.7, Pg No. 195	<p>4.12.7 Security Requirements</p> <p>· External users will be accessing the e-Services and related application features hosted in a demilitarized zone in Data Centre. The traffic of external users will be routed through security devices such as Firewalls and IPS.</p>	Separate IPS device is not mentioned in the Bill of Material. Kindly clarify whether separate IPS devices are required or IA can propose Firewalls inbuilt with IPS?	Clarification	IA shall give the complete solution which includes the high level of security of data from any kind of threats.
22.	IL&FS Technologies Limited	Clause 4.14.2, Page 204 of RFP	IA shall provide the cloud system for data center, DR and NLDC	It is mentioned that DC, DR and NLDR will be deployed on public cloud model. Kindly clarify whether this means that IA has to provide IT infrastructure to cloud service provider or can the IA	Clarification	It is to clarify that IA shall use dedicated infrastructure of DC and DR on cloud, provided by cloud service provider adhering the specifications mentioned in

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				utilize IT infrastructure of cloud service provider? In the latter case, what is the requirement of specifications for servers and storage provided in Annexure to RFP.		the RFP. The DC and DR infrastructure provided by the cloud service provider should not be used for any other application. The cloud services provider must host the DC/DR in India only.
23.	IL&FS Technologies Limited	Clause 4.14.2, Page 205 of RFP	IA shall take daily back of all the data of DC, NLDC and DR from cloud and store at SAN to be installed at the State data Center.	a. We assume that only data backup of DC, DR and NLDR is to be kept at SDC and no hosting of services is to be carried out at SDC. Kindly confirm. B. Is a SAN storage for carrying out the same to be provided by IA at the SDC?	Clarification	a. Yes, SAN shall be installed at State data centre and IA shall take regular backup of DC and DR in the SAN storage. B. Yes, SAN storage for carrying out the same to be provided by IA at the SDC
24.	IL&FS Technologies Limited	Clause 4.14.6, Page 207 of RFP	PAWAN to be used as the primary source of connectivity. The IA would propose a secondary source of connectivity that should be of high bandwidth for example 3G, 4G etc. The Implementation agency should provide the high bandwidth available between the SR offices and Cloud system through	Secondary connectivity at all locations will be provided over 3G, 4G, 2G, etc. as per the feasibility of the location and no SLAs will be applicable on the same since PAWAN will be the primary connectivity. Kindly confirm.	Clarification	PAWAN will be the primary source of connectivity Moreover, IA shall also provide the secondary connectivity as specified in the RFP to meet the SLA mentioned in the RFP.

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			internet to ensure the business requirements are met in case of disaster or unplanned disruption of services			
25.	IL&FS Technologies Limited	Clause 4.15.1, Page 209 of RFP	Implementation Agency shall engage a third party auditor for evaluating the quality of training and shall share the final report with purchaser. IA or TPA shall be entitled to provide the certificate of participation/successful completion of training	Is the IA expected to bear all costs related to third-party audit of training only? Or bidder has to carried out some application and project related audit as well	Clarification	It is to clarify that IA shall be responsible for the engagement of third party audit for training.
26.	IL&FS Technologies Limited	Clause 4.20 Component O, Page no. 225 of RFP	4.20 Component O - Civil Infrastructure Requirement for SRO's · IA shall provide Electrification, Public Health, Furniture and Air-conditioner at all the SRO locations falling in Category A, B and C.	a. Kindly confirm whether IA has to provide electricity expenses for running registration operations for the operational area defined in this RFP or for the complete setup. B. Kindly confirm whether electricity meters are already installed for the SROs or does IA need to provide the same.	Clarification	a. IA shall bear all the OPEX and CAPEX b. Electricity meters have already been installed at all the existing SROs. Purchaser shall be responsible to install the electricity meter at new SR offices. The recurring expenditure (such as maintenance and electricity

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						bills) shall be borne by the IA.
27.	IL&FS Technologies Limited	Clause 4.20, Pages 225, 227 & 229 of RFP	List of locations for Category A, B & C	What does Factor of Site here refer to?	Clarification	Factor of site is linked with the payment calculation of any particular site which is mentioned in section 2.21 of the RFP.
28.	IL&FS Technologies Limited	Clause 4.20.4, Point I, Page 236 of RFP	The compactors shall be installed here to store the manual records and books	We assume that this refers to existing compactors. The IA does not need to provide compactors or set up a record room area within the SROs. Please confirm.	Clarification	Yes, It is to clarify that the installation and maintenance of compactor are not the responsibility of IA.
29.	IL&FS Technologies Limited	Clause 5.3.3, Page 280 of RFP	Average must be achieved with the Time Spent by 99.5% or more of the citizens being within 45 minutes (Acceptance Criteria must be 30 minutes if there is no queue)	In the event that there is delay in approval from SRO, we assume that this delay will not be accounted within the 45 mins SLA. Kindly confirm	Clarification	Please refer to relevant clause mentioned in the RFP. In such event, IA must have sufficient evidences to show the causes of delay.

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30.	IL&FS Technologies Limited	ILAS_Annexure_Revised, Page 73,1.7.2	Battery Backup :- 6 cell Li-ion battery with rechargeable pack for around 4 hrs.	Does the IA need to provide separate rechargeable pack for the laptop battery?	Clarification	Please refer to the specifications mentioned in the RFP. IA is free to provide any solution but it must meet the SLA mentioned in the RFP.
31.	IL&FS Technologies Limited	ILAS_Annexure_Revised, Page 55,1.4.8	General query :--Token Display system	Kindly define the number of LED TVs for token display required in waiting area at each category of offices	Addition	Please refer to the corrigendum
32.	IL&FS Technologies Limited	ILAS_Annexure_Revised	General Query :- Warranty	Product warranty has been asked for 3 years while operations of the project will go on till 5 years. Is the IA expected to provide AMC for the remaining two years for such products or technology refresh has to be carried out after 3 years for all such products. Kindly clarify.	Modification	Please refer to the corrigendum
33.	IL&FS Technologies Limited	ILAS_Annexure_Revised, 1.1.14.	Management Console (3*2 Panel at least)	a. Since data center is envisaged to be provided over cloud, is the management console required at IGR office? B. Will the management console be utilized for infrastructure	Clarification	a. It is an indicative requirement, IA is free to choose any solution to manage the DC and DR equipment on cloud. b. IA is free to use any

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				monitoring or transaction monitoring?		technology for infrastructure monitoring.
34.	IL&FS Technologies Limited	ILAS_Annexure_Revised, 1.1.13	Global Load balancer (ISP Load Balancer)	Since we are considering DC/DR/NLDR on cloud hence GLB should be part of cloud solution or bidder has to propose dedicated devices for same.	Clarification	IA must use dedicated cloud infrastructure for GLB
35.	IL&FS Technologies Limited	ILAS_Annexure_Revised, Page 52,1.1.13	Specifications for Multi Function Printer	As per RFP multi function printer required in Type C offices. But it is highly recommended to place Printer and Scanner separately instead of MFP in order to handle citizen traffic at peak hours. Kindly clarify can the bidder propose separate printer and scanner instead of MFP at type C offices? Please confirm	Clarification	Yes, It is to clarify that IA may propose the MFP at type C office but should be capable of handling all types of relevant operations.
36.	IL&FS Technologies Limited	Clause 1.6.1, DES.REQ.01 2, Page 67 of Annexure	The desktop should have all necessary software to perform Seva Kendras operations smoothly	What software is required to be provided in the desktops for Seva Kendra operations? Also, we need to provide only the IT and non-IT infra at the 172 Fard centers, we are not supposed to provide any connectivity and	Clarification	Any specific software which is required to run the seva knedra operations for example OS, office etc need to be installed in the desktop

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				operational manpower for these centers.		
37.	IL&FS Technologies Limited	General query		Request to provide minimum quantity in bill of material at each location for standard evaluation base for multiple bidders.	Clarification	Please refer the section 4.20 - Indicative Counters and Infrastructure at category A, B and C of the RFP for the required infrastructure and provide the appropriate solution to meet the SLA mentioned in the RFP
38.	IL&FS Technologies Limited	clause 1.27.4 Pg 28 Pre-qualification criteria	The Single Bidder/Prime Bidder must demonstrate that it has at least 500 manpower on regular rolls and on project contracts,	We understand that the clause means 500 manpower cumulative of regular rolls and project contract, please confirm	Clarification	It is to clarify that only regular manpower will be considered.
39.	IL&FS Technologies Limited	clause 1.38.4 Pg 32 Consortium Related Conditions	A consortium partner can associate with more than one Prime Bidder for this Tender.	We request this condition to be revoked and any consortium partner should be able to associate with one prime bidder only	Modification	Please refer to the corrigendum.
40.	IL&FS Technologies Limited		Recover from the Implementation Agency, as liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Annual Contract Value for each week (Seven calendar	We request the LD penalties to be relaxed as it is on a very higher side and there is no max cap on the penalty.	Addition	Liquidated Damages (LD) and penalty shall not exceed than 15% of the Total Project Value and 15% in each particular capex Component on which LD to

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			days) limited to 4 weeks delay beyond the scheduled completion date or extended completion date and after 4 weeks' delay damages for a sum equivalent to 1% of Annual Contract Value for each week shall be levied.			be levied. individually and cumulatively' The penalty shall not exceed than 15% of the Total Project Value. '
41.	IL&FS Technologies Limited	clause 4.2 Pg 151 Project Vision and Objective	Making all holdings as per Record of Rights (RoR) positively identifiable on cadastral maps and on the ground	Please provide the detailed implementation strategy towards achieving this objective.	Clarification	Please adhere to scope of work as per RFP
42.	IL&FS Technologies Limited	Clause 4.8.3 Pg 178 Circle Rate Due-Diligence Module	Mobile application based circle rate survey shall be mandatorily done to identify segment/location in which the property is located of each and every khasra in the state with due coordination with the department.	we request further details for the circle rate due diligence in terms of infrastructure to be used, methodology to be adopted, accuracy level desired, etc, etc.	Modification	Please refer to the corrigendum.

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43.	IL&FS Technologies Limited	clause 4.21.1 Pg 241 Timelines		We suggest the overall times lines for implementation are on a very higher side and there will be a lot of dependencies on the department. For example the digitization of ~80K cadastral maps in 12 months would involve ~600+ GIS resources.		Please adhere to RFP and corrigendum
44.	IL&FS Technologies Limited	clause 4.22.1 Pg 249	Estimated Transaction Volume for 5 Years	We understand that these estimated volumes are only for sizing purpose, the IA shall not be responsible or affected if these estimated numbers do not match up with the actual numbers.	Clarification	Yes. For any major deviation in this regard, IA will submit the change request
45.	IL&FS Technologies Limited	ILAS_Annex ure. Page 77 point 4	Painting two coats with ready mixed plastic emulsion paint in all shades for interior use on plastered surface up to any storey including finishing the surface to the required finish complete in all respects to the entire satisfaction of Engineer-in-charge	Please clarify What is the meaning of plastered surface up to any storey including finishing the surface to the required finish. This will have a serious effect on costing.	Clarification	Please adhere to RFP & Corrigendum

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46.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 5	Painting Weather Shield MAX exterior emulsion paint with sun reflect technology (3Coats), which shall protect exterior walls from patches of dampness in addition to algae and fungus formation caused by rain. Its unique water resistance technology shall cover hairline cracks and prevent water ingress, preventing dampness not only in the exteriors, but also the interiors of the house. And one priming coat with ready mixed special quality exterior paint in all shades on newly plastered or concrete surface including Preparation of surface with sand papering applying one coat of linseed oil and filling with approved quality filler consisting of white lead linseed oil varnish and chalk Mitti up to any storey including finishing surface to	Please define the area for exterior emulsion paint it will be very difficult to identify the are at the time of bidding.	Clarification	It has been envisaged that the average covered size of Category A SRO is 6000 Sq Ft., Category B is 2500 sq ft and Category C is 1500 sq. ft.

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			the required finish complete in all respects to the entire satisfaction of Engineer-in-charge			
47.	IL&FS Technologies Limited	General query	satisfaction of Engineer-in-charge	"satisfaction of Engineer-in-charge "This ia a very wage term. However quality of work required has already been mentioned. Please remove this term.	Deletion	Please refer to the corrigendum.
48.	IL&FS Technologies Limited	ILAS_Annex ure. Page 77 point 6	Providing and fixing glazing in aluminum door, window, ventilator shutters and partitions etc. with PVC/ neoprene gasket etc. complete as per the architectural drawings and the directions of engineer-in charge. (Cost of aluminum	Please provide the size and number of doors required per location.	Clarification	Please refer the section 4.20 of the RFP.

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			snap beading shall be paid in basic item): 5.5 mm thick toughened glass			
49.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 8	False Ceiling: - Providing and fixing of Soft Fibre Square edge 15mm Textured both side encapsulated (No Soft fibers should be exposed on any side of Tile) for Ceiling of size 595x595x15 mm is to be installed on framework of Skelet. Which will comprise of NRC 0.94 base panels with humidity resistance of 90% RH and light reflectance up to 85% with Led points Green Performance certified. Soft Fibers tile 15mm for Ceiling tile meet the stringent fire test required having Class 'A' rating for Flame Ignitability test as per	Please provide the Area for False ceiling.	Clarification	It has been envisaged that the average covered size of Category A SRO is 6000 Sq Ft., Category B is 2500 sq ft and Category C is 1500 sq. ft. IA needs to calculate the ceiling accordingly.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			ASTME-84, with complete framework.			
50.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 7	Miscellaneous civil works including brick work/ plaster/ minor RCC works.	Miscellaneous civil works including brick work/ plaster/ minor RCC works is very broad term, Please quantify scope of work. Otherwise it will be very difficult for IA to Identify the scope.	Clarification	IA needs to adhere the RFP and provide the best solution in this regard.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
51.	IL&FS Technologies Limited	ILAS_Annexure., Electrical Page No 88. Earthing	<p>Earthing with G.I. earth plate 600 mm X 600 mm X 6 mm thick including accessories, and providing masonry enclosure with cover plate having locking arrangement and watering pipe of 2.7 meter long etc. with charcoal/ coke and salt as required.</p> <ul style="list-style-type: none"> - Earthing with copper earth plate 600 mm X 600 mm X 3 mm thick including accessories, and providing masonry enclosure with cover plate having locking arrangement and watering pipe of 2.7 meter long etc. with charcoal/ coke and salt as required. - Providing and fixing 25 mm X 5 mm copper strip in 40 mm dia G.I. pipe from earth electrode including connection with brass nut, bolt, spring, washer excavation and re-filling etc. 	Please allow Chemical earthing, as it has more life and maintenance free and best suitable for IT equipments.	Clarification	IA needs to adhere the RFP and he is free to provide the best solution in this regard.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>as required.</p> <ul style="list-style-type: none"> · Providing and fixing 25 mm X 5 mm copper strip on surface or in recess for connections etc. as required. · Providing and fixing 25 mm X 5 mm G.I. strip in 40 mm dia G.I. pipe from earth electrode including connection with G.I. nut, bolt, spring, washer excavation and re-filling etc. as required. · Providing and fixing 25 mm X 5 mm G.I. strip on surface or in recess for connections etc. as required. · Providing and fixing 6 SWG dia G.I. wire on surface or in recess for loop Earthing as required. 			

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
52.	IL&FS Technologies Limited	General query	Civil Work	Please define the area for exterior emulsion paint and Miscellaneous civil works including brick work/ plaster/ minor RCC works along with number of Doors required at all categories i.e. Cat-A, Cat-B, Cat-C	Clarification	IA needs to adhere the RFP and he is free to provide the best solution in this regard.
53.	IL&FS Technologies Limited	ILAS Revised RFP,Page 279,5.3.2 Performance of the System	1.Average time taken to opening Internet portal (Home page) from remote site at 256 Kbps connectivity across the state of Punjab by the citizen/ applicant and the users of the Department	Since Primary Link (Pawan) has to be provided by the department, it is assumed that the SLA related to performance with respect to these clauses will not be applicable on the bidder. Kindly Confirm?	Clarification	Please adhere the RFP
54.	IL&FS Technologies Limited	ILAS Revised RFP,Page 280,5.3.2 Performance of the System	Average time for submission of forms / data by the Purchaser or IA Staff Average size of form as 100 KB and 256 Kbps connectivity		Clarification	Please adhere the RFP
55.	IL&FS Technologies Limited	ILAS Revised RFP,Page 280,5.3.2	Average time for submission of forms/ data by citizens		Clarification	Please adhere the RFP
56.	IL&FS Technologies Limited	Performance of the System	(Time between pressing the 'submit' button and generation of		Clarification	Please adhere the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
57.	IL&FS Technologies Limited		acknowledgement of successful or unsuccessful submission from the system)		Clarification	Please adhere the RFP
58.	IL&FS Technologies Limited	General query		As per the RFP scope of work DC,DR & NDR will be on cloud. Hence request to confirm who will provide the link between Pawan and to these cloud locations?	Clarification	The IA needs to provide connectivity from DC/ DR to Pawan network
59.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 6	Providing and fixing glazing in aluminium door, window, ventilator shutters and partitions etc. with PVC/ neoprene gasket etc. complete as per the architectural drawings and the directions of engineer-in charge. (Cost of aluminium snap beading shall be paid in basic item): 5.5 mm thick toughened glass	Please provide the size and number of doors required per location.	Clarification	Please refer clarification no 48

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
60.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 8	False Ceiling: - Providing and fixing of Soft Fibre Square edge 15mm Textured both side encapsulated (No Soft fibres should be exposed on any side of Tile) for Ceiling of size 595x595x15 mm is to be installed on framework of Skelet. Which will comprise of NRC 0.94 base panels with humidity resistance of 90% RH and light reflectance up to 85% with Led points Green Performance certified. Soft Fibres tile 15mm for Ceiling tile meet the stringent fire test required having Class 'A' rating for Flame Ignitability test as per ASTM E-84, with complete framework.	Please provide the Area for False ceiling.	Clarification	Please refer clarification no 49
61.	IL&FS Technologies Limited	ILAS_Annexure. Page 77 point 7	Miscellaneous civil works including brick work/ plaster/ minor RCC works.	Miscellaneous civil works including brick work/ plaster/ minor RCC works is very broad term, Please quantify scope of	Clarification	Please refer clarification no 50

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				work. Otherwise it will be very difficult for IA to Identify the scope.		

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
62.	IL&FS Technologies Limited	ILAS_Annexure., Electrical Page No 88. Earthing	<p>Earthing with G.I. earth plate 600 mm X 600 mm X 6 mm thick including accessories, and providing masonry enclosure with cover plate having locking arrangement and watering pipe of 2.7 metre long etc. with charcoal/ coke and salt as required.</p> <ul style="list-style-type: none"> - Earthing with copper earth plate 600 mm X 600 mm X 3 mm thick including accessories, and providing masonry enclosure with cover plate having locking arrangement and watering pipe of 2.7 metre long etc. with charcoal/ coke and salt as required. - Providing and fixing 25 mm X 5 mm copper strip in 40 mm dia G.I. pipe from earth electrode including connection with brass nut, bolt, spring, washer excavation and re-filling etc. 	Please allow Chemical earthing, as it has more life and maintenance free and best suitable for IT equipments.	Clarification	Please refer clarification no 51

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>as required.</p> <ul style="list-style-type: none"> · Providing and fixing 25 mm X 5 mm copper strip on surface or in recess for connections etc. as required. · Providing and fixing 25 mm X 5 mm G.I. strip in 40 mm dia G.I. pipe from earth electrode including connection with G.I. nut, bolt, spring, washer excavation and re-filling etc. as required. · Providing and fixing 25 mm X 5 mm G.I. strip on surface or in recess for connections etc. as required. · Providing and fixing 6 SWG dia G.I. wire on surface or in recess for loop Earthing as required. 			

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
63.	IL&FS Technologies Limited	General query	Civil Work	Please define the area for exterior emulsion paint and Miscellaneous civil works including brick work/ plaster/ minor RCC works along with number of Doors required at all categories i.e. Cat-A, Cat-B, Cat-C	Clarification	Please refer clarification no 52
64.	IL&FS Technologies Limited	4.5 Component A – Legacy Data Conversion page no. 164	· IA shall digitize (scanning, indexing & data entry) Mutation register data for all the 13000 villages (approx.) from April 2000 till date which are available in either English or Punjabi language.	please provide number of fields to be entered along with number of characters per field per page for Mutation Document and please also provide approx % percentage of English and Punjabi documents.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
65.	IL&FS Technologies Limited	4.5 Component A – Legacy Data Conversion page no. 164	· IA shall do the Data Entry & Scanning of Jamabandi register for the pending 500 urban villages (approx.). IA shall also digitize any pending villages out of remaining 12500 villages (approx.)	How many fields and how many characters per field needs to be done as part of data entry for Jamabandi. Please clarify.	Clarification	All the data of jamabandi is to be entered in the system scanned copy to be uploaded on the server.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
66.	IL&FS Technologies Limited	4.5 Component A – Legacy Data Conversion page no. 164	· IA shall digitize all the other land record registers like Roznamcha Waqiyati, Shajra Nasb, Field Books, Musavis etc. for approximate 13000 villages from the time of consolidation till date	for digitization of Roznamcha Waqiyati, Shajra Nasb, Field Books, Musavis etc following Details are required : a. Number of pages per book. B. Number of field per page. C. Number of character per field.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
67.	IL&FS Technologies Limited	4.5.2 Registration of Documents	IA shall ensure that scanning of the registration deeds is done at the existing SRO's but data entry of the scanned records can be done at central level.	for data entry for registration deeds following Details are required : a. Number of pages per book. B. Number of field per page. C. Number of character per field.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
68.	IL&FS Technologies Limited	4.5.2 Registration of Documents	Details of khewats are as below: o Total number of khewats = 40,00,000 o Number of khewats wherein property share does not match = 70,000 o Number of khewats wherein data is not in correct format (as text entry has been done in cells) = 19,475 Moreover, databases are kept in decentralized format at each of the SR offices	Please clarify what is the scope of data entry and data correction in Khewats? How many fields needs to be verified and corrected ? Which database is used for keeping khewats records? Who will be responsible for providing the correct data?	Clarification	It is to clarify that IA shall correct the data with due consultation of the field officer.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			which needs to mapped with each other so that a centralized system can be made.			
69.	IL&FS Technologies Limited	4.5.3 Scanning & Drafting/Digitization of Musavis Maps	IA shall digitize (scanning and drafting) 80,000 Musavis (approx.). IA shall create the damaged musavis using field book with relevance to digitized Jamabandi data. The Department of Revenue maintains cadastral maps (Musavis) for each village in physical form. These shall be digitized and brought under a standard projection/coordinate system for effective linkage with other land record	What is the size of Musavi ? How many musavis are damaged and need to be recreated? Number of field per page? Number of character per field? Please provide the required detail	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			information in the GIS environment.			
70.	IL&FS Technologies Limited	4.5.4.2 Data Migration Page no 168.	Data Migration in the context of Punjab Land Records is the process of transporting of the existing data that is spread in approximately 170 databases at tehsil/sub-tehsil level into the newly model centralized database.	which database is being used at tehsil/sub-tehsil level, Please provide details.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
71.	IL&FS Technologies Limited	4.20.3 Category C, Page no 229	Category C	Kindly provide required space for Category C	Clarification	The category C office space will be provided by Purchaser

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
72.	IL&FS Technologies Limited	4.8.1 Online Application Form for Registration of Documents, page no:- 178	The System shall have an online application form for registration of document. The online form for registration shall be accessed on the portal. It shall have facility to capture all the required details as per the type of deed. The online form for Registration to be filled by the user shall be bilingual (English and Punjabi) and shall be capable of accepting inputs in English and Punjabi languages. The system shall authenticate the genuine user through mobile OTP which will be delivered through the SMS Gateway. The system shall auto generate the Transaction Reference Number (TRN) on successful submission of the Registration Form.Please refer section 4.1.1 -Online Request for	Please clarify, whether forms should capture English & Punjabi both at the same time or Input fields at Forms needs to be changed after selection of preferred Language.	Clarification	Yes, forms should capture English & Punjabi

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			Registration of Annexure IV – Functional Requirement Specification for detail			
73.	IL&FS Technologies Limited	Online Request for Registration, RFP Vol-I / Annexure-IV, 159	The system shall be capable enough to support Multiple Property registration in a single registration application. Example the system should give the user the option to register multiple properties across multiple villages or multiple properties within the same village. The applicant should	In such scenario, do we need to register multiple property against the same Registration Number or Property wise Registration Number is to be generated	Clarification	It is to clarify that each khasra must have a unique UPIN no. Multiple properties with different UPIN should be able to captured in the same registration form. The registration form no. should be capable of mapping with the multiple property but each khasra/property should have unique UPIN

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			be able to add as many property details under transaction. However the type of registration should be same. E.g. It should be only a sale transaction /registration but not a mix of registration transactions i.e. sale and will or sale and mortgage.			
74.	IL&FS Technologies Limited	4.10.6 E-Stamping, ILAS_RFP_Revised / 188	The system should be integrated with e-Stamping solution	Please provide more detail about the e-Stamping solution for understanding the integration approach with e-Stamping	Clarification	e-Stamping is successfully running in the State of Punjab. IA needs to integrate the eStamping with the system.
75.	IL&FS Technologies Limited	4.12.3 E-Office Module, ILAS_RFP_Revised / 194	The system shall be capable to integrate with e-Office Module available with the Department of Revenue	Please provide more detail about the e-Office for understanding the integration approach with e-office. Also all the integration API from third party application shall be arranged by PLRS	Clarification	IA needs to integrate the eOffice application with the ILAS applications and modules.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
76.	IL&FS Technologies Limited	4.10.4 Banks, ILAS_RFP_Revised / 187	View land / property Mortgage details Request for property to be marked as mortgage with supporting documents Provision of registering the documents of Mortgage without possession	Our understanding is that, we need to provide one module to the bank for the functionality mentioned in this section. It does not require any integration with their banking system. Please clarify whether our understanding is correct or not	Clarification	IA need to provide the appropriate solution to get the desired envisaged result.
77.	IL&FS Technologies Limited	4.10.2 UIDAI, ILAS_RFP_Revised / 187	Registration – For authentication of buyer / seller thumb or finger impressions from UID database Capturing UID number for buyer / seller / identifier	Please elaborate whether Aadhaar Integration is to be done from State Data or National Data for verification purpose	Clarification	It is to clarify that Aadhaar integration is to be done with national data
78.	IL&FS Technologies Limited	4.10.1 Integration with State Service Delivery Gateway ('SSDG'), ILAS_RFP_Revised / 187	<ul style="list-style-type: none"> · In order to achieve integration of information across state departments, State service delivery gateway ('SSDG') has been conceptualized. · SSDG acts as standards-based messaging switches and provides seamless interoperability and exchange of data across the departments. 	<p>We understand that PLRS would facilitate for providing SSDG Side Connectors from the SSDG implementing Agency and IA role is only to write application side connectors for integration with SSDG portal.</p> <p>Please clarify whether our understanding is correct or not</p>	Clarification	Yes, IA role is only to write application side connectors for integration with SSDG portal

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<ul style="list-style-type: none"> · The applications developed at state level can interact with the gateway through connector. · The web user (Citizen/ Dealer) shall first be routed to state service delivery gateway from Department of Revenue portal and after data and identity scrutiny shall be routed to Department of Revenue back office. · The generic connectors will be provided by state and the application services specific connectors will be developed by the implementation agency for the DoR. · SSDG will help system integrate with other departments like Municipal and Improvement trust systems for identification of property or building bylaws and plan approval status 			

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			and data & Electricity Board for dues. The detailed technical connector manual can be downloaded from the following link: http://nsdg.cdacmumbai.in/administration/Manuals.jsp for reference.			
79.	IL&FS Technologies Limited	4.11.1 Web Based GIS Application, ILAS_RFP_Revised / 189	Enable simultaneous access to multiple data sources (internal and external)	What are the distinct data sources?	Clarification	The Khasra number is distinct source in data.
80.	IL&FS Technologies Limited	4.11.1 Web Based GIS Application, ILAS_RFP_Revised / 190	The digitized cadastral maps shall be integrated with the RoR data and other spatial layers and ingested into the GIS solution. The GIS application shall be accessed by the Department and other stakeholders to view the land	Is there any key which can link ROR and the Cadastral Map	Clarification	IA to generate UPIN and map it with the Cadastral map

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			parcel/property details on map			
81.	IL&FS Technologies Limited	4.11.2 Base Map Creation from Satellite Image, ILAS_RFP_Revised / 190	IA has to digitize and creates the base map from satellite images. Department of Revenue has procured Worldview II Color Ortho rectified Satellite Imagery (0.5 m resolution, 25 Sq. Km tiles) in 2011 and shall be provided to the selected Bidder.	Who will provide the Ground Control Point (GCP) for the Cadastral Map	Clarification	The GCP of survey of India should be used.
82.	IL&FS Technologies Limited	4.7.1.1 Jamabandi Module, ILAS_RFP_Revised / 171	The system shall have the provision of generating MIS report of the Jamabandi for Daur period. IA should provision for providing printouts of the same to the purchaser	What is the Daur Period of Jamabandi?	Clarification	Daur period is from 1 to 5 years of any Jamabandi which captures the details of transactions of the property for the Daur period

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
83.	IL&FS Technologies Limited	4.7.1.1 Jamabandi Module, ILAS_RFP_Revised / 171	Digital linkage between registration & updation of land records, including auto-locking of the land transaction under mutation notice, which would reduce fraudulent multiple transactions.	What will be mutation notice period? What would be the process for sharing notice to citizen? Does system required to maintain inward-outward also?		The application software should have parameter for mutation notice period. The IA to provide solution for sharing notices to citizen. All notices will be online also on portal.
84.	IL&FS Technologies Limited	4.7.1.2 Mutation Module, ILAS_RFP_Revised / 172	Mutation Module	Is supporting document for transaction need to be made online during various transaction processing? If yes, the what would be the average size of the documents submitted during transaction?	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
85.	IL&FS Technologies Limited	Taxes	General	In case any change in government taxes, levies including VAT, service tax, GST, Octroi etc. during project implementation & operation, will be applicable at the time of invoicing/ billing kindly confirm?	Clarification	Yes, In case any change in government taxes, levies including VAT, service tax, GST, Octroi etc. during project implementation & operation, will be applicable at the time of invoicing/ billing.
86.	IL&FS Technologies Limited	General query		In case of Government increases the present minimum wages, the same shall be borne by department		IA to provide solution with current minimum wages and to cater YoY increase.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
87.	IL&FS Technologies Limited	General query		Kindly provide RPO and RTO time for DC-DR failover		Please refer business requirement referred in section Deployment model for DC/DR
88.	IL&FS Technologies Limited	4.8.8 Anywhere Registration, ILAS_RFP_Revised / 180	The Registration of Documents system shall be capable of Anywhere Registration of documents in the State including On-line appointment & submission of documents, etc. Currently, due to decentralized system for registration a citizen can't register his property anywhere; thus, he has to mandatorily visit the SRO under which the jurisdiction of corresponding land lies. The SRO's sometimes are very far and cause a lot of inconvenience to the citizens. Now with the new centralized database, anywhere registration facility shall provide the flexibility to access any nearby SRO to	How Physical supporting document shall be handled irrespective of location?	Clarification	All the supporting documents shall be duly attested/checked at the nearest SRO and it will further be visible at the relevant SRO across the State.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>register the land property in the same district. The System shall have the capability to register property anywhere in the State but initially it would be restricted to registration of properties within a district. It can be implemented only after the amendment of the Central Act.</p>			

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
89.	VFS Global	4.20/ Page 224	<p>Component O - Civil Infrastructure Requirement for SRO's</p> <p>All the Sub Registrar offices for A, B and C categories will be upgraded at the Govt. premises. Department will provide the space for set up of SRO as per proposed design. If it is not available with the purchaser then purchaser shall take on rent and handover to the IA. In this case, purchaser shall bear only rent of the SR Offices and rest shall be taken care by the IA.</p>	<p>i. Please clarify whether vacant premises shall be handed over to the IA immediately after contract signing for making necessary refurbishment and making it ready as per requirement mentioned in clause 4.21 e.g. Setting UP of All "Category A" SR offices within 4 months.</p> <p>ii. It is requested that possession of all such offices should solely be with IA during entire implementation and capacity building Phase (i.e. during refurbishment, Supply and installation, testing of IT / Non IT Infrastructure (Desktop, Printers, Scanners, Toke Display etc.) till project goes go live in order to avoid any operational conflicts.</p> <p>iii. A detailed handover procedure of these offices and time line may please be shared for resource planning & budget estimation for bid submission purpose.</p>	Clarification	<p>i. Yes, Vacant premises shall be handed over to the IA immediately after contract signing for making necessary refurbishment and making it ready as per requirement mentioned in clause 4.21</p> <p>ii. IA shall operationalise and maintain the SROs during the entire contract period</p> <p>iii. Purchaser shall handover the SROs after issuing the award of contract</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
90.	VFS Global	4.21.3 Page 240 to 244	Timeline - System Implementation	<p>As per this clause, we understand that IA shall be responsible to Roll-Out of Priority 1 services within 4 month and Roll out of Priority 1 and 2 services at Category A and B sites within 9 Months.</p> <p>Please confirm if our understanding is correct.</p> <p>i. If yes, how the OPEX payment shall be made to IA during this period as there is no separate provision in commercial bid to quote OPEX component for this period i.e. pre Go-live period. All OPEX payments have been divided in 60 months that pertain to post Go-live period only. In this case, OPEX payment for Category A should be made for 68 months, Category B for 64 months and Category C for 60 months.</p> <p>ii. If not, who will use the IT/Non-IT Infrastructure installed & who will deliver the services during this period till commencement of O&M</p>	Clarification	i. Yes, Please refer the payment schedule mentioned in section 2.21

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				phase? It is not feasible to leave the installed Infrastructure in the hands of Govt. officials or any third party on ad-hoc basis as ultimately IA is responsible to maintain it for next 5 years post Go-Live.		
91.	Inspira	Core Switch, CSW.REQ.0 01	Chassis based Architecture, with minimum 5 payload slots for switching and one slot should be free for future expansion.	Chassis based Architecture, with minimum 6 payload slots for switching and one slot should be free for future expansion.	Clarification	It may be read as: Chassis based Architecture, with minimum 6 payload slots for switching and one slot should be free for future expansion.
92.	Inspira	Core Switch, CSW.REQ.0 02	Should have 720 Gbps switch fabric or higher	Should have 3 Tbps switch fabric or higher	Clarification	Please adhere to the RFP
93.	Inspira	Core Switch, CSW.REQ.0 07	36 x 10Gbps interfaces SFP ports (LR 4 ports (up to 10kms) & SR 20 Ports) distributed in 3 LAN cards	36 x 10Gbps interfaces SFP ports (LR 4 ports (up to 10kms) & SR 20 Ports) distributed in 2 LAN cards	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
94.	Inspira	Core Switch, CSW.REQ.0 18	The Switch Should support at least 32,000 MAC addresses , 4,000 Active VLANs Entries and 50 Spanning Tree Protocol Instances	The Switch Should support at least 2,50,000 MAC addresses , 4,000 Active VLANs Entries and 50 Spanning Tree Protocol Instances. The Switch should have 120K IPv4 and IPv6 Unicast and 60K IPv4 and IPv6 multicast routes	Clarification	Please adhere to the RFP
95.	Inspira	Server Access Switch, SAF.REQ.00 1	The Switch should be a Fixed Configuration switch with 16 x SFP+ ports for 1G/10G combo options based on requirements stated below.	The Switch should be a Fixed Configuration switch with 24 x SFP+ ports for 1G/10G and 4 QSFP+ for uplink based on requirements stated below.	Clarification	Please adhere to the RFP
96.	Inspira	Server Access Switch, SAF.REQ.00 2	The Switch should be loaded with 2 x 10Gbps LR Modules for remote office connection and 12 x 5 meter Copper Cable / Fibre cable with 10G Modules at both ends for Server Connection	The Switch should be loaded with 2 x 10Gbps LR Modules for remote office connection and 12 SR Fibre cable with 10G Modules at both ends for Server Connection	Clarification	Please adhere to the RFP
97.	Inspira	Server Access Switch, SAF.REQ.00 4	The Switch Should support throughput of at least 250 mpps for IPv4 and 125 Mbps IPv6	The Switch Should support throughput of at least 250 mpps for both IPv4 and IPv6	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
98.	Inspira	Server Access Switch, SAF.REQ.00 7	The Switch should support SFP+ optics for 10G connectivity and SFP for 1G Connectivity and additional module slot for scalability to 40 ports	The Switch should support SFP+ optics for 10G connectivity and SFP for 1G Connectivity	Clarification	Please adhere to the RFP
99.	Inspira	Router, FRO.REQ.00 2	Should have support for hardware based IPSEC and SSL	Should have support for hardware based IPSEC / SSL	Clarification	Please adhere to the RFP
100	Inspira	Router, FRO.REQ.00 3	Should have minimum of 512MB of RAM and 256 MB of Flash Memory	Should have minimum of 2 GB of RAM and 2 GB of Flash Memory	Clarification	Please adhere to the RFP
101	Inspira	Router, FRO.REQ.00 5	3 x 1Gbps Base Ethernet interface	6 x 1Gbps Base Ethernet interface	Clarification	Please adhere to the RFP
102	Inspira	Router, FRO.REQ.00 6	2 x 2 Mbps V.35 serial interfaces	2 x 2 Mbps V.35 / E1 serial interfaces	Clarification	Please adhere to the RFP
103	Inspira	Router, FRO.REQ.00 8	Should support high performance traffic forwarding with concurrent features like Security, Voice enabled	Should support high performance traffic forwarding with concurrent features like Security	Clarification	Please adhere to the RFP
104	Inspira	Router, FRO.REQ.00 9	Shall support variety of interfaces like V.35 Sync Serial (64Kbps, 2 Mbps), 3G, Ethernet Interfaces	Shall support variety of interfaces like V.35 Sync Serial (64Kbps, 2 Mbps), 3G,	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			– 10/100/1000Mbps, ISDN BRI	Ethernet Interfaces – 10/100/1000Mbps, ISDN BRI/E1		
105	Inspira	Router, FRO.REQ.01 2	Should be EAL 3/ NDPP certified/Gartner leader quadrant. In case OEM does not have required certification for Router/Switch, then bidder can offer the model meeting the specifications from the OEM under latest Gartner's Leader Quadrant (2015-2016) but in both the cases product should be NDPP/EAL3 certified.	Please remove	Clarification	Please adhere to the RFP
106	Inspira	Internet Router, IRO.REQ.00 3	Should have minimum of 1 GB of RAM and 1 GB of Flash Memory for proper router operation to keep IGP and EGP routes.	Should have minimum of 2 GB of RAM and 2 GB of Flash Memory for proper router operation to keep IGP and EGP routes.	Clarification	Please adhere to the RFP
107	Inspira	Internet Router, IRO.REQ.00 4	2 X 2 Mbps serial ports 4 X 10/100X1000 base TX fast Ethernet routed interfaces All the Serial Ports should be Flex-Configured for RS-232/V.35 interfaces. Shall	2 X 2 Mbps E1/serial ports 4 X 10/100X1000 base TX and 4 SFP Ethernet routed interfaces	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			be able to support variety of other interfaces			
108	Inspira	Internet Router, IRO.REQ.005	The router should have a minimum of 400 or more kbps throughput.	The router should have a minimum of 1000 or more kbps throughput.	Clarification	Please adhere to the RFP
109	Inspira	Internet Router, IRO.REQ.010	PQ, cRTP, LFI, WRED	PQ, LFI, WRED	Clarification	Please adhere to the RFP
110	Inspira	Internet Router, IRO.REQ.013	Ethernet Interface of the Router should support 802.1Q Support for additional Ethernet Interface card Should have automatic route optimization and load distribution over multiple service provider networks	Ethernet Interface of the Router should support 802.1Q Support for additional Ethernet Interface card Should have automatic route optimization and load distribution over multiple service provider networks using ECMP.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
111	Inspira	Internet Router, IRO.REQ.01 5	Should be EAL 3/ NDPP certified/Gartner leader quadrant. In case OEM does not have required certification for Router/Switch, then bidder can offer the model meeting the specifications from the OEM under latest Gartner's Leader Quadrant (2015-2016) but in both the cases product should be NDPP/EAL3 certified.	Please remove	Clarification	Please adhere to the RFP
112	Inspira	Field Switch (24 Port) , SFO.REQ.00 1	The switch should have minimum 24 x 10/100/1000 Ports with 2 One Gigabit Ethernet SFP ports for uplinks UTP RJ-45 ports	The switch should have minimum 24 x 10/100/1000 Ports with 4 One Gigabit Ethernet SFP ports for uplinks UTP RJ-45 ports	Clarification	Please adhere to the RFP
113	Inspira	Field Switch (24 Port) , SFO.REQ.00 3	40 Mbps wire-speed forwarding rate	40 Mpps wire-speed forwarding rate and 56 Gbps switching capacity	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
114	Inspira	Field Switch (24 Port) , SFO.REQ.008	Auto Smart port,, Auto-negotiation, Dynamic Trunking Protocol , Link Aggregation Control Protocol (LACP), Trivial File Transfer Protocol (TFTP), Network Timing Protocol (NTP),SSH, Port-based ACLs, TACACS+ and RADIUS authentication, Bridge protocol data unit (BPDU),Rack mountable	Auto Smart port,, Auto-negotiation, Dynamic Trunking Protocol or equivalent , Link Aggregation Control Protocol (LACP), Trivial File Transfer Protocol (TFTP), Network Timing Protocol (NTP),SSH, Port-based ACLs, TACACS+ and RADIUS authentication, Bridge protocol data unit (BPDU),Rack mountable, RIP, static route for intervlan routing.	Clarification	Please adhere to the RFP
115	Inspira	Field Switch (24 Port) , SFO.REQ.010	Switch should be IPv6 logo certified and support IPv6 FHS	Please remove	Clarification	Please adhere to the RFP
116	Inspira	Switch (16 Port, SFO.REQ.001	The switch should have minimum 16 x 10/100/1000 Ports with 2 One Gigabit Ethernet SFP ports for uplinks UTP RJ-45 ports	The switch should have minimum 12 x 10/100/1000 Ports with 2 One Gigabit Ethernet SFP ports for uplinks UTP RJ-45 ports	Clarification	Please adhere to the RFP
117	Inspira	Switch (16 Port, SFO.REQ.003	40 Mbps wire-speed forwarding rate	20 Mpps wire-speed forwarding rate and 28 Gbps switching capacity.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
118	Inspira	Switch (16 Port, SFO.REQ.008	Auto Smart port,, Auto-negotiation, Dynamic Trunking Protocol , Link Aggregation Control Protocol (LACP), Trivial File Transfer Protocol (TFTP), Network Timing Protocol (NTP),SSH, Port-based ACLs, TACACS+ and RADIUS authentication, Bridge protocol data unit (BPDU),Rack mountable	Auto Smart port,, Auto-negotiation, Dynamic Trunking Protocol or equivalent , Link Aggregation Control Protocol (LACP), Trivial File Transfer Protocol (TFTP), Network Timing Protocol (NTP),SSH, Port-based ACLs, TACACS+ and RADIUS authentication, Bridge protocol data unit (BPDU),Rack mountable, RIP, static route for intervlan routing.	Clarification	Please adhere to the RFP
119	Inspira	Switch (16 Port, SFO.REQ.010	Switch should be IPv6 logo certified and support IPv6 FHS	Please remove	Clarification	Please adhere to the RFP
120	Inspira	Router-cum-Switch, UP1.REQ.001	4 ports	8 ports	Clarification	Please adhere to the RFP
121	Inspira	Router-cum-Switch, UP1.REQ.002	Modular router should have 2X10/100/1000 for WAN connectivity and 4x 10X100X1000 for user connectivity with interface slot	Modular router should have 2X10/100/1000 for WAN connectivity and 6x 10/100/1000 for user connectivity with interface slot	Clarification	Please adhere to the RFP

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122	Inspira	Router-cum-Switch, UP1.REQ.00 3	120 Kpps,512 MB flash , 512 RAM	120 Kpps,2 GB flash , 2GB RAM	Clarification	Please adhere to the RFP
123	Inspira	Router-cum-Switch, UP1.REQ.00 5	Internal card should support both HSPA/E-VDO high speed technologies wit fall back to edge/GPRS	Internal card/USB modem /module should support both HSPA/E-VDO high speed technologies wit fall back to edge/GPRS	Clarification	Please adhere to the RFP
124	Inspira	Router-cum-Switch, UP1.REQ.00 6	Inbuilt Stateful firewall, IPSec with IKEv2 and AES-128/192/256 encryption, Suit-B crypto, Router should support URL filtering for securing a remote site	Inbuilt Stateful firewall, IPSec with IKEv2 and AES-128/192/256 encryption, Suit-B crypto, Router should support IPS and URL filtering for securing a remote site	Clarification	Please adhere to the RFP
125	Inspira	Router-cum-Switch, UP1.REQ.00 8	Should be EAL 3/ NDPP certified/Gartner leader quadrant. In case OEM does not have required certification for Router/Switch, then bidder can offer the model meeting the specifications from the OEM under latest Gartner's Leader Quadrant (2015-2016) but in both the cases	Please remove	Clarification	Please adhere to the RFP

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			product should be NDPP/EAL3 certified.			
126	Rolta	4.11/189	Backend shall be a robust, high performance, scalable database which shall store all the data. The digital database prepared for the project shall form the base of any further activities, viz., revenue data management (RoR), spatial data management (geo-database), development and updation of land records, etc.	The database layer may store and process the spatial information of this application please clarify on compliance of below spatial and GIS capabilities native support by database- 3-D and Web services support to manage geospatial data including - vector and raster data format. - Topology data model, - Triangulated Irregular Network (TIN) data types, - Network data models, - Linear Referencing system, - Spatial analytical Function - Support for spatial indexes like self tuning R-tree indexes. - LiDAR data types	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
127	Rolta	4.12.16/200	Database Security	<p>In a cloud hosted environment information security is at utmost priority, please clarify on below database security compliance-</p> <ol style="list-style-type: none"> 1.Database software to provide transparent encryption to encrypt storage data, data on backup and network data. 2. Restrict the high privileged and system users to access the transactional data and restrict to database access by application by-pass. 3. To provide data security from SQL injections. 	Clarification	<p>The IA shall implement the database security with below database compliance:</p> <ol style="list-style-type: none"> 1.Database software to provide transparent encryption to encrypt storage data, data on backup and network data. 2. Restrict the high privileged and system users to access the transactional data and restrict to database access by application by-pass. 3. To provide data security from SQL injections.
128	Rolta	Annexure 4.2.7/ 202	The system shall be able to archive transactional database records to prevent long term speed concerns. The solution must also feature functionality for efficient retrieval of archived data.	The archival and data life cycle management and application performance can be made more effective using database partitioning it provides capability to store data based on various layers like year, location, etc. while the all data is available for real time analytics, please clarify should the database provide database	Clarification	Please adhere to the RFP

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				table partitioning based on various schemes like list, hash, composite columns, dynamic partitions on intervals and on virtual columns?		
129	Rolta	Annexure 4.2.7/ 202	Common Technical Requirements: The system should provide advance search and indexing features	The application to store core GIS and spatial data, should the database support spatial indexes like R-tree index, it may have cost to consider hence please clarify ?	Clarification	Please adhere to the RFP
130	Rolta	Annexure 7.1/206	The Technology platform should support Interoperability & based on Open Standards. It should be able to inter-operate with other heterogeneous platforms.	We understand that the provided application and database software should support various hardware and also software platform like Windows, Linux, Unix? Please clarify	Clarification	Please adhere to the RFP
131	Rolta	Annexure 4.2.7/170	Common Requirements: The system shall provide a robust and flexible architecture that can evolve to meet the needs of a changing organizational environment,	Scalability with high availability need an dynamic scalable architecture, please clarify on whether the application and database layer should work in all active cluster where additional nodes in the cluster can be added	Clarification	Please adhere to the RFP

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			appropriate to the types of implementation for which the system is intended	dynamically without any downtime?		
132	Rolta	4.6	The envisaged system will have a Centralized Database on cloud of the property holdings, giving access of following information:	Since department looking for a cloud based database modeling and design, please clarify on database cloud capabilities on below requirement compliance- 1. Metering and charback capability integrated within database against its utilization. 2. Database services, and consume them on-demand and database provisioning and cloning capabilities 3. Support for multitenant and Pluggable database architecture managing many databases as one (like backup and memory), yet retains the isolation and resource prioritization of separate databases	Clarification	Please adhere to the RFP
133	Rolta	4.3.2.1 /155	Enterprise System Architecture	The architecture talks about multiple interfaces and also multiple points of integration. Do you envisage the need of an API Management tool to securely	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				publish and execute REST based APIs for these purposes?		
134	Rolta	4.3.2.1 /155	Enterprise System Architecture	Is GIS tagging of each land record a requirement?	Clarification	Please adhere to the RFP
135	Rolta	4.3.2.2/3, 156-158	Phase-II/Workflow Management System/Standards Framework &	Do you envisage a need for an Open Standard based Workflow Management tool which can even run content driven workflows? The OEM tool should certify BPMN 2.0 Standards.	Clarification	Please adhere to the RFP
136	Rolta	4.3.2.3/ 158	Standards Framework/Application Security/OWASP &	Are you emphasizing SSO, Role Management, User Life Cycle Management and Provisioning/De-provisioning?	Clarification	Please adhere to the RFP
137	Rolta	4.9/184	Component D - Portal Development	Would like to adhere to JSR 168 & 286 for Portals & Portlets?	Clarification	Please adhere to the RFP
138	Rolta	4.1/185-186	Component E - Integration with third party applications	Do you want an Enterprise Service Bus based integration along with security in the Red-Zone for Web Services? There may be a need for Services orchestration as depicted in the diagram.	Clarification	Please adhere to the RFP
139	Rolta	4.11.2/188	Component F – Designing a GIS Solution	DO you have the toposheets already available or are they	Clarification	Please adhere to the RFP

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				expected to be created during the project?		
140	Rolta	4.12.11/ 197	Mobile Application for Departmental users	Would you like to emphasize that code base for Mobile Apps should be common and it should run on multiple platforms?	Clarification	Please adhere to the RFP
141	Rolta	4.12.12/197	Mobile Application for Citizen	Should Mobile App have features like notifications (to be sent by Deptt), Device Analytics, Workflow Analytics?	Clarification	Please adhere to the RFP

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142	VFS Global	2.7/ Page 47	<p>Sub-Contract</p> <p>2.7.1 For the purpose of this tender a Sub Contract would mean “Any agreement, purchase order, or any such legal instrument issued by the Implementation Agency for this Tender / contract to a third party, the subcontractor, calling for the performance of a defined piece of work or production and/ or delivery of specified Goods or services as permitted herein.”</p> <p>2.7.2 Sub-contracting will not be permitted. However, sub-contracting, with prior approval and consent of the Purchaser, for activities that are nontechnical in nature, will be considered at the sole consideration of the</p>	<p>We request that keeping in view the varied software requirement & stringent roll-out timelines, Implementing Agency should be permitted to get the software developed from its partner/ third party. However even in such case, complete responsibility should be with Implementing Agency only. It will help to accelerate the pace of project in order to achieve Go-Live deadlines by leveraging the segment specific expertise available in the field of software development/IT.</p>	Clarification	Please adhere to the RFP

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			<p>Purchaser.</p> <p>2.7.3 The Implementation Agency (i.e. the IA) may be permitted by the Purchaser to appoint any delegate/ sub-contractor for the performance of certain obligations of the Implementation Agency. However, no sub-contracting would be permitted for the following Services under the Contract (not limited to):</p> <ul style="list-style-type: none"> i. Software Development ii. Project Manpower iii. Data Migration 			

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143	VFS Global	Key Project Activities/ Page 10	Data Migration Migration Data Migration in the context of I-LAS shall entail migration of existing data (available in 170 databases at tehsil/sub-tehsil level) to the newly developed centralized system	Will this be only limited to specific Modules and/or will this be used for Data Exchange?	Clarification	Please adhere to the RFP
144	VFS Global	1.28.9.xi/ Page 30	Annual Maintenance and Technology Refreshment	Please clarify what items are to be considered under Technology Refreshment as it will have substantial cost impact.	Clarification	Please adhere to the RFP
145	VFS Global	2.9.8/ Page 34	Addition of new resources, removals to/ from the Project Team by the Implementation Agency would be made with the prior approval of the Purchaser.	Permissions required at what level of manpower recruitment and separation? Please clarify.	Clarification	Please adhere to the RFP
146	VFS Global	2.2.1./ Page 42	“Disaster Data Dump Site” or “DDDS” means the cloud system that will act as the repository for the data generated in the Data Centre and Near Data Centre;	We request to provide the Bill Of Quantity for Disaster Data Dump Site.	Clarification	The IA to provide solution for zero data loss and for that if IA needs near line data center please provide the same.

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147	VFS Global	2.14/ Page 63	Ownership and Retention of Documents	Please provide clarification on Purging policy of the data to be followed, if any.	Clarification	Please adhere to the RFP
148	VFS Global	2.27.1/ Page 76	Performance Bank Guarantee Implementation Agency (the Prime Bidder in case of Consortium) shall furnish Performance Bank Guarantee to the Purchaser prior to signing the Contract which shall be of INR 10 Crore and shall be in the form of an unconditional and irrecoverable Bank Guarantee from a Nationalized/ Scheduled Bank (Other than Co-operative Banks) in the Performa given in Section 3 of the Tender Document, and which would be valid up to a period of 3 (three) months beyond the Contract Period or any extensions thereof in terms of this Contract	As per this clause, Performance Bank Guarantee should be from a Nationalized/ Scheduled Bank (Other than Co-operative Banks) whereas as per clause 2.2.1.gg, Performance Bank Guarantee should be from Nationalized Bank only. Both these clause are contradictory to each other. Please clarify this ambiguity.	Clarification	It is to clarify that Performance Bank Guarantee should be from a Nationalized/ Scheduled Bank (Other than Co-operative Banks)

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149	VFS Global	3.2.5/112	Technical Solution The Bidder should provide detailed proposed Bill of Material (BOM) as per below format	Please provide the minimum quantity for each line item of complete Bill Of Material required as per RFP. Further bidders should be allowed to add any additional line item as per their proposed solution.	Clarification	IA has to provide the solution to meet the SLA. Please adhere to the RFP
150	VFS Global	3.3.2	Breakdown of Service Cost	Data Entry & Scanning Cost component should be excluded from the CAPEX cost as it is an operation nature expense and is already there in OPEX cost breakup also.	Clarification	Please refer the corrigendum
151	VFS Global	3.3.2 Component C/ Page 129	Component C Cloud Infrastructure for DC/DR/NLDC – Till go-live	As per this clause DC/DR/NLDC is to be cloud based whereas DBS.REQ.014- (Annexure pg7) ask for blade server. There are many similar ambiguities even for DR and NLDC. Please provide clarity if Physical infrastructure is required or Cloud based services are required?	Clarification	IA has to provide the solution to meet the SLA. Please adhere to the RFP

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152	VFS Global	4/ Page 150	Scope of Work- Cash Management	<p>Please share modus-operandi for cash management i.e. over the counter cash receipt from citizen on account of service fee/ facilitation charges/ user charges etc. & its bank deposit process.</p> <p>Also please provide the amount of daily cash transaction expected to be dealt with at each SROs?</p> <p>Whether fee collection will be through other modes i.e. Cheques, DD & what will be its flow to government account?</p> <p>Does IA is expected to provide Cash Safe Box in each SRO?</p>		Please adhere to the RFP

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153	VFS Global	Project Objective/ Page 151 Viz-a-viz 4.10.9/ Page 187	This IA would take over the existing operations and support all the transitions till integrated solution is developed and deployed. Viz-a-viz Presently, Fards are being delivered through Fard Kendras. IA shall provide IT and Non-IT hardware at fard Kendra and Purchaser shall provide manpower to manage the Fard Kendra across the State.	As per this clause, IA shall be responsible to take over & operate all 172 FARD Kendras being currently managed by some other vendors. Whereas as per clause 4.10.9 scope of IA is restricted to just supply of IT and Non-IT hardware. Please remove this ambiguity & IA has to take over & operator existing Fard Kendras, complete detail for the same may please be provided.		It is to clarify that IA needs to provide IT and Non-IT hardware only .
154	VFS Global	Phase IV: Operations & Maintenance/ Page 157	Required manpower and service delivery at all the sites to meet the SLA	Please confirm if there is any requirement of any seasonal Uniform (Male/Female) to be provided to the Counter Operators?	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
155	VFS Global	4.5/ Page 164	Component A – Legacy Data Conversion 4.5.1 Land Record Documents 4.5.2 Registration of Documents 4.5.3 Scanning & Drafting/Digitization of Musavis Maps 4.5.4 Quality Checks, Data Migration and Validation of Data 4.5.4.1 Data Quality Checks: 4.5.4.2 Data Migration: 4.5.4.4 Transition and Data Migration of existing system	Component A has the transaction volume. Please share the number of staff that will be needed to perform each of the activities in component A for better budgeting and achieve Service level for the Project.	Clarification	IA is free to select as many as staff to accomplish this activity by meeting the SLA.
156	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not	Since the data entry can be done from a central location, would that location be the clients premise or IA would have to have own premise?	Clarification	It is to clarify that it is the responsibility of IA to provide space at center location. Purchaser shall provide the space of for scanning the document at SRO only.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.			
157	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.	When the documents are scanned in the SRO's, how will the scanned images be transferred to the central location for data entry? Would the scanned data have to be uploaded on the server or will have to be carried in an external device to the central location for data entry?	Clarification	Please adhere to the RFP

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158	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.	What would be the document indexing parameters? How many fields indexing would be required to be done?	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
159	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.	<p>What is the total duration in which the scanning needs to be completed?</p> <ul style="list-style-type: none"> · What are the total numbers of data entry fields? · Does IA need to start the work in all SRO's simultaneously or can start the scanning in phase wise manner? · What would be the number of working days in a week? · Would IA be allowed to work in multiple shifts? 	Clarification	Please adhere to the timelines mentioned in the RFP and corrigendum
160	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub	<p>Will the number of data entry fields be different for different types of documents? What will the total number of data entry fields for each type of file?</p> <p>What is the file format in which the output of the scanned images needs to be provided?</p>	Clarification	It is to clarify that the bidder must visit at least one or two SR offices and collect these information.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.</p>			
161	VFS Global	4.5.1/ Page 164	<p>IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.</p>	<p>Does the scanning need to be done in Color or in Black and White format? · What is the resolution in which the scanning needs to be done?</p>	Clarification	<p>It must be scanned in color format and it is recommended that resolution should be 300 dpi</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
162	VFS Global	4.5.1/ Page 164	IA shall ensure that scanning of the land records documents is to be done at the existing SRO"s but data entry of the scanned records can be done at central level. The Department will provide space at the existing SR offices as taking out the official records from sub registrar offices is not possible. IA shall scan all the documents at SRO and send the scanned copy to its central location for further data entry into the system/application.	Will the files be readily available for scanning or IA would need to go to the different offices and collect the files for scanning?	Clarification	Please refer the RFP for details
163	VFS Global	4.5.1/ Page 164	IA shall digitize (scanning, indexing & data entry) Mutation register data for all the 13000 villages (approx.) from April 2000 till date which are available in either English or Punjabi language.	It is mentioned in the RFP that the digitization needs to be done for all documents of 13000 villages available from the year April 2000 onwards, please provide the bifurcation of the counts of documents residing in each of the SRO's along with the information like the number of files in each SRO, percentage bifurcation on	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				the type of pages like A4, A3, A0 etc.?		
164	VFS Global	4.5.1/ Page 164	IA shall digitize (scanning, indexing & data entry) Mutation register data for all the 13000 villages (approx.) from April 2000 till date which are available in either English or Punjabi language.	It is mentioned that the registers need to be scanned. Does IA need to use book scanners for the same or can IA unbind the registers and scan them in the document feeders?	Clarification	It is to clarify that IA need to use book scanners but quality of document should be maintained.
165	VFS Global	4.5.1/ Page 164	There are some missing/damaged field books which shall be reconstructed and digitized by the IA under the guidance of department which is approximately 2500 in numbers.	The missing or Damaged Books that needs to reconstructed and digitized, what are the size of the books and can IA scan them using document feeders or need to use Book scanners? What are the total numbers of pages in each book?	Clarification	It is to clarify that the bidder must visit at least one or two SR offices and collect these information.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
166	VFS Global	4.5.2/ Page 164	IA shall ensure that scanning of the registration deeds is done at the existing SRO"s but data entry of the scanned records can be done at central level.	It is mentioned in the RFP that the digitization needs to be done for all Registration deeds of the past 13 years, please provide the bifurcation of the counts of deeds residing in each of the SRO's / Jsro's along with the information like the number of files in each SRO's / JSRO's, Number of pages in each deed, percentage bifurcation on the type of pages like A4, A3, A0 etc.	Clarification	Please refer the corrigendum
167	VFS Global	4.6/ Page 169	Component B – Creation of Centralized Database on cloud	Currently the existing vendor is already doing this activity, what is the staff strength needed for this activity to achieve the target Service Levels.	Clarification	Please adhere to the transition phase mentioned in the RFP
168	VFS Global	4.8.7/ Page 180	Audio video recording system	Please clarity, if this is a 24x7 recording system. Please clarity on activation of recording system and if IA is authorised to activate and deactivate than what is estimated staff that would be required for monitoring this activity.	Clarification	Please refer the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
169	VFS Global	4.8.9/ Page 180~183	Process for Registration of deed	SR is most important actor and shall represent Purchaser in the whole process in all SROs. Since SLAs are dependent on total Turn Around Time which includes time taken by SR also, how the accountability shall be segregated in case of any delay in delivery of service?	Clarification	Please adhere to relevant clause mentioned in the RFP. In such event, IA must have sufficient evidences to show the causes of delay.
170	VFS Global	4.9/ Page 184	Component D - Portal Development	Who will provide the content/information to be displayed/ updated on the portal?	Clarification	IA and PMU team shall maintain the content on the portal
171	VFS Global	4.9/ Page 184	Component D - Portal Development The portal shall be capable of capturing Feedback of the user/applicant	Since the feedback will be captured on the portal only, how the citizen shall be guided to provide the feedback through portal? Does IA need to inform every citizen manually to provide the feedback through website/portal?	Clarification	Both the provision should be there so that feedback could be captured

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
172	VFS Global	4.13.1/ Page 201	SMS gateway	<p>Who will bear the SMS charges for any PULL and PUSH messages?</p> <p>We understand that Purchaser shall enter into necessary tie-ups with Department of Governance Reforms for use of SMS gateway & IA shall only be responsible for integration with the help of Purchaser & Department of Governance Reforms. Please confirm.</p>	Clarification	It is to clarify that DGR shall provision the SMS gateway and any cost incurred in this shall be incurred by the IA

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
173	VFS Global	4.13.3/ Page 202	<p>Integration with existing Citizen Call Centre</p> <ul style="list-style-type: none"> · The IA shall leverage the existing call Centre available with the Purchaser. · The IA shall provide all online help link, Online FAQ"s and training to existing call Centre manpower to cater to the needs of citizen. · Call Centre to be created will handle all technical and land record management & Registration related queries/ complaints/ requests. · All complaints collected through various forms such as submission of e-form on website, complaint registered through phone call to Call Centre, Complaint form dropped at the department offices, complaint sent through email/ fax/ letter 	<p>Please clarify if IA is responsible to setup an additional call centre to specifically manage the complaints points. Please clarify number of staff needed and historic data on numbers.</p> <p>Also please provide the detail of existing call center.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			would be consolidated at Call Centre.			
174	VFS Global	4.13.4/ Page 202	Payment Gateway Service	<p>In case of payment through credit card/ debit card/ internet banking, who will bear the transaction charges?</p> <p>We understand that Purchaser shall enter into necessary tie-ups with Department of Governance Reforms for use of SMS gateway & IA shall only be responsible for</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				integration with the help of Purchaser & Department of Governance Reforms. Please confirm.		
175	VFS Global	4.13.5/ Page 203	Helpdesk for Internal users	Please share data on number of such incidents reported for us to arrive at approximate staff & other resource requirement for meeting performance of Service Levels.	Clarification	Please adhere to the RFP and Corrigendum
176	VFS Global	4.15 Page 208	Component J - Training & Change Management	Who will provide process training to the IA staff? Does IA need to prepare content on its own for Online learning management tool or the Purchaser will provide the content?	Clarification	IA with due coordination of department will prepare content on its own
177	VFS Global	4.15.1/ Page 208	Component J - Training & Change Management IA shall ensure necessary environment setup, data	Please provide the detailed BoM required for this setup.	Clarification	IA shall provide the solution and give the details of BoM.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			creation to conduct end user training			
178	VFS Global	4.15.1/ Page 210	Component J - Training & Change Management Indicative target number of audience against each of the training components	Please re-confirm the numbers i.e. 6500. Whether all these users belong to Revenue Department/ PLRS? · Please provide detail about the audience/trainees along with broad level in these 6500 numbers. · What kind of Training material is required for these sessions and who will bear the cost of such material.	Clarification	Please adhere to the RFP
179	VFS Global	4.15.2/ Page 212	Component J - Training & Change Management IA shall prepare Change management workshops and public awareness plan and share with the purchaser for approval. Indicative plan and occurrence of the event	Occurrence is mentioned in number of trainings but time/ duration has not been mentioned. Please confirm approximate time duration for each training in order to budget and to plan & achieve the given Service levels.	Clarification	Please adhere to the RFP
180	VFS Global	4.20/ Page 224	Component O - Civil Infrastructure Requirement for SRO's	Please provide the list or approximate number of locations	Clarification	Department shall share the details after issuing of award of contract

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				where the SROs are not currently available?		
181	VFS Global	4.20/ Page 224	Component O - Civil Infrastructure Requirement for SRO's	<p>We understand that that the existing SRO set up will be upgraded? If our understanding is correct, please clarify how do the IA expected to do the refurbishment work without disturbing existing SRO operations?</p> <p>· What will be the handing over process to avoid any working conflicts in the routine work with pre-defined responsibilities?</p>	Clarification	Yes, existing SROs have to be upgraded. Please refer the section 4.20 of the RFP for detail
182	VFS Global	4.20/ Page 224	Component O - Civil Infrastructure Requirement for SRO's	As per RFP there is no requirement of PA (Public Announcement) and CCTV requirement in any of the category. However as per Annexure (page 90 to 105), these systems have been asked in Category A & B SROs only.	Clarification	Please adhere to the RFP (RFP and Annexure).

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
183	VFS Global	4.20/ Page 224	Component O - Civil Infrastructure Requirement for SRO's All the Sub Registrar offices for A, B and C categories will be upgraded at the Govt. premises. Department will provide the space for set up of SRO as per proposed design. If it is not available with the purchaser then purchaser shall take on rent and handover to the IA.	Whether separate entry shall be provisioned in the space to be given for SROs? If yes, please confirm if Roller Shutters are required to be fixed in each SRO?	Clarification	SRO space should be as per indicative layout in the RFP.
184	VFS Global	4.20/ Page 236, 237 & 238	Indicative Counters and Infrastructure at category A, B and C:	Please provide quantity of Token Display required in Category „A“ & „B“. · Further we understand that no Token Display System is required in Category „C“ SROs, please confirm.	Addition	Please refer the corrigendum
185	VFS Global	4.20.4/ Page 234	To issue Access Cards to the concerned party and 2 witness for entering the waiting area (extra person will not be issued access cards).	AS per this clause all entries & exit shall be on card based access control system. Please provide the number of entry points/ doors in each type of SROs where such access control is required for budgeting purpose.	Clarification	Please adhere to the RFP and business requirement mentioned in core software FRS

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
186	VFS Global	4.21.1/ Page 240	Timeline - Completion of SROs Setting up of all · “Category A” SR offices : 4 Months · “Category B” SR offices : 9 Months · “Category C” SR offices : 12 Months	Timelines given for completion of SROs are very stringent. Please increase each timeline by minimum 2 months as variety of procurement of goods/ services is included which can only be initiated after contract signing and which have their own lead time for supply.	Clarification	Please adhere to the RFP
187	VFS Global	4.21.4/ Page 244	Timeline - Data Conversion	Timelines given for conversion of estimated records given in the table are too stringent. Looking at the volume, it will not be possible to achieve these timelines which will ultimately affect the Go-Live deliverable. It is requested that either these timelines should be de-linked from the Go-Live deliverable or achievable numbers should only be targeted for completion of G-Live to avoid any future dispute.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
188	VFS Global	5.3.3/ Page 280	Quality of Services: 1. Registration at SRO Average must be achieved with the Time spent by 99.5% or more of the citizens being within 45 minutes (Acceptance Criteria must be 30 minutes if there is no queue) 2. a) Rent Registration b) Marriage Registration Average must be achieved with the Time Spent by 99.5% or more of the citizens being within 45 minutes (Acceptance Criteria must be 30 minutes if there is no queue)	Please clarify whether IA need to calculate SLA separately or can be an average of all services for this SLA 1 & 2.	Clarification	Please adhere to the RFP
189	VFS Global	5.3.3/ Page 280	Quality of Services: 3. a) Nakal Jamabandi, b) Nakal Mutation, c) Nakal Registration, d) Nakal Map, e) Other Nakal , (Khasra Girdawari, Shajra Nasb, Field Book, Rapat etc.), f) Non –	Please clarify whether IA need to calculate SLA separately for all given services or can be an average of all services for this SLA 3. Further please share data on category wise footfall as there will be spill over of the SLA 1 & 2	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			Encumbrance Certificate Average must be achieved with the Time Spent by 9.5% or more of the citizens being within 10 minutes (once a token number is displayed)	which will impact SLA 3 since the targets are different for the SLA.		
190	VFS Global	5.3.4/ Page 281	<p>Technical Support Services:-</p> <ul style="list-style-type: none"> · Point No 4 : The level of penalty will be double for the entire default if the compliance to SLA falls below 99% · Point No 12: The level of penalty will be double for the entire default if the compliance to SLA falls below 98%. 	Two different parameters i.e. 99% & 98% have been given in the same criteria, please clarify.	Clarification	Please adhere to the RFP
191	VFS Global	5.3.6/ Page 282	Compliance Procedures	Please clarity do IA need to track the SLA separately for Incident Reporting and Information Security for reporting purposes only.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
192	VFS Global	5.7.2/ Page 288	Escalation Procedure Management escalation will be defined as shown in the contact map below....	There is no there is no contact map given as referred in the clause. Please clarify.	Clarification	The Escalation Procedure Management will be developed mutually between selected party and purchaser.
193	VFS Global	Annexure 4.2.6/ Page 199	SLA.REQ.018 Audit Monitoring System should be able to capture details of the audits (security audit /infrastructure audit etc.) planned and conducted including details of audit, personnel responsible, date and time etc.	To capture audit report in the system, please share the audit report format so that data can be captured and effort required can be estimated for proper budgeting.	Clarification	Please adhere to the RFP
194	VFS Global	Annexure 1.1.19. WAO.REQ.005/ Page 33	WAN optimizer & Branch Optimizer Should support correct addressing, transparent addressing and correct addressing with server side transparency (CAST) mode of operation for seamless integration	Please provide more details. What are the intended configuration / outcome?	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
195	VFS Global	Annexure 1.1.19. BRN.REQ.01 3/ Page 34	WAN optimizer & Branch Optimizer Should be dedicated appliance based solution and must support 30,000 TCP connections and scalable to 100,000 TCP connections on same appliance from day one.	Can we Explore the support for scalability to 80,000 optimized TCP connections on same appliance?	Clarification	Please adhere to the RFP
196	VFS Global	Annexure 1.1.19. BRN.REQ.01 5/ Page 34	Solution must support single instance store technology to store content on disk. Storage support should be 2TB	Can we Explore the option to change the storage requirement from 2TB to either 1.5TB or 1.8TB?	Clarification	Please adhere to the RFP
197	VFS Global	Annexure 1.1.19. BRN.REQ.01 6/ Page 34	Should be dedicated appliance based solution and must support 500 TCP connections and scalable to 1000 TCP connections on same appliance from day one	Can this be read or understood as, "Should be dedicated appliance based solution and must support 400 TCP connections and scalable to 700 TCP connections on same appliance from day one"?	Clarification	Please adhere to the RFP
198	VFS Global	Annexure 1.1.19. BRN.REQ.02 3/ Page 34	Should support correct addressing with server side transparency (CAST) mode of operation? Correct Addressing with Server-Side Transparency should	Please provide more details. What are the intended configuration / outcome?	Clarification	IA has to provide the solution to meet the SLA. Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			provide Correct Addressing mode on the WAN and Transparent Addressing on the LAN			
199	VFS Global	Annexure 1.1.19. BRN.REQ.02 4/ Page 34	Application acceleration blueprints: Solution should provide Layer 7 application intelligence to mitigate not only the chattiness of legacy protocols but also to improve the performance of protocols such as -HTTP -HTTPS -MAPI -ICA -CIFS -iSCSI – FCIP	Please provide more details of FCIP switches in use to arrive at best suitable make and model.	Clarification	IA has to provide the solution to meet the SLA. Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
200	CMS	Pg.26 Clause 1.27.4 (2)	Single Bidder / Prime Bidder (in case of consortium) should have an annual turnover of at least Rs. 150 Crores from IT Business OR Citizen Delivery Services during each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)	<p>We request you to modify the clause as below.</p> <p>Single Bidder / Prime Bidder (in case of consortium) should have an Average annual turnover of at least Rs. 150 Crores from IT Business OR Citizen Delivery Services during each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)</p> <p>Provisional</p> <p>OR</p> <p>Single Bidder / Prime Bidder (in case of consortium) should have an turnover of at least Rs. 450 Crores from IT Business OR Citizen Delivery Services from the last three financial years (i.e. Combined turnover from FY 2013-14, 2014-15 and 2015-16 Provisional)</p>	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
201	CMS	Pg.26 Clause 1.27.4 (3)	Net worth of Single Bidder/ Prime Bidder (in case of Consortium) should be minimum of Rs. 35 Crores for each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)	We request you to modify the clause as below. Net worth of Single Bidder/ Prime Bidder (in case of Consortium) should be minimum of Rs. 100 Crores for each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)	Modification	Please refer the corrigendum
202	CMS	Pg.26 Clause 1.27.4 (4)	Single Bidder/ Prime Bidder or at least one Consortium Partner should have executed at least 1 (one) Citizen Service Delivery projects/IT projects involving multiple locations, connected through WAN for Central OR State Governments OR Government Organisations, PSU or Semi Government in India or abroad. The project must have minimum contract value of Rs.25 Crores involving Application Development & Maintenance Services and	We request to remove this clause " Connected through WAN " as all locations may not be connected through WAN as such the project spread across rural areas are connected and operated through Broadband. Hence we request you to remove this clause to enhance more participations.	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			additionally at least one each from group			
203	CMS	Pg.27 Clause 1.27.4 (6)	Single Bidder/ Prime Bidder (in case of Consortium) should have CMMi Level 5 certification	We request you to modify the clause from CMMi Level 5 certification to CMMi Level 3 certification	Clarification	Please refer the corrigendum
204	CMS	Pg.27 Clause 1.27.4 (8)	Each co-member of the Consortium (Other than Prime Bidder) should have an annual turnover of at least Rs. 25 Crores during each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)	Please modify the clause from Rs 25 Crs to Rs 75 Crs. Since the consortium member should be equally be capable to handle/implement such huge project. considering the project complexity they have to be financially strong company to support Prime Bidder. Each co-member of the Consortium (Other than Prime Bidder) should have an annual turnover of at least Rs. 75 Crores	Clarification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				during each of the last three financial years (i.e. 2013-14, 2014-15 and 2015-16)		
205	CMS	Pg.27 Clause 1.27.4 (9)	ISO 9001:2008	Considering the importance of this project "Information Security" plays a major role, hence we request you to include ISO/IEC 27001 : 2013	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
206	CMS	Pg.28 Clause 1.28.6 (1)	<p>Number of Software development projects implemented by the Single Bidder / Prime Bidder in India OR Aboard related to:</p> <ul style="list-style-type: none"> · Land Registration OR · Land Records 	<p>We are pioneer in implementing Citizen Delivery Services for e-Governance projects which also involves software Development as a part of the scope. Considering Land Registration or Land records kind of projects the software was developed either by NIC or CDAC. Hence we request you to include Citizen Delivery Services projects as mentioned below.</p> <p>Number of Software development projects implemented by the Single Bidder / Prime Bidder in India OR Aboard related to:</p> <ul style="list-style-type: none"> • Land Registration OR • Land Records OR • Citizen Delivery Services 	Clarification	Please refer the corrigendum
207	CMS	Pg.28 Clause 1.28.6 (3)	<p>Number of IT/Citizen services based projects executed /under implementation by Single Bidder / Prime Bidder Or at least one Consortium Partner each having investment of minimum 25 cr</p>	We request you to reduce the investment of minimum to 10 Cr instead of 25 cr	Clarification	please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response								
208	CMS	Pg.28 Clause 1.28.6 (7)	Experience related to Digitization of Land Parcels Using mapping Software (Re-creating digitized Village OR Town Map. (Property Number / Land Identification Number/ Survey Number)	<p>Since the digitization of Land parcels using mapping software are limited in numbers. We request you to modify the marks allotted as below to enhance more participation</p> <table data-bbox="981 651 1413 799"> <tr> <td>1 Cr. or More</td> <td>5 Marks</td> </tr> <tr> <td>50 thousands</td> <td>4 Marks</td> </tr> <tr> <td>25 thousands</td> <td>3 Marks</td> </tr> <tr> <td>10 thousands</td> <td>2 Marks</td> </tr> </table>	1 Cr. or More	5 Marks	50 thousands	4 Marks	25 thousands	3 Marks	10 thousands	2 Marks	Clarification	Please adhere to the RFP
1 Cr. or More	5 Marks													
50 thousands	4 Marks													
25 thousands	3 Marks													
10 thousands	2 Marks													
209	CMS	As per "Annexure RFP PLRS 18.06.16", Pg no 248, Annexure 5, 5.1.1	The minimum qualifications required for Program Director	<p>Since the experience in government projects is at the higher end for 17 Yrs of experience. We request you to relax and reduce the experience required for the Program Director as below</p> <p>Should have an overall experience with minimum 15 years in Project Management with</p>	Modification	Please refer the corrigendum								

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				at least 5 Government / PSU Projects		
210	CMS	As per "Annexure RFP PLRS 18.06.16", Pg no 248, Annexure 5, 5.1.2	The minimum qualifications required for Program Manager	We request you to reduce the overall experience to minimum 10 years in Project Management	Modification	Please refer the corrigendum
211	CMS	As per "Annexure RFP PLRS 18.06.16", Pg no 254, Annexure 5, 5.1.22	The minimum qualifications required for Quality Assurance	We request you to reduce the overall experience to minimum to 10 yrs of professional experience out of which must have worked for at least 6 years as a Quality Assurance	Clarification	Please adhere to the RFP
212	CMS	Pg No. 6	Proposal Submission Date	Proposal submission on 11th July'16 is too short period for such a big RFP. Date may be extended 02.08.16	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
213	CMS	Pg.15 Clause 1.4.4	Deadline for submission of written queries / clarifications on Tender document	To be changed from 3:00 PM on 27th June 2015 to 3.00 PM on 27th June 2016	Modification	Please refer the corrigendum
214	CMS	Pg.35 Clause 1.37.7	If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of Tender, the Bidder shall revise the required specifications and/or quantities as proposed by the Bidder in its Bid in order to meet the said objectives/targets. All such provisions shall be made by the Bidder within the contract price determined pursuant to the multiplication factor applicable in respect of the specific services mentioned in the table provided in the Commercial	Condition to be removed, as contract shall be signed, after approval of solution proposed.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>Bid format with the quoted contract value, at no extra cost to the Purchaser and without any impact to the Purchaser whatsoever, subject to the provisions of the Contract.</p>			
215	CMS	Pg No. 41 Clause no. 2.2.1 (i)	<p>Contract Value:- means the amount payable to the Implementation Agency under this Contract by the Purchaser, for the full and proper performance of its contractual obligations. The Contract Value comprises the total CAPEX and OPEX cost (inclusive of Taxes) quoted by the Selected</p>	<p>Should be changed to: - Contract Value: - means the amount payable to the Implementation Agency under this Contract by the Purchaser, for the full and proper performance of its contractual obligations. The Contract Value comprises the total CAPEX and OPEX cost (inclusive of Current rate of Taxes, and exclusive of change of rate in the taxes or any</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			Bidder in its Commercial Bid and accepted by PLRS	addition taxes added later on) quoted by the Selected Bidder in its Commercial Bid and accepted by PLRS		
216	CMS	Pg No. 42 Clause no. 2.2.1 (s) (f)	GO Live:- At least 500 transaction of Registration service with the integration of land record system across the State.	Should be removed, as it is not in the control of IA	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
217	CMS	Pg No. 45 Clause no. 2.2.1 (vv)	<p>“Taxes” means any Indian taxes including excise duties, customs duties, service tax, value added tax, sales tax, local taxes, cess and any impost or surcharge of like nature (whether Central, State or Local) on the goods, material, equipment and services incorporated in and forming part project charged, levied or imposed by any Government Instrumentality, but excluding any interest, penalties and other sums in relation thereto imposed on any account whatsoever. For the avoidance of doubt, Taxes shall not include taxes on corporate income.</p>	<p>Should be changed to :- “Taxes” means any Indian taxes including Current rate of Taxes, excise duties, customs duties, service tax, value added tax, sales tax, local taxes, cess and any impost or surcharge of like nature (whether Central, State or Local) on the goods, material, equipment and services incorporated in and forming part project charged, levied or imposed by any Government Instrumentality, but excluding any interest, penalties and other sums in relation thereto imposed on any account whatsoever and also exclusive of change of rate in the taxes or any addition taxes added later on. For the avoidance of doubt, Taxes shall not include taxes on corporate income.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
218	CMS	Page No 48 clause No 2.9.7	<p>Implementation Agency shall provide the Purchaser with the resume of Key Personnel and provide such other information as the Purchaser may reasonably require.</p> <p>Purchaser reserves the right to interview the personnel proposed to be deployed in the Project Team. The Purchaser reserves the right to reject proposed resources, on account of experience / qualification unsuitability. The Purchaser reserves the right to recommend changes in personnel, which shall be communicated to the Implementation Agency.</p>	Condition to be removed	Clarification	Please adhere to the RFP
219	CMS	Page No 49 clause No2.9.8	Addition of new resources, removals to/ from the Project Team by the Implementation Agency would be made with the prior approval of the Purchaser.	Condition to be removed	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
220	CMS	Page No 56 clause No2.9.34 (B)	Implementation Agency should, to the best of their efforts, avoid any change in the organization structure proposed for execution of this Contract or replacement of any manpower resource appointed. If the same is however unavoidable, Implementation Agency shall promptly inform the Purchaser in writing and the same shall require subsequent approval by the Purchaser in terms of this Contract.	Condition to be removed "and the same shall require subsequent approval by the Purchaser in terms of this Contract."	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
221	CMS	Pg No. 57 Clause no. 2.9.37	Purchaser shall provide building with required space for the establishment of SR offices for category A, B and C to the IA. IA shall do required modifications in the provided building for Sub-registrar offices. This modification may be in form of civil work, electrifications etc. IA shall modify the building by establishing required cabins, furniture, public health, sitting space for citizen and officials at the SR offices. IA shall also establish IT and Non-IT infrastructure at the SRO as indicated in the RFP and Annexures.	Should be changed to :- Purchaser shall provide building with required space, free from all encumbrances, for the establishment of SR offices for category A, B and C to the IA. IA shall do required modifications in the provided building for Sub-registrar offices. This modification may be in form of civil work, electrifications etc. IA shall modify the building by establishing required cabins, furniture, public health, sitting space for citizen and officials at the SR offices. IA shall also establish IT and Non-IT infrastructure at the SRO as indicated in the RFP and Annexures.	Clarification	Please adhere to the RFP
222	CMS	Pg No. 66 Clause no. 2.20.1	Contract Period and Terms for Contract Extension;-The term of this Contract would be 12 months of implementation phase followed by 5 years of O&M Phase more particularly	Should be changed to :- The term of this Contract would be 24 months of implementation phase followed by 5 years of O&M Phase more particularly described in Section 4- Scope of Work	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			described in Section 4- Scope of Work			
223	CMS	Pg No. 66 Clause no. 2.21.1 (1)	Time Line 15 Days	Should be changed to :- 30 Days	Clarification	Please adhere to the RFP
224	CMS	Pg No. 66 Clause no. 2.21.1 (2)	Time Line 4 Months	Should be changed to :- 8 Months	Clarification	Please adhere to the RFP
225	CMS	Pg No. 67 Clause no. 2.21.1 (3)	Time Line 9 Months	Should be changed to :- 18 Months	Clarification	Please adhere to the RFP
226	CMS	Pg No. 67 Clause no. 2.21.1 (4)	Time Line 12 Months	Should be changed to :- 24 Months	Clarification	Please adhere to the RFP
227	CMS	Pg No. 67 Clause no. 2.21.1 (5)	Time Line 4 Months	Should be changed to :- 8 Months	Clarification	Please adhere to the RFP
228	CMS	Pg No. 67 Clause no. 2.21.1 (5)	Time Line 4 Months	Should be changed to :- 8 Months	Clarification	Please adhere to the RFP
229	CMS	Pg No. 68 Clause no. 2.21.1 (6)	Time Line 9 Months	Should be changed to :- 18 Months	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
230	CMS	Pg No. 68 Clause no. 2.21.1 (7)	Time Line 11 Months	Should be changed to :- 22 Months	Clarification	Please adhere to the RFP
231	CMS	Pg No. 68 Clause no. 2.21.1 (8)	Time Line 3 Months	Should be changed to :- 6 Months	Clarification	Please adhere to the RFP
232	CMS	Pg No. 68 Clause no. 2.21.1 (8)	Time Line 12 Months	Should be changed to :- 24 Months	Clarification	Please adhere to the RFP
233	CMS	Page No. 74 Clause no. 2.24.1 (f)	Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the Implementation Agency. In the event of termination under this para (f), the financial payments, if any, to be paid to the Implementation Agency shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time.	To be removed	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
234	CMS	Pg No. 82 Clause no. 2.34.1	Liquidated Damages and Penalty:- liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Annual Contract Value for each week (Seven calendar days) limited to 4 weeks delay beyond the scheduled completion date or extended completion date and after 4 weeks' delay damages for a sum equivalent to 1% of Annual Contract Value for each week shall be levied.	Liquidated damages clause to be removed, when already very high penalties are there, being unrealistic, as it will result in the purchaser recovering the stipulated sum without being required to prove damage and irrespective of any actual damage, even when actual damage is demonstrably smaller than the stipulated sum.	Clarification	Please adhere to the RFP
235	CMS	Pg No. 83 Clause no. 2.34.1	Annual Contract Value = Contract Value / 6.	What is the purpose of this statement	Clarification	This will be used to calculate the annual contract value and LD will be applicable on that amount.
236	CMS	Pg No. 83 Clause no. 2.34.2 and 2.34.3	Recovery of Liquidated damages	Clause to be removed as mentioned at Point no. 35	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
237	CMS	Page No. 169 Clause no. 4.5.4.4	<p>During the ensuing 4 months, the new vendor will carry out the field trial/ test run of the whole system on the Hardware, Software, Network and Manpower deployed at the designated locations and run the system in parallel to the existing system to fulfil the existing manpower and system without impacting the existing system</p> <p>· Mutations that take place in the transition phase of 4 months, on the old system will be incorporated in the new database, as a one-time measure.</p>	When these 4 months shall start, has not been defined.	Clarification	<p>It may be read as: During the ensuing 4 months after award of contract, the new vendor will carry out the field trial/ test run of the whole system on the Hardware, Software, Network and Manpower deployed at the designated locations and run the system in parallel to the existing system to fulfil the existing manpower and system without impacting the existing system</p> <p>· Mutations that take place in the transition phase of 4 months, on the old system will be incorporated in the new database, as a one-time measure.</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
238	CMS	Page No. 169 Clause no. 4.5.4.4	It is at this stage that the IA will interface with Department of Governance Reforms, Punjab initiative Seva Kendras (USDC) to start selling the copies from the new system and be entitled for payments at settled rates. IA shall maintain database and will prepare interface with USDC. The USDC shall be maintaining the front end delivery centers and will deliver nakal and certificate services. The existing vendor will continue to sell the copies till this point at old rates.	<p>In contradiction Page no.187 Clause 4.10.9 which says:- Presently, Fards are being delivered through Fard Kendras. IA shall provide IT and Non-IT hardware at fard Kendra and Puchaser shall provide manpower to manage the Fard Kendra across the State. The following services can be accessed by citizens online or though Fard Kendras:</p> <ul style="list-style-type: none"> · Nakal Jamabandi · Nakal Map · Nakal Registration · Non - Encumbrance Certificate · Nakal Mutation · Other Nakals (Khasra Girdawari, Shajra Nasb, Field Book, Rapat etc.) · Online Appointment for Registration of Documents · Mutation service request <p>The IA shall also provision to manage the data and provide interface for integration with Seva Kendras. The IA shall ensure all</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				the data management & back end support for nakal and certificate services through Fard Kendra as well as Seva Kendra		

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
239	CMS	Pg No. 66 Clause no. 2.21.1 (2) & Pg.128 Annexure 3.3.2	Capex Payment Component-A (Application Development, Testing, deployment and commissioning cost including Buy-outs)	10% - After 4 Months (Within how many days after 4 months?) 15% - After 9 Months (Within how many days after 9 months?) 40% - After 12 Months (Within how many days after 12 months?) 25% - After 12 Months (Within how many days after 12 months?) ----- 90% Balance 10% when? -----	Clarification	Please refer to the RFP. 10% is to be given as a mobilisation advance.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
240	CMS	Pg No. 67 Clause no. 2.21.1 (5), Pg No. 68 Clause no. 2.21.1 (6), Pg No. 68 Clause no. 2.21.1 (7), & Pg.128, 129 Annexure 3.3.2 & Pg.169 Clause 4.6	Capex Payment Component-B (Setting up of SRO/s of category A,B,C Sites)	90% of ((Component B1 /Total Number of category A sites) * Total number of category A sites competed. (IT infrastructure including site preparation)) 90% of ((Component B2 /Total Number of category A sites) * Total number of category B sites competed. (IT infrastructure including site preparation)) 90% of ((Component B3 /Total Number of category A sites) * Total number of category C sites competed. (IT infrastructure including site preparation)) 1. Balance 10% when? 2. What is "Competed"? 3. Pg169, Clause 4.6 Component-B does not match with Page 67,68, 128,129 where it is Components B-1, B-2, B-3	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
241	CMS	Pg No. 68 Clause no. 2.21.1 (8), Pg.129 Annexure 3.3.2 & Pg.170 Clause 4.7.1, Component C-1, Pg.177 Clause 4.8 Component C-2	Capex Payment Component-C (Cloud infrastructure including DC, DR and NLDC)	70% of Component C - After 3 Months (Within how many days after 3 months?) 20% - After 12 Months (Within how many days after 12 months?) ----- 90% ----- 1. Balance 10% when? 2. Pg.170 Clause 4.7.1 & Pg.177 Clause 4.8 (Component C-1, C-2) does not match with Pg.129 where it is component-C only. Time lines for 70% payment of components C to be clearly divided between C-1 and C-2	Clarification	Please adhere to the RFP
242	CMS	Pg No. 69 Clause no. 2.21.1 (9) & (10), Pg.129 Annexure 3.3.2 & Pg.184 Clause 4.9, Component D	Capex Payment Component-D (Data Migration including data entry of Master data & entry of data required for integration of Land records & Registration Software's Data entry and scanning for registration from year 2010 till present	1. 90% of Component D-1 - After 12 Months (Within how many days after 12 months?) Balance 10% when? 45% of Component D-2 - After 24 Months (Within how many days after 24 months?) 45% of Component D-2 - After 36 Months (Within how many days	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				after 36 months?) Balance 10% when?		
243	CMS	Pg No. 69 Clause no. 2.21.1 (9) Pg.129 Annexure 3.3.2	Capex Payment Component-E (Completion of all types of trainings except "Refresher training" to the target audiences	1. 90% of Component E - After 12 Months (Within how many days after 12 months?) Balance 10% when?	Clarification	Please adhere to the RFP
244	CMS	Pg No. 69 Clause no. 2.21.1 (9), Pg.129 Annexure 3.3.2	Capex Payment Component-F (IT and Non IT Infrastructure at all 172 Fard Kendras)	1. 90% of Component F - After 12 Months (Within how many days after 12 months?) Balance 10% when?	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
245	CMS	Pg No. 128 Annexure 3.3.2 & Pg 131 Annexure 3.3.3.1	Comercial Component - Capex Capex details	Commercial Component - Capex at Pg. 128 has been devided into components A, B-1, B-2, B-3, C,D-1, D-2, E, F and at Pg. 131 Annexure 3.3.3.1 Capex detailed cost has been asked, which does not match with anneexure 3.3.2. Details of annexure 3.3.3.1 should also be under heads A, B-1, B-2, B-3, C,D-1, D-2, E, F	Clarification	Please adhere to the RFP
246	CMS	Pg No. 70	Opex Payment devided into Monthly and quarterly	Monthly Payment - Within 7 days Quarterly payment - In how many days?	Clarification	Please adhere to the RFP
247	CMS	Pg No. 70 Clause 2.21.2	For Monthly and Quarterly payment, the Implementation Agency will be required to raise an invoice along with detailed report for payment based on actual monthly transactions (net of penalties, if any) computed with help of Invoicing and Payment module and SLA tool. Purchaser will make payment, after verification of	Invoice to be raised based on monthly transactions, but payment is based on Total Monthly liability.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			the invoice amount and adjustment of penalties.			
248	CMS	Pg No. 71 Clause 2.21.5	Payment Schedule - Implementation Agency shall raise invoice for Service rendered, on monthly basis to the Purchaser as calculated by the "Invoicing and Payment module" automatically based on the respective transactions and the applicable SLA penalties (if any) which will be considered quarterly realising the monthly advance (mentioned in section 2.21.1) advance and penalty.	Invoice to be raised based on monthly transactions, but payment is based on Total Monthly liability.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
249	CMS	Pg No. 240 Clause 4.21	Completion of SROs	Unrealistic timelines	Clarification	Please adhere to the RFP
250	CMS	Pg No. 278 Clause 5.3.2	SLA- Performance of System	Unrealistic timelines	Clarification	Please adhere to the RFP
251	CMS	Pg No. 283 Clause 5.3.7	SLA- Training Feedback	Unrealistic penalties	Clarification	Please adhere to the RFP
252	CMS	Pg No. 283 Clause 5.3.7	SLA- Training Feedback	Unrealistic penalties	Clarification	Please adhere to the RFP
253	CMS	Pg No. 285 Clause 5.3.8	SLA- Data entry and scanning	Unrealistic penalties	Clarification	Please adhere to the RFP
254	Delta India Electronics	1.4.12(UPS 20kva); (RFP clause no. UPS.REQ.003)	Input Range - 160 - 400Vac @100% load, 110-300 Vac @ 50% load	There seems to be typographical error in range @ 50% load. We also request you to amend it to 305 to 477Vac @ 100% load, & 208 to 477@50% load	Modification	Please refer corrigendum
255	Delta	1.4.12(UPS 20kva); (RFP clause no. UPS.REQ.013)	Protection - External SPD is asked of 10 KVA	The capacity shall be 10Ka not 10KVA. However, we still suggest to exclude this item from the accessories list as all UPS by any OEM are having Surge Protections as per IEC 61000-4-5 Level 4	Modification	Please refer corrigendum
256	Delta	1.4.12(UPS 20kva); (RFP clause no.	ISO 2001-2000	Seems to be typographical error. This shall be ISO 9001-2000	Modification	Please refer corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
		UPS.REQ.18)				
257	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.003)	Input Range - 160 - 400Vac @100% load, 110-300 Vac @ 50% load	There seems to be typographical error in range @ 50% load. We also request you to amend it to 305 to 477Vac @ 100% load, & 208 to 477@50% load	Modification	Please refer corrigendum
258	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.013)	Protection - External SPD is asked of 10 KVA	The capacity shall be 10Ka not 10KVA. However, we still suggest to exclude this item from the accessories list as all UPS by any OEM are having Surge Protections as per IEC/EN or equivalent	Modification	Please refer corrigendum
259	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.014)	Audible Noise of 45dB	It shall be 54dB for 5kva	Clarification	Please adhere to the RFP
260	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.018)	ISO 2001-2000	Seems to be typographical error. This shall be ISO 9001-2000	Modification	Please read as ISO 9011 2000

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
261	Delta	1.7.4 (UPS 1kva); (RFP clause no. UPS.REQ.00 4)	One set of 3 batteries of 12V	This shall be as per UPS OEM design as many other manufacturer of UPS have 2 sets of batteries or in multiple. By opening it to as per OEM design will not lead to any affect on back-up time or battery life	Clarification	Please adhere to the RFP
262	Delta	1.7.4 (UPS 1kva); (RFP clause no. UPS.REQ.00 6)	Input Range - 160 - 300Vac @100% load, 110-300 Vac @ 50% load	We request you to amend it to 175 to 280Vac @ 100% load & 80 to 280 @ 50% load as all OEMs have little difference in Input range in their designs	Clarification	Please adhere to the RFP
263	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.01 7)	Protection - External SPD is asked of 10 KVA	The capacity shall be 10Ka not 10KVA. However, we still suggest to exclude this item from the accessories list as all UPS by any OEM are having Surge Protections as per IEC/EN or equivalent	Modification	Please refer corrigendum
264	Delta	1.5.10(UPS 5kva); (RFP clause no. UPS.REQ.02 3)	Power Outlet (Programmable Outlet)	We have 3 outlets available as per Indian Standard & same is applicable for all other UPS OEM, as per industry standard	Clarification	Please adhere to the RFP
265	Delta	6kva UPS System	Inbuilt Isolation Transformer is asked	We request you to make Transformer requirement as External or Inbuilt	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
266	Delta	6kva UPS System		Is this 6kva are required in Parallel mode for redundancy? Kindly clarify	Clarification	Please adhere to the RFP
267	VFS Global	Project Fact Sheet/ Section 1/ Page 6	Proposal Submission Date Proposals must be submitted no later than 3:00 pm on 11th July 2016	We request that keeping in view the magnitude & dynamics of the project, time given for bid submission is too less. Please extend the last date for bid submission appropriately by minimum further 21 business days for preparation of a competitive bid.	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
268	VFS Global	Key Project Activities/ Section 1/ Page 10	<p>Modernization of Sub-Registrar Office (Site Readiness)</p> <ul style="list-style-type: none"> o IA shall commission the Data centre (on cloud), Data recovery centre(on cloud), near line data centre (on cloud), SR offices etc. · Networking o All the offices of Department of Revenue (DoR) including Deputy Commissioner offices, SROs, JSROs and other Revenue Offices, etc. shall be networked through primary and secondary connectivity. These offices shall be further connected with Data Centre. Data Centre, which will be established at State Data Centre, shall be further connected with Near Line Data Centre and Disaster Recovery Centre. Primary connectivity shall be 	<p>As per first para, IA has to commission Data Centre on cloud, however as per 2nd para, all offices to be connected with State Data Centre, which we understand is not cloud based and yet under process of commissioning.</p> <p>Please clarify the above ambiguity and whether IA is responsible for setting up of Data Center , Data recovery centre and near line data centre, in any manner i.e. Cloud or at State data Centre.</p> <ul style="list-style-type: none"> · Please clarify about the bandwidth requirement for Secondary connectivity purpose at each location. · Kindly provide bandwidth requirement for Connectivity between DC, DR & NLDC please specify requirement in size. 	Clarification	Please consider reference of State data centre(SDC) deleted as current solution to be hosted on cloud based solution as articulated in the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			provided by the Department of Governance Reforms through PAWAN (Punjab Wide Area Network) and Secondary connectivity shall be provided by IA.			
269	VFS Global	Data Migration/ Page 10	Data Migration in the context of I-LAS shall entail migration of existing data (available in 170 databases at tehsil/sub-tehsil le	Please clarify & provide detail of existing database.	Clarification	Please visit tehsil with prior approval from the purchase for the same.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
270	VFS Global	1.12.1 & 1.12.2/Section 1/ Page 21	The Bidder shall indicate in the Performa prescribed at Annexure 3.3.2 of Section 3, the value of „n” and based thereon, the total amount of the Commercial Bid for the Services to be provided under the Contract, as listed out in the tabulated format in Annexure 3.3.2 of Section 3 – Content of Bid of the Tender Document. 1.12.2 Value of „n” quoted for each Service in the abovementioned Performa shall be used as the basis for determining the charges for „change orders”, if any. The multiplication factor for the any additional/ new Services shall be determined through mutual agreement between the Parties taking into consideration the complexity of the particular additional/ new service vis-a-vis the Services already	Both these sub clauses do not correspond to any referred sections or commercial bid. Please clarify.	Deleted	The reference of value “n” shall be considered as deleted from the RFP.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			enumerated in the Annexure 3.3.2 of Section 3 – Content of Bid.			
271	VFS Global		Conditions for Pre-Qualification of Bidders & Evaluation of Technical Bids Financial results for financial year 2015-16 for various Pre-Qualification & Technical Bid requirement.	Financial results for Financial Year 2015-16 are under finalization & yet to be audited by Statutory auditors. So audited Balance Sheet & other Financial requirement cannot be submitted by the time of bid submission. We request that all financial figures related to Turnover & Net	Modification	Please read as three years i.e. 2012-13, 2013-14 & 2014-15

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				Worth etc. should be asked for previous three years i.e. 2012-13, 2013-14 & 2014-15		
272	VFS Global	1.27.4 (Sr. no 6 of Table)/ Section 1/ page 27	Single Bidder/ Prime Bidder (in case of Consortium) should have CMMi Level 5 certification.	We request to please accept CMMi Level3 certification to avoid participation restriction. Further we request that Certification of any Consortium partner should also be considered for this requirement.	Modification	Please adhere to the RFP and corrigendum
273	VFS Global	1.27.4 (Sr. no6 of Table)/ Section 1/ page 27	Note: 1. In case the CMMi Level 5 certificate is due for renewal, the Bidder/ Prime Bidder should provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids.	Please also allow the bidder to submit the CMM certificate by the time of opening of commercial bid for renewal as well as new.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
274	VFS Global	1.27.4 (Sr. no 7 of Table)/ Section 1/ page 27	The Single Bidder/Prime Bidder must demonstrate that it has at least 500 manpower on regular rolls and on project contracts, holding relevant experience in the areas of Citizen Service Delivery, Project operation & management, IT & ITES ,software development, networking, systems integration, IT infrastructure maintenance Facility Management Services and Quality Management Systems as on 31.03.2016 wherein at-least 60% must be IT professionals holding relevant degree (B. Tech / B.E / MCA / M. Tech / MBA/ Diploma in IT)	We request that considering the fact that this project is a multi-dimensional project and not just IT project, condition of having at-least 60% IT professional may please be removed.	Clarification	Please adhere to the RFP
275	VFS Global	1.28.6 (Sr. no. 1 of Marks table)/ Section 1/ Page 28	Number of Software development projects implemented by the Single Bidder / Prime Bidder in India OR Aboard related to:	It is requested that experience of any Consortium partner should also be considered for this requirement instead of restricting it only from prime bidder.	Modification	Please adhere to the RFP and corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<ul style="list-style-type: none"> · Land Registration OR · Land Records 			
276	VFS Global	1.28.6 (Sr. no. 4 of Marks table)/ Section 1/ Page 28	Experience related to Scanning and Indexing of Documents (Old Records) (Minimum requirement is 1 Crore Pages)	We request that minimum requirement of 1 Crore may please be reduced to 50 Lacs.	Clarification	Please adhere to the RFP and corrigendum
277	VFS Global	1.28.6 (Sr. no. 6 of Marks table)/ Section 1/ Page 28	Experience related to Land Records Computerization (Number of Unique Land Parcels whose records have been computerized)	It is requested that experience of any Consortium partner should also be considered for this requirement instead of restricting it only from prime bidder. Also the projects under progress should also be considered.	Clarification	Please adhere to the RFP and corrigendum
278	VFS Global	1.28.6 (Sr. no. 7 of Marks table)/ Section 1/ Page 28	Experience related to Digitization of Land Parcels Using mapping Software (Re-creating digitized Village OR Town Map. (Property Number / Land Identification Number/ Survey Number)	It is requested that experience of any Consortium partner should also be considered for this requirement instead of restricting it only from prime bidder. Also the projects under progress should also be considered.	Clarification	Please adhere to the RFP and corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
279	VFS Global	1.29.6 & 1.29.7/ Section 1/ Page 31	<p>Evaluation of Commercial Bids</p> <p>The Operational expenditure shall be calculated based on NPV determined using Discounted Cash Flow method on the Operations and Management cost proposed. The NPV will be calculated with annual discounting rate of 10%.(Rounded PLR)</p> <p>The NPV will be calculated using the formula below: Given the (period, cash flow) pairs (t, Rt) where N is the total number of periods, the net present value NPV is given by $NPV (i, N) = \sum_{t=1}^N \frac{R_t}{(1+i)^t}$ Where Rt–the time of the cash flow i-the discount rate (the rate of return that could be earned on an investment in the financial markets with similar risk); the opportunity</p>	<p>The purpose of these clauses are not clear with respect to commercial evaluation. Which value shall be taken for the evaluation purpose? Please clarify in detail.</p> <p>Further we request to remove this clause as this will not serve any purpose because given the similar discounting rate of 10% & time horizon, output value will just changes in proportion to the input value.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			cost of capital & Rt the net cash flow			
280	VFS Global	1.38.2/ Section 1/ Page 36	The consortium partners proposed by the Prime Bidder in its Bid/ proposal should be same (i.e., cannot be changed after the signing of the contract and initiation of the project) throughout the project duration. All the consortium partners will perform tasks as proposed in this Tender Document.	We request that change of consortium partner should be allowed in Force Majeure circumstances on part of consortium partner, which are beyond the control of bidder.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
281	VFS Global	1.38.8/ Page 36 Section 1/ & Sr no 5 of 3.2.3/ Section 3/ Page 105	Notwithstanding anything contained in the Contract, all the members of the Consortium, entrusted with the responsibilities of the Project, shall be jointly and severally responsible to the Purchaser in respect of meeting the financial liabilities of the Prime Bidder and rendering of Services arising out of the Contract.	It is requested that in order to have better clarity & control, clause may be amended as below:- “Notwithstanding anything contained in the Contract, all the members of the Consortium shall be responsible to the Purchaser in respect of meeting the financial liabilities in proportion to their respective share in consortium agreement.”	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
282	VFS Global	2.2.1.b/ Section 2/ Page 41	Key terms and their definitions “Bespoke Development” means the software designed, customized, developed, tested and deployed by the Implementation Agency for the purposes of rendering the Services to the stakeholders of the Project and includes the source code along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products, proprietary software components and tools deployed by the Implementation Agency.	Clause is open with respect to the “...for the purposes of rendering the Services to the stakeholders..” “& may please be rephrased as below:- “Bespoke Development” means the software designed, customized, developed, tested and deployed by the Implementation Agency for the purposes of rendering the Services to the stakeholders of the Project under the scope of this Tender and includes the source code along with associated documentation, which is the work product of the development efforts involved in the this Project and the improvements and enhancements effected during the term of the this Project, but does not include the third party software products, proprietary software components and tools deployed by the Implementation Agency.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
283	VFS Global	2.9.3/ Section 2/ Page 48	Development of any new service to be incorporated shall be the responsibility of the Implementation Agency's maintenance team deployed for the Contract Period without impacting any additional cost to the Purchaser.	Development of any new services is always has a cost impact & may not be executed within contract cost. We request that any new service should be developed & incorporated through the Change Request and cost for the same should be determined through mutual agreement between the IA & Purchaser taking into consideration the complexity of the particular additional/ new service vis-a-vis the Services already covered in the scope of contract.	Clarification	Any new service to be introduced by the Purchaser will be part of change Request as per RFP.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
284	VFS Global	2.9.14/ Section 2/ Page 49	Implementation Agency, shall maintain all the Data Centre (Cloud system) and DOR's office location/s, desktops, printers (including paper for printing on legal, A3 and A4 sized papers), stationary (in case of paper, minimum 80GSM paper to be used), tools, equipment, etc. at no extra cost to the Purchaser, that may be required by IA's team or purchaser itself during the Contract Period	The clause is open ended & may be amended as below to fulfil the requirement w.r.t. the contract/ tender scope of work only:- Implementation Agency, shall maintain all the Data Centre (Cloud system) and DOR's office location/s, desktops, printers (including paper for printing on legal, A3 and A4 sized papers), stationary (in case of paper, minimum 80GSM paper to be used), tools, equipment, etc. at no extra cost to the Purchaser, that may be required by IA's team or purchaser itself to deliver the services as per Contract Scope of Work during the Contract Period.	Clarification	Please adhere to the RFP
285	VFS Global	2.9.17/Section 2/ Page 50	Implementation Agency shall be fully responsible for deployment / installation /development, upgradation and integration of all the software and hardware components and resolve any problems/ issues that	IA should be responsible for all software updates, patches, service packs only and not the up-gradation of third party software as there is always cost associated to up-gradation which cannot be estimated in advance. Any up-gradation required should	Modification	Please refer to the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			may arise due to integration of components.	be done only with the additional cost to be borne by Purchaser.		
286	VFS Global	2.9.18/ Section 2/ Page 50	The Implementation Agency shall ensure that the Annual Maintenance support for the software and hardware components is provided for the period from the date of deployment of the software and hardware component till the end of the Contract. Annual Maintenance support shall include patches, updates and upgrades of the software and hardware components. Implementation Agency shall ensure that there is a comprehensive on-site warranty/ support arrangement for the aforementioned period with	IA should be responsible only for all software updates, patches, service packs only and not the up-gradation of third party software as there is always cost associated to up-gradation which cannot be estimated in advance. Any up-gradation required should be done only with the additional cost to be borne by Purchaser.	Modification	It may be read as The Implementation Agency shall ensure that the Annual Maintenance support for the software and hardware components is provided for the period from the date of deployment of the software and hardware component till the end of the Contract. Annual Maintenance support shall include patches and updates of the software and hardware components. Implementation Agency shall ensure that there is a comprehensive on-site warranty/ support arrangement for the

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			all the OEMs or transfer in favour of the Purchaser for the benefit of any warranties given by OEMs for the products to be transferred as per Exit management clause in this Contract.			aforementioned period with all the OEMs or transfer in favour of the Purchaser for the benefit of any warranties given by OEMs for the products to be transferred as per Exit management clause in this Contract.
287	VFS Global	2.9.22/ Section 2/ Page 50	Implementation Agency shall ensure that the OEMs for hardware servers/equipment supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser.	IA should be responsible only for all software updates, patches, service packs only and not the up-gradation of third party software as there is always cost associated to up-gradation which cannot be estimated in advance. Any up-gradation required should be done only with the additional cost to be borne by Purchaser..	Modification	It may be read as Implementation Agency shall ensure that the OEMs for hardware servers/equipment supply and/or install all new releases, versions, any type of updates patches and/or bug fixes for the firmware or software from time to time at no additional cost to the Purchaser.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
288	VFS Global	2.9.29/Section 2/ Page 51	Implementation Agency shall be responsible for the operation and maintenance of all Project Assets including replacement thereof, as may be required from time to time during the term of the Contract at its own cost so as to keep the Project Assets in good operating condition at all times and in case any up-gradation in Goods/ equipment/ hardware/ software, etc. is required the same shall be carried out by the Implementation Agency at its own cost.	IA should be responsible only for all software updates, patches, service packs only and not the up-gradation of third party software as there is always cost associated to up-gradation which cannot be estimated in advance. Any up-gradation required should be done only with the additional cost to be borne by Purchaser.	Modification	It may be read as Implementation Agency shall be responsible for the operation and maintenance of all Project Assets including replacement thereof, as may be required from time to time during the term of the Contract at its own cost so as to keep the Project Assets in good operating condition at all times and in case any up-gradation in Goods/ equipment/ hardware and updates in software, etc. is required the same shall be carried out by the Implementation Agency at its own cost.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
289	VFS Global	2.9.30. Section 2/ Page 52	<p>Start of Installation</p> <p>b) The plan and design documents thus developed shall be submitted by the Implementation Agency for approval by the Purchaser.</p> <p>c) After obtaining the approval from the Purchaser, Implementation Agency shall commence the installation.</p> <p>d) Prior to taking up installation of any major component of work, the Implementation Agency shall submit to Purchaser the proposed procedures (consisting of the installation and operational plans) and obtain Purchaser's approval in writing.</p>	<p>Since the project Go-Live is a time bound milestone, it is requested that some timeline should also be defined for all such approvals by the Purchases or deemed approval clause should be there to avoid any ambiguity or delay.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
290	VFS Global	2.16.e/ Page 64 & 2.16.o/ Section 2/ Page 65	<p>That the Implementation Agency shall ensure that all assets/ components including but not limited to equipment, furniture, consumables, furnishings, civil works, Software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced and handed over/ transferred to the Purchaser at the end of the Contract Period or early termination thereof, at zero cost and free of encumbrances in the manner stipulated in this contract.</p> <p>That the Implementation Agency agrees to incorporate, within the Contract Value, all hardware configuration, software</p>	Please remove upgraded word from these clauses.	Modifictaion	<p>It may be read as That the Implementation Agency shall ensure that all assets/ components including but not limited to equipment, furniture, consumables, furnishings, civil works, Software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, replaced and handed over/ transferred to the Purchaser at the end of the Contract Period or early termination thereof, at zero cost and free of encumbrances in the manner stipulated in this contract.</p> <p>That the Implementation Agency agrees to incorporate, within the Contract Value, all hardware</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>changes, upgrades and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system.</p>			<p>configuration, software changes, updates and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system.</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
291	VFS Global	2.21/ Section 2/ Page 66	Payment Schedule Implementation Agency would be eligible for Milestone based payments (during Implementation Phase) and Monthly payments (during O&M Phase) of the Project. IA shall submit the invoice (by applying the taxes on actual) for getting the Milestone Payment released.	It is requested that there should be provision of interest @ 1.50% per month for any delay in payment beyond committed payment schedule.	Clarification	Please adhere to the RFP
292	VFS Global	2.21 (OPEX Payment)/ Section 2/ Page 70	Monthly Payment: Purchaser shall release 80% of the "Total Monthly liability" to the IA within the first 7 working days after completion of that month. o Quarterly Payment: After completion of every quarter (from the start of O&M phase), Purchaser shall calculate the penalty applying the SLA and deduct the same from the remaining 20% of the monthly	It is requested that at-least 90% of the payment should be released within 7 working days after completion of that month as it will affect the cash flow & payment cycle of recurring payments to be further released by IA. Further rather than releasing the balance payment on Quarterly basis, it should be released in subsequent month after making due calculation & verifications.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			payments and release the remaining funds to IA.			
293	VFS Global	2.24.1.(f)/ Section 2/ Page 74	Termination for convenience: The Purchaser may at any time terminate the Contract in whole or in part for convenience by giving written notice of sixty (60) days to the Implementation Agency. In the event of termination under this para (f), the financial payments, if any, to be paid to the Implementation Agency shall be either mutually decided between the Parties or through third party determination/ arbitration at that point of time.	In this regard we request that:- Ø Right of "Termination for Convenience" is always available for both the parties. Implementation Agency should also be given right to terminate the contract with similar notice period. Ø 60 days" notice seems to be less in such type of projects for either party. It should be minimum 120 days. Ø There should be minimum 3 years lock-in period before which this clause of "termination for convenience" should not be applicable for either party.	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
294	VFS Global	2.25.5/ Section 2/ Page 75	All Project Assets comprising of all hardware, equipment, software, etc. shall be handed over by the Implementation Agency to the Purchaser	It is requested that this clause may be rephrased as below:- "All Project Assets comprising of all hardware, equipment, software, etc. shall be handed over by the Implementation Agency to the Purchaser. In such case Implementation Agency shall be entitled to receive full payment of assets from the Purchaser for the assets to be transferred".	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
295	VFS Global	2.28.6.10 & 11/ Section 2/ Page 79	If Purchaser accepts the change order under Clause 2.28.7.6..... & In case, mutual agreement under Clause 2.28.7.4.....	There is reference of clause no 2.28.7.6 & 2.28.7.4 whereas these clauses are nowhere in the RFP document. Please clarify.	Modification	It may be read as: 2.28.6.10 If Purchaser accepts the change order in writing, then Implementation Agency shall commence to proceed with the enforcement of the change order pending final agreement between the parties with regard to adjustment of the Contract Value and the time schedule. 2.28.6.11 In case, mutual agreement, i.e. whether new requirement constitutes the change order or not, is not reached, then Implementation Agency in the interest of the works, shall take up the enforcement of the change order, if advised in writing to do so by Purchaser's Representative pending settlement between the two parties to the effect whether

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						<p>such requirement constitutes a change order or not as per the terms and conditions of Contract documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated taking into account the records kept in accordance with the Contract.</p>

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
296	VFS Global	2.30.1/ Page 80	<p>Passing of Property</p> <p>Any of the deployed core software (including coding and related documentation), covered under this Contract and any additional software deployed during the Contract Period to meet SLAs, would be transferred to the Purchaser in fully functional condition after the Contract Period or upon early termination of the Contract in terms hereof, at no financial cost to the Purchaser. IA shall submit the code of the deployed core software and applications along with all related documents. Further, the core software developed for this project, shall not be used by IA, for any other projects/client.</p>	<p>We request that as core software (including coding and related documentation) always has cost implication & can't be transferred without financial consideration if these are not fully paid up by the Purchaser at the time of such transfer. Clause may be amended as:-</p> <p>Any of the deployed core software (including coding and related documentation), covered under this Contract and any additional software deployed during the Contract Period to meet SLAs, would be transferred to the Purchaser in fully functional condition after the Contract Period or upon early termination of the Contract in terms hereof, at no additional financial cost to the Purchaser, if the same are fully paid up by the Purchaser at the time of such transfer. IA shall submit the code of the deployed core software and applications along with all related documents.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				Further, the core software developed for this project, shall not be used by IA, for any other projects/client.		

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
297	VFS Global	2.32.1.a/ Section 2/ Page 81	<p>The Implementation Agency during the term of this Contract:</p> <p>a) Shall take and maintain, at his own cost but on terms and conditions approved by the Purchaser, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified below in Clause 2.31.2;</p>	<p>It is not possible to build any cost in the bid costing where terms & conditions are not final. We request that either terms & conditions of the insurance should be finalized before submission of bid or if not, insurance cost should be reimbursed to the Implementing Agency on actual basis.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
298	VFS Global	2.34.1/ Section 2/ Page 82	Liquidated Damages and Penalty If the Implementation Agency fails to complete the entire works during the Implementation Phase as per the milestones mentioned in the Scope of Work (please refer section 4 – Scope of work), unless the same has been due to any default attributable to the Purchaser or due to Force Majeure, the Purchaser may without prejudice to any other right or remedy available to the Purchaser as under the Contract: Recover from the Implementation Agency, as liquidated damages and not by way of penalty a sum equivalent to 0.5% of the Annual Contract Value for each week (Seven calendar days) limited to 4 weeks delay beyond the scheduled	It is requested that as project has multi-dimensional features, "...0.5% of the Annual Contract Value for each week (Seven calendar days) limited to 4 weeks delay beyond the scheduled completion date or extended completion date and after 4 weeks' delay damages for a sum equivalent to 1% of Annual Contract Value for each week.." is too high. It should be reduced to 0.05% per week of the related milestone activity value	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>completion date or extended completion date and after 4 weeks" delay damages for a sum equivalent to 1% of Annual Contract Value for each week shall be levied. For the purpose of liquidated damages, the scheduled completion date will be taken as date of completion and acceptance of all the activities till Certifications of successful operations of the integrated solution completion is given to the Implementation Agency by the Purchaser.</p>			

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
299	VFS Global	2.38.2/ Section 2/ Page 87	Implementation Agency shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.	Please clarify why Purchaser should be indemnified.	Clarification	Tender conditions shall prevail
300	VFS Global	Sr No 3 of 3.2.9/ Section 3/ Page 118	Manpower details Bidder should provide the man-month rate of the software/module development in the table below. The provided man-month rate shall be applicable during the contract period. For any additional module or application development, after finalization of SRS document, IA may be asked by the purchaser at the	We understand that these rates shall not be used in commercial bid evaluation & are just reference rates. If our standing is right, please clarify the purpose of column provided for „No of Manpower’ in the format.	Clarification	Please refer the section 3.2.9.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			<p>provided rates below: The request may come in the form of change request from the IA which will be further approved/reject in the steering committee meeting.</p>			
301	VFS Global	<p>Note to Annexure 3.3.2: Breakdown of Service Cost/ Section 3/ Page 128</p>	<p>Note: All unit rates indicated in the schedules shall be inclusive of (not limited to supply), installation, duties, transport, packing and transit insurance charges etc. Taxes should be indicated under the relevant cell in the schedules.</p>	<p>We request that variation in supply of quantities should be fixed to a certain upper limit (%age) beyond quantities proposed in the bid in order to have the competitive price offering.</p>	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
302	VFS Global	Annexure 3.3.3: Detailed Commercial Bid covering CAPEX and OPEX/ Section 3/ Page 131 to 145	Cost offers & General	<p>i. In Format 3.3.3.1 i.e. Software Cost, cost has been asked in Lakhs where as in rest of the formats somewhere it is in INR & in some of the formats, it is silent. Please clarify to avoid any ambiguity.</p> <p>ii. In some of the formats there is no column/ provision to fill Taxes detail.</p> <p>iii. Please elaborate the meaning of phrase "Quantity in VM".</p> <p>iv. Please provide standard formats to have uniformity across all formats.</p>	Clarification	<p>i. All the cost is to be provided in INR</p> <p>ii. Please adhere to the RFP</p> <p>iii. Please adhere to the RFP.</p> <p>iv. Please adhere to the RFP</p>
303	VFS Global	3.3.3.1/ Page 136	Mailing solution	Kindly provide details of mailing solution required? Cloud or on premises	Clarification	It is to clarify that mailing solution shall be provided by DGR. IA shall integrate the system with the mailing solution to be provided by DGR
304	VFS Global	3.3.3.1/Page 136	Application	What all application is going to be installed List & size	Clarification	Please adhere to the RFP and Annexure
305	VFS Global	3.3.3.1/ Page 136	Database	DB size has been done & any preference on DB What is data growth YOY	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information. IA needs to

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
						provide the solution as per RFP requirements.
306	VFS Global	3.3.3.1/ Page 136	Testing server	How many Test VM will required?	Clarification	IA has to provide the solution
307	VFS Global	3.3.3.1/ Page 136	Anti-virus	Any specific & feature required	Clarification	Please adhere to the RFP
308	VFS Global	3.3.3.1/ Page 136	Backup	Policy will be defined on DC by whom?	Clarification	Policy will be defined and revised time to time with due coordination of Purchaser and IA
309	VFS Global	3.3.3.1/ Page 136	Security	There is no security level define	Clarification	Please adhere to the RFP
310	VFS Global	Annexure 3.3.4/ Section 3/ Page 146 to 149	Annexure 3.3.4: Performa for Performance Bank Guarantee/ Additional Bank Guarantee for Contract Performance & Annexure 3.3.4: Performa for Performance Bank Guarantee for Contract Performance	There are two formats with same annexure number i.e. 3.3.4 Please clarify the purpose.	Modification	It may be read as Annexure 3.3.4: Performa for Performance Bank Guarantee
311	VFS Global	4.3.1/ Page 152	Legacy Data Conversion	Kindly clarify Volume & conversion scope. Is it limited to the scanned images or is it the data migration at database level -	Clarification	Please refer the RFP and Corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				need to know the front end and backend and the Database Structure.		
312	VFS Global	4.3.1/ Page 152	Implementation Phase	Does DC DR & NDR location has been decided or anywhere in India will work.	Clarification	IA shall provide the DC and DR on cloud but cloud service provider and centre should be based in India only.
313	VFS Global	Page No 160	Mobile GIS App	Kindly provide detailed functionality and clarify if this need to be integrated with any legacy system or parent application.	Clarification	It is to clarify that Mobile GIS app will be used only to capture the details of Circle rate of the khasra.
314	VFS Global	4.4/ Page 163	Designing a GIS Solution (Sr No F of Table)	Kindly clarify whether GIS Solution is to be integrated and exposed to citizen and also how do we plan to import the maps.	Clarification	Yes, GIS solution is to be used and integration RoR and Cadastral map to be done as per the Scope of Work
315	VFS Global	4.5.1/ Page 164	IA shall do the Data Entry & Scanning of Jamabandi register for the pending 500 urban villages (approx.). IA shall also digitize any pending villages out of remaining 12500 villages (approx.) whose Data Entry	Kindly provide details of Data entry fields for scoping.	Clarification	Please refer the RFP and corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			& Scanning is not complete, from April 2000 till date.			
316	VFS Global	4.5.3/ Page 165	Ortho rectified satellite imagery available with the Department of Revenue shall be used by the Implementation Agency for Geo-referencing of the cadastral maps.	Kindly clarify whether they are to be used for ref or to be used for editing on application	Clarification	The objective of the department is to use them for reference points and editing using application in the future.
317	VFS Global	4.5.3/ Page 165	IA shall scan the cadastral maps (Musavis) as per NLRMP/DILRMP guidelines.	Kindly provide exact details to be used and out of NLRMP / DILRMP guidelines. Please provide guideline link to be used.	Clarification	Please refer the national portal regarding NLRMP for details. NLRMP guideline is the standard guideline across the country.
318	VFS Global	4.5.3/ Page 166	Implementation agency shall verify the availability of the cadastral maps (Musavis) and their condition at the start of the project with reference to their suitability for scanning and drafting.	Kindly clarify what will be the actionable if this is not as per suitability for scanning and drafting.	Clarification	Please adhere to the RFP
319	VFS Global	4.5.3/ Page 167	Databases are kept in decentralized format at each of the SR offices which	Kindly clarify what are those database structure.	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			needs to mapped with each other so that a centralized system can be made.			information with prior approval from the purchaser.
320	VFS Global	4.5.3/ Page 168	IA shall digitize the circle rates and stay order registers for all the SROs and JSROs.	Please clarify whether the department will share the existing / as on date circle rate details with the bidder during implementation phase.	Clarification	IA, with due coordination with the department, shall finalise the current circle rates.
321	VFS Global	Damaged Musavis/ Page 166	As per the records, 12% of Musavis are either damaged or missing. These have to be rebuilt from the field books or other sources. IA shall prepare fresh Cadastral map with the help of team constituted especially for this purpose by the Purchaser or the competitive authority deputed by the purchaser	Please location wise detail for the same.	Clarification	Please refer section 4.22.5 – “Cadastral maps (Musavis) Status” of the RFP for detail
322	VFS Global	4.7/ Page 170	Component C - Development / Customization of Core Software Modules	Kindly share details of the modules with for BRS creation and estimation.	Clarification	Please refer the section 4. “Annexure IV- Functional Requirement Specification” in Annexure document for details

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
323	VFS Global	The workflow for registration of documents at SRO/ Page 183	The workflow for registration of documents at SRO	As per given workflow, time spent shows 40 minutes without queue whereas the targets given is 30 mins. Please review & revise the achievable target.	Clarification	The workflow, mentioned in the RFP, contains the indicative requirement. As per the SLA, time spent should not be more than 45 minutes
324	VFS Global	4.10/ Page 185	Component E - Integration with third party applications	Please clarify list of 3rd Party Applications	Clarification	Please refer section 4.10 Component E - Integration with third party applications the RFP for details
325	VFS Global	4.12/ Page 192	Commissioning of other Support Software Modules	Kindly provide details for estimation	Clarification	It is to clarify that IA must visit at least one or two SR offices and collect these information.
326	VFS Global	4.12.13/ Page no 198	Invoice and Payment module (IPM)	Please clarify it would be whose responsibility to provide payment gateway.	Clarification	IA with due coordination with the DGR shall provide the payment gateway
327	VFS Global	4.13.2/ 203	Mailing Solution	Kindly provide details of mailing solution required? Cloud or on premises	Clarification	It is to clarify that mailing solution shall be provided by DGR. IA shall integrate the system with the mailing solution to be provided by DGR
328	VFS Global	4.22/ Section 4/ Page 248	Transaction Detail	We request to share monthly transaction details, which will help us to understand peak and non-	Clarification	Please refer 4.22 Transaction Details Page 248.

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				peak levels to better budget and ensure performance.		It is to clarify that IA must visit at least one or two SR offices and collect these information.
329	VFS Global	5.3.3. Sr No 1 of Table/ Section 5/ Page 280	Average must be achieved with the Time Spent by 99.5% or more of the citizens being within 45 minutes (Acceptance Criteria must be 30 minutes if there is no queue)	Please define the meaning of „No Queue“ for better understanding.	Clarification	It is to clarify that if number of appointments is less then efficiency of system will automatically be increased in that case time spent by the citizen should be 30 minutes instead of 45 minutes
330	VFS Global	5.3.7 / Section 5/ Page 283	Training Feedback	It is requested to remove the penalty clause on Training Feedback.	No Change	Please adhere to the RFP
331	VFS Global	5.3.8/ Section 5/ Page 285	Data Entry & Scanning (Target of 100 percent accuracy)	We request to kindly relax this criteria by bringing it down to 90 to 95% .	Clarification	Please adhere to the RFP
332	VFS Global	5.3.9/ Section 5/ Page 286	Availability of Staff	We request to map this with 5.3.3 as availability of staff can be misrepresented as Time spent by citizen, while giving feedback.	Clarification	Please adhere to the RFP
333	VFS Global	1.38.1/ Page 36	Other than Prime Bidder only two more consortium partners are allowed. The members of the Consortium shall enter into a Joint	It is requested that in place of two, please allow three (3) consortium partners with prime bidder keeping in view the diverse nature of the project.	No Change	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			Bidding Agreement as per the format provided under Section-3, Annexure 3.1.3: Prime Bidder & Consortium Details.			
334	VFS Global	2.7.3/ Page 47	<p>Sub-Contracting</p> <p>The Implementation Agency (i.e. the IA) may be permitted by the Purchaser to appoint any delegate/ sub-contractor for the performance of certain obligations of the Implementation Agency. However, no sub-contracting would be permitted for the following Services under the Contract (not limited to):</p> <ul style="list-style-type: none"> i. Software Development ii. Project Manpower iii. Data Migration 	We request that sub-contracting for manpower should be allowed as per prevailing industry practice.	No Change	Please adhere to the RFP
335	VFS Global	2.9.14/ Page 49	Implementation Agency, shall maintain all the Data Centre (Cloud system) and DOR's office location/s, desktops, printers (including paper for printing on legal,	Please confirm if there is any requirement of pre-printed stationary for application forms or any delivery of output?	Clarification	Please adhere to the RFP

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
			A3 and A4 sized papers), stationary (in case of paper, minimum 80GSM paper to be used), tools, equipment, etc. at no extra cost to the Purchaser, that may be required by IA's team or purchaser itself during the Contract Period.			
336	VFS Global	2.9.38/ Page 57	IA shall be responsible for physical safety and security of all locations.	Please clarify if security personnel are required to be deployed by IA? If yes, whether security personnel are required to be deployed 24 x 7 at all locations?	Clarification	Please refer the corrigendum
337	VFS Global	Point no 5 of 3.3.2: / Page 128	Components during delivery of services at Category A and B sites from the 4th Month to the 12th Month from the date of award of contract till Go-live The CAPEX cost proposed by the IA should not be exceed 30% of the contract value.	We request that this limit of 30% of CAPEX may please be removed. CAPEX shall only be calculated only in accordance with the RFP requirement and its value may increase beyond 30% of the contract value. Since bid evaluation is on Least (L1) price basis and keeping both the components (CAPEX & OPEX) balanced is utmost important to execute the contract in right spirit. So we request that	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				CAPEX OPEX ratio should not be restricted/pre-defined & should be left open to bidder to offer a balanced solution.		
338	VFS Global	4.14.2/ Page 204	Data Centre & Disaster Recovery Data Centre and Near Line Data Recovery	DC Dr & NLDR – please explain what does it mean by in cloud? DR & NDR has to be as services.	Clarification	Please refer the corrigendum
339	VFS Global	4.14.2/ Page 204	Date Centre	Please provide data centre Architecture? It would be whose responsibility to define?	Clarification	IA has to design the solution to adhere the SLA mentioned in the RFP.
340	VFS Global	4.15 / Page 208	Training and Change management	We understand that space & other basic infrastructure shall be provided by the Purchaser for conducting training programs. Please confirm.	Clarification	Please refer point no. 9 of section 4.15.1 Training to Internal Users on the page no. 209 of RFP
341	VFS Global	4.20/ Section 4/ Page 224	Component O - Civil Infrastructure Requirement for SRO's	We understand that IA shall not be responsible for maintenance of any outside area of SROs etc. e.g. parking area etc. PI confirm.	Clarification	It is to clarify that parking shall be managed by purchaser only.
342	VFS Global	Bullet Point 3 of 4.20/ Page 224	IA shall provide Electrification, Public Health, Furniture and Air-conditioner at all the SRO locations falling in Category A, B and C.	Who will be responsible to pay the Electricity & Water bills for SROs.	Clarification	It is to clarify that IA shall pay the Electricity & Water bills for SROs.

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343	VFS Global	Section 5/ 276	Service Level Agreement	Overall SLAs are too high which will unnecessary inflate the bid costing. We request that SLAs may please be re-looked & relaxed to the normal level. Further there should be some maximum monthly capping on these SLAs.	No change	Please adhere to the RFP
344	VFS Global	1.4.3-Laser Printer/ Annexure/ Page 46	LJN.REQ.001 Print speed Black 30 ppm or more			
345	VFS Global	1.4.3-Thin Client/ Annexure/ Page 47	DSK.REQ.001 Processor 1 GHz or above AMD/Intel/VIA Mobile processor	Please revise the specs to 2.0Ghz or higher so that the product can work with technology change in next 3-5 years.	No Change	Please adhere to the RFP
346	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.002 RAM 1 GB DDR2/ SDRAM	Please revise the specs to 4GB DDR3 so that the product can work with technology upgrade in next 3-5 years.	No Change	Please adhere to the RFP
347	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.003 Flash 1 GB powered IDE Flash	Please revise to 8GB or higher as the OS and applications will not fit in 1GB.	No Change	Please adhere to the RFP

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348	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.004 Graphics & Monitor 16 MB graphics shared memory with support for high resolution monitors up to 1280 x 1024 (monitor not included)	Please revise to 128 MB or above graphics shared memory with support for high resolution monitors up to 2840 x 1080(monitor not included) for better performance.	No Change	Please adhere to the RFP
349	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.005 Audio Line in, Line out and Speaker out one each at front and back	It is suggested to change with Single 3.5mm port for mic in/speaker out at front only (As used in cell phones or laptops. Users can use the same earphones on the thin client)	No Change	Please adhere to the RFP
350	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.013 I/O Ports 4 USB ports (ver 2.0), 2 PS/2, 1 RJ-45, 1 VGA Connectors, 2 High speed serial ports, one centronics parallel port	Please change the specs as below for wider choice:- (3) Hi-Speed USB 2.0 ports (one in front, two in rear) (1) SuperSpeed USB 3.0 ports (in front) (1) DVI-D digital video output (1) VGA analog video output (2) PS/2 keyboard/mouse ports (4) Serial ports (1) Parallel port (1) RJ45 GbE network connector	No Change	Please adhere to the RFP

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351	VFS Global	1.4.3- Thin Client / Annexure/ Page 47	DSK.REQ.014 Power Supply 100 to 240 VAC, 50 Hz energy-saving automatic Power down.	We request to change the specs as below for better choice of product:- 45W external power adapter, Worldwide auto-sensing 100-240 VAC, 50-60 Hz, Rated output current (maximum): 2.31 A Output voltage: +19.5 V dc, Energy-saving automatic power-down, Surge-tolerant	No Change	Please adhere to the RFP
352	VFS Global	1.4.3- Thin Client / Annexure/ Page 48	DSK.REQ.018 Physical Characteristics Connection cooled fan less design, no moving part.	As processors, RAM and other components in thin clients have increased in speed and power consumption, the amount of heat produced by these components as a side-effect of normal operation has also increased. These components need to be kept within a specified temperature range to prevent overheating, instability, malfunction and damage leading to a shortened component lifespan. These thin clients are also used in remote locations without Air-conditioning/Temperature-control.	No Change	Please adhere to the RFP

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				We suggest that System fan should also be added as it will help reducing the component heating on the device.		
353	VFS Global	1.4.3- Thin Client / Annexure/ Page 48	DSK.REQ.019 Regulatory Compliance from Govt. approved regulatory bodies EMI/EMC - FCC Class-B, Fire safety, Shock proof and Power consumption: - Energy Star	We request to remove the FCC requirement as it is a certification mark employed on electronic products manufactured or sold in the United States.	No Change	Please adhere to the RFP
354	VFS Global	1.7.2- Laptop / Annexure/ Page 72	LAP.REQ.002 Speed 3.0 GHz or Higher	Please revise it to 2.2 Ghz as it will suffice the purpose.	No Change	Please adhere to the RFP
355	VFS Global	1.7.2- Laptop / Annexure/ Page 72	LAP.REQ.012 Wireless Connectivity Integrated Wireless 802.11 a/b/g/n, Integrated Bluetooth 2.0 or higher	Please revise the requirement to 802.11 b/g/n.	No Change	Please adhere to the RFP
356	VFS Global	1.7.2- Laptop / Annexure/ Page 72	LAP.REQ.017 Battery Backup 6 cell Li-ion battery with rechargeable pack for around 4 hrs.	Please change the requirement with "4 cell battery with 4 hrs battery life" for better available options.	No Change	Please adhere to the RFP

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357	VFS Global	2.5/ Annexure/ Page 117	Indicative Infrastructure at Data Centre, Data recovery Centre and Near Line Data Centre	Kindly provide rationales behind this sizing. How much %age of DR & NDR is required? Will it be dedicated DR & NDR?	No Change	There should be Zero data loss and Continuous downtime for all applications not to exceed one hour post the time of impact or the time of the incident logged (applicable only for single DC failure) Please design the DC /DR solution as per above mentioned design requirement
358	VFS Global	2.5/ Annexure/ Page 117	Data Centre & Disaster Recovery Data Centre and Near Line Data Recovery	<ul style="list-style-type: none"> Kindly share details of compliance which are required for DC, DR & NDR other then 27001. How much time yearly can be provided for Maintenance? 	Clarification	<ul style="list-style-type: none"> Please adhere to the RFP. Please refer the RFP It is to clarify that scope for NDR has been removed
359	VFS Global	5/ Annexure/ Page 248 ~	Annexure V- Minimum Qualification for Staff Proposed	Manpower qualifications are very rigid & specific. We request to please revise the manpower qualification considering the availability of relevant resources in the industry. Keeping the requirements flexible will help the	Modification	Please refer the corrigendum

Sr. no.	Firm	Reference in RFP	As appearing in the Original Published RFP	Clarification Sought	Change Category (Addition/ Deletion/ Modification/ Clarification/ No Change)	Our Response
				<p>bidder to propose balanced & suitable resources. Following major points may please be reconsidered:-</p> <ul style="list-style-type: none"> • Even for software resources or technical resources, PPP experience has been asked. • Having PPP experience should not be mandatory in any position. It will not add any value rather it will restrict the resource deployment options. • Asking for too many government/ PSU experience may lead to exclusion of some good available resources. • Specific Land Record experience requirement will again lead to the squeezing of selection parameters. • Senior position requirement should have 		

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				<p>only general management experience & managerial skills to steer the project rather than having Land Record experience.</p> <ul style="list-style-type: none"> • Operation & Capacity Building resources requirement should not be restricted to IT or Computer fields. <p>1.</p>		
360	VFS Global	5.2/ Annexure/ Page 254	<p>Minimum Mandatory Salary All staff working for the project directly or indirectly shall be paid the minimum salary/wages as recommended by NICSI.</p>	<p>We request to remove this clause as this clause will become a big bottleneck in bid costing because of following major reasons:-</p> <ul style="list-style-type: none"> i. NICSI is an Govt. Of India undertaking who hire the manpower from open market, add its margins while fixing the rates to provide the manpower to various Government agencies. It will make proposition unviable for bidder as well costlier to the Purchaser due to additions of margins. 	No change	Please adhere to the RFP

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				<ul style="list-style-type: none"> ii. NICSI keep on changing their empanelment & revise the prices as & when required without using any costing index. Revising the salary structure according to NICSI shall never be possible for the IA during the currency of the contract. iii. NICSI do not have complete range of resource category on their empanelment. iv. NICSI rates are not kind of minimum prices hence will be a hindrance in competitive bidding. v. Bidder may deploy better resources available in a better pricing than to follow NICSI rates. 		
361	VFS Global	Nil	Infrastructure	Please confirm if there is any requirement of CCTV installation	Clarification	Please refer section 2.1.4 Electrical of the Annexure -

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				in the SROs? If yes, please specify the requirement.		P.A. & C.C.T.V. SYSTEM for detail