

Pre-Bid Clarification : RFP for Selection of System Integrator for Establishment Maintenance of the IT Solution for Mission Convergence (Date 13 Jan 09)

S. No.	Reference	Query	Suggested Response
1		What would be the basis to validate and who would take the responsibility of the existing application and databases?	The Vendors responsibility would be responsible only for integration through flat files, XML etc. The application and database would continue to be maintained by existing agencies
2		What is the meaning of Internal service respect to Vol.1 Page 15. Point 9?	Please refer Volume I, chapter 4.
3		What is the meaning on synchronization of the exiting data on to the new mission convergence application and which would be base database for Synchronization process?	Currently the data is being generated and stored independently. The same Survey database needs to be imported in MC database.
4		What are specific guidelines within NeGP pertaining to Mission Convergence IT solution?	There are no specific guidelines for Mission Convergence. DIT, GoI issues guidelines for the e-Governance projects, in general, in line with best practices and for standardization.
5		Are there any development and testing standards to be followed?	Industry Standards/ and or as mentioned in the RFP
6		On Vol.1 page 160 number of GRCs = 80 whereas on page 161 total new and existing GRCs = 94, please clarify?	Correction : It is 80 only.
7		Who would be responsible for networking at administrative units and delivery points	System Integrator
8		What are the scalability requirements during the maintenance period of the project?	Scalability would be in terms of number of people, Number of departments/ Schemes, No. of GRC centres etc.
9		Vol1 Page31, Section 3.3.2: What all attributes need to be verified and which would be base database for verification/validation basis?	Standard survey format is used to capture all the relevant data. Over and above this Bio-metric data would be used for verification/validation.
10		Who would be responsible for Biometric data verification?	The operator of the system (NGO), supported by the Application.
11		What all transactional activities planned on the hand held devices?	please refer Vol I, Chapter 4.
12		What is the scope of Financial Module is it available or need to be developed?	please refer Vol I, Chapter 5. Financial module of MIS is limited to track the financial activities at GRC, DRC, DC and other service delivery points which is clearly specified in the RFP. Any proprietary solution is not expected.
13		Vol1 Page32, Section 3.3.2: System Audit for functionality, process, performance & security controls would be based on approved FRS/SRS?	Yes
14		Vol1, Page45, Section 3.3.6: Who would capture Digital Signatures and maintain Key Management system and PKI Infrastructure?	SI would facilitate
15		Vol1, Page51: Please clarify "operator at Card issuance point" and responsibility of SI?	Operators at Card Issuance point would not SI people
16		(a) Is our understanding correct that users of e-Forms shall be the department officials rather than citizens? if not, Who are the users who shall use these e-Forms?	Would be used by both citizens and officials (citizens to fill and officials to approve)
17		(b) In this section it is mentioned that e-forms should be printable in pixel perfect printable format. Is there any specific reason for seeking such compliance for this?	This is to duplicate the existing forms, which would lead to better acceptance in the department.. However if the bidder can achieve the same requirement through other means, it can do so.
18		(c) Additionally, it is mentioned that the e-Forms shall be in PDF/XFDL format or equivalent format. This appears to be single vendor specific technology / feature. It is humbly suggested that such statement in the RFP should be removed to avoid risk of vendor lock-in in such mission critical project.	As mentioned, these are only indicative/illustrative. Any format which has similar features to meet the requirement would be considered. However any product quoted/proposed should not have "end of sale" in the next 2 years.

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19	3.2.2	31	Requirement: The SI may also need to develop, as and when needed, interfaces between handheld devices and local PCs at any service delivery points. Question: Please provide the technical information about the handheld devices for which interfaces to be developed.	Technical information would be available by the time of implementation.
20	3.3.2	30	The application must also provide a data analytics tool/ engine that would cross verify the citizen data with the existing databases of line departments to detect duplication of records. Is the client looking to implement the above requirement using any BI technologies? There is no mention of any BI technology in the RFP document. What logic would we need to implement for conflict resolution between duplicate records be in scope? What all entities need to be validated for duplication?	Expected to be a part of Technical solution proposed by the bidder.
21	3.3.6.	44	As mentioned in the requirements for the application software, the responsibility of data migration from existing survey database (in MySQL) to new application would lie with the vendor. The data migration task should be completed before shifting to the new application. The vendor would need to develop his own data migration schema etc. as well as procure any software which may be required for data migration. Additionally, the vendor would import survey data in usable format and merge it with biometric (fingerprint / Iris) database (to be built by the Bank's smart card vendor) Is the client looking to implement the above requirement using any BI technologies? There is no mention of any BI technology in the RFP document.If simple, can even be achieved by pl/sql. As they are asking the vendor to procure any software that is required.	BI has not been conceptualized.
22	4.3	55	Schemes - Please provide more information on scheme entity with examples	Please refer Annexure II.
23	6	88	No of users to the Portal - Peak users, normal users	The No. of users have been provided in Annexure 4. During the office hours, all may be connected.
24	6	90	Any preferred product that you have in mind for eForms	No
25	6	91	How many content Management users for the systems	There are no official estimates existing.
26	General		Are you thinking of Portal product or non-portal product based web app	This is a Portal based web Application.
27	General		Any preferred product on portal and other products?.	No
28	14	16	What department are they referring to for connectivity?	The participating 8 departments
29	SLA Table	39	Service level for hardware deployment is 6 months, Does it start after Datacenter is ready or from contract date?	Contract date
30	Annexure 3 to 5	153 to 183	As the RFP is completely based on SLAs so is it still mandatory to comply to all the specification mentioned in Annexure 3 to 5?	Yes
31			3. Please confirm that scope of Asset management module would be limited to keeping a record of the infrastructure, and hardware components at various locations.	Yes.

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32		5. Please provide more details of SLA monitoring module requirements. Will this be limited to procurement, installation and integration of database and network management monitoring tools	SLA relevant details have been mentioned in Vol I, Chapter 3. Apart from the implementation timeline related, other SLA monitoring module would be required.	
33		7. Is development of interfaces between handheld devices and local PCs at any service delivery points and central database a Day 1 requirement.	Not with Local PC, but with Central database.	
34		8. Is Document Management envisaged to be a part of MC portal or will the scope of the portal application be limited to interfacing with a Document Management System/Tool.	Bidder has to suggest basis the "To Be" process detailed out.	
35		11. Document scanning is not a part of the proposed solution of Mission Convergence portal.	please refer Vol I, Chapter 4.	
36	197	7.7/30	The specifications and number of UPS needed is not given.	The application uptime and number of Computers have been provided. Please use these for the computation.
37	43	3.3.6/b	What all utilities do we have to maintain is not clear.	Utilities (power) required to maintain the uptime of the infrastructure
38	180	7.5.1	The red hat enterprise Linux 3 version is outdated so we want it to be updated to red hat enterprise Linux 5 version.	Correction : It should be Linux 5
39	Pg No./Clause No.:25/Cl. 3.1	MC Integrated Workflow Application and Portal	<p>Current Description: Mission Convergence (MC) Portal would be the front-end interface between the service delivery partners (GRCs, DRCs, FPS, Schools, Empanelled Hospitals etc.) in scheme delivery in the State to perform transactions using a standard browser and standard mobile protocol like WML, CSTML etc.</p> <p>Change Requested: Mission Convergence (MC) Portal would be the front-end interface between the service delivery partners (GRCs, DRCs, FPS, Schools, Empanelled Hospitals etc.) in scheme delivery in the State to perform transactions using a standard browser and standard mobile protocol like WML/xHTML/ CSTML etc.</p>	This was indicative / illustration only. Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
40	Pg No./Clause No.:90/6.1	Requirements of the Integrated Workflow Application and Portal	<p>Current Description: The e-Forms shall be of the format PDF /XFDL based on open XML latest version or an equivalent format (that meets the all the requirements described in this section)</p> <p>Change Requested: The e-Forms shall be of the format XHTML/PDF /XFDL based on open XML latest version or an equivalent format (that meets the all the requirements described in this section)</p>	It has been mentioned that any equivalent format is acceptable. Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.

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S. No.	Reference	Query	Suggested Response	
41	Pg No./Clause No.:92/6.1	Requirements of the Integrated Workflow Application and Portal	<p>Current Description: Enhancing flexibility by enabling access through multiple devices: The Mission Convergence Portal shall be designed in a device independent manner such that no changes to the portal software or configuration are required to access the services through multiple devices such as PDAs and cell phones if such requirement is felt to be necessary in the future</p> <p>Change Requested: Enhancing flexibility by enabling access through multiple devices: The Mission Convergence Portal shall be designed in a device independent manner such that no changes to the portal software or configuration are required to access the services through multiple devices such as PDAs/cell phones if such requirement is felt to be necessary in the future.</p>	Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
42	Pg No./Clause No.:86/90/5.5/6.1	eForms	<p>Current Description: Digital Signatures on Different Browsers</p> <p>Change Requested: Request you to make it Native Support for Internet Explorer. Partial Support for Mozilla Firefox, Netscape, etc.</p>	Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement
43	Pg No./Clause No.:28/44/3.2	Maintenance	<p>Current Description: Upgrade OS, Upgrade DB, Desktop OS , mail</p> <p>Change Requested: Currently the RFP refers to Five years of Upgrades for system software components. The system software upgrades may result in avoidable Cost for the project and may not be relevant to the project life cycle. The department should consider asking for patches & security updates for the project duration of five years for system software.</p>	There are multiple references to System Software Upgrades. Vol 1 - Section 3.3.6.b and 3.2
44	Pg No./Clause No.:80/95/5.3	Deployment Architecture	<p>Current Description: Reference of Java Technology</p> <p>Change Requested: Request you to mention it as Java/.NET</p>	Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.

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S. No.	Reference	Query	Suggested Response		
45	Pg No./Clause No.:164/7.5.1	Server requirements	<p>Current Description: RISC Servers (Web/Application Servers) : 64 Bit UNIX / Linux operating system of latest version,</p> <p>Change Requested: These Technical specifications restrict the Operating System Platform and restrain the competitive Microsoft products/solutions to be proposed. The Microsoft Platform based solutions may benefit the customer on Performance/Price considerations. Our submission is that this hinders fair evaluation of OS/database platforms. These kind of restrictions may not only restrain the better performing solutions but also cause loss of commercials to the state/department. We would request you to make it open for Microsoft technologies vendors to participate. The suggested changes are : RISC/EPIC/x64 Servers (Web/Application Servers) : 64 Bit UNIX / Linux/Windows operating system of latest version,</p>	Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.	
46	Pg No./Clause No.:165/7.5.1	Server requirements	<p>Current Description:RISC Servers (Database Servers) / 64 Bit UNIX / Linux operating system of latest version,Change Requested:Same as above, the suggested changes are: RISC/EPIC/x64 Servers (Database Servers) / 64 Bit UNIX / Linux/Windows operating system of latest version,</p>	Specification proposed in the tender are indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.	
47	Pg No./Clause No.:197/7.7	Annex 7:	<p>Current Description: The Email Server is mentioned but the requirements are not specified</p> <p>Change Requested: The department while planning for a best practice high availability messaging solution to enhance the productivity should consider state of the art messaging features like VPN less email access from internet, single integrated directory for NOS and Messaging with unified management capabilities, Out-of-box push based mail, calendar & contact information on windows Mobile based PDAs, Symbian, Nokia & Palm Pocket PC and smart phones, Scheduling Assistant to provide visual guidance on the best dates and times for meeting, based on the schedules of invitees and resources, UM capabilities like - IVR Capabilities to access email ,voice mails, calendar and contacts by ordinary phone, Speech Enabled Auto-attendant, Should support SIP based integration with IP or non-IP PBXs ; Inbuilt compliance engine to enforce government compliance & regulation requirements ; Multi-Mailbox Search which may be required for legal or regulatory purposes</p>	A simple messaging solution is the basic requirement.	
48			As we understand the tender also involves development of application for various department operations by SI, however there are several departments who have their own application running or developed/being developed by NIC. What would happen in such cases?	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI. Vendor would be responsible for seamless flow of information b/w departments and the MC database.	
49	27	Vol.1-V4.0	Network	Specification for the network infrastructure mentioned in the tender are not very clear. Suggest to mention elaborate specification.	This is indicative. The SI is expected to give a detailed network architecture.

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S. No.	Reference	Query	Suggested Response	
50		What are the existing application, their scope and databases?	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI. Vendor would be responsible for seamless flow of information b/w departments and the MC database.	
51	3.2	26	Requirement: Study of the existing software application including its modules, security and authentication features of the line departments etc. <input type="checkbox"/> Study of the existing sites and available infrastructure, as well as detail the requirements for additional area/ infrastructure for resource deployment. <input type="checkbox"/> Study of the existing IT hardware and its usability - In order to arrive at an effort please provide the high level information about the sites, hardware, software etc.	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI
52	3.2	28	Under Maintenance it sasy - "The vendor is to support any integration effort with existing online/ offline applications of the departments, and also with the selected bank for smart card related activities." Need to understand what kind of acitivities will be expected here and if it would involve any BI work.	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI. Vendor would be responsible for seamless flow of information b/w departments and the MC database.
53	3.2.2	31	Integration of the backend department applications/databases - Please provide the number of backend applications and database and their technical specifications. This will help in estimation and solution sizing.	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI. Vendor would be responsible for seamless flow of information b/w departments and the MC database.
54			1. Please provide details of back-end applications/databases that would be required to be integrated with the portal. While the RFP mentions e-governance initiatives, more details of the above like software environment, integration requirements, etc are required.	The scope of work is only for this project. The existing applications would keep on running as planned. However development of any exchange of data through offline and on-line mode through flat file, etc. is within the scope of work for SI. Vendor would be responsible for seamless flow of information b/w departments and the MC database.

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S. No.	Reference	Query	Suggested Response	
55	Pg No./Clause No.:99/6.6	SOA	<p>Current Description: Service Oriented Architecture (SOA)</p> <p>Change Requested: Please consider the following for the SOA solution for the benefit of the project: The Solution should be built upon the Business Process Management and SOA/ESB capabilities to integrate with many different systems ranging from legacy to XML based on heterogeneous platforms, including popular flavors of UNIX, Windows, J2EE, Microsoft.Net, Oracle, SQL Server, etc. Business Process Automation and Monitoring The solution should provide for business process management (BPM) that enables to automate and optimize business processes. Business Rules Framework The solution should provide business rules framework (out-of-the-box) to enable the organization to design, build, compose, and manage its business rules & policies. Service Oriented Architecture (SOA): The solution should provide deep support for a Service Oriented Architecture, and facilitate software development on the SOA model using XML Web Services. Adapters: In-order to enable integration between existing/upcoming applications and infrastructure, the integration server must provide at minimum the following adapters/connectors being directly supported by solution – POP3 and SMTP Adapter for emails , FTP Adapter, HTTP Adapter, SOAP (web services) Adapter, File Adapter, Microsoft SQL Server Adapter, Adapter for Oracle Database, MSMQ Adapter, MQ Series Adapter, SAP Adapter, TIBCO Adapter, Database Adapter for IBM DB2 on remote host computing platforms, IBM mainframe zSeries, midrange iSeries, and/or Universal Database on open platforms, SWIFT Connector, HL7 Connector, HIPPA Connector</p>	The bidders are expected to detail it out the SOA
56	Pg No./Clause No.:99/6.6	SOA	<p>Current Description: Service Oriented Architecture (SOA)</p> <p>Change Requested: Integration with Departments - We understand you will require DIS (Department Integration Services) which would reside at each of the Nine Departments Location and expose their data and functions as services required. This would require a Sub Module of Integration Server with scale down functionality. However, at minimum it would need Adapters such as FTP, SMTP, POP3, SOAP, MSMQ/Queueing Services, etc. Apart from Core Messaging, it would also need transformation engine, business rules and business processing engine.</p>	The bidders are expected to detail it out the SOA
57	156	Vol.1-V4.0 Router	Please confirm, whether support for 10G Interface and Ch-STM4 is required or not?	Looking at the future growth in the transactions, it has been proposed, but not mandatory. Bidders may not provision, if they can meet SLAs.

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S. No.	Reference	Query	Suggested Response
58	Vol.1-V4.0	IPS - 3.9	3.9; Please remove this as it is supported by limited IPS vendor and thus limit other to participate Correction : This is optional.
59	Vol.1-V4.0	IPS - 3.11	3.11; Remove as this should be a part of Host be IPS (Should protect from Spy ware/ Ad ware and key logging based attacks) No change proposed. This may be an inbuilt feature of the product.
60	Vol.1-V4.0	IPS - 5.1	5.1; Please remove this as other vendor do the same functionality in 2-tier architecture and thus limit the choice of vendor It is provided as an illustration. The bidder may propose solution which meets the project requirement
61	Vol.1-V4.0	IPS 5.5	5.5; This is a syslog specs and hence should be remove, IPS should concentrate on imitigating threat in real time rather than spending time on storage, hence it should be removed Correction : This should be read as "database support"
62	Vol.1-V4.0	IPS - 5.6	5.6 This is not a syslog server Correction : This is not required
63	167	Vol.1-V4.0	NIDS Please change the performance from 600 Mbps to 200 Mbps; as only 4 10/100 interfaces are required Correction : Please read the specification as 200 MBPS
64	168	Vol.1-V4.0	Firewall Please change the throught to 400 Mbps or more as number of connection is less Correction : Please read the specification as 400 MBPS or more
65			Please explain how was this architecture dcided upon. This is an illustrative solution. However the bidders can suggest the detailed architecture in their proposal.
66	7 66	3.36 Maintenance (Volume I) & Annexure 9 (Volume II) Scope of Work : Point ii: Supply of consumables: The vendor shall not be responsible for consumables to be consumed at GRC/DRCs. The Rate mentioned should be inclusive of all operational costs, raw material consumables, utility, resource cost etc.	These statements are contradicting each other. Do we need to include the cost of consumables in the commercial bid? No. The consumables is not the responsibility of the SI.
67	119	7.2.3, Vol 1 Department for Women and Child Development Of the numerous welfare schemes of the department, around ten schemes are currently being brought under the umbrella of Mission Convergence. These schemes are listed below. -Widow Pension Scheme -Widows' daughters marriage/ marriage of orphan girls -Ladli Scheme -ICDS -Mid Day meal	Request you to provide details of other five schemes to be listed under mission convergence The application is expected to be developed primarily on the basis on a) Cash Scheme (Direct & Indirect) and b) Non-Scheme. Any scheme may be required to get configured basis these requirement. However at this stage the schemes mentioned here would be taken up initially. With this background, the question may not be relevant on how many schemes would be there. Creation/configuration of any scheme would not be deemed as "Change request"

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S. No.	Reference	Query	Suggested Response
68	160,161	7.4, Vol 1 Community Interfacing Points GRC/SSK: There are around 44 existing GRCs with some level of existing infrastructure and 50 more GRCs are planned to be set up soon. The following chart gives the basic hardware requirements of each GRC/SSK office for efficiently discharging duties related to this effort.	Request you to provide the details of the existing infrastructure of 44 GRCs as it is given on page 160 that total number of GRC locations is 80. Do we need to provide IT infrastructure at 80 locations or 94 locations 80 locations. There is no IT infrastructure at GRCs
69	154	7.3.1 , Vol 1 Specifications for IT hardware	Desktop PCs: Operating system specifications are not provided in the RFP Expected to be furnished by the bidder.
70	197	7.7, Vol 1 Illustrative list of Hardware/System Software Solution for deployment	Following components are listed in this table, however there specifications are not provided in the RFP: Analytical Engine Backup Server Fingerprint biometric device Deduplication engine DNS Server Email Server Scanner Mail Messaging software Network Management System Office Suite Operating System Router with Firewall SAN Storage Server load balancer Server Racks Service delivery gateway Scanner Test Server UPS Bidder is expected to specify as per the requirements and SLAs mentioned in the Volume I.
71	68	Vol II Financial Bid Format Audit Charges	The audit charges will be decided by the 3 rd party, which will be selected by SSS. Request to provide clarifications for the financial implications of the auditing agency to be included in the financial bid The bidder needs to provision for the auditing agency based on the industry rates.
72	48	3.3.7 Vol I Training	Kindly provide the details about the number of users to be trained and number of locations where training will be provided. No. of users has been provided in the Volume I, Section 7.4
73	24	3.2.1 Vol II Bid Content All the bids should be properly indexed, numbered and hard bounded.	Request you clarify what do you mean by hard bound Simply "Bound" copies are also accepted.

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74	161	7.4, Volume i Minimum Hardware Deployment requirements for Sites	Please clarify whether UPS for PC to be also provided for GRC, SSK, DRC and Administrative Offices. In case UPS is to be provided please provide the specification and the quantities for the same. Yes. The infrastructure at the GRC and DRC has to run continuously. Please budget in at least 2 hours of power back-up.
75	158	Vol.1-V4.0 Should protect at least 4 inline segments	1.3 Please change the interface requirement from 6 10/100/1000 to 8 10/100/1000 This is the minimum requirement. Over and above this may be suggested by the bidder, so that the SLAs could be met basis the solution proposed.
76	158	Vol.1-V4.0 Should deliver a throughput of at least 400mbps	1.5 Looking a 1000Mbps port, we suggest to change the throughput from 400 Mbps to min 1Gbps This is the minimum requirement. Over and above this may be suggested by the bidder, so that the SLAs could be met basis the solution proposed.
77	158	Vol.1-V4.0 Should be NSS approved or ICESA Labs certified.	2.4; Please change it to NSS or ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
78	158	Vol.1-V4.0 Should have the feature of Network Honey pot for advanced analysis	3.9; Please remove this as it is supported by limited IPS vendor and thus limit other to participate Correction : This is optional.
79	158	Vol.1-V4.0 Should protect from Spy ware/ Ad ware and key logging based attacks	3.11; Remove as this should be a part of Host based IPS No change proposed. This may be an inbuilt feature of the product.
80	158	Vol.1-V4.0 Should be a 3-Tier architecture consisting of Sensor, Management Server and GUI Client	5.1; Please remove this as other vendor might support 2-tier architecture and thus limit the choice of vendor Bidder are requested to propose the architecture which suits the project requirement.
81	167	Vol.1-V4.0 The system should be open standard in accordance with the ICESA IDSC program.	Please change it to ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
82	168	Vol.1-V4.0 The platform should be ICESA certified.	Please change it to ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
83	160	282	Total number of users at GRCs does not add to the figure given. Is this to be taken as 240 or 282? Please take this as 240
84	27	Volume-I Network	Specification for the network infrastructure mentioned in the tender are not very clear. Suggest to mention elaborate specification. Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
85	156	Vol.1-V4.0 Router	Please confirm, whether support for 10G Interface and Ch-STM4 is required or not? Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement
86	158	Vol.1-V4.0 IPS	2.4; Please change it to NSS or ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
87	158	Vol.1-V4.0 IPS	3.9; Please remove this as it is supported by limited IPS vendor Correction : This is optional.
88	158	Vol.1-V4.0 IPS	3.11; Please remove as this should be a part of Host be IPS (Should protect from Spy ware/ Ad ware and key logging based attacks) No change proposed. This may be an inbuilt feature of the product.
89	158	Vol.1-V4.0 IPS	5.5; This is a syslog specs and hence should be remove, IPS should concentrate on mitigating threat in real time rather than spending time on storage, hence it should be removed Requirement is to track and monitor the log, bidder is free to propose solution suits project requirement. The same would be analysed during the evaluation stage.

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90	15	Vol I Item 10 Synchronization of the existing database onto the new Mission Convergence applications/importing the survey database into master database	Please clarify the requirement - "Synchronization of the existing database onto the new Mission Convergence applications". Does it imply importing data from User Departments into the master database and merging with survey data? If yes, what will be approximate size of this data and how often will this be synchronized? As clarified during the pre-bid, it would be one time activity where vendors would be provided cleaned existing mySQL database of survey data, which has to be imported by the SI to master database.
91	158	Vol.1-V4.0 Should have an in-built log viewer	4.1 IPS is not syslog server so request to change it to "Should support Event/log viewer". The objective is to track and monitor the logs. Vendor is free to provide any alternate way of tracking and monitoring the logs in effective manners.
92	158	Vol.1-V4.0 Should have a built in packet viewer	Please change it to "Should support Event/packet viewer". The objective is to track and monitor the logs. Vendor is free to provide any alternate way of tracking and monitoring the logs in effective manners.
93	158	Vol.1-V4.0 Should be capable of handling at least 50,000 logs per second	5.6; This is a syslog specs and hence should be remove, IPS should concentrate on mitigating threat in real time, hence it should be removed Correction : This is not required
94	168	Vol.1-V4.0 Firewall throughput of at least 800 Mbps or higher	Please change the through to 400 Mbps or more as number of connection is less Correction : Please read the specification as 400 MBPS or more
95	179	Vol.1-V4.0 SMTP Gateway Level Anti Virus and Anti Spam Solution The product should be software based solution	Please change it to "Software/Appliance based Solution" No change in the requirement
96	179	Vol.1-V4.0 The solution should work on Windows, Linux and Solaris	Please change this to" The solution should work on Windows or Linux or Solaris or Appliance with hardened OS No change in the requirement
97	167	Vol.1-V4.0 NIDS	Please change the performance from 600 Mbps to 200 Mbps; as only 4 10/100 interfaces are required Correction : Please read the specification as 200 MBPS
98	167	Vol.1-V4.0 NIDS	Please change it to ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
99	168	Vol.1-V4.0 Firewall	Please change it to ICESA or EAL2 Correction : This should be read as "NSS or ICESA or EAL2"
100	168	Vol.1-V4.0 Firewall	Please change the through to 400 Mbps or more as number of connection is less Correction : Please read the specification as 400 MBPS or more
101	30	3.3.1 Para b Volume-I Use of existing hardware, software and other infrastructure at the departmental, district and community level.	In case the existing IT infrastructure is decided to be used for the project who will bear the support and maintenance cost of the said assets during the project duration The SI would not be responsible for the existing IT infrastructure not supplied by them.
102	40	Vol.1-V4.0 Network Hardware	Please mention the detailed specification Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution & specification which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
103	156	Vol.1-V4.0 Router	Please confirm, whether support for 10G Interface and Ch-STM4 is required or not? Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement

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S. No.	Reference	Query	Suggested Response		
104	Vol I Item 17, 18	Issuance of card and card management The prerequisite to this is a functioning system (database,integrated application and portal) that is to be developed by the SI, so as to effectively capture the biometric & other data captured during the card issuance process	Capturing and storage of biometrics data is done by SCV and SI will have no control over the quality which can severely impact on de-duplication and verification process. Please confirm our understanding that the responsibility of providing biometrics based verification will rest with SCV and not SI and SCV will provide the AFIS engine which will be integrated with MC portal implemented by SI.	Refer to Volume 1, pg 17, Sr. No. 17 and pg 33, S. no. 1. This was clarified in the Pre-Bid meeting also	
105	164	Section 7.5.1	RISC Servers - 4 X64 bit RISC/EPIC processors	Please clarify whether it is to be interpreted as Cores or processors?	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
106	164	Section 7.5.1	Latest generation on model quoted with min 1 GHz processor;	It is recommended that this be minimum of 1.6Ghz or higher.	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement
107	164	Section 7.5.1	Min 3 * 70 GB(or higher) ultra III SCSI hot plug drives (15k rpm), for each partition.	Should be 146GB HDD Ultra 320 SCSI/SAS/FC. 70Gb is very old and Ultra III technology is outdated now.	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
108	164	Section 7.5.1	Server should be upgradeable to eight processors	This should be performance based and third party benchmark like TPMC should be the base for sizing the server instead of processors cores. TPMC claimed by each vendor must be derived from published benchmark for the system offered. The populated Server should offer estimated 3,00,000 TPMC upgradable to 6,00,000 TPMC and should be verifyable.	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
109	164	Section 7.5.1	minimum 8 GB ECC SDRAM Memory to be offered per processor	Is this to be per processor or per core. Please clarify.	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution suits project requirement.However any product quoted/proposed should not have "end of sale" in the next 2 years.
110	164	Section 7.5.1	1 DAT Drive (4mm, 20/40GB) dedicated to each partition or application	20/40 is out dated and hence a minimum 32/72GB is recommended.	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
111	164	Section 7.5.1		Dat Drive should be shareable across multiple partition. It is recommended that the servers be capable of dynamic movement of resources (CPU/ memory/ adapters) across partitions	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement.However any product quoted/proposed should not have "end of sale" in the next 2 years.
112	164	Section 7.5.1	Fiber Channel Adapters to be 2Gbps	It is recommended that this be 4 Gbps instead of 2 Gbps	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement.However any product quoted/proposed should not have "end of sale" in the next 2 years.
113	164	Section 7.5.1		Any preferences on Hardware OEM	No preference
114	164	Section 7.5.1		no. of Racks and power requirement per Rack	Would be dependent on the solution proposed by the bidder.
115	164	Section 7.5.1		Who will do the management of the routers at sites?	Vendor would manage the routers at site if it is provided by the vendor

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S. No.	Reference	Query	Suggested Response		
116	164	Section 7.5.1	Bandwidth sizing for each locations need to done.	Bidders are expected to propose the bandwidth sizing for each location as part of proposed solution	
117	164	Section 7.5.1	How many are the exact no. of locations to be conneted.	RFP clearly specify the requirements.	
118	164	Section 7.5.1	Help desk management ...Escalation matrix, Call routing, Agents, no. of calls, etc need to be figure out.	Bidders are expected to propose the same as part of proposed solution	
119	164	Section 7.5.1	Any preferences on last mile media and interfaces?	No preference, as long the requirement and SLAs are met	
120	164	Section 7.5.1	Roof rights to be given, in case of BWA or RF connectivity?	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement	
121	164	Section 7.5.1	Any concerned over licence or unlicensed band?	Specification proposed in the tender are minimum and indicative in nature, bidders are free to propose solution which suits project requirement	
122	164	Section 7.5.1	Hardware insurance includes insurance of Modems, IDU and ODU too?	Insurance of the entire solution is expected.	
123	31	Section 3.3.2 (b) Scope of Work	Integration of the backend department applications/databases with the 'Mission Convergence project including procuring/development/customization of any adaptors/software required for integrating the backend department systems as they are in the current state.	Is this integration only for the purpose of exchanging data with back end departments? If yes, does it have to be in real time or in batch mode? Not all departments have IT systems. Please clarify if MC Portal is required to provide automation of their internal processes for processing the applications received?	As clarified in the Pre-Bid meeting, the integration is only for the purpose of exchanging data with Systems which are outside the scope of Mission Convergence. Depending on the requirement, this may be in real/batch mode.
124	31	Section 3.3.2 (b) Scope of Work	The MIS should also contain a financial module so that financial reports can be generated.	Please provide details on the requirements of financial module of MIS	Financial module of MIS is limited to track the transaction at GRC,DRC,DC and other service delivery points which is clearly specified in the RFP. Any proprietary solution is not expected.
125	48	item #7	The vendor would setup a centralized helpdesk to maintain log book.	Please clarify the requirements and scope around setting of Help Desk	Vendor is expected to propose the approach and effective mechanism for setting up centralized helpdesk and process to support that.
126	40	Section 3.3.5	Hardware items included in the bid shall be paid for as per the actual requirement of the mode of horizontal connectivity	This is not clear. Please clarify.	Please read the paragraph in totality which is self explanatory i.e. "Flexibility is given to the bidders to design a design a solution with adequate capacity, which is best suited for the functional requirements/SLA mentioned. Hardware items included in the bid shall be paid for as per the actual requirement of the mode of horizontal connectivity"
127	54	Section 4.2	The Nodal Officer(s) reviews the application and approves it online which triggers an online notification to the DRC operator.	If approval / rejection of all application are done by Nodal Officers on the MC Portal, what is the role of back end department system? Is there a workflow in the approval process of a department? If yes, how many steps do these have in general and whether these involve levels of approvals within the department. Please provide details of one such approval process for illustration purposes. Are digital signatures required for Nodal Officers?	Workflow and detailed process are already shared in the RFP Volume 1, chapter 4. The Nodal Officers belong to the State Departments. The security solution is expected from the bidder.

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S. No.	Reference	Query	Suggested Response	
128	54	Main Scenario Once the applicant submits form and provides documentation (if any), the operator uploads the scanned docs and completes the data entry for the application.(application filing in online portal)	What are activities, in terms of document management, are performed on the scanned documents that are uploaded to the MC Portal? Are these to be stored in MC Portal? If yes, how long do these need to be retained, after what period would these be archived and for how long? If no, how long do these reside in MC Portal before being transferred to back end department. How is it handled for departments with no IT system yet?	The relevant information is provided in the Volume 1, chapter 4. Beyond this, the bidder is expected to detail out the solution.
129	61	Section 4.6, Service delivery of cash entitlement	Will MC Portal interface be accessed from banks?	As clarified in the Pre-Bid, the funds would get transferred from the Govt. to the beneficiaries account on the basis of information provided by the reports, which may be accessed by the state departments and banks. This is a portal solution and role based access would be provided. At this stage, it is not foreseen that the MC portal would be accessed by the banks.
130	63	Section 4.7 , Scheme transactions are saved on the central transactions database	Is MC portal required to be integrated with systems at hospitals (if they exist) for uploading these transactions automatically? If yes, pls. provide technical details of these systems.	No.
131	63	Section 4.7 , Once the DC approves, the bank (where GNCTD has parked its scheme related funds) will disburse money to the hospital.	Will instructions to banks for disbursing the money to hospital be done from MC Portal system or from scheme's department?	Department will use MC portal to access these informations.
132	65	Section 4.7, Entitlement holder acknowledges the amount and rate of grains/fuel provided, and only then the transaction gets recorded at the central database.	Will all FPS shops enter this transaction through MC Portal interface? Or will there be a separate application which will update the central database with transaction details?	RFP (Volume 1, chapter 4) clearly specify the requirements.
133		General	Please provide details like size of target population and its annual growth rate, no. of daily enrolments, no. of new applications for availing a scheme benefit, no. of transactions happening at FPS, hospitals etc. and other pertinent data for determining the capacity of the system.	The information available with Mission Convergence has been shared in the RFP Volume 1.
134	97	Section 6.2, , item #d, It shall be ensured that the data replicated at the DR is up to date and time	Please specify essential parameters like RPO and RTO for designing DR solution.	Bidder are expected to propose the RPO and RTO and ensure that there is no data loss and backup is upto date. It may be noted that the DR infrastructure and support is provided by NIC/NICSI.

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S. No.	Reference	Query	Suggested Response
135	92	<p>Reliability & Integrity of the Services/Transactions: The portal is expected to provide several transactional services including filing of applications for different schemes, filing grievances etc. The portal is required to integrate with the disparate backend systems for processing these transactions...</p> <p>Such 'two-way-commit' mechanism shall be implemented using the automated solution, instead of manual reconciliation of the databases both the sides.</p>	<p>Do all departments have technologies to enable implementation of this requirement at their end? If yes, please provide their technical details.</p> <p>As clarified in the Pre-Bid meeting, the integration is only for the purpose of exchanging data with Systems which are outside the scope of Mission Convergence. Depending on the requirement, this may be in real/batch mode. The departments would be accessing the solution of the SI only to provide transactional services.</p>
136	89	3.2.2 - b(ii) and 6.1 1 bullet pt	<p>1. The application must also provide a data analytics tool/ engine that would cross verify the citizen data with the existing databases of line departments to detect duplication of records.</p> <p>The analytical engine should be sizable to support high volume of identity (people or organization data) resolutions per second. Do you have any specific number for this?</p> <p>RFP clearly specify the target population - the departments nos.in Annexure 2.</p>
137	55	Volume II - item c	<p>Compliance of the Hardware components offered for the proposed solution The compliance with the technical specifications of the hardware proposed as per the requirements mentioned in the RFP. This needs to be provided as per Annexure 4.</p> <p>The hardware requirements in "section 7.5 - Data Center specifications" are listed as indicative, implying that bidders are free to propose hardware with different specifications as long as SLAs are met. However, evaluation criteria expects compliance with the listed technical specifications. These seem to be contradictory statements. Please clarify.</p> <p>RFP clearly specify the requirements. Any variance to the indicative specification would be analysed from performance point of view during the evaluation process.</p>
138	164	Section 7.5.1	<p>Server shall be exposed to Internet and Intranet both? As per diagram it shows cloud as "SWAN/Internet"</p> <p>Refer to Corrigendum.</p>
139	89	3.2.2 - b(ii) and 6.1 1 bullet pt	<p>2. The application must also provide a data analytics tool/ engine that would cross verify the citizen data with the existing databases of line departments to detect duplication of records</p> <p>The analytical engine should be able to relate identity information with an available watch list to detect potential threat. Please let us know how many number of watch list data sources are there as of today?</p> <p>The data sources would be from the participating departments only.</p>

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S. No.	Reference	Query	Suggested Response	
140	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to support diverse data source platforms (egg. Flat files, xml, RDBMS [like Oracle, DB2], etc...) serving identity information. Please let us know the format of the existing data sources which are present in various departments as of today.	The data format is not readily available. This would be shared during the project implementation
141	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be sizable to handle large volume of identity data from each data source. What will be the average growth rate of the identity related data against which the analytical engine has to perform analysis?	The average growth would be linked to the growth in population of Delhi.
142	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to find relationships between new incoming identities with the existing set of identity information. Are you also planning to identify the relationships between the principle claimant and his dependents? Also, please let us know your thoughts about preventing the de-duplication of the scheme and entitlement based on the dependent information also.	The idea is to restrain people from claiming benefits twice. This would also be using Bio-metric data for de-duplication.
143	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to share identity information with third parties without disclosing the identity of the person (or organization) to whom the information relates. Please let us know how many departments would like to share data in encrypted format. This is desirable in case of a person's name existing in a watch list and no-one should be able to read the information provided by the other agency.	The key focus is to restrain people from claiming benefits twice. This would also be using Bio-metric data for de-duplication.
144	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to recognize cultural variations on name for customers, citizens, and criminals. In order to reduce fraud and mitigate risks, please let us know any of your thought which may handle misuse of identity in case of migrant or non-domicile.	This would be done through SSS only.
145	89	3.2.2 - b(ii) and 6.1 1 bullet pt	It is good to have the history for all changed / deleted records in the engine data repository automatically maintained. This is all by default in the analytical engine. What are your thoughts on this?	Bidders are free to propose if its suits project requirements.
146	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The basic integration layer provided by the analytical engine should be able to expose identity resolution information through web service and message queue technology. Please let us know if this suffices the requirements as per the application architecture. This is as such provided by default by the analytical engine.	Bidders are free to propose if its suits project requirements.
147	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to ingest incoming identity data both real time and semi-real time as well as in batch. Please also let us know the frequency of data being updated from various other participating departments and other watch list data sources	This would be captured during the FRS exercise done by the SI
148	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine shall be configurable to score matching patterns for resolution based on set of supplied attributes (like name, address, DOB, place of birth, contact no, etc...). Please let us know, if there is any standardized address pattern being identified by you along with the personal details being captured and used for identity verification. These will be configured as rules in the analytical engine	Standard survey format is used to capture all the relevant data. Over and above this Bio-metric data would be used to do this.

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S. No.	Reference	Query	Suggested Response		
149	89	3.2.2 - b(ii) and 6.1 1 bullet pt	The analytical engine should be able to correct possible errors and transpositions in the address of new incoming identity data for enhanced resolution. We would also like to know, if you have given any thoughts on the possible Data Quality Management to remove the misspelled and incorrect address due to typo mistakes or remove fraud. This would enable the standardization of name and address of the identity data.	The bidder may recommend in its solution	
150	88	6.1 (Last bullet pt)	Biometrics	The desirable high precision biometric AFIS engine needs US Export Control license prior development/testing and implementation stages. These are export restricted technologies. How SSS has envisaged it?	Specification proposed in the tender are indicative in nature, bidders are free to propose solution suits project requirement. However any product quoted/proposed should not have "end of sale" in the next 2 years.
151	88	6.1 (Last bullet pt)		2.(a)The Biometric Data capture relies on the quality of the biometric data-capture equipment (reader). Also, the biometric verification which is required to remove fraud at the card issuance stage needs a high precision biometric AFIS engine. The biometric verification (1:N match) needs to be performed by the AFIS engine and it should use minimum amount of time to revert back the result. As the biometric data grows, the impact on higher precision AFIS engines are minimal.	RFP clearly specify the requirements.
152	88	6.1 (Last bullet pt)		(c)The AFIS engine comes in various capacities, the low end AFIS engines do not perform when data grows and this results in false verification. The tier one AFIS engines (top 3 in world) performs optimally even if the biometric data is grows; they are highly scalable. Please provide information on the kind and precision level of biometric AFIS engine required by the SSS?	RFP clearly specify the requirements.
153	164	Section 7.5.1		Fully managed services or customized managed services?	No clarification
154				Do you require an enterprise wide document management system as part of content management?	Bidder is expected to study the requirements in detail and suggest solution. This is not restricted.
155				In the LNDC (NIC Data Center), do SI need to bring in internet link or would NIC provide?	Internet connectivity with sufficient bandwidth for portal hosting at LNDC is available. Charges for server hosting includes internet connectivity, however any exorbitant requirement for bandwidth needs to be specified in the proposed solution, LNDC would arrange requisite bandwidth at no cost to SI.
156	27	Vol.1-V4.0	Data Centre	Will NIC provide the required infrastructure for setting up Data Centre or SI has to include the same in commercial.	SI need to deploy servers and requisite software at LNDC only, all necessary infrastructure would be provided by LNDC
157				In the LNDC (NIC Data Center), do SI need to bring in internet link or would NIC provide?	LNDC has sufficient bandwidth for internet and 34 MBPS link between Delhi Secretariat and LNDC. All lines from GRC/DRC would terminate at Delhi Secretariat.
158	Vol.1-V4.0 (Pg 27)	Data Centre		Vol1, Section 3.3.3, Sub-section a & h: Needs more clarity on role of NIC and SI?	The pre-bid discussions and the clarifications to various queries on Data Centre would clarify the position.
159	Vol.1-V4.0 (Pg 27)	Network		Will NIC provide the required infrastructure for setting up Data Centre or SI has to include the same in commercial.	SI need to deploy servers and requisite software at LNDC only, all necessary infrastructure would be provided by LNDC

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S. No.	Reference	Query	Suggested Response	
160	Volume-I Section 2.2 Summary Table Point 16 Pg 17	It is mentioned that the SI would provide the required bandwidth for connecting the user departments & GRC	Elaborative specification for the network infrastructure not mentioned . Suggest to mention detailed specification as it has to be integrated with Delhi SWAN	CORRECTION : PLEASE NOTE (CHANGE IN THE RFP) : As you all are aware that Delhi SWAN POPs are located at the DC office only, any GRC which is not located at DC office needs to terminate the network at Delhi Secretariat. All requisite infrastructure would be provided by Delhi Govt. for the same.
161	Volume 1 7.8 Annexure 8 pg 200	List of DC offices with DSWAN connectivity	Please clarify whether DSWAN only to be used for connecting User departments & GRC. If so what is the bandwidth cost that the SI is required to pay to DSWAN operator. In case of non availability of DSWAN whether the SI can use the services of other connectivity service providers.	There is no charges for usage of DSWAN, SI is free to use DSWAN at DC office or any other connectivity required for this project.
162	Volume-I Section 7.4 Annexure 4 pg 160	The clause mentions that Data Center to be hosted at NIC Data Center and common infrastructure of NIC data center can be used.	The list clarifies that all the Nine DC offices are having 2 MBPS leased line DSWAN connectivity to Delhi Secretariat. Please clarify the following: <ul style="list-style-type: none"> · Since connectivity is till Delhi Secretariat , how SSS portal hosted at Laxmi Nagar Data Center can be used · In case at the offices where DSWAN connectivity is already there whether the respective office will use the existing connectivity to access SSS portal or separate line for accessing the SSS portal to be provided by SI using DSWAN. · If existing line is used whether SI will be required to pay to DSWAN for the usage and if so what will be the cost 	SI would be provided VPN connectivity to the LNDC for accessing SSS portal. Connectivity is till LNDC is through 100 MBPS link. SI can use this infrastructure or suggest their own connectivity through broadband or lease line.
163	Volume-I Section 3.3.3 Sub Clause a pg 34	Vendor would be required to deploy and manage the Mission Convergence Data Center located at NIC Data Center Site (With Commercial implications)	Whether the SI will be provided space for placing his team in the same premises for Data Center Maintenance without no additional charge for space.	SI need to access server hosted at LNDC through VPN, charges for various services provided at LNDC is attached as annexure.
164	Volume-I Section 3.3.3 Sub Clause a pg 34	Internet connectivity for SSS portal Hosting	Please provide what will be the commercial implication to the SI for the Data Center facilities provided by NIC and whether the SI would be required to pay anything to NIC for usage of NIC facilities if so please provide the rates.	NIC charges are attached as annexure, SI need to assess commercial implication for the same as per proposed solution.
165	3.3.3 Vol I (pg 35)	Scope of Work	Please clarify whether internet connectivity with sufficient bandwidth for portal hosting at Laxmi Nagar is available as part of common infrastructure and will be provided to SI at no cost. If not whether SI will be required to provision for separate line of bandwidth for portal hosting at Laxmi Nagar Data Center	Internet connectivity with sufficient bandwidth for portal hosting at LNDC is available. Charges for server hosting includes internet connectivity, however any exorbitant requirement for bandwidth needs to be specified in the proposed solution, LNDC would arrange requisite bandwidth at no cost to SI.

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S. No.	Reference	Query	Suggested Response
166	Compliance to ISO27001 standards of security (Vol 1) (pg 181)	The Agency has to comply with ISO 27001 and get the certificate of the same within 9 months.	For maintenance of Data Center we require space in NIC Data Center for locating manpower. Please mention the commercial implications regarding utilization of NIC DC space for the above purpose.
167	66 (pg 8)	Vol II	Kindly clarify as the ISO 27001 certification is provided for entire Data Center and not for space provided within an existing data centre. The responsibility of getting ISO 27001 certification is for the entire Laxmi Nagar Data Centre should lie with NIC
168	Vol I 3.3.3 (pg 34)	Data center The vendor would be required to deploy and manage the Mission Convergence Data Center, located at the NIC Data Center Site (with commercial implications).	Financial Bid Format
169	Vol 1		Please mention the commercial implications for utilizing the infrastructure of NIC LNDC.
170	Vol 1	NIC DC is already connected over SWAN. In case bandwidth upgradation required, who will take care of?	Security infra will be shared with the existing NIC DC or need to provision separately ?
171			Delhi govt/NIC would manage bandwidth requirement for DSWAN.
172	66	Vol II	Financial Bid Format Costing component for DR site is missing, How we can include the charges for the same in the financial bid.
			VPN connectivity would be provided to the SI for remote server management.
			ISO 27001 is not the responsibility of the SI. SI need to certify the portal/application from CERT-IN empanelled vendors before hosting the application to LNDC. Charges for portal audit needs to be budget by SI.
			Pg 68 - This contains the format to put costs for Data Centre. This format needs to be modified to explicitly state a) Server Costs b) Service Charges to NICS I under various heads c) BCP Service charges to NICS I and d) Other charges (please detail out the costs components. (DC/DR charges are attached at annexure)
			DC/DR charges are attached at annexure
			LNDC would provide all requisite security infrastructure as part of server hosting charges
			Correction : Vol 2 Pg 68 - This contains the format to put costs for Data Centre. This format needs to be modified to explicitly state a) Server Costs b) Service Charges to NICS I under various heads c) BCP Service charges to NICS I and d) Other charges (please detail out the costs components. (DC/DR charges are attached at annexure. The Service charges for both may be assumed to be same)

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S. No.	Reference	Query	Suggested Response
173	7.	95 Vol I 6.2 Requirements of the Data Centre The DR site must be invoked automatically when the production site fails to provide its services	How much lag time is allowed for failover to DR NIC-LNDC has DR site located at NIC Hyderabad, which will manage the failover to DR.
174	17.	Volume-I Section 2.2 Summary Table Point 16	It is mentioned that the SI would provide the required bandwidth for connecting the user departments & GRC Please clarify whether DSWAN only to be used for connecting User departments & GRC. If so what is the bandwidth cost that the SI is required to pay to DSWAN operator. In case of non availability of DSWAN whether the SI can use the services of other connectivity service providers.
175	164	Section 7.5.1	Who will do civil, electrical etc work inside the NIC DC, if required? There is no requirement of civil or electrical work inside the NIC DC, NIC charges includes all these services.
176	34	Vol.1-V4.0 Disaster Recovery	Please mention the minimum requirement for the DR, else it could lead to sub-standard equipment deployment. Suggest to mention minimum specification. NIC-LNDC has DR site located at NIC Hyderabad, charges for LNDC/DR are attached as annexure
177	164	Section 7.5.1	Who will manage the BCP site? Vendors is expected to manage BCP site remotely via VPN provided by NIC LNDC
178	45	Vendor would be required to procure, install and operate monitoring tools such as database and network management system	Please clarify requirements for enterprise management and network management tools. As mentioned MC portal would be hosted at NIC LNDC where VPN connectivity would be provided to the vendors to manage application/server etc.
179	37	Volume-I Section 3.3.3 Sub Clause b Disaster Recovery (DR)	Regarding DR site, please clarify the following: <ul style="list-style-type: none"> · What is the allowed time lag between DC site getting down and DR site getting up and what is the data replication time gap from DC / DR · It is mentioned that the asset details of DR site needs to be given to PMU, please clarify whether the ownership of those assets needs to be transferred to PMU · Whether DR needs to comply with ISO 27001 security standards As clarified in the pre-bid meeting, the DR infrastructure needs to be rented out from NICS/NIC.
180			What is covered under smart card related infrastructure that is to be provided by bank / technology partner / smart card vendor? The Bank will be required to provide Smart cards, necessary equipment for issuance of Smart Cards including PCs, Smart Card printers, biometric capturing devices, digital camera, etc., Smart Card reader equipment at service delivery points (FPSs, KoDs, Hospitals) and cash disbursement points. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in

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S. No.	Reference		Query	Suggested Response
181			What all is proposed to be on the Smart Card?	The personal details, biometrics and account details of card holder are proposed to be stored on Smart card. Also, the transit application will also be stored on the smart card for use in Automatic Fare Collection System. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in The Smart Cards will be provided by the Bank. It is not in the scope of SI.
182	162	7.4	Specifications of biometric devices is not given, please provide	The biometric devices will be provided by the Bank. It is not in the scope of SI. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in
183	Tender Doc Vol 1	Article 3.3.2.b) Part point vi.	The SI may also need to develop, as and when needed, interfaces between handheld devices and local PCs at any service delivery points	As per definition of Service Delivery-(point on page no. 5) this is in DIMTS 's Scope. Kindly advise.
184	Tender Doc Vol 1	Article 3.3.6.b.ix	The vendor would be required to integrate the application, as and when required, to maintain its ability to exchange data to the front-end smart-card applications at the scheme delivery points to ensure seamless delivery of services to the citizens.	As per tender document, application for delivery point would be under the scope of DIMTS vendor. The SI under this project may provide access to its database which shall be integrated by DIMTS vendor as per requirement.
185			Will there be a separate tender by Bank or DIMTS for selecting Smart card Vendor?	The SI may be required to develop interface between Smart Card reader device and PCs (wherever required) for integrating the personal details fetched from Smart card and the scheme details fetched from Central system.
186	4.6	60	Service Delivery of Cash Entitlement : Will the banker will use the Mission Portal or he will use the bank system and bank systems needs to be integrated with the Mission Portal?	The Bank will be required to develop application for Smart card reader device at service delivery points (FPSs and KoDs), but the same will integrate with central system through GPRS. The integration requirements at Central system will be responsibility of SI. An interface for data access or modification will be developed by SI. The bank would just call this interface. SI will be responsible for ensuring that the data accessed is correct and all updates happen correctly and in a secure fashion. SI will not expose the database to the bank's application.
187			Would you please advise Smart card specification for the project?	There is a separate tender for selection of a bank. The bank may tie-up with a technology provider.
188			Specification of Smart Card?	The Mission Portal will generate files for transfer of cash to beneficiaries as per their respective entitlements. The files will be transferred to bank for transferring the amounts in beneficiaries accounts
				The Smart Cards will be provided by the Bank. It is not in the scope of SI. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in
				The Smart Cards will be provided by the Bank. It is not in the scope of SI. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in

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S. No.	Reference	Query	Suggested Response
189			<p>What the smart card vendor would provide to SI and Vice versa?</p> <p>The Bank will be required to provide Smart cards, necessary equipment for issuance of Smart Cards including PCs, Smart Card printers, bio-metric capturing devices, digital camera, etc., Smart Card reader equipment at service delivery points (FPSs, KoDs, Hospitals) and cash disbursal points. However, the SI will need to create APIs which will either be called by bank applications real time, or use data transferred by bank applications, to update the central database. SI will also create interface to download data to hand-held devices on a daily basis and upload data from hand-held devices to the central database For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in</p>
190	31	<p>Section 3.3.2 (b) Scope of Work</p> <p>The Application must have to ability to interchange data with the smart-card solution so that service delivery can function seamlessly between front-end scheme delivery points, and back-end database.</p>	<p>Please provide functional, technical requirements and scope of work identified for the smart card project.</p> <p>Will smart card be issued per family or to each member? Please provide the field level description of the data which is envisaged to be stored on the Smart Card now and in future? This would give an indication of the amount of memory which needs to be there on the card and also the type of the smart card. The more the data higher is the amount of memory required to store the data on the smart card</p> <p>The Bank will be required to provide Smart cards, necessary equipment for issuance of Smart Cards including PCs, Smart Card printers, bio-metric capturing devices, digital camera, etc., Smart Card reader equipment at service delivery points (FPSs, KoDs, Hospitals) and cash disbursal points. However, the SI will need to create APIs which will either be called by bank applications real time, or use data transferred by bank applications, to update the central database. SI will also create interface to download data to hand-held devices on a daily basis and upload data from hand-held devices to the central database For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in</p>
191		Smart Card	<p>Please let us know the standard the smart card should follow. Should it follow FIPS201 standard?</p> <p>The Smart Cards will be provided by the Bank. It is not in the scope of SI. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in</p>
192			<p>What would be the common platform between the smart card vendor and SI?</p> <p>Central Database</p>
193			<p>Will the smart card also be used for Smart card logon, PKI authentication for VPN, Citrix, Digital Certificate etc,</p> <p>Not necessary.</p>
194			<p>9. What all interactions in applications are required with respect to smart cards?</p> <p>Common Question</p>
195			<p>What are the online and offline application of the departments / Smart Card Related activities and what are the level of integration support required?</p> <p>Common Question</p>

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S. No.	Reference	Query	Suggested Response
196	26	Vol I Summary of Scope of Work of Selected Vendor Partner and communicate with the Bank's Smart card Vendor for integration of the biometric (fingerprint / Iris) data, and other data (photograph, card number, etc.) with survey database.	Request you to provide the technical details for the smart card to be issued by the Bank's smart card vendor The Smart Cards will be provided by the Bank. It is not in the scope of SI. For further details, refer the RfP document for selection of bank available at www.transport.delhigovt.nic.in
197	28	Section 32 The vendor is to support any integration effort with existing online/ offline applications of the departments, and also with the selected bank for smart card related activities.	Please clarify the requirement for integrating with offline applications of the departments. Vendor is expected to support the departments in integration of existing applications with the portal and also provide interface to the banks which will be selected for smart card related activity.
198	52	Section 4.1, Operator completes any necessary data entry for card issue and uploads the captured details (biometric details, photos, etc) to central database.	Will operator access MC Portal interface for uploading these details? Or will it be through a separate application developed by Smart Card provider? The Smart Card vendor would not be developing separate application for this.
199	81	Section 5.3 Deployment Architecture d-vii Provide method for connectivity by 3rd party institutions such as banks, hospitals, FPS, schools, etc	On page 16 (table item # 15), this is listed as within scope of Smart Card Vendor whereas here it is listed as within scope of SI. Please clarify. Correction : Item no. VII on pg 81 needs to be ignored.
200	88	6.1 (Last bullet pt) The application should have feature to use Biometric database – details of a person, if the finger print / retina data is provided.Fingerprint and/or Iris data to identify duplicity of records or even to search Biometrics	It is a query and suggestion as well to include the Facial Recognition as a part of the solution. Facial recognition remove any doubt during the process of verification at the issue of entitlement to the recipient and also provide a feasible solution to identify the claimant at the delivery center. This will enable a Two-Factor identification technique which can be of greater use in near future to avoid misuse of the card information and reduces fraud at the delivery centers. The facial image can be printed on the Smart Card and would be digitized and stored in the Smart Card for verification when need arises. Also, masses, who don't have fingerprint (due to nature of job they do) or people with disability (blinds/without limbs), facial recognition plays a vital role in identification in these kind of scheme recipients. The bidder may recommend in its solution basis the cost-benefit analysis.

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S. No.	Reference	Query	Suggested Response
201		Vol1, Page50, Section 4: Please clarify point No.1.... "through this process"?	The Smart card would be issued initially by the Banks as a part of a campaign (outside the scope for SI). However there may be situations when cards may not get issued to people who have been surveyed, as they could not be physically present during the campaign. Also there may be some additions/modifications in this. For these people, a new process would be followed which is detailed out in Vol 1, Section 4.1 & 4.2
202	General	We assume that biometric data details from the smart card vendor will be available during the requirements phase. Please confirm	The data would be provided to SI. Development of a front-end application for biometric data upload onto the citizen master database is the responsibility of SI and has to be done immediately, post award of the project.
203		4. Please clarify on interfacing requirements between MC portal and Smartcard solution. Will this be limited to exchange of data.	Data Exchange and verification. (please refer Vol I, Chapter 4)
204		9. What are security feature requirements for eEntitlement smart card. Will this be limited to identification of card presenter with the visual data provided by card and Verification of the authenticity by 1:1 live fingerprint match against the template stored on the smartcard.	This is the minimum requirement. Over and above this may be suggested by the bidder, so that the SLAs could be met basis the solution proposed.
205		10. Is Card personalization and activation the responsibility of smart card vendor and out of scope for System Integrator	Yes.
206	88	6.1 (Last bullet pt (b)The biometric capture devices (used during biometric capture) should have false acceptance as low as possible. Please let us know if you have any number associated with false acceptance? The low false acceptance will decide the 1:N match during the biometric verification at the card issuance time and during biometric authentication at benefit delivery center (FPS/hospital)	The bidder is expected to propose the solution.
207	44	Section 3.3.6 viii the responsibility of data Data Upload / Migration Migration database (in MySQL) to new application would lie with the vendor.	How many records does this database have and what information fields have been captured? Could there be duplicate records in this database? If yes, approximately what %? Does it include biometric data?
208		Is there a standard format for FRS/SRS and Network study report already available?	The estimated number of potential beneficiaries is 40 lakhs The de-duplication is to be done through tools and this is the responsibility of the SI. This includes Biometric data also.
209		In Section 7- Annex 3 (7.3.1)- Item Desktop PC; please help by including 2000 MT/s System Bus along with currently mentioned Front Side Bus (FSB) 800 MHz and 2x512KB L2 cache along with currently mentioned L2 cache of 2MB. Please also help by adding "Dual Core" in the existing Processor specification description.	No.
210		In Section 7- Annex 5 (7.5.1)- Server Requirement- Item Antivirus and Patch Management Server; we would like to suggest a Quad Core architecture. Please help by including AMD Opteron Quad Core 8378- 2.4 GHz/4 x512 KB L2 Cache/ 6 MB L3 Cache Or AMD Opteron Dual Core 8220 – 2.8 GHz/ 2x 1MB L2 cache.	OEM name/brand provided was indicative only.Single Core is getting obsolete. Mimimum requirement is dual core. Bidders are free to propose higher specification, if justified by them. Bidders should make sure that any product quoted/proposed should not have "end of sale" in the next 2 years.

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S. No.	Reference		Query	Suggested Response	
211			In Section 7- Annex 5 (7.5.1)- Server Requirement- Item Workstation for Monitoring; please help by including AMD Athlon X2 Dual Core 3.0 GHz with 2000 MT/s System Bus under the processor description. Under the Cache description; please help by including 2x 512KB L2 cache. Please also help by including AMD 740 or above chipset; 2GT/s System Bus in Core Logic description.	OEM name/brand provided was indicative only. Single Core is getting obsolete. Minimum requirement is dual core. Bidders are free to propose higher specification, if justified by them. Bidders should make sure that any product quoted/proposed should not have "end of sale" in the next 2 years.	
212	6	91	What is the technical specification of the content management system that needs to be integrated with the Mission systems	Please estimate with the information provided	
213	6	91	There is requirement on "Configuration are required to access the services through multiple devices such as PDAs and cell phones if such requirement is felt to be necessary in the future." Can you elaborate what kind of devices will be accessed in future. Can we assume that the PDA or mobile devices will be enabled with browsers such as internet explorer, fire fox etc.	No further information, than what has been mentioned in the document.	
214	General		Whats your point of view on using opensource products? Would you consider using it?.	This is allowed as per the GoI policy on open standards. These are preferred. Also please refer Corrigendum.	
215	Volume I - pg 199	Clause No. 7.8	"Horizontal Departments: Computerization of parallel department ... "	The Introduction, Functions of the Department, Schemes under MC and E-Governance initiatives of these Horizontal department are not mentioned in the RFP. ECIL would like to know whether the Horizontal Departments are covered in the scope of work.	These are not relevant to the project.
216			Page 34, mentioned Firewall and IPS will be provided by NIC, at page 160 mentioned that Common infrastructure like site, routers etc. would be provided by NIC . The responsibility of maintaining the service level mentioned in volume 1 would be that of the SI. Access of NIC owned shared equipment (Firewall, IPS) might be required in event of troubleshooting issue/ disaster. Would SI be given access? If yes then what level of access? If SI does not have the right level of permission on the shared equipment then it might impact the SLA.	All help would be provided to sort the Access issue out.	
217			Page 27, mentioned any extra networking equipment, last mile operational costs (if any) have to be borne by the SI. To connect last mile to the SWAN POPs which service provide can be used?	SI to decide.	
218	34	Vol.1-V4.0	Disaster Recovery	Please mention the minimum requirement for the DR. Suggest to mention minimum specification and products.	Please note the correction : The DR site is already being maintained by NIC/NICSI (at Hyderabad). The facilities and charges for creation of DR are on the same model as LNDC.
219			Disaster Recovery (DR): Page 37, mentioned, The vendor would be required to maintain a disaster recovery site for the application. The vendor may use some commercial data center as a disaster recovery site. Page 96, mentioned, The DR arrangement in a different seismic zone shall be treated as the 3rd level. Will the DR site also be NIC Data Center located in other city? If DR is provided by NIC then would NIC provide link between two sites (DR and LNDC)?	Please note the correction : The DR site is already being maintained by NIC/NICSI (at Hyderabad). The facilities and charges for creation of DR are on the same model as LNDC.	

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S. No.	Reference	Query	Suggested Response		
220	Pg No./Clause No.:153/7.3.1	Desktop PCs	Current Description: Desktop PCs currently do not include OS and productivity Suite Change Requested: We would submit that since it is the most adopted desktop and user productivity software ; The Desktop System should include Vista Business Edition OS & office Indic Standard 2007.	SI can propose OS of their choice. In this tender effort has been made to avoid vendor specific specifications.	
221			To perform Data Center Assessment, are we allowed to use tools for which special rights would be required on the existing infrastructure	No	
222			Will Genpact have to procure the software on behalf of GNCTD or own the licenses	licenses of all software's to be deployed as part of the project would be in the name of SSS or as may be decided by SSS.	
223	40	Vol.1-V4.0	Network Hardware	Please mention the elaborate specification as it has to be integrated with Delhi SWAN	Bidder to do the same.
224	158	Vol.1-V4.0	Intrusion Protection System - 2.4	2.4; Please change it to NSS or ICESA or EAL2	Correction : This should be read as "NSS or ICESA or EAL2"
225	167	Vol.1-V4.0	NIDS	Please change it to ICESA or EAL2	Correction : This should be read as "NSS or ICESA or EAL2"
226	168	Vol.1-V4.0	Firewall	Please change it to ICESA or EAL2	Correction : This should be read as "NSS or ICESA or EAL2"
227	40	Vol.1-V4.0	Network Hardware	Please mention the elaborate specification as it has to be integrated with Delhi SWAN	Please note the correction : As you all are aware that Delhi SWAN POPs are located at the DC office only, any GRC which is not located at DC office needs to terminate the network at Delhi Secretariat.
228				Refer page 160, Number of users at locations (GRC, DRC, SSS office etc) is very less. Is it mandatory to connect these locations to SWAN? Can these locations be connected through Internet (Broadband) VPN?	If this benefits SSS in terms of costs or quality (response time), it may be proposed by bidder with justifications.
229	40	Volume-I Section 3..3.5 (a)	The vendor is also provide for secure connectivity from offsite locations through VPN	Please clarify whether for GRC, DRC, District Nodal offices broadband can also be used as mode of connectivity or it is mandatory to have VPN connectivity using DSWAN for each of these locations	You may propose this. This is not a mandatory condition.
230				Who would approve the re-engineered process and what would be escalation metrics for timely completion of activity?	Secy-off of all departments and final go-ahead by Chief Secretary.
231				The consortium is formed to pool the expertise and therefore consortium should qualify (not the prime bidder) all the pre-bid and technical criteria for esteemed Mission Convergence project.	Not allowed
232				Request for consideration of CMM Level 4 or above certification as for application service provider CMM Level 5 is not required.	Not allowed.
233	Volume II - pg 46	Clause No. : 11	"EMD in the form of Demand Draft of INR 20,00,000 (Rupees) In a separate envelop."	This para does not cover Bank Guarantee.	Draft is mandatory. If Govt. order exists which exempts ECIL to submit the draft, then a photocopy of the order to be attached only.
234	Volume II - pg 10	Clause No. 1.6.i	"Bidder shall submit, Bankers cheque or Bank guarantee for Rs 20,00,000	ECIL would like to submit Bank Guarantee from a Nationalised Bank, please clarify.	Draft is mandatory. If Govt. order exists which exempts ECIL to submit the draft, then a photocopy of the order to be attached only.

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S. No.	Reference	Query	Suggested Response	
235		What is the meaning of delivery points and what they are?	GRC, DRC, DC, CSC and other service delivery points (like FPS, KOD, Schools, Hospitals, Banks, where Smart Card Vendor's infrastructure would be deployed)	
236		What would be the time frame for finalization of Functional requirements that would be submitted by SI to Govt. Departments who are proposed to be approving authority?	Please refer Volume I, chapter 3.	
237		If the as-is documents are not approved in time who would be next escalation authority to approve the same and who would be the monitoring authority to complete this activity?	First Level - is HOD, Second level - Secretary and third Level - CS. The State Convergence Forum would be monitoring authority.	
238		What would be the basis for approval of re-engineered process?	Sign-off by HOD/Secretary department and approval in a meeting headed by CS	
239		Definition of Survey database and Master database and who would be the owner of the two databases?	GNCTD/SSS is the owner of both the databases.	
240		Who would be conducting the survey data and what all attributes need to be collected?	This has already been conducted.	
241		What would be the basis of cleaning the data; would there be standard or specific requirement? And which would be coordinating department for the approval of cleaning of data?	This is not a relevant question. SSS is responsible for giving cleaned data to SI.	
242		What would be the basis of MIS design; would there be standard or specific requirement? And which would be coordinating department for the approval of MIS Report Attribute and format?	The basis is the requirement envisaged and discussions held with the concerned stakeholders & SLAs mentioned in Volume I. The co-ordinating body would be SSS through Department of Administrative reforms.	
243		Who would be the third party to test the application and what are the desired service levels that needs to be tested and authenticated by third party?	1) Decision not taken yet 2) Desired Service levels have been mentioned in Volume I Section 3.3 and other industry standards	
244		Would the smart card vendor supply smart card readers at various administrative and delivery points?	Yes	
245		Please let us know on the anticipated volume of transactions under various categories per year including peak number of transactions and approximate number of concurrent users working on the system for optimal sizing.	These have to be estimated by the bidder basis the details provided in Vol I, annexure II containing current number of beneficiaries and budget provisioned	
246		Does the project entail distributed scanning solution at various service delivery points/offices, please confirm.	Some documents may need to be scanned and attached while initiating a workflow. Based on the cost-benefit, the bidder may propose.	
247		Vol1 Page28, Section 3.3.6: Are the changes / additions to software application / MIS / website / GR system and service delivery procedures envisaged after approval and finalization of FRS and SRS?	Changes are a constant features and such changes may need to be done. However such changes would be carried out against a change request approved by SSS, basis the manmonth rate quoted in the tender.	
248	4	50	There are 8 process identified in the requirement. Is there a scope for additional procecess, if so how many?. Please provide details.	Changes are a constant features and such changes may need to be done. However such changes would be carried out against a change request approved by SSS, basis the manmonth rate quoted in the tender.
249	6	91	We are not in a position to arrive at the number of content types, presentation templates required for arriving at effort calculation. Please provide the detailed requirements for content management.	Existing infrastructure of the GNCTD may be provided for this.
250	6	94	Branding: Will you provide images and styles for branding or we need to develop with the guideline you provide?	These would be provided

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S. No.	Reference	Query	Suggested Response	
251	General		Detailed level information is not provided on schemes and Content Management and about existing systems. Is there a scope for relooking into the estimates after detailed analysis.	No relooking on estimates, post submission of bids. Please estimate with the information available.
252	General		We assume that the current survey data elements captured will be the same as the new survey database. Please confirm	There is only one type of survey which is being done in phases, which would be used in this project.
253	15	16	Although the connectivity at delivery points in smart vendor responsibility, SI will still require to provision some hardware/ports etc. at central location. That will require exact number of delivery points	Please work with the existing information. At this time, it is difficult to give the final picture.
254	23	20	Who will provide IT infrastructure for additional GRCs?	~ Bidder is to quote basis the numbers provided currently. ~The financial bid would contain the prices for each component. SSS reserves the right to procure the additional hardware from the vendor or procure through some other source, in line with Government policy
255	Point no. i	38	Vendor may not be in position to insure hardware if the hardware assets are owned by SSS	This can be done on behalf of SSS. All necessary support would be given.
256	Volume I pg. 188 pg. 160	Clause No. 7.6.3 Clause No. 7.4	“GRCs with Population and Clusters(.....) table list our the addresses of 72 GRCs.” “Annex 4: Minimum Hardware Deployment Requirement for Sites.” GRC location mentioned as 80	The number of GRC locations are mentioned as 80, with user per location as 3 comprises of total number of users 282, the quantity of GRCs and total no. of users are different from the clause 7.6.3. Correction : 282 should be read as 240.
257			Please provide more details of GRC management module requirements.	The activities are mentioned in Volume I pg 102, Annexure I. Activity reporting format for managing performance, Enrolment of training, Attendance monitoring of the beneficiary (preferably through smart card) and the Staff of GRC and other minor administrative features would be required.
258	43	3.3.6/b	Do we have to provide the site space also? If yes then in what case and who will pay the rent for those sites.	Site Space to be provided by SSS/GNCTD
259	163	7.7/4	What concern do we have with NGOs?	NGOs are running the GRC & DRC centres. The infrastructure would be under their possession and they would be responsible for providing consumables.
260	105	7.2.2	Some departments are not computerized at all. Do u expect us to develop a software for that and provide connectivity also.	Only the scope provided in this RFP needs to be done
261	Tender Doc Vol 2	Eligibility criteria : point 2	The agency/company (Prime Bidder in case of a consortium) must have minimum average annual sales turnover of INR 50 Crores for last three consecutive years in the IT related activities or services.	Generally, minimum annual sales turnover is sought to establish the vendor financial strength for project. Considering the same, kindly advise the estimated worth of the project for which Rs. 50 crore of turnover is required. We suggest that ideally, the required annual turnover should be 20 crores Cannot be changed. This is as per Cabinet approval

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S. No.	Reference		Query	Suggested Response
262	Tender Doc Vol 2	Eligibility criteria : Point 7	The agency/ company/ consortium member responsible for Software Development and System Integration should have SEI-CMM Level 5 certification	We request to also permit ISO 9001-2000 in software development in place of SEI-CMM level 5. Cannot be changed. This is as per Cabinet approval
263				Would there be biometric capture for service delivery like PDS etc. If yes, Will DeDuplication will be adopted? And who will be responsible for it? Yes. Please refer pg 64 Vol I. Also Please see Scope of work 3.3.2 b. Please refer Vol 1, 6.1 pg 89/31/45
264				RSA SecureID Token is a vendor Specific product. Any reason to propose vendor specific product name . There are many available technology provider for the same . It is provided as an illustration only.
265				Please clarify the statement "Obtaining Insurance of the IT Infrastructure for GRCs, DRCs, portal and Data Center including hardware & system software (OS, Application servers, database servers etc.)". Hardware insurance is possible, what do you mean by Software insurance As per 3.3.4.b the successful bidder shall insure the entire hardware infrastructure deployed at the 'Sites' for the entire duration of the contract. The software insurance is not within scope.
266				Please detail the list of vendors currently employed and the purpose for the same. Question not clear. For De-Duplication, please refer Volume I, page 45 (x).
267				Page 31 of RFP Vol 1 mentions that one of the deliverables would be to obtain sign-off on the service delivery process and mechanism for each scheme identified for the respective departments. Need clarification on this requirement. First Level - is HOD, Second level - Secretary and third Level - CS. The State Convergence Forum would be monitoring authority.
268	14	2.2/4		Do we get the data from the surveys or will we be doing the data entry for registrations done. No data entry work envisaged.
269	161	Volume-I Section 7.4 Annexure 4	Clause related to centralized help desk	This clause mentions that SSS will provide space for help desk. Please clarify whether electricity for the space provided by SSS for the help desk operations would be provided by SSS and also whether non IT infrastructure at the help desk like furniture etc will be arranged by SSS. Yes.
270				Should the re-engineered process be strictly based on as-is process and presently running applications; or the re-engineered process be based on most optimal solution in which case part or full replacement of the existing presently running applications would be allowed? The re-engineered process should do away with the current duplication and redundancies. The "To-be" process has been suggested at a high level in Volume I, chapter 4.