Office of the Comptroller General of India

Request for Proposal for IAAD Centralised Pension Processing Project

Notice for publishing responses to the Draft RFP Document

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Ref: IAAD/CPP/RFP/Notice/04

18 October 2021

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Dear Prospective Bidders,

The Indian Audit & Accounts Department under the Comptroller & Auditor General of India (C&AG) is envisaging design and development of a centralized IT Application for facilitating processing of pension of state government employees across 19 states in India. In this regard, IAAD conducted a workshop for prospective solution providers on March 11, 2021.

The Department is currently in process of finalizing Request for Proposal (RFP) document for this Project. The RFP consists of three volumes – Volume I: Functional, Technical, Operational and Other Requirements (supported by Annexures – A, B, C and D), Volume II: Commercial and Bidding Terms and Volume III: Master Service Agreement (supported by Annexure A).

In our endeavor to seek comments/ suggestions from prospective System Integrators, the department has publicly shared first part of draft RFP (Annexure -A to Vol -I, Vol -III and Annexure -A to Vol -III) *vide* notice IAAD/CPP/RFP/Notice/02 dated 10.06.2021 and second part of draft RFP (Annexure -B to Vol -I and Annexure -C to Vol -I) *vide* notice IAAD/CPP/RFP/Notice/03 dated 28.07.2021 and the final part (part-III) of draft RFP (Vol -I, Annexure -D to Vol -I, Vol -II and BoQ Templates) *vide* notice IAAD/CPP/RFP/Notice/03 dated 18.09.2021

We have received comments/ suggestions from various SIs/OEMs on the Draft RFP document. Our responses to these comments/ suggestions are being published with this notice. The RFP document would be published on CPP portal in due course.

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(Raghvendra Singh)
Director (IS)
O/o the C&AG of India

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Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
1	Vendor_16	Vol-1 Annexure A	1.1	Basic Principles	9	Feature to allow integration with various State government's pension processing applications, where available which are at different levels of technological maturity		Are the integrations expected to be SOAP or JSON. Is there any DMS integration to be considered in scope	No Change	Existing clause sufficiently addresses the Bidder's concern.
2	Vendor_16	Vol-1 Annexure A	1.4	Different Stakeholders and Use Cases	12	Original Case- a pension proposal received for the first time where a Fresh PPO(preferred provider organization number has to be issued)		What is the channel using which the pension proposal can be received for the first time?	No Change	Vol-1 Annexure A Section 1.6 and 5 covers the Bidder's query in detail.
3	Vendor_16	Vol-1 Annexure A	1.4	Different Stakeholders and Use Cases	12	Revision of pension amendment of the existing pension/family pension authorisations whenever there is a change in pay		Request to please specify the scope for managing all legacy system applications/data	Clarification	Management of legacy application is not within the scope of CPP. Legacy data has to be migrated to CPP application. It is the responsibility of SI to migrate the data with assistance of IA&AD. The details and the size of legacy data of each of the offices is given in Vol-1 Annexure D. The data dictionary is provided in Vol-1 Annexure A Section 18 of this RFP.
4	Vendor_16	Vol-1 Annexure A	1.4	Different Stakeholders and Use Cases	13	Business Rule Engine: manages decisionprocesses using pre-defined logic to determine outcomes in a production environment. Rules engines should serve as pluggable software component which execute the business rules such that the business rules are externalized or separated from application. This externalization or separation allows business users to modify the rules without the need for intervention of IT experts for change management		Request to share the expected level of modifications to be performed by the non-technical users	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
5	Vendor_16	Vol-1 Annexure A	1.4	Different Stakeholders and Use Cases	12	Pension Proposal- set of documents which will be sent to AG(A&E) office for authorisation of pensionary benefits. Pension proposal contains application form(s) (some states application would be a single comprehensive form or series of forms with annexures and attachments), service book and a forwarding letter from state government		Can you please clarify on the pension document archival policy for both CAG and AG offices. Can you also please mention about the existing system in place for PPO generation/maintenance	No Change	1) CPP data archival policy mentioned in Vol-1 Annexure B. 2) PPO generation process is mentioned in Section 5,6 of Vol-1 Annexure A.
6	Vendor_16	Vol-1 Annexure A	1.6.1	Processes Specific to the PSA (Pension Sanctioning Authority)	15	Maintain a Pension Register and generate a list on the 1st January / 1st July of each year of the employee under his control who will retire within next 30 months		Can you mention if there are any preferences on the database to be used - IBM DB2/MySQL/Oracle?	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
7	Vendor_16	Vol-1 Annexure A	1.6.1	Processes Specific to the PSA (Pension Sanctioning Authority)	16	Reply to the query, if any, during the phase of pension processing at AG(A&E) office		How are these queries expected to be raised. Will be via a user interface?	No Change	There is no direct real time integration between IFMS system and CPP system, hence these queries will be raised offline only.
8	Vendor_16	Vol-1 Annexure A	1.6.1	Disbursing Authority	16	On generation of bill by the PSA, make payment for gratuity and CVP		Can you please mention if there are any other 3rd party systems in scope. Also can you please clarify if there is an involvement of a payment gateway	No Change	Payment gateway is not within the scope. Scope ends with generation of pay orders and pushing it to state government system
9	Vendor_16	Vol-1 Annexure A	1.6.2	AG (A&E Office)	18	Issue authority to Ministry of External Affairs when person is opted to draw pension from Nepal		What is the geo-fencing policy for accessing the application from India and abroad from browser and mobile app?	Modified	Vol-1 Section 5.3 has been modified.
10	Vendor_16	Vol-1 Annexure A	1.6.2	Processes Specific to the PSA (Pension Sanctioning Authority)	18	Reply to the query, if any, during the phase of pension processing at AG(A&E) office		What are the ways of communication envisaged for queries?	No Change	There is no direct real time integration between IFMS system and CPP system, hence these queries will be raised offline only.
11	Vendor_16	Vol-1 Annexure A	2.3	Access Control	25	Provide logical access control through user permissions		Request details of the access control policy for individual CAG & AG officers be mentioned.	No Change	Covered in section 2.3.2. "CPP would facilitate group of user permissions into meaningful groups which would be referred to as 'User Roles'. "
12	Vendor_16	Vol-1 Annexure A	2.3	Access Control	27	Since mapping between a post to a user role varies from one office to another, if a post is mapped to more than one role then it should get the union of permissions of all roles allocated to it		Are there any active directories already available with CAG that can be leveraged	No Change	No existing Tools, Application or System available for re-use in CPP.
13	Vendor_16	Vol-1 Annexure A	6.4.1	Generation of e-PPO and Digital Signing	44	the entry in eservice book need to be done through integration		Does eservice book support the webservice calls ?	Modified	Vol-1 Annexure A Section 6.4.1 has been modified.

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14	Vendor_16	Vol-1 Annexure A	6.4.1	Generation of e-PPO and Digital Signing	44	CPP shall have the facility to generate batch file (consisting of multiple payment authorities) and dispatch it to state government through API or MFT. This shall be customizable across states in terms of size of batch file and interval at which these batch files are dispatched		What is the output format of the generated file	Modified	Vol-1 Annexure A Section 6.4.1 has been modified.
15	Vendor_16	Vol-1 Annexure A	6.4.1	Generation of e-PPO and Digital Signing	44	e-PPO shall be processed as sanction order, against which payments can be directly made by treasury, without waiting for clearance from department		Is there any system which will generate ePPO or it will be generated using a predefined template?	No Change	Existing clause sufficiently addresses the Bidder's concern.
16	Vendor_16	Vol-1 Annexure A	6.6.1	Authorization	48	any queries like grievances, RTI/Legal cases etc to be captured in the digital file		Is there any specific format for digital file?	No Change	Bidder to decide during the implementation phase based on RFP requirements.
17	Vendor_16	Vol-1 Annexure A	6.7	Monitoring First Payment	50	Until Integration between the information will be received through VLC application interface and will be recorded in CPP		Are there any legacy systems already handling this requirement?	Modified	Vol-1 Annexure A Section 6.7 has been modified.
18	Vendor_16	Vol-1 Annexure A	6.11	Special Seal Authority	52	All manual requests shall be diarized, case history retrieved and allocated to level 1 as per the state allocation logic		By manual request, is the understanding that users will be filling in the details using UI or paper based?	No Change	Vol-1 Annexure A Section 5.3 sufficiently addresses the Bidder's concern.
19	Vendor_16	Vol-1 Annexure A	9.1.4	Flow of Communication- Process	68	Required Workflow for Pension Proposal: After meta data capture from the forwarding letter, the case request id is to be created this will be the reference number. This would be forwarded to pension inward for data entry from pension proposal		1. How we need to capture the metadata (Meta data from forwarded letter) ?
2. What is the format and extension of forwarded letter	No Change	Bidder to decide during the implementation phase based on RFP requirements.
20	Vendor_16	Vol-1 Annexure A	9.1.4	Service Book	68	Service Book: in case of a partial digital request SR alone would be received physically, and pension proposal would be received as data the SR receipt shall be diarised by general inward and transferred to pension inward for further processing. Pension inward would search for the case request id and attach the SR against it		The physical document will be submitted by user to the service desk and people will scan and upload, is our understanding correct ?	Clarification	There is no scanning process of SRs. The SRs would be source of information to verify the data in application. After verification, the SRs would be sent back to State Governemnt Department
Section 5.2 discusses a process of linking physical SR with the digital data
21	Vendor_16	Vol-1 Annexure A	9.1.4	Service Book	68	If case request id is not found, it would be forwarded to Coordination branch		What is the system in scope from where the details on the request id no has to be checked and obtained?	No Change	Existing clause sufficiently addresses the Bidder's concern.
22	Vendor_16	Vol-1 Annexure A	9.1.6	Grievances and Enquiry	69	Based on the availability of case details, the generated reference would be forwarded to corresponding section or to coordination branch		What is the allocation logic on which the reference is being forwarded to correspondence branch or coordination branch?	Clarification	As described in Section 9.1.6.2 the allocation is done based on the availability of PPO no. or case id details. If details are available, it would be forwarded to section which processed the case. If details are not available, then the case will be forwarded to the coordination branch.
23	Vendor_16	Vol-1 Annexure A	9.1.6.	KMS	69	Documents which are received from state government like Government Orders, Circulars etc. are to be included in the Knowledge management system		What is the mode of document dispatch mode followed by state governments?	Modified	Vol-1 Annexure A Section 9.1.7 has been modified.
24	Vendor_16	Vol-1 Annexure A	9.4	Communication Templates	73	Required Templates:
1. Authorities Template: Authorities which are sent to department, treasury and pensioner are sent in a fixed template. Some of the details in the templates are to be auto populated from CPP
2. Return Memo Template: When a case is found to have issues to be rectified, it would need to be intimated to department by issuing a return memo. Return memo (to be prepared in bilingual) would have list of issues to be rectified		What are the other languages in scope for return memo ?	Modified	Vol-1 Annexure A Section 9.4.1.2 has been modified.
25	Vendor_16	Vol-1 Annexure A	9.4	Communication Templates	73	Creation of State Specific Word Templates: CPP would need to provide provision to update the letter, customize the templates whenever necessary. Each office would need to be provided with different word templates with customized letter head for each office		Can you please clarify if CAG would be providing all the state specific templates	No Change	Yes.
26	Vendor_16	Vol-1 Annexure A	10	Maintenance of Contribution during Deputation	75	The calculated valuable is entered in the CPP and the acknowledgement of receipt of the valuable is sent to the foreign department		What is the expected mode of dispatch for foriegn department, will it via e-mail or post?	Modified	Vol-1 Annexure A Section 10 has been modified.

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27	Vendor_16	Vol-1 Annexure A	11.1	Integration With HRMS/IFMS	78	In some cases, the integration will start with MFT (JSON) and later transition into an API based migration. This is required for the following reasons (indicative list only). Inward Communication: 1. Pulling in master data information such as designation, pay scale, PSA wherever necessary 2. Receiving pensioner information 3. Receiving case requests for pensioners along with form data 4. Receive e-service book 5. Receive payment of pension entitlement information Outward Communication: 1. Push authorization entry to e-service book after successful authorization of case. 2. Push return memo in case where the case is returned for want of further information / incorrect information. 3. Push cancellation of pension authority after cancellation of authority		Will the required APIs for integration with the mentioned systems be provided by CAG?	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
28	Vendor_16	Vol-1 Annexure A	11.2.1	Integration with VLC Application (Loans Module)	79	List of Government employees who will retire in the current calendar year would be obtained through IFMS/HRMS		LTI understands that the IFMS/HRMS will have the list of all the employees retiring in the current calendar year. Will the IFMS/HRMS be different for different states and the CPP has to be integrated will all the states?	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
29	Vendor_16	Vol-1 Annexure A	11.2.1	Integration with VLC Application (Loans Module)	79	Loans and advances drawn by the pensioner and the GPF account information are to be pulled using MFT based integration		Are the integrations with 3rd party JSON based Rest APIs or XML based SOAP?	No Change	Existing clause sufficiently addresses the Bidder's concern.
30	Vendor_16	Vol-1 Annexure A	11.2.1	Integration with VLC Application (Loans Module)	79	Loans section would process the CC of an employee (as per the retirement list) and dispatches it through CPP-IFMS interface by logging into CPP application		In which mode(mail, notification or by post) do we need to dispatch the CC document to IFMS ?	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
31	Vendor_16	Vol-1 Annexure A	11.2.2	Integration with GPF application	79	The batch file processing shall be customisable (batch size, batch interval) across states		Request to please clarify on the size and intervals for batch process	No Change	Further details shall be provided during project implementation phase.
32	Vendor_16	Vol-1 Annexure A	12.1	Pensioners Account inportal	81	The PAN detail collected in the registration form would be searched in the registered cases database. If found, the user would be requested to authenticate using mobile number OTP		1. How and in what form is the old data available in BPM 2. Can details on the OTP APIs be provided	No Change	Further details shall be provided during project implementation phase.
33	Vendor_16	Vol-1 Annexure A	13.2	Process Grievance	88	CPP should have facility to configure the hierarchy and approvers for each state		Can you please details on the hierarchy and the approval process matrix	No Change	Refer Vol-1 Annexure A for more details.
34	Vendor_16	Vol-1 Annexure A	13.2	Process Grievance	88	Employees should be notified about receipt of grievances and their status in their profile as pending, processed and closed		What is the mode of notifications to employees? Will be via e-mail or dashboard notifications.	Clarification	Both email and dashboard. The dashboard of the back office employeel will show pending grievances alongwith their time left to reply
35	Vendor_16	Vol-3	1.1	1. Definitions and Interpretation	8	Business hours Shall mean the working time for Purchaser users which is 9:00 AM to 6:00 PM. Again, for Web Server and other components which enable successful usage of web portals of the Purchaser, the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned so that such backend activities have minimum effect on the performance;		We request you to please change this clause as : Business hours Shall mean the working time for Purchaser users which is 9:00 AM to 6:00 PM, **Monday to Friday**. Again, for Web Server and other components which enable successful usage of web portals of the Purchaser, the working time should be considered as 24 hours for all the days of the week. It is desired that IT maintenance, other batch processes (like backup) etc. should be planned so that such backend activities have minimum effect on the performance;	Modified	Vol-3 Section 1.1 has been modified.
36	Vendor_16	Vol-3 Annexure A	1.8.5	1.8.5 Maximum Penalty applicable for the SLAs	63	The Liquidated damages/penalties are mentioned against each of the SLAs that are to be monitored and managed by the Bidder during the entire life of the project. For each milestone, Penalties shall be calculated for all the deviated SLAs applicable for that milestone and shall be added together to derive the "Total Penalty" liable on the Bidder for that milestone.		We request you to please cap the total penalty for implementation phase.	No Change	Vol-3 Annexure A specifies the maximum cap for penalty for delay in milestone deliveries.

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37	Vendor_16	Vol-3 Annexure A	1.8.5	1.8.5 Maximum Penalty applicable for the SLAs	63	For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document.		We request you to please change the clause as : For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% 5% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document.	No Change	No Change
38	Vendor_16	Vol-3 Annexure A	1.8.5	1.8.5 Maximum Penalty applicable for the SLAs	63	General		We request you to please cap the aggregated penalty, it should not exceed more than 10% of the contract vlaue.	No Change	No Change
39	Vendor_16	Vol-3 Annexure A	NA	NA	NA	LD		LD shall be capped to 10% of the contract value.	No Change	No Change
40	Vendor_16	Vol-3 Annexure A	1.5.1 Delay in Team Mobilization	Service Level Requirement	240	Bidder to mobilize the team members on the project, as per the following SLAs: Within 10 days from Contract signing date: 1. Key resources as identified in RFP Vol-I, II Within 3 weeks from Contract signing date: 1. Minimum 50% of the Development Team Within 5 weeks from Contract signing date: Full Team as per proposal submitted by Bidder. If the team mobilization exceeds 8 weeks from the Contract signing date, then IA&AD reserves the right to terminate the agreement.		We request you to please change the SLA as Bidder to mobilize the team members on the project, as per the following SLAs: Within 10 days from Contract signing date: 1. Key resources as per skill set mentioned in identified in RFP Vol-I, II Within 3 5 weeks from Contract signing date: 1. Minimum 50% of the Development Team Within 5 6 weeks from Contract signing date: Full Team as per proposal submitted by Bidder. If the team mobilization exceeds 8 weeks from the Contract signing date, then IA&AD reserves the right to terminate the agreement.	No Change	No Change
41	Vendor_16	Vol-3 Annexure A	1.5.1 Delay in Team Mobilization	Liquidated Damages for non-achievement of SLA Requirement	240	Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately.		We request you to please delete the clause : Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately.	No Change	No Change
42	Vendor_16	Vol-3 Annexure A	1.5.2 Change in Key Personnel vis-à-vis Names proposed at the time of Bidding	Liquidated Damages for non-achievement of SLA Requirement	241	* In case if the Project Manager recommended for the assignment is changed, an additional Liquidated Damages of 0.05% of the Total Contract Value will be levied.		During pendemic deployed project resources may fall sick, hence we request you to please delete this clause.	No Change	No Change
43	Vendor_16	Vol-3 Annexure A	1.5	Liquidated Damages for non-achievement of SLA Requirement	241	Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately.		We request you to please delete the clause from all SLA parameters.	No Change	No Change
44	Vendor_16	General	NA	General	NA	NA		Is CAG looking for an open source BRE or a COTS solution	No Change	No Change
45	Vendor_16	General	NA	General	NA	NA		We see there are 28 Accounts and Entitlement Offices across india. Do the creation of these offices expected to be a be part of the master management module in the same application ?	Clarification	Implementation may be restricted to 19 offices.
46	Vendor_16	General	NA	General	NA	NA		What is the complexity of the retirement benefit calculations ?	No Change	Entitlement benefit rules are provided in the Section 8.1.2 & 8.1.3 of Annexure A.
47	Vendor_16	General	NA	General	NA	NA		Are the business rules across the pension process expected to be same or there could be variation between state to state ? If yes, what is the percentate of specialisation required	No Change	Vol-1 Annexure A Section 8 addresses the Bidder's concern.

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48	Vendor_16	General	NA	General	NA	NA		Do the existing state side applications have any SAP or other BPM tools ? This will help us to envisage the proper process integration tool which can integrate/bring the processes together and work technology agnostic.	No Change	No existing Tools, Application or System available for re-use in CPP.
49	Vendor_16	General	NA	General	NA	NA		What is the complexity of the pension order templates ? How frequently do they change ?	Clarification	A sample of pension order template is given in Section 27.1. Minor modifications needed in the Report design shall be taken up during the implementation phase.
50	Vendor_16	General	NA	General	NA	NA		Is there any common Daak room to dispath the acknowledgements as per section under each AG/PAG ?	Clarification	Yes.Common DAK room is available in eachof the AG offices
51	Vendor_16	General	NA	General	NA	NA		Is there any existing system for Physical Vochuer generation and vochuer management.	No Change	Not within the scope of CPP.
52	Vendor_16	General	NA	General	NA	NA		For pension revision based on the state government orders who will be authority to provide the calcualtion formula ? Are these authorities part of the system ?	Clarification	Pension calculation formulae is part of the GO and these authorities would be part of KMS
53	Vendor_16	General	NA	General	NA	NA		What is the volume of active and passive users ?	No Change	Refer Vol-1 Annexure D that has been released now.
54	Vendor_16	General	NA	General	NA	NA		How many partner integration systems are envisaged similar to IFMS as mentioned in document ? Do all the intgerations hold structured or un- structured data ?	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
55	Vendor_16	General	NA	General	NA	NA		What will be volume of active pension applications per month or per year ?	No Change	Refer Vol-1 Annexure D that has been released now.
56	Vendor_16	General	NA	General	NA	NA		Are you envisaging to have manual forms similar to the ones in online forms or they can be modelled as screens ?	No Change	Further details shall be provided during project implementation phase.
57	Vendor_16	General	NA	General	NA	NA		Is there any tool for digital signature in current IT landscape?	No Change	No existing Tools, Application or System available for re-use in CPP.
58	Vendor_16	General	NA	General	NA	NA		Is there any DMS tool available like Alfresco, Documentum?	No Change	No existing Tools, Application or System available for re-use in CPP.
59	Vendor_16	General	NA	General	NA	NA		In Integration what is meant by messaging gateway ? Shall we assume as SMS Gateway ?	No Change	Yes.
60	Vendor_16	General	NA	General	NA	NA		Is there any Security Management System already available in your landscape for Single Sign on ?	No Change	No existing Tools, Application or System available for re-use in CPP.
61	Vendor_16	General	NA	General	NA	NA		Are there any other systems like Perfomance Management, Incident Management, Support Management Tools, Change Management Tools etc	No Change	No existing Tools, Application or System available for re-use in CPP.
62	Vendor_16	General	NA	General	NA	NA		Are all the employees/users in any common network of IAAD when they are at office premises ?	No Change	Yes, NIC net
63	Vendor_16	General	NA	General	NA	NA		Are there any additional requirements like Data Analytics, Automation, RPA for screen integrations when there is no standard API's.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
64	Vendor_16	General	NA	General	NA	NA		Do every state application should be deployed as a separate instance or it will be part of a same central instance	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
65	Vendor_03	Vol-1 Annexure A		Suggestion				We would request CAG to align Infrastructure SLAs to the Cloud Infrastructure. e.g. The CSP should offer the Compute Service and the associated Block Storage with an SLA of at least 99.99% during a monthly billing cycle.	No Change	No Change
66	Vendor_03	General		Commercial Format			The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc.	The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc. We would request to revise the framework in terms of defining the application and system requirements and let the SI propose the cloud services solution based on the architecture requirements.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
67	Vendor_03	Vol-3	1.7.3	1.7.3 Availability of Network and Security components		Availability refers to the total time when each of the Security components(viz. SIEM, DLP, IDS/IPS, Anti-malware, Firewall, etc.) and the Network components (viz. Switches, Routers, Load balancers, Firewall, etc.)provisioned at all the Datacenters are Up and running, and are available to the users for performing respective activities, tasks and functions	For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.	For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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68	Vendor_03	Vol-3	23	Section 23 Miscellaneous , Pg 175 Sub caluse (3) Sub-contractors		3. Sub-contractors Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency.	Implementation Agency can only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building.	Request IA to be allowed to Sub-contract to leverage expertise , skills and services of CSP authorized partners for cloud based implementation and managed services (specially for infrastructure & network) . This will also benefit the overall TCO prespective for 7 Years ..SI will own SLA and T&C . Suggested deletion in red color font strikethrough and addition in blue color font below.. Implementation Agency can only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building and (C) Cloud Managed Service Provider	Modified	Vol-3 Section 23 Clause 3 has been modified. Refer Vol-1 Section 9.1 for more details about functioning / requirements of Contact centre personnel.
69	Vendor_06	Vol-3		14.2. Termination for Convenience		1. The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD.	Termination for Convenience right should also be applicable to SI	Termination for Convenience right should also be applicable to SI	No Change	No Change
70	Vendor_06	Vol-3 Annexure A		1.5.3 Replacement of Key Personnel during project execution		In case any of the key team personnel moves out of the project due to reasons such as resignation, long leaves (> 10 days) etc., then any such incident must be formally notified to IA&AD within 5 days of the decision taken by the personnel/Bidder, along with reason for movement. The bidder shall be responsible to replace the outgoing personnel with another resource having equivalent skills and experience and seek approval from IA&AD for the replacement of the old resource with the newly proposed resource. Further, Bidder shall ensure that the notice period of the outgoing personnel shall not be waived under any circumstances unless explicitly approved by IA&AD. This will be applicable for the entire life of the project.	What will be liability of SI in case the outgoing employee wants to leave immediately. The LD mentioned in the RFP is too high in this case.	Clarification needed	No Change	Existing clause sufficiently addresses the Bidder's concern.
71	Vendor_06	Vol-3 Annexure A		All the Project Milestones as defined in the RFP under Project Timelines should be completed within the defined timelines by the Bidder.		For each additional week or part thereof after 20 days, Liquidated Damages @3% of the value of that track/phase will be levied as additional Liquidated Damages. Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately.	The Penalty is too high and it should be capping to total LD	Capping on LD/Penalty to be defined in the RFP	No Change	No Change
72	Vendor_06	Vol-3 Annexure A		1.8.5 Maximum Penalty applicable for the SLAs		The Liquidated damages/penalties are mentioned against each of the SLAs that are to be monitored and managed by the Bidder during the entire life of the project. For each milestone, Penalties shall be calculated for all the deviated SLAs applicable for that milestone and shall be added together to derive the "Total Penalty" liable on the Bidder for that milestone. For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. Payments for each milestone shall be made to the Bidder after deducting all the penalties due against that milestone	The Penalties on SLA are very high.	Maximum SLA/Penalty is should not exceed 10% of the TCV during the project life	No Change	No Change
73	Vendor_06	Vol-3		SCHEDULE V - TERMS OF PAYMENT SCHEDULE		Refer section 8 of Volume 2	The detail payment schedule is not available in the RFP	Detail Payment Schedule needed	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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74	Vendor_06	Vol-3		20. WARRANTY & MAINTENANCE c) The warranty period shall commence from the date of Go Live of the project or of any major component or subsystem for which phased Go-Live is provided for in the Agreement and shall extend for as follows:		Standard Hardware 6 months post completion of the agreement, COTS Software 6 months post completion of the agreement Bespoke, Software 6 months post completion of the agreement	Warranty for Hardware/Software should be applicable till contract Period	Warranty for Hardware/Software should be applicable till contract Period	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
75	Vendor_10	Vol-1 Annexure A	1.1	1.1 Fundamental principles	Page no 9	CPP will enable streamlined pension approval process with minimum manual intervention in processing pension cases.		Kindly share the detail scope of work for the requirement so that a quality product can be develop	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
76	Vendor_10	Vol-1 Annexure A	1.5	1.5 Implementation on approach	Page no 14	In model 2 implementation, CPP would interface with state government applications and receive pension case details through API or managed file transfer (MFT).		Kindly specify total number of API that need to be integrated	No Change	Further details shall be provided during project implementation phase.
77	Vendor_10	Vol-1 Annexure A	3.2	3.2 Create an account for AG user	Page no 29	After an employee is added successfully, an email shall be sent to the employeesintimating them to create an account		**Kindly amend this clause to :**After an employee is added successfully, an email & SMS shall be sent to the employees intimating them to create an account	No Change	Existing clause sufficiently addresses the Bidder's concern.
78	Vendor_10	Vol-1 Annexure A	3.3	3.3 Update details of an AG user	Page no 29	All the basic details captured in employee master data can be changed only by office administrator.		**Kindly amend this clause:** All the basic details captured in employee master data can be changed only by office administrator. And last 3 record can be available	No Change	Existing clause sufficiently addresses the Bidder's concern.
79	Vendor_10	Vol-1 Annexure A	3.8.3	3.8.3 Notifications	Page no 32	An employee should get notification whenever a new event occurs in his/her profile		**Kindly amend this clause:** An employee should get notification whenever a new event occurs in his/her profile	No Change	Existing clause sufficiently addresses the Bidder's concern.
80	Vendor_10	General	NA	Suggestions				**kindly add below points IN TQ for quality product -Average turn over of company should be 150 cr for last 3 years**	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
81	Vendor_10	General	NA	Suggestions				Company should be CMMI level 3 or higher	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
82	Vendor_10	General	NA	Suggestions				Kindly confirm, Is this only for Govt employees or for Private employees too	No Change	Refer Vol-1 Annexure A for more details.
83	Vendor_10	General	NA	Suggestions				Atleast 500 technical members would be in the organisation	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
84	Vendor_10	General	NA	Suggestions				Kindly also consider for mob application development ,so that pensioner can apply through mob app too	No Change	Refer Vol-1 Annexure A for more details.
85	Vendor_10	General	NA	Suggestions				Do you have a preferred color scheme or colors you definitely want to avoid or use?	No Change	Refer Vol-1 Annexure A for more details.
86	Vendor_10	General	NA	Suggestions				Additional of Captcha while user registration for confirming user authentication	Modified	Vol-1 Section 5.3 has been modified.

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87	Vendor_10	General	NA	Suggestions				Kindly add escalation matrix to accelarte the process	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
88	Vendor_10	General	NA	Suggestions				Please allowed Join venture /consortium parter too for this project .	No Change	No Change
89	Vendor_10	General	NA	Suggestions				ESDS recommends to host CPP application on MietY Empaneled Government Community Cloud (GCC) service provider. As it will reduce your network performance (latency and throughput) between database and application. GCC (Government Community Cloud) are managed taking view of government database security as per government guidelines also if any upgradation or new security guidelines introduced in government community, it can be done quickly and easy as all the resources are dedicated for government community only.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
90	Vendor_10	General	NA	Suggestions				ESDS recommends to have Cloud DC and Cloud DR Site in different Siesmic Zone with active-passive mode (Asynchronous data transfer).	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
91	Vendor_10	General	NA	Suggestions				Please consider adding security line item and managed services separately while finalizing the excel BOQ format. This will help authority to understand breakup of cost involed in various components.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
92	Vendor_11	Vol-3 Annexure A	1.7.6, 1.7.10 and 1.7.11	Vol III Annex A	279-280	There are some asks around network packet drops on network links and bandwidth latencies		Should be removed since these clauses are relevant only for DC service providers and not typical CSPs	Modified	Vol-3 Annexure A has been modified. Section 1.7.10 (Network Packet Drops) has been removed.
93	Vendor_11	Vol-3 Annexure A	Format 5A, clause 1 and clause 3.	Vol III Annex A	308	Hardware requirements		These are on prem hardware requirments and should be removed.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
94	Vendor_11	Vol-3 Annexure A	Format 4B	Vol III Annex A	302	Virtualisation service providers		These are more to do with on prem and co location service providers and not CSPs	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
95	Vendor_11	Vol-3 Annexure A	Format 3B, 1.1, 1.3, 1.4, 1.5. Format 4B, 2.1, 2.2, 2.3 and 2.4	Vol III Annex A	299	Solution details in the RFP		All the applications/middleware that is to be proposed should be able to be containerized and be run on container orchestration platforms like Kubernetes.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
96	Vendor_11	Vol-3 Annexure A	Section 1.7.2	Vol III Annex A	268	Availability of Production servers		Is the uptime requirements of 99.95% is for high availability solution for the application cluster?	No Change	Existing clause sufficiently addresses the Bidder's concern.
97	Vendor_12	Vol-1 Annexure A	1.5			Two representative groups of field offices have been selected for the purpose of implementation of OIOS project		Request to change as CPP project	Modified	Vol-1 Annexure A Section 1.5 has been modified.
98	Vendor_12	Vol-1 Annexure A	1.5			The first group is a set of six 'Pilot offices'2(Phase 1). The implementation in these pilot offices in **Stage 1** will assist in validating the design and development of model 2 pension authorisation processes in the CPP solution. In stage 2, CPP will be rolled out in all other AG (A & E) Offices who opted for model 2 implementation.	The terms phase 1 and stage 1 are confusing.	Request to consider using enther "Phase" or "Stage" - Or detail is stage 1 contains 2 phases. Request to remove the phrase "Stage"	No Change	No Change
99	Vendor_12	Vol-1 Annexure A	1.5			Same as above		Please detail the currently existing systems available in AG for Model 1	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
100	Vendor_12	Vol-1 Annexure A	1.5			Same as above		Please detail the systems in operation currently available in AG and APIs exposed currently to states for Model 2	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.

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101	Vendor_12	Vol-1 Annexure A	1.5			Same as above	Model 2 states involve multistep workflow integration work AG office. Request that Model 1 states are completed in Phase 1 and Model 2 states in Phase 1	Request Model 1 states to considered as a part of Phase 1. This will give the structure to the entire project and later provide base for extending the CPP to Model 2 states. The requested state model and phase mapping will look as below: Model 1 - Phase 1 Model 2 - Phase 2 This provides the implementation team to: - ensure understanding of process in AG - timely delivery of Model 1 which is within - setting up the communication protocols required with the Model 2 states and detail the APIs	No Change	No Change
102	Vendor_12	Vol-1 Annexure A	1.6.1			The process involves the initiation of pension case, its processing and issuance of PPO and authorities for Gratuity/CVP to the Pension Disbursing Authority and department		Is CVP - commuted variable pension? Bidder Request details and expansion of CVP	Modified	Vol-1 Annexure A Section 1.4 has been modified.
103	Vendor_12	Vol-1 Annexure A	1.6.1			Intimate to AG(A&E) Office for noting of first payment of pension, gratuity and CVP.		Will the Treasury/ Bank have access to the new APIs for notifiying the AG for first payment? - Is there an exisitng process for Pension Disbursing Authority to notify AG	Modified	Vol-1 Annexure A Section 1.4 has been modified.
104	Vendor_12	Vol-1 Annexure A	1.6.1			Physical verification of the pensioner		Will the treasury/ bank need access to any identification of the pensioner at the time of personal verification? What is the current process for the verification	No Change	Not within the scope of CPP. Verification is done by disbursing authority.
105	Vendor_12	Vol-1 Annexure A	1.4 and 1.6.1			Explanatino of terminologies & 1.6.1		Request to differetiate the state departments in the explanation of terminologies and in the diagrams. Request to separate roles by state and Center in the explanation	No Change	Query not clear.
106	Vendor_12	Vol-1 Annexure A	1.6.1			PPO, GPO, CPO generated and printed		Is the process for generating a PPO, GPO and CPO same?	No Change	Yes.
107	Vendor_12	Vol-1 Annexure A	1.6.1			Generate Intimation Letter of PPO for PSA. Generate authorities for Gratuity / CVP and transmit to PSA. Copy of the same also endorsed to DDO Treasury and Pensioner		Is there a need for sending the endorsed PPO through India Posts or any other physical communication to the pensioner or will it be via email/ SMS? Is this within the purview of this project	No Change	Further details shall be provided during project implementation phase.
108	Vendor_12	Vol-1 Annexure A	1.6.2			Issue Special Seal Authority to the concerned AG (A&E) office when pension is opted from other State		Please provide details of the notification to the other state AG and any other steps involved in this transaction	Clarification	Vol-1 Annexure A Section 6.11 provides details pertaining to SSA
109	Vendor_12	Vol-1 Annexure A	1.6.2			Issue authority to Ministry of External Affair when pension is opted to draw pension from Nepal		Please provide details of the notification to MEA and any other steps involved in this transaction. Will MEA have access to the new system? - Who will be the Disbursing authority coordinate with a bank in Nepal? - Will the first payment be collected in Nepal? How will this be reported to AG?	Modified	Vol-1 Annexure A Section 1.6.1 (Footnotes) has been modified.
110	Vendor_12	Vol-1 Annexure A	1.6.1, 1.6.2			Issue of authority to concerned Embassy or High Commission when opted to draw pension from other countries (No dearness relief is admissible		Please provide details of the notification to various Embassies and any other steps involved in this transaction. Will Embassies and High commissions have access to the new system? - Who will be the Disbursing authority coordinate with a bank in that country? - Will the first payment be collected in that country? How will this be reported to AG?	Modified	Vol-1 Annexure A Section 1.6.1 (Footnotes) has been modified.
111	Vendor_12	Vol-1 Annexure A	2			The CPP would provide features for maintaining the internal structure of O/o C&AG and each AG (A&E) office		Please explain what does the maintaining of structure mean?	Modified	Vol-1 Annexure A Section 2 has been modified (i.e., Internal structure means Office Organisational structure).
112	Vendor_12	Vol-1 Annexure A	1.5			After authorisation by AG(A&E) offices, the pay orders would be sent to state government through API interface or MFT.		Can Pymet from Center to State happen via online gateway. If yes then payment gateway establishment will be in whose scope	No Change	Not within the scope of CPP.
113	Vendor_12	Vol-1 Annexure A	1.6			General	Sample for selecting Business Rules Management System	Please provide sample pension processing rules	No Change	Vol-1 Annexure A Section 8 addresses the Bidder's concern.
114	Vendor_12	Vol-1 Annexure A	2.1			Migrates existing data in CPP		Please provide details on existing technology architecture and database sizes of states that needs to be migrated. Is their any current central application that needs to be migrated	Modified	Vol-1 Annexure A Section 11 and 19 have been updated with additional information pertaining to Integration and legacy data (DB, size etc.).

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115	Vendor_12	Vol-1 Annexure A	6.1			Andhra Pradesh and Telangana allocates cases to sections on Round Robin basis: Suppose if there are 12 sections from P1 to P12, Level 1 in each section would get a case. A second Level 1 in P1 section will get a case only after allocating 1 case each from P1 to P12 section		Do the bidder keeps case allocation rules in BRMS for routing as we understand all state specific rules will be stored in BRMS	No Change	Bidder to decide during the implementation phase based on RFP requirements.
116	Vendor_12	Vol-1 Annexure A	5.2.3			Diarises the received SR	Process Optimization	As Proposed new patform is going to be digital in nature there should not be any requirement of diarization and File Creations. All Manual SRs needs to be scanned and workflow tasks should be initiated based on business rules configured	Clarification	Scanning of SRs are not within the scope of CPP. Details the pension application will be verified with reference to SRs and the SRs will be returned after pension authorisation.Also States are in the process of implementing e-SRs and the need for diarising would be needed in the first years of rollout
117	Vendor_12	Vol-1 Annexure A	5.2.4			CPP would need to have a mechanism to verify that all pension proposals are received before due time. In order to achieve this, list of all government employees who will be retiring in the next one year would be requested from state HRMS		Please provide details on State Level HRMS with which system needs to be integrated. For Retirement date check and other vallidations what kind of interfaces will be provided by them. If interface development is required it will be under whose scope	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
118	Vendor_12	Vol-1 Annexure A	5.2.6			Withdraw a Case		Can a withdrawn case can be reopened or new SR needs to be submitted? Does system needs to generate a PDF digitally signed Memo document or it will be manual.	Clarification	Yes, withdrawn case can be reassigned back to DDO/PSA/Pensioner and they can work on the same. The PDF will be digitally signed. This is covered under section 6.4
119	Vendor_12	Vol-1 Annexure A	6.2			The pension proposal request was received digitally. However, the associated documents such as, service book was received through post or to be received through post.	Process Optimization	Can states digitizie associated documents like service book and Upload. It will result in: a) Reduction in cost as courier charges will not be required b) Immediate receive of documents wit no time lag enhancing government employee experience	No Change	Not within the scope of CPP.
120	Vendor_12	Vol-1 Annexure A	6.4			When the Level 3 processor decides to authorize the case, then authorities (PPO/CPO/GPO) are to be generated based on templates (in triplicate) with QR code built in, as detailed in 9.4.1.1 and xml/json files are to be generated. These authorities are to be digitally signed by the Level 3 processor.		Please confirm number of L3 Approvals. Also confirm if bidder has to provide digital signatures	Clarification	Procurement of Digital signatures is not in the scope of CPP
121	Vendor_12	Vol-1 Annexure A	1.7.2			Availability uptime shall be calculated for all the Infrastructure components specified in the Contract BoM such as VMs and Managed Services based components that are provided by the CSP (excluding Security components)		If CSP needs to provide infrastructure components are there any guidelines for selecting a CSP	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
122	Vendor_12	Vol-1 Annexure A	1.7.2			Availability of MPLS Connectivity for access of CPP Back-office Application through NIC		Please provide more details on role of NIC	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
123	Vendor_12	Vol-1 Annexure A	8.1			Hence it is desirable to have configurable business rule, with ability to configure the rules by business users, without having the need for vendor to change the rules. Business rule engine in CPP should be simple for a non-technical employee to manage business rules without having to write code.		a) Rules entered by end users need to be validated before putting them to production - p65 b) Need to maintain a version history of rule changes c) Need to mainatin a audit history of rule changes d) Whenever a case is run by a rule, we need to attach the rule version that was run for the case	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
124	Vendor_12	Vol-1 Annexure A	10			The valuable is sent as a dispatch to RBI to be processed. The RBI sends back whether the valuable is realized or not. If the valuable is not realized, then it is returned to foreign department.		a) Are valuables from the foreign department sent in electronic format? B) Is there are process for sending the valuable to RBI	Clarification	Valuables are received physically and sending the same to RBI is not within the scope of CPP
125	Vendor_12	Vol-1 Annexure A	20.1			If database is not available as API for digital interface, then CPP shall be updated with periodical extract that would be received from state government.		a) Will the extacts differ from state to state b) Will the state give details of the individuals for state roles	Clarification	A. Extract vary from state to state. B. Yes
126	Vendor_12	Vol-1 Annexure A	20.4			Each DDO will have a post-based user id and password, using which they, manage their activity in CPP. The password would need to be passed to the next incumbent by the predecessor during transfers. After transfer, the new user has to update certain details like aadhar and mobile number.		This can lead to role-user mapping challenges.	Modified	Vol-1 Annexure A has been modified such that this requirement has been removed.
127	Vendor_12	Vol-1 Annexure A	21.3.2			Jeevan Pramaan portal, State Government portals etc., to collect digital life certificates annually		Please provide list and details of the portals which can be used by retiriees	Modified	Vol-1 Annexure A Section 21.3.2 has been modified.
128	Vendor_12	General						What are the standards for the data transfer?	No Change	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.

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129	Vendor_12	Vol-3	Section 1.1	(Definitions) - Performance Guarantee		Means the guarantee provided by a Commercial Bank in favour of the Implementation Agency. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid till six months after the completion of the project i.e., 7 years from the date of signing of contract or for such time as is required under this Agreement;	As per Ministry of Finance, Govt. of India Notification: No. F.9/4/2020-PPD, dated 12th November 2O2O, the value of PBG is requested to be kept to 3% of the Contract value. It is also requested that the validity be restricted to the date of completion of project.	Section 25 of the Master Service Agreement provides for a performance bank guarantee is provided at 3% of the total contract value which is contradicting with 10% provided in the definition section. Please confirm if the performance security is a separate requirement of the customer. Further, we request that the bank guarantee be for the term of the project to be invoked only if the Implementation Agency fails to pay such sum directly.	Modified	Vol-3 has been modified with PBG requirements.
130	Vendor_12	Vol-3	Section 1.1	(Definitions) - Deliverables		means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications or any other IP that may rightfully belong to the purchaser;		Software and support is an important and integral part of HPE's business. As such, HPE's software is commercially sensitive and a trade secret. Therefore, we request that delivery of the source code and all its modifications be restricted to any Bespoke Software and not extend to any commercially available software of HPE or HPE pre-existing software and IP.	No Change	No Change
131	Vendor_12	Vol-3	Section 1.1	(Definitions) - Insurance Cover		Implementation Agency shall purchase insurance for an appropriate amount to cover their liabilities on account of the follows: • Commercial General liability • Either professional indemnity or errors and omissions • Product liability			No Change	The manner of implementation of insurance should be as per the applicable Indian legal requirements. It must address and cover all the risks and provide insurance as specified in this given point.
132	Vendor_12	Vol-3	Section 22	(Insurance Cover)		Obligation to maintain insurance: In connection with the provision of the Services, the Service Provider must have and maintain: a) for the Agreement Period, valid and enforceable insurance coverage for: i. public liability; ii. either professional indemnity or errors and omissions; iii. product liability; iv. workers' compensation as required by law; and v. any additional types specified in Schedule I; and b) for 1 year following the expiry or termination of the Agreement, valid and enforceable insurance policies (if relevant), in the amount not less than the Insurance Cover specified in Schedule 1. Certificates of currency The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 22. The Service Provider agrees to replace any coverage prior to the date of expiry/cancellation.		HPE's insurances are effected at a global level through the HPE group and consequently HPE has limited ability to accommodate specific requirements for individual customers. However, HPE notes that it exercise considerable care in its insurance arrangements and risk program and considers them to be at least consistent with market practice. Therefore, we request that the obligation to maintain insurance may not be subject to specific limits but enough to cover its obligations.	No Change	The manner of implementation of insurance should be as per the applicable Indian legal requirements. It must address and cover all the risks and provide insurance as specified in this given point.
133	Vendor_12	Vol-3	Section 1.5	(Priority of Documents)		This Agreement, including its Schedules and Annexures, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of this Agreement it should be necessary for the Parties to refer to documents forming part of the bidding process leading to this Agreement, then such documents shall be relied upon and interpreted in the following descending order of priority: a) This Agreement along with b) the SLA agreement, c) NDA agreement, d) Schedules and Annexures; e) the RFP along with subsequently issued corrigenda f) Technical and financial proposal submitted by the successful bidder, to the extent they along with subsequently issued clarifications furnished by the Implementation Agency in response to the RFP, to the extent they are not inconsistent with any terms of the RFP.		We request that the priority of technical and financial proposal at (f) be shifted to (e) and vice-versa since the RFP terms would be generic as opposed to the proposal by the successful Bidder.	No Change	No Change

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134	Vendor_12	Vol-3	Section 3	(Term and Duration of the Agreement)		This Agreement shall come into effect from date of signing (hereinafter the 'Effective Date') and shall continue till date of handing over and successful meeting of criteria defined under Exit Management Schedule II, subject to other ongoing and continuous obligations and liabilities on account of both the purchaser or it's nominated agencies and the Implementation Agency, unless terminated earlier (as per clause 14), in which case the contract will get terminated on fulfilment of all obligations mentioned as per clause 14 and Schedule-II.		Bidder requests for clarification on the validity / definite tenure of the contract.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
135	Vendor_12	Vol-3	Master Service Agreement, Section 7 (d) (Obligations of the Purchaser or its nominated agencies)			Within 15 working days from the submission of a deliverable/SLA and performance reports, the purchaser shall provide a sign off on the deliverable or its comments for changes.		We request that the acceptance period be shortened as any extended timelines will delay in raising invoices and subsequent payment timelines.	No Change	No Change
136	Vendor_12	Vol-3	Section 13.1 ©	(Terms of Payment)		Save and except as otherwise provided for herein or as agreed between the Parties in writing, the Purchaser shall not be required to make any payments in respect of the Services (or, without limitation to the foregoing, in respect of the Implementation Agency performance of any obligations under this Agreement or the SLA) other than those covered in Schedule V of this Agreement. For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising during the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.		Customer to clarify if any expenses and taxes shall be separately paid at actuals so that it can be included in Schedule V.	Clarification	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
137	Vendor_12	Vol-3	Section 13.2 (2)	(Invoicing and Settlement)		The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	In the event that the services takes more than 6 months to implement, then this provision will not allow for invoicing.	Request deletion of this provision as invoicing is subject to completion of a milestone, which is covered under this clause 13.	Modified	The clause shall be modified to : "The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is implemented and authorized by IA&AD for payment".
138	Vendor_12	Vol-3	Section 14.2 (d) (ii)	(Termination for Convenience)		Upon receipt of the notice of termination under this clause, the IA shall either as soon as reasonably practical or upon the date specified in the notice of termination: d. in addition, the IA shall: ii. to the extent legally possible, assign to the Purchaser all right, title, and benefit of the IA to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the IA and its Subcontractors;		Please note that th Implementation Agency uses its subcontractors to provide services to many customers. Therefore, we request that the Implementation Agency be required to assign only those contracts of subcontractors who have been specifically and solely used to provided services to the customer.	No Change	No Change
139	Vendor_12	Vol-3	Section 15 (1)	(Indemnification and Limitation of Liability)		Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	Indemnification obligation are special obligations and should be restricted to third party losses or claims.	We request that the indemnification obligations in this clause be restrcited to "third party" claims or losses.	No Change	No Change
140	Vendor_12	Vol-3	Section 17 (8)	(Confidentiality)		The liability of the Implementation Agency to the Purchaser organization, applicable to breach of Clause 17, shall not exceed two times the total contract value.		We request that the liability of the Implementation Agency be limited to the total contract value in the same manner as Section 12.4.	No Change	No Change

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141	Vendor_12	Vol-3	Section 21	(Liquidated Damages)		This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	If the customer has remedies other than liquidated damages, then the Implementation Agency shall be exposed to undue loss.	We request that this provision may be deleted so that liquidated damages is the sole remedy available to the customer.	Modified	Vol-3 Section 21 has been modified as follows: "...In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages as specified in Annexure A of this document..."
142	Vendor_12	Vol-3	Section 23 (3)	(Subcontractors)		Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency. These sub-contractors will be governed by the various clauses mentioned in this RFP for the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Implementation Agency undertakes to indemnify the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove.	There is an express prohibition on using subcontractors for any purposes other than work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I.	We request that the Implementation Agency be allowed to use subcontractors for other work as well since the Implementation Agency uses a wide variety of subcontractors to effectively provide its services.	No Change	No Change
143	Vendor_12	Vol-3	Section 23 (4)	(Subcontractors)		Subject to Clause 5.1, the Implementation Agency shall not be permitted to assign its rights and obligations under this Agreement to any third party.		We request clarification on applicability of clause 5.1 to this clause. Also, we request that the Implementation Agency may be provided with right to assign to a third party or its group company with prior consent of customer.	No Change	No Change
144	Vendor_12	Vol-3	Section 24 (4)	(Governing Law and Dispute Resolution)		Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to Delhi International Arbitration Center (established by the High Court of Delhi). The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Delhi, India. Any legal dispute will come under the sole jurisdiction of Delhi, India.		We request that the arbitration be conducted by a sole arbitrator appointed mutually by the parties and the seat and venue of the arbitration be Bangalore, India. We also request for the jurisdiction of courts to be that of Bangalore courts.	No Change	No Change
145	Vendor_12	Vol-3	Schedule II, Section 2.2	(Transfer of Assets)		In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued.		We request for deletion of this clause as this is arbitrary and is not subject to payment or any other qualification.	No Change	No Change
146	Vendor_12	Vol-3	Schedule II, Section 4.1 (ii) & (iii)	(Transfer of Assets)		The Implementation Agency will promptly on the commencement of the exit management period supply to the Purchaser or its nominated agency the following: ii. documentation relating to Computerization Project's Intellectual Property Rights; iii. documentation relating to sub-contractors;		We request that this clause be qualified that (i) documentation related to Computerization Project's Intellectual Property Rights be restricted to only Bespoke Software; and (ii) documentation related to subcontractors be restricted to only those subcontractors who were specifically and solely utilised by the Implementation Agency for this project :	No Change	No Change

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147	Vendor_12	Vol-3	Schedule II, Section 7	(Right of Access to Premises)		7.1. At any time during the exit management period, where Assets are located at the Implementation Agency's premises, the Implementation Agency will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Purchaser or its nominated agency and/or any Replacement Implementation Agency in order to make an inventory of the Assets. 7.2. The Implementation Agency shall also give the Purchaser or its nominated agency or its nominated agencies, or any Replacement Implementation Agency right of reasonable access to the Implementation Partner's premises and shall procure the Purchaser or its nominated agency or its nominated agencies and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Purchaser or its nominated agency, or a Replacement Implementation Agency.		We request modification of this clause to state that the Implementation partner shall be obligated to provide the assets to the customer without having the obligation to provide access to the customers to facilities of the Implementation Agency or its subcontractors/channel partners.	No Change	No Change
148	Vendor_12	Vol-3	Schedule III	(Audit, Access and Reporting)		Audit, Access and Reporting		We request that the following be added in this Schedule: 1. The scope of the audit shall not include the internal operations and costs as well as other customers' data and services of the Implementation Agency; 2. The scope of the audit shall be well defined and shall be restricted to the Project agreed under the Agreement.	No Change	No Change
149	Vendor_12	Vol-3	Section 13 (C)	(Scope of Services)		The Implementation Agency guarantees that he shall achieve the Service Levels for the Project;		We request changing the word 'guarantees' to "shall use reasonable efforts to achieve" since guarantee would be an absolute requirement with no scope for any error.	No Change	No Change
150	Vendor_12	Vol-3	Section 29 Clause g	(Survival)		i. Termination or expiration of the Term shall: • not relieve the Implementation Agency or the Buyer, as the case may be, of any obligations hereunder which expressly or by implication survive hereof; and • except as otherwise provided in any provision of this Agreement expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of, or caused by, acts or omissions of such Party prior to the effectiveness of such termination or expiration or arising out of such termination or expiration. ii. All obligations surviving termination or expiration of the Term shall cease on termination or expiration of the Term.		We suggest deletion of this clause since the first and last provisions are contradictory. The second provision is captured in more detail under the MSA and is contradictory to what is provided in the MSA.	Modified	Vol-3 Section 29 Clause 19(g) has been modified.
151	Vendor_12	Vol-3 Annexure A	Section 1.8.5	(Maximum Penalty Applicable for the SLAs)		The Liquidated damages/penalties are mentioned against each of the SLAs that are to be monitored and managed by the Bidder during the entire life of the project. For each milestone, Penalties shall be calculated for all the deviated SLAs applicable for that milestone and shall be added together to derive the "Total Penalty" liable on the Bidder for that milestone. For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. Payments for each milestone shall be made to the Bidder after deducting all the penalties due against that milestone.	The maximum liquidated damages/penalties for breach of SLAs has already been provided in the MSA.	We request that these provisions be deleted as the same contradicts the maximum LD/penalties as well as the ancillary provisions provided in the MSA.	Modified	Vol-3 Section 21 has been modified as follows: "...In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages as specified in Annexure A of this document..."

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152	Vendor_13	Vol-3	15	Indemnification and Limitation of Liability	Pg. 36 onwards	**15 Indemnification and Limitation of Liability** Cl. 15 (1): Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement Cl. 15 (5): The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17 Cl. 15 (6): In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 15.(A)) even if it has been advised of their possible existence.	**Compliance and financial issue**	Cl 15 (1) : we will kindly request you to change reference of negligence as provided under this contract to gross negligence instead. Suggested change in blue color font below **Cl. 15 (1): Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages brought by third party claims (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's gross negligence or willful default in performance or non-performance under this Agreement** Cl. 15 (5): Request you to kindly modify the clause to remove the highlighted portion as Cl. 12.4 and Cl. 17 have their independent liability clauses in Cl. 12.4 (f) and Cl. 17(8), respectively. Suggested deletion in red color font strikethrough below **Cl. 15 (5): The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total**	No Change	No Change
153	Vendor_13	Vol-3	17	Confidentiality	Pg. 41	**17 Confidentiality** Cl. 17(8): The liability of the Implementation Agency to the Purchaser organization, applicable to breach of Clause 17, shall not exceed two times the total contract value	**Compliance and financial issue**	Cl. 17(8): In the case of confidentiality, please note that IBM is not comfortable to be held liable/ responsible for any and every breach pertaining to clause 17 (Confidentiality). IBM is fine in being held liable in the situations where it has misused/ misappropriated Purchaser's Confidential Information. Accordingly, we have suggested the relevant change. Additionally, we would like to limit IBM's liability to total contract value instead of two times the total contract value. Suggested deletion in red color strikethrough and addition in blue coor font below.. Cl. 17(8): The liability of the Implementation Agency to the Purchaser organization, applicable ~~to breach of Clause 17~~, in case of Implementation Agency's misappropriation or misuse of Confidential Information, shall not exceed ~~two times~~ the total contract value.	No Change	No Change

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154	Vendor_13	Vol-3	23		48	Cl. 23 (2) - **Subcontractor** : Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency. These sub-contractors will be governed by the various clauses mentioned in this RFP for the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Implementation Agency undertakes to indemnify the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove.	**Compliance issue**	While IBM will be willing to accept responsibility for the actions or inactions of any subcontractor, we will request you to consider claiming damages for breach instead of having to indemnify in a general context as provided therein. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Cl. 23 (2) - Subcontractor : Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency. These sub-contractors will be governed by the various clauses mentioned in this RFP for the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory ~~or otherwise~~, concerning the sub-contractors. The Implementation Agency ~~undertakes to indemnify~~ will be held liable to the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove	Modified	Vol-3 Section 23 Clause 3 has been modified to specify only 'Training and Capacity Building' as the only avenue for sub-contracting in CPP project.
155	Vendor_13	Vol-3	21	Liquidated Damages	47	**21 Liquidated Damages** , Pg. 47 Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	Compliance and financial issue...	Request you to this delete this section and refer only to the SLA Vol3 Annexure for the SLA/Liquidated damages applicable. Also Maximum Penalty of the project SLA are not defined in section 1.5 Project Management Related Service levels	Modified	Vol-3 Section 21 has been modified as follows: "...In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages as specified in Annexure A of this document..."
156	Vendor_13	Vol-3 Annexure A	**1.5 Project Management Related Service levels** Cl 1.5.1, 15.2,1.5.3,1.5.4,1.5.5,1.5.5, 1.5.6,15.7, pg 240, 241, 242, 243, 244, 245, 247,			**1.5 Project Management Related Service levels** 1.5.1Delay in Team Mobilization 1.5.2Change in Key Personnel vis-à-vis Names proposed at the time of Bidding 1.5.4Manpower Deployment for subsequent Phase / Track/ Stage implementations 1.5.5Delay in the completion of any of the Project Milestones 1.5.6Delay in setting up of Datacenters on Cloud 1.5.7Delay in signing of Tri-partite agreement with ISP for dedicated P2P (Point-to-Point) MPLS Network Services	Project phase maximum penalty is not defined only O&M phase phase defined in section 1.8.5. In all project SLA from 1.5.1 to 1.5.7 there is reference to O&M phase **Maximum Penalty as below** "Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately"	Request to delete the below clause from all project SLA from 1.5.1 to 1.5.7 "Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately" Also request for reduction of Penalty percentage for below project SLA to 0.01 % of the Total Contract Value . As of now its way too high 1.5.1Delay in Team Mobilization 1.5.2Change in Key Personnel vis-à-vis Names proposed at the time of Bidding 1.5.4Manpower Deployment for subsequent Phase / Track/ Stage implementations 1.5.6Delay in setting up of Datacenters on Cloud	No Change	No Change
157	Vendor_13	Vol-3 Annexure A	Cl 1.8.5, pg 295			**1.8.5 Maximum Penalty applicable for the SLAs** For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. In case the calculated penalty exceeds 20%, for two consecutive quarters during the O&M phase, IA&AD reserves the right to terminate the MSA.	Compliance and financial issue.. Many O&M SLA are uncapped thus excluded from Maximum Penalty during O&M phase	Request to consider During the O&M period (steady state), all the SLA/Penalties applicable shall be capped at **10% of the monthly invoice value** including all the below SLA's. 1.5.8 Delay in submission of Security Incident Reports 1.5.9 Delay in identifying and reporting instance of Data Theft or Data Breach 1.5.11Delay in conducting Vulnerability Assessment and Penetration Testing 1.7.14 Occurrence of Security related Incidents	No Change	No Change

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158	Vendor_13	Vol-3	12.4	Security & Safety	29	**12.4 Security & Safety:** (a) The Implementation Agency shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by the Dept. of Telecommunication (wherever applicable), IT Security Manual of the Purchaser as specifically stated in the RFP and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services. (e) The Implementation Agency shall ensure compliance to all extant laws regarding safety and security. (f) The liability of the Implementation Agency to the Purchaser organization, applicable to breach of Clause 12.4, shall not exceed the total contract value.	Compliance Issue	Please note that the requirement specified under Cl. 12.4 is too generic at this stage. Any security requirement has to be looked at in the context of a specific work and also to a large extend depends on the existing security features and infrastructure. We feel that as your Implementation Agency, our responsibility will be follow your instructions with respect to security requirements. Similarly for sub clause (e) as mentioned therein it is our understanding that IA's responsibility toward compliance is in the context of the exact scope undertaken by the IA which is not in contravention of laws pertaining to safety and security. Suggested deletion in red color font strikethrough and addition in blue color font below: a) The Implementation Agency shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by the Dept. of Telecommunication (wherever applicable), IT Security Manual of the Purchaser as specifically stated in the RFP expressly specified by the Purchaser in the RFP and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services. e) Subject to Purchaser expressly stating safety and security related measures to the Implementation Agency, the Implementation Agency shall ensure compliance to all extant	No Change	Existing clause sufficiently addresses the Bidder's concern.
159	Vendor_13	Vol-3	Section 23 Miscellaneous, Pg 175 Sub caluse (3) Sub-contractors			**3. Sub-contractors** Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency.	Implementation Agency can only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building. Moreover IBM has sold of this infrastructure business to Kyndrl so we have to go via 3rd party cloud managed service provider and in this scenario will be Deviation..	Request IA to be allowed to Sub-contract to leverage expertise, skills and services of CSP authorized partners for cloud based implementation and managed services (specially for infrastructure & network). This will also benefit the overall TCO prespective for 7 Years ..SI will own SLA and T&C . *Suggested deletion in red color font strikethrough and addition in blue color font below..* Implementation Agency can only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building and (C) **Cloud Managed Service Provider**	Modified	Vol-3 Section 23 Clause 3 has been modified to specify only 'Training and Capacity Building' as the only avenue for sub-contracting in CPP project.
160	Vendor_13	Vol-3	Annexure B , Pg 202, List of Services to be provided by the implementation on Agency			**Annexure B List of Services to be provided by the implementation Agency** Purchaser will sign the end user license agreement for the software brought from any 3rd party for the purpose of this Project however Implementation Agency shall be solely responsible to make payment for the cost of softwaret of such third party software vendor.	Please clarify whether CSP (Cloud Services Subscription like of AWS or Azure etc) will also be one of such 3rd party software vednor components. In case yes please consider the suggestion section	*Suggested deletion in red color font strikethrough and addition in blue color font below..* Purchaser will sign the end user license agreement for the software brought from any 3rd party including CSP subscription (Cloud service provider likes of AWS or AZUre etd) for the purpose of this Project however however Implementation Agency shall be solely responsible to make payment for the cost of softwaret of such third party software vendor.	Clarification	CSP will not be a part of this Annexure B.

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161	Vendor_13	Vol-3	**Definitions 12**	Entire Agreement, Pg. 54		**12 Agreement**: means this Master Services Agreement, Service Level Agreement and Non-Disclosure Agreement together with all Articles, Annexures, Schedules and the contents and specifications of the RFP;	Compliance issue	Given the complexity of the deal it is pertinent that our proposal is also made a part of the final contract set. Kindly confirm if the proposal/sow document would be made a part of the final document set. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Agreement: means this Master Services Agreement, Service Level Agreement and Non-Disclosure Agreement together with all Articles, Annexures, Schedules and the contents and specifications of the RFP read with the Implementation Agency's proposal	No Change	No Change
162	Vendor_13	Vol-3	Definitions, Pg. 12 PBG, Cl. 25, Pg. 55			**12 Performance Guarantee Term:** Means the guarantee provided by a Commercial Bank in favour of the Implementation Agency. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid till six months after the completion of the project i.e. 7 years from the date of signing of contract or for such time as is required under this Agreement.	Compliance Issue	There is a conflict between the Performance Guarantee definition and Cl. 25 as Cl. 25 states PBG of 3% of total contract value and the definition states 10% of the overall cost of the project. Request to clarify the same.. While we are in principle agreement with this clause, we reckon that CAG will return the PBG soon after the completion of the agreed Term (including the claim period) as mentioned under the Contract failing which, any costs associated with maintaining the PBG will be borne by the Customer. Additionally, we also presume that it is understood that the Customer has no right to make any claim under the PBG beyond the PBG term period. Please confirm.	Modified	Vol-3 Sections 1.1 and 25 have been modified.
163	Vendor_13	Vol-3	**Definitions Pg. 13** **Approvals and Required Consents, Cl. 9, Pg. 26**			**Required Consents:** means the consents, waivers, clearances and licenses to use Purchaser's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that Purchaser or their nominated agencies are required to make available to Implementation Agency pursuant to this Agreement;	Compliance Issue	We presume that the Customer would defend and hold the Implementation Agency harmless if there are any third party claims that might arise as a result of Customer's failure to have obtained the required consent to use or access any information or material as discussed under this section. *Suggested deletion in red color font strikethrough and addition in blue color font below..* 9.3. The Purchaser would defend and hold the Implementation Agency harmless if there are any third party claims that might arise as a result of Purchaser's failure to have obtained the Required Consent to use or access any information or material.	No Change	Existing clause sufficiently addresses the Bidder's concern.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
164	Vendor_13	Vol-3	3	Term and Duration of the Agreement	18	3 Term and Duration of the Agreement: This Agreement shall come into effect from date of signing (hereinafter the 'Effective Date') and shall continue till date of handing over and successful meeting of criteria defined under Exit Management Schedule II, subject to other ongoing and continuous obligations and liabilities on account of both the purchaser or it's nominated agencies and the Implementation Agency, unless terminated earlier (as per clause 14), in which case the contract will get terminated on fulfilment of all obligations mentioned as per clause 14 and Schedule-II.	Interpretational issue	The clause does not clarify the term in exact terms. While this clause suggests that the term would commence from the effective date of this Agreement, section 2 above suggests that the Implementation Agency would develop and manage the CPP project for a period of 7 years from the date of Go-live. Does this mean that the contract is meant for 7 years or more than 7 years if one were to take into consideration the period from the effective date until Go-live date. Request more clarity. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Term and Duration of the Agreement: This Agreement shall come into effect from date of signing (hereinafter the 'Effective Date') and shall continue for a period of 7 years from the date of Phase Go Live, ~~till date of handing over and successful meeting of criteria defined under Exit Management Schedule II~~, subject to other ongoing and continuous obligations and liabilities on account of both the purchaser or it's nominated agencies and the Implementation Agency, unless terminated earlier (as per clause 14), in which case the contract will get terminated on fulfilment of all obligations mentioned as per clause 14 and Schedule-II.	Modified	Vol-3 Sections 2 and 29 have been modified.
165	Vendor_13	Vol-3	4.2	Conditions precedent of the Implementation Agency		4.2 Conditions precedent of the Implementation Agency: (a) To provide a Performance Security/Guarantee, and other applicable guarantees/ payments within 15 days of issue of Letter of Interest by the purchaser or on or before the day of singing the contract; and (b) Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearance, etc.	Compliance issue	With respect to sub clause (a), we reckon an LOI will be issued only after the parties have agreed to all the terms and conditions and other nuance applicable to this engagement. As for sub clause (b), we reckon this requirement is primarily in the context of all the approvals that may be required to be obtained by the Implementation Agency in the capacity of an IT Services provider to provide relevant services under the Agreement. We assume all other approvals/consents which are more specific to the contract would be dealt with as per the required consent/approval clause envisaged under Cl. 9 of this agreement. Please confirm. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Conditions precedent of the Implementation Agency: (a) To provide a Performance Security/Guarantee, ~~and other applicable guarantees/ payments~~ within 15 days of issue of Letter of Interest by the purchaser or on or before the day of singing the contract; and (b) Obtaining of all statutory and other approvals that are applicable on the IT service provider and are required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract e.g. clearances from Government authorities for importing equipment, exemption of Tax/Duties/Levies, work permits/clearance, etc.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
166	Vendor_13	Vol-3	13	Invoicing & Payment		**13.2: Invoicing & Payment** Sub clause (2): The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later. Sub clause (4): All the disputed invoices must be notified by the Purchaser to Implementation Agency within 15 days of receiving such invoice. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to the amount which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services. All disputes related to such invoices shall be resolved expeditiously and in good faith. Sub-clause (5): Escalation Procedure	Compliance and financial issue	While we are in principle agreement with this sub clause (2), it is assumed that due approval would mean approval with respect to completion of a milestone will be provided in a reasonable time (not more than 5 days), beyond which we could assume an invoice to be deemed to have been accepted. Similarly, we will request you to delete the statement suggesting waiver of IA's right to invoice if a particular charge is not raised within 6 months from the date it was due. **This is in contradiction to section 28 of the contract act in addition to the provisions of the limitation act.** As for sub clause (4) we assume that an invoice will be considered to be disputed only to the extend such invoice provides for the wrong address, incorrect date, GST number, address and such other details which are not linked to the delivery. All amounts withheld must be addressed by Dispute Resolution process, and not to exceed in aggregate 2 month portion of average monthly billing. IA may issue a notice for termination for non-payment of any amount subject to disputed payment clause at any time once payment is past due. We assume this because of the fact that the agreement provides for an elaborate approval process before an invoice is raised by the Purchaser.	No Change	No Change
167	Vendor_13	Vol-3	13	Invoicing & Payment		**13.2: Invoicing & Payment** sub clause (3) IAAD shall endeavor to make payment within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live") . The penalties are imposed on the vendor as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to a limit of 10% of the total contract value."	Compliance and financial issue	It mentions as endeavour which is not a firm commitment to IA . Please delete the word endeavour LPF is after 60 days.No right to suspend in case of non payment. It should be approved by competent authority. However we assume deemed accepted clause within 15 workings days. Request to consider Payments are due from date of receipt of invoice and payable within thirty (30) days of date of invoice. In the event of late payments, IBM reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services, till the overdue amounts are paid."	No Change	No Change
168	Vendor_13	Vol-3	13.1	Terms of Payment		**13.1: Terms of Payment** sub clause (b):Payments shall be subject to the application of liquidated damages (for period prior to "Go Live") or SLA penalties and its adjustments/corrections (for post "Go-Live") as may be provided for in the Agreement and the SLA from the relevant milestone	Compliance and financial issue	Request to delete the clause.. We request instead of adjusting LD and SLA penalties charges against the payment due, IA would reimburse such charges seperately.	No Change	No Change
169	Vendor_13	Vol-3	13.1	Terms of Payment	158	**13.1.Terms of Payment** Sub clause a)In consideration of the Services and subject to the provisions of this Agreement and of the SLA, the Purchaser shall pay the Implementation Agency for the Services rendered in pursuance of this agreement, in accordance with the Terms of Payment Schedule set out as Schedule V of this Agreement	Financial Issue	Since Schedule V is not published , request to consider the below for he payments terms Billing and Payment terms. •Milestone Gap should be less than 45 days else IBM will have problem getting ineternal approval to submit bid •O&M charges to be made quarterly in Advance •Payment to be made 30 days of the date of invoice •System Software, Hardware components :100% on delivery •Perpetual license 100% on delivery •For Subscription Model components – On actual on delivery	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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170	Vendor_13	Vol-3	14.1	FOR MATERIAL BREACH	161	**14. TERMINATION** **14.1. FOR MATERIAL BREACH** a) In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the Purchaser or Implementation Agency, as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective: i. If the Implementation Agency is not able to deliver the services as per the SLAs defined in RFP which translates into Material Breach, then the Purchaser may serve a 30 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the Purchaser will have the option to terminate this Agreement. Further, the Purchaser may offer a reasonable opportunity to the Implementation Agency to explain the circumstances leading to such a breach.	Compliance and financial issue	While we are in principle agreement with this clause, we reckon the instances provided under Cl. 14.1 (a) – (i) & (ii) are not the only reasons for terminating for material breach. To the contrary, our understanding of Material breach would include any breach by either party which would materially impair the ability of the other party to meet its obligations under this agreement could be treated as material breach. For instance, Implementation Agency's inability to provide services as a result of non-payment by the Purchaser could be considered as a material breach for which Implementation Agency could terminate the contract as provided under the draft agreement. Please confirm. We request termination for material breach should include non payment from CAG Further IA shall be paid for all prepaid expenses paid by Implementation agency and for all services rendered till the effective date of termination. The same applies in case of force majeure as well.	No Change	Vol-3 Section 14.3 addresses the concerns related to Payments for the Termination case.
171	Vendor_13	Vol-3	14.2	Termination for convenience	162	**Cl. 14.2 - Termination for convenience:** 1) The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC. 2) Upon receipt of the notice of termination under this clause, the IA shall either as soon as reasonably practical or upon the date specified in the notice of termination: a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site and system in a clean and safe condition; b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 14.2.(I) (d) (ii) below; c) remove all IA's Equipment from the site, repatriate the IA's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind; d) in addition, the IA shall: i. deliver to the Purchaser the parts of the System executed by the IA up to the date of termination; ii. to the extent legally possible, assign to the Purchaser all right, title, and benefit of the IA to the System, or Subsystem, as at the date of	Compliance and financial issue	While we are in principle agreement with this clause, we would request you to consider the following suggestions: a) Termination for convenience should be subject to a notice period of not less than 180 days. b) Pay the IA for all the work performed up to the effective date of termination including any termination charges as may be applicable. c) It is understood that no work is required to be provided by the IA to the Purchaser untill all the applicable payments have been paid for by the Customer. d) Delivery/ assignment of parts of the System executed by the IA to the Purchaser as mentioned sub clause (d) shall also be subject to receiving all the payables by the Customer e) Pay for all prepaid expenses paid by Implementation agency and balance sheet exposure if any.	No Change	No Change

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172	Vendor_13	Vol-3	14.3	Effects of Termination	163	**14.3 Effects of Termination** a)In the event that Purchaser terminates this Agreement pursuant to failure on the part of the Implementation Agency to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Implementation Agency may be forfeited. b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out as Schedule II of this Agreement. c) In the event that Purchaser or the Implementation Agency terminates this Agreement, the compensation will be decided in accordance with the Terms of Payment Schedule set out as Schedule V of this Agreement. d) Purchaser agrees to pay Implementation Agency for i) all charges for Services Implementation Agency provides and any Deliverables and/or system (or part thereof) Implementation Agency delivers through termination and any charges at the tendered rate, for extension period beyond termination as decided by the Nodal Agency as per Schedule 2, Clause 2.2 and ii) reimbursable expenses Implementation Agency pre closure termination. e) If Purchaser terminates without cause, Purchaser also agrees to pay any applicable adjustment expenses to Implementation Agency incurs as a result of such termination (which Implementation Agency will take reasonable steps to mitigate. f) In the event of termination of the Contract under 14.2, the Purchaser shall pay to the IA the following amounts: the Contract Price, properly attributable to the parts of the System executed by the IA as of the date of termination; ii. the costs reasonably incurred by the IA in the removal of the IA's Equipment from the site and in the repatriation of the IA's and its Subcontractors' personnel; iii. any amount to be paid by the IA to its Subcontractors in connection with the	Compliance and financial issue	Upon termination, CAG would pay IBM for (1) all Services IBM provides, and any Products and Materials IBM delivers through termination, (2) all expenses IBM incurs through termination, and (3) any charges IBM incurs in terminating the Services. (4) deferred costs or unamortized investments (for example, net book value of assets procured from or for customer, initial transition or setup costs not yet fully amortized, other unamortized investments) and applicable wind-down expenses	No Change	Existing clause sufficiently addresses the Bidder's concern.
173	Vendor_13	Vol-3	18	Schedule III: Audit, Access & Reporting	43	**18 Audit Access & Reporting:** The Implementation Agency shall allow access to the Purchaser or its nominated agencies to all information which is in the possession or control of the Implementation Agency and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by the Purchaser to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule III of this Agreement.	Compliance issue	While we are in principle agreement with this clause, it is our understanding that Audits shall be conducted only to verify if IA is performing services in accordance with the service levels. We presume no third party auditors will be involved. However, if they were to be involved we request you to appoint any such third party auditor only with the mutual consent on a non-contingent basis after such 3rd Party has executed a confidentiality agreement with the Bidder. IA is not obligated to share any information relating to IA's costs, IA proprietary data, confidential information of IA's other customers and internal audit reports of the Bidder. Such audit shall be conducted (a) upon thirty days prior written notice to IA; (b) no more than once each calendar year; (c) only in relation to the previous twelve months' activities; (d) during normal business hours; and (e) to the extent it does not interfere with IAs ability to perform the Services in accordance with the contract.	No Change	No Change
174	Vendor_13	Vol-3	23	Miscellaneous sub clause (4) Assignment	178	**23: Miscellaneous sub clause (4) Assignment** a) All terms and provisions of this Agreement shall be binding on and shall inure to the benefit of the Purchaser and their respective successors and permitted assigns. b) Subject to Clause 5.1, the Implementation Agency shall not be permitted to assign its rights and obligations under this Agreement to any third party.	Compliance issue	Assignment of the Contractor's rights to receive payments or assignment by the Contractor in conjunction with the sale of the portion of Contractor's business that includes the product or services is not restricted.	No Change	No Change

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175	Vendor_13	Vol-3	22	Insurance Coverage	48	**22 Insurance Coverage** Obligation to maintain insurance: In connection with the provision of the Services, the Service Provider must have and maintain: a)for the Agreement Period, valid and enforceable insurance coverage for: i.public liability; ii.either professional indemnity or errors and omissions; iii.product liability; iv.workers' compensation as required by law; and v.any additional types specified in Schedule I; and b)for 1 year following the expiry or termination of the Agreement, valid and enforceable insurance policies (if relevant), in the amount not less than the Insurance Cover specified in Schedule 1.Certificates of currency The Implementation Agency must, on request by the Purchaser, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this	Compliance issue	Please note that IBM has a global insurance coverage, which will be available to the customer till the expiry/ termination of the agreement and IBM will provider certificates of insurance as proofs. However, we reserve our right to comment further till we review the schedule, which is not currently provided. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Insurance Coverage Obligation to maintain insurance: In connection with the provision of the Services, the Service Provider must have and maintain: a)for the Agreement Period, valid and enforceable insurance coverage for: i.public liability; ii.either professional indemnity or errors and omissions; iii.product liability; iv.workers' compensation as required by law; and v.any additional types specified in Schedule I; and b)for 1 year following the expiry or termination of the	No Change	The manner of implementation of insurance should be as per the applicable Indian legal requirements. It must address and cover all the risks and provide insurance as specified in this given point.
176	Vendor_13	Vol-3	24	Governing Law & Dispute Resolution	52	**24 Governing Law & Dispute Resolution** Sub Cl. 3: 3.In case the escalations do not help in resolution within the time frame, Either Party shall have the right to refer the matter for mediation. Both the parties should agree as follows: •Aggrieved party should refer the dispute to the identified mediator in writing, with a copy to the other party. Such a reference should contain a description of the nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable. •The mediator shall use his best endeavours to conclude the mediation within a certain number of days of his appointment. •If no resolution can be reached through escalation procedure or mediation within 30 days then the matter would be governed as per Point No. 4 under this clause. Sub Cl. 4: Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to Delhi International Arbitration Center (established by the High Court of Delhi). The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Delhi, India. Any legal dispute will come under the sole jurisdiction of Delhi, India.	Compliance issue	While we agree to Sub-Cl. 3 and the process of mediation, please note that the appointment of mediator is not provided in the sub-cl. Additionally, we do not have specific days by when the mediator is required to deliver results. We should agree to a specific timelines for successful mediation, failing which the parties will pursue arbitration. Similarly, in Sub-Cl. 4, the sub-cl. is silent on the number of arbitrations. Considering the complexity of the project, we propose a panel of three arbitrators for arbitration. *Suggested deletion in red color font strikethrough and addition in blue color font below..* Governing Law & Dispute Resolution Sub Cl. 3: 3.In case the escalations do not help in resolution within the time frame, Either Party shall have the right to refer the matter for mediation. Both the parties should agree as follows: •Aggrieved party should refer the dispute to a mutually identified appointed mediator in writing, with a copy to the other party. Such a reference should contain a description of the nature of the dispute, the quantum in dispute (if any) and the relief or remedy sought suitable. •The mediator shall use his best endeavours to conclude the mediation within a certain number of days of his appointment. •If no resolution can be reached through escalation	Modified	Vol-3 Section 24 has been modified.
177	Vendor_13	Vol-3 Annexure A	Section 1.7.4 & 1.7.5, Pg 271 & 274			1.7.4 Availability of Internet Connectivity for enabling access to CPP Applications 1.7.5 Availability of MPLS Connectivity for access of CPP Back-office Application through NIC	SLA penalty is way too high 15% of Liquidated Damages as % of Quarterly O&M payment value .	.Request to consider reduction in Penalty percentage max 0.01 to 0.05 % .	No Change	No Change

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178	Vendor_13	Vol-3 Annexure A	Section 1.7.8 & 1.7.9, Pg 278			**1.7.8 Recovery Time Objective (RTO) 1.7.9 RPO**	RTO SLA is same across all critical and non-critical applications	Suggest RTO provisioning only for critical applications and hence the penality . RTO of 4 hours for a Complaint management or Learning management system is not required . It would bloat the cost. So If the application is critical then only the RTO of 4 hours should be mandated. Also RTO SLA penalty is way too high 20% of Liquidated Damages as % of Quarterly O&M payment value ..Request to consider reduction in Penalty percentage max 1-2% .	No Change	No Change
179	Vendor_13	Vol-3 Annexure A	Section 1.7.10 Pg 279			**1.7.10 Bandwidth Latency**	This SLA should be applicable also to MPLS Network provider and Cloud Service Provider licensing agreement and should not be Implementation Agency Responsbility	Request to drop this SLA from IA responsbility	Modified	Vol-3 Annexure A has been modified. Section 1.7.9 (Bandwidth Latency) has been removed.
180	Vendor_13	Vol-3 Annexure A	Section 1.7.15 Pg 288			**1.7.15 Delay in updating Anti-Virus signatures**	The Latest Anti-virus signature to be installed on 100% of all applicable components within 8 hours of release of the signature, across all Datacenters.	>> This is too aggressive. As a standard practice Antivirus has to be first tested on Non production before it can be applied to production and DR environment, so that running systems do not break. This SLA has to be revisited.	No Change	No Change
181	Vendor_13	Vol-3 Annexure A	Section 1.7.16 Pg 288,289			**1.7.1 Delay in updating Patches on System components** Application patches (App & Web Server, VM, etc.) – Deployment of Patches approved by IA&AD on application Server/VM within 7 working days of IA&AD approval. • Infra (Server, VM) Patches – Deployment of all applicable patches on servers such as Anti-Virus, HIPS, SIEM, PAM etc. within 7 working days of release on servers. • Firmware upgrade patches/bundle – Deployment of firmware upgrade/bundle on security & network devices to level N-1 (where N is latest version & 1 is version prior to N) within 7 working days of release of version N. The Bidder shall prepare a plan for each category of patches as mentioned above and submit to IA&AD at least 15 days before Phase-1 Stage-1 Go-Live. The Bidder shall submit patch deployment report to IA&AD once the signature is updated on all components.	These are also very aggressive and not best practice. As a standard operating procedure and best practice it is required to go for N-1 patch, or apply the latest patch in lower environment like testing and then release in Prod and DR after stipulated time (12-24 Hrs). Its not a technical challenge . Some patches may also require downtime.	Request to revisit the same	No Change	No Change
182	Vendor_13	Vol-3 Annexure A	Section 1.7.3 Pg 269			**1.7.3 Availability of Network and Security components** Availability refers to the total time when each of the Security components(viz. SIEM, DLP, IDS/IPS, Anti-malware, Firewall, etc.) and the Network components (viz. Switches, Routers, Load balancers, Firewall, etc.)provisioned at all the Datacenters are Up and running, and are available to the users for performing respective activities, tasks and functions	For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.	For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
183	Vendor_13	General	Timeline				Reference to document shared during industry consulting timeline for phase1 implementation stage 1 UAT is approx 6 months for 6 pilot state in model 2 and 14 state roll-out in stage 2 . This timeline for implemnation is seems too aggressive which will involve the state wise IFMS/HRMS integration including state wise business rules	We propose a timeline for stage one atleast be 8-9 months and similarly for stage 2 ..	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
184	Vendor_13	General	Pre-Qualtification Critera			Pre-Qualification and Evaluation Criteria		Which all OEM products required as COTS (from application, security , IT infrastructure , network) and are required to be from vendors in latest report of the Magic quadrant?	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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185	Vendor_13	General	UAT Acceptance and Sign-off			Acceptance and UAT sign-off crietria /modalities	UAT and Acceptance crietria is not published now which will be one of the critical to understand in context of roll-out .	Will there be centralized CAG authority to UAT sign-off /acceptance of the Stage 1 and Stage 2 by CAG Single authroity or will there be State wise signing authority/modalities ? Does Implemenation Agency will have to deploy each state wise staff for UAT and Acceptance /roll-out of each state Pension processing application **Request to consider Sign-offs must be from one point of contact.** Please provide clarity as this decision will have impact on overall timeline and budget aspect of the overall CPP	No Change	Refer Vol-1 released subsequently.
186	Vendor_13	General	Functional Requirement			Language Requirement	We could not locate any reference to lanuage requirement for CPP system.	Is there any multi-lingual requirement for the application? If yes how many languages?	Modified	Vol-1 Annexure A Section 1.1 has been modified.
187	Vendor_13	General	Security			Security Solution Components		Is Security Solution to be cloud hosted or Cloud Based (SaaS)? Any of OIOS Project deployed Security services or solutions are expected to be leveraged, if yes, pls share the security solution details ?	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
188	Vendor_13	General	Commercial Format			Commercial Evaluation Criteria		Please provide some visibility what all components will consititute TCV and also on the commercial evaluation criteria as most of the components like TRACK 4,5,6 are T&M . Last time Calculation for Commercial Bid of the Bidder = Sum total of (Value of Formats 3A + 3B+ 4A + 4B + 4E + 5A + 5B + 5C + 6A + 6B +7 +8 + 50% x Format 4D) of Appendix II Financial Proposal Templates	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
189	Vendor_13	Vol-1 Annexure A					We could not find the technical Volumetrics for the Centralized Pension Processing application	Request to please also share the overall volumetrics for the Pension processing Applicationand Growth factor considering 7 years	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
190	Vendor_13	General	Commercial Format				The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc.	The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc. We would request to revise the framework in terms of defining the application and system requirements and let the Implementation Agency propose the cloud services solution based on the architecture requirements.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
191	Vendor_13	Vol-3	Payment and Billing Terms				Since Schedule V is still not published to get an idea on the Payment and billing model.	We request that cloud usage subscription payment terms be as per standard Cloud Service Provider offering	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
192	Vendor_13	Vol-1 Annexure A					There is no specification mentioned for Workflow and Business Rules Management platform. For enterprise of your size in necessary to have enterprise class Workflow and Business Rules Management platform which is verified by independent Analyst Ranking.	The Workflow and Business Rules Management platform should be part of leader's quadrant of Gartner Intelligent Business Process Management Suites and Leader in Forrester wave digital decisioning platforms.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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193	Vendor_13	Vol-1 Annexure A	Pg 57 Section 8 Business rule management				There is no specification mentioned for Rules Management platform. Some core capabilities for the same should be specified.	1)Does the product Ability for IT to let line-of-business users author and maintain decision definitions using a natural language vocabulary that can be easily customized for domain-specific terminology? 2)Is an out-of-the-box, web-based business user rule management environment provided? 3)Is versioning supported at the rule artifact level and not just at the ruleset level ? 4)Is side-by-side graphical comparison of rule changes possible? 5)Can various versions of the rule be compared graphically? 6)Can multiple input sources (i.e., Excel spreadsheets) be used for testing and simulation source data? 7)Can rulesets be created and deployed by business users without IT involvement? 8)Are detailed rule execution audit reports available? 9)Are multiple rule engine execution algorithms available, such as Rete, sequential, and Fastpath? 10)How extensive is support for rule analysis in terms of finding anomalies including redundant rules, conflicting rules, equivalent rules, and completeness analysis (for example finding gaps in decision tables)? 11)Are business users forced to interact with underlying technical object model (i.e., java) at any point in the lifecycle? Or is an intermediate layer available to shield this complexity? 12)Can a non-technical person define business vocabularies? 13)Can the impact of new rules be defined and measured	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
194	Vendor_13	Vol-1 Annexure A					There is no specification mentioned for Workflow Management platform. Some core capabilities for the same should be specified.	Modelling Does your producteEnables designers to visually construct services, data transformations, BPEL orchestrations and integration to applications and back-end systems? Does your suite include an Enterprise Service Bus? Does your product support rollback and compensating transactions? Does your product provide high reliability and support for long-lived processes that cross multiple applications by providing compensating transaction rollback and recovery? Can compensating transactions may span multiple applications? Are state machines are supported? Is a graphical editor provided for the creation of state machines? Does your modeling tool has capability to execute the process end to end without deployment during development? Does your modeling tool store Business Processes to a common centralized repository for managing process deployments throughout the runtime environments—essential for program-wide governance.? Does your modeling tool has rich text support in Descriptions of Tasks / Activities and Business Processes? Does your modeling tool support tagging (assigning of tags) of artifacts / process parameters? Does your modeling tool has the capability to have reusable UI collections / UI templates / views? Does your modeling tool has the capability to integrate with ECM systems at the Form / UI design level based on CMIS	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
195	Vendor_13	Vol-1 Annexure A	Section 8 , Pg 66, Rule Management			Summary of actors and activities envisaged in CPP		How many concurrent users do you anticipate using the Business rules Managment?	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
196	Vendor_13	Vol-1 Annexure A	Section 9.4 , Pg 75			9.4 Communication Template, Template Types		How many number of Template types ?	No Change	Further details shall be provided during project implementation phase.

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197	Vendor_13	Vol-1 Annexure A	Section 11.1 , Pg 80			11.1 Integration with HRMS/IFMS the integration will start with MFT (JSON) and later transition into an API based migration.		How many such API migration has been considered . Is it fair to assume 1:1 or less?	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
198	Vendor_13	Vol-1 Annexure A	Section 11.2 Pg 81			11.2 Integration with internal applications of AG (A&E) offices MFT based integration is desirable between CPP and VLC to migrate the CC and further transmitting it to state government through CPP-IFMS interface		Request more clarity of the statement	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
199	Vendor_13	Vol-1 Annexure A	Section 15.1 , Pg			Document Repository		Total number of documents created by all users daily	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
200	Vendor_17	Vol-1 Annexure A		2.3.3 Record based permissions		Further, there might be branches in an AG(A&E) office which is restricted by record-based permission at various levels.	Will there be any scenario that the posts mentioned like DAG, SAO will also be grouped under a User Role causing conflict of permissions and rights?	Need clarificaitons.	No Change	Vol-1 Annexure A Section 2.3.3 sufficiently addresses the Bidder's concern.
201	Vendor_17	Vol-1 Annexure A		3.1.1 Summary of actors and activities envisaged in CPP		Sends notification to relevant stakeholders through configured modes.	What are the expected modes (in-system/ SMS/ Email) of notifications that are expected?	Need clarificaitons.	Clarification	Email and SMS will be the notification modes.
202	Vendor_17	Vol-1 Annexure A		5.1 Complete digital case request		In the first scenario, entire proposal would be received either through API or Manage File Transfer (MFT), including e-SR.	Will this be the case for both Model 1 and Model 2 states?	Need clarificaitons.	Clarification	Applicable only for model 2. In model 1 entire Pensioner data will lie in CPP itself.
203	Vendor_17	Vol-1 Annexure A		19.3 Existing business rule migration		These source codes are not in the standard format to be readily migrated to CPP	Is there a tool used for Business Rule in the existing application or it is pure code based? Are the business rules documented?	Need clarificaitons.	Clarification	1) Bidder to propose the BRM tool. 2) Rule books and documents shall be provided to the Bidder.
204	Vendor_17	Vol-3 Annexure A		Format 4B 2. Core System Software		2.11 Identity access and management (for 29,000 users - 25% delivery)	What are the expected number of concurrent users?	Need clarificaitons.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
205	Vendor_17	Vol-1 Annexure A		2 Organisation		2.3 Access control	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions,	We would recommend to include in the functional requirement a robust, fine-grained permission functionality with a strong Role Based Access Control (RBAC).	No Change	Vol-1 Annexure A, B and C sufficiently addresses the Bidder's concerns.
206	Vendor_17	Vol-1 Annexure A		5 Receive pension case for processing		5.2.1 Receiving data before SR	Employee at inward section would receive the Service record. He would diarise it and search the list of pending case request id with available field like name or employee id.	We would recommend the portal to have inbuilt interface for online web forms to capture information from the users with different field types to choose from which the departmetal users can select using drag and drop functionality and on a no-code basis.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
207	Vendor_17	Vol-1 Annexure A		9 Communication		9.1.7 Category: KMS	Along with KMS, other collaboration tools will benefit the overall engagement of users, government oficials, pensioners.	We would suggest to include Collaboration Tools like Blogs, Message Boards, Polls, Wikis etc instead of just using KMS, as a full fledged collaboration suite that will help in engaging and educating the users about the various services provided out of the CPP system and also caters to grievance management by use of polls and message boards.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
208	Vendor_17	Vol-1 Annexure A		9 Communication		9.3.3 Search, view & print Dak record	As briefed in the previous section, CPP shall have various search options to easily access details	We would suggest to include in the functional requirements an inbuilt search engine that is scalable, supports full-text query, fuzzy searching, faceted search results, multi-lingual searches, etc.	Modified	Vol-1 Section 9.3.3 has been modified.
209	Vendor_17	Vol-1 Annexure A		12 Services to pensioners/family pensioners		12.1 Pensioner's account in portal	General suggestion	The portal should should have fully featured Content Management Cabilities such as content authoring and publishing, dynamic content targeting for different audiences, personalization and site management along with collaboration tools like polls, discussion forums, circulars, events, calendars, etc to serve a seamless portal experience. We would recommend to include the above in the functional requirements of the RFP.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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210	Vendor_17	General		General		General	General suggestion	As the RFP expects functionalities like Users and Organizations, User Roles, User Groups, Permissions, Forms, Workflows, Rule Engines, KMS, etc, we would recomend to use a Digital Experience Platform as it offers these functionalities along with many others, out of the box and also ensures scalability and expandibility in operation.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
211	Vendor_18	Vol-1 Annexure A	Section 2.3,	Access Control	26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	We suggest to include Risk based access with step-up authentication for access assurance while a user accessing any application.	We suggest to add: 1. Solution should also provide Role & Risk Based Access Control with step-up authentication to various Data Centre Applications.	No Change	Vol-1 Annexure A, B and C sufficiently addresses the Bidder's concerns.
212	Vendor_18	Vol-1 Annexure A	Section 2.3,	Access Control	26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For better business productivity, all the accesses should be provisioned automatically as per users' roles or group membership. Also, application accesses should be changed or revoked as the user role/group membeship changes or user disassociate with the organization.	We suggest to add: 1. The solution should do auto user provisioning/de-provisioning and manage complete user lifecycle management. 2. Solution should have event-based trigger functionality so that any changes for application access or role should be replicated immediately across the system.	No Change	Vol-1 Annexure A, B and C sufficiently addresses the Bidder's concerns.
213	Vendor_18	Vol-1 Annexure A	Section 2.3, Access Control		26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For easy tracking of application access requested, or permissions provided to users on Ad-Hoc basis, there should be a central mechanism to have workflow based model where users should raise access request on central platform & access should be provided after certain approvals as per business policies.	We suggest to add: 1. Solution should have workflow based access approval system.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
214	Vendor_18	Vol-1 Annexure A	Section 2.3	Access Control	26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For security & productivity there should be single-signon mechanism so that users can authenticate securely across applications.	We suggest to add: 1. Solution should have, authentication method that enables users to securely authenticate with multiple applications and websites by using just one set of credentials.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
215	Vendor_18	Vol-1 Annexure A	Section 2.3	Access Control	26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For efficiency of technical support system & users' ease/productity in case of password forgot/reset scenario, self-service is an added advantage & helps in rectifying most of password related issues on-time.	We suggest to add: 1. Solution should have self-service password reset functionality 2. Self-service password functionality should also be integrated with MFA/OTP to secure password reset mechanism. 3. Integrated MFA should have geo-fencing mechanism to assure passwords are not being resetted by any unwanted location.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
216	Vendor_18	Vol-1 Annexure A	Section 2.3,	Access Control	26	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For security reasons, it is critical to capture Administrative/Privilege activities to identify what activity an admin level user has performed during a certain time period. It also helps during auditing or performing forensics for any breach scenario. Also, it is very much critical to secure Admin/root passwords in fashion that these passwords are not exposed even to administrators.	We suggest to add: 1. Solution should have mechanism to capture administrative activities in the form of key-stroke capture and session recording. 2. Solution should have a central password vault in which administrative passwords should be secured & under no circumstances these passwords should be retrieved from the vault.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
217	Vendor_18	Vol-1 Annexure A	Section 2.3.2,	User Roles	26	The master list of user roles would be created and maintained by the 'Application administrator'.	For business efficiency, roles and permissions should be maintained & certified centrally and on regular basis. Also, for security reasons, roles & their permissions should be reviewed on regular basis so that no user should have accessive access & least privilege access policy should be maintained.	We suggest to add, 1. The solution should also have functionality to do role mining and access recertification feature. User's access should be regulary reviewed & least privilege access policy should be maintained by revoking accessive access centrally. 2. The should have a central mechanism to identity or generate report on "who has access to what" on the basis on users, groups, etc. 3. Solution should also provide access governance to unstructrued data, e.g. PDF, word,excel files, etc. on shared folders.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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218	Vendor_18	Vol-1 Annexure A	Section 3.5,	Additional Charge	31	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For efficiency of technical support system & users' ease/productity in case of password forgot/reset scenario, self-service is an added advantage & helps in rectifying most of password related issues on-time.	We suggest to add: 1. Solution should have self-service password reset functionality 2. Self-service password functionality should also be integrated with MFA/OTP to secure password reset mechanism. 3. Integrated MFA should have geo-fencing mechanism to assure passwords are not being resetted by any unwanted location.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
219	Vendor_18	Vol-3 Annexure A	1.7.3	Availability of Network and Security components	31	The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions	For security reasons, it is critical to capture Administrative/Privilege activities to identify what activity an admin level user has performed during a certain time period. It also helps during auditing or performing forensics for any breach scenario. Also, it is very much critical to secure Admin/root passwords in fashion that these passwords are not exposed even to administrators.	We suggest to add: 1. Solution should have mechanism to capture administrative activities in the form of key-stroke capture and session recording. 2. Solution should have a central password vault in which administrative passwords should be secured & under no circumstances these passwords should be retrieved from the vault.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
220	Vendor_18	Vol-3 Annexure A	Application Security	Application Security	79	The master list of user roles would be created and maintained by the 'Application administrator'.	For business efficiency, roles and permissions should be maintained & certified centrally and on regular basis. Also, for security reasons, roles & their permissions should be reviewed on regular basis so that no user should have accessive access & least privilege access policy should be maintained.	We suggest to add, 1. The solution should also have functionality to do role mining and access recertification feature. User's access should be regulary reviewed & least privilege access policy should be maintained by revoking accessive access centrally. 2. The should have a central mechanism to identity or generate report on "who has access to what" on the basis on users, groups, etc. 3. Solution should also provide access governance to unstructrued data, e.g. PDF, word,excel files, etc. on shared folders.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
221	Vendor_18	Vol-1 Annexure A			31	The reason for additional charge may be because of vacancy in a particular charge/post or that another employee in the office is on temporary absence / leave (with or without a standing arrangement)	When additional charge in given on temporary basis, it should be revoked immediately after the "temporary access time-frame" ends. There should be central mechanism which allows to provide a time-based access to a user, only for a certain time interval for which a absence/leave is marked.	We suggest to add: 1. Solution should have mechanism to provide time-based access & access should be automatically revoked after this time frame.	No Change	No Change
222	Vendor_18	Vol-3 Annexure A				Availability refers to the total time when each of the Security components (viz. SIEM, DLP, IDS/IPS, Anti-malware, Firewall, etc.) and the Network components (viz. Switches, Routers, Load balancers, Firewall, etc.) provisioned at all the Datacenters are Up and running, and are available to the users for performing respective activities, tasks and functions.	As per the Draft RFP SIEM has been asked, but no function or detailed specification is given alone with Sizing, log retention and deployment architecture. SIEM is in integral part of Cyber security to manage and anlyse logs. We request you to kindly put functional and technical requirement in the final RFP.	We suggest to add. Proposed SIEM must be SW based solution with capability of running in physical or virtual servers (SI to supply infratructure to run too.) SIEM solution must be running succesfully in atleat 5 Government of India organisation for last more than an year having capacity of more than 25000 EPS . All details to be provided on OEM letterhead. along with 3 sign off from end customer Solution must provide Interated UI including SIEM , SOAR and User behaviour. Proposed SIEM must be three tier physically segregated solution comprising of collection layer, Logger layer and correlation layer SIEM Solution must be sized for 25000 EPS Sustained/ 50000 Peak EPS with SOAR included without any limitation on admins or devices. SIEM must have Uniified view (Single plane of glass) for security alerts and insite threat analytics SIEM solution ,must de-identify logs at source using Format preserving ancryption to ensure secuity of logs having data like Personal health information , AADhar information etc.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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223	Vendor_18	General					as per RFP application security has been asked but no functional or detailed specification is given. As this is an application heavy bid and application is the core of this RFP. Hence application security is must at static and dynamic level before going into the production.	We suggest to add. solution support all key of languages including JAVA, .NET, Mobile languages, ABAP etc. The solution should integrates with a defect-tracking system (e.g. HP ALM, Microsoft TFS, Bugzilla) for easy creation of defects for vulnerabilities found from within the solution itself. The solution must support multiple common databases including Oracle, Microsoft SQL Server, MySQL. Solution must integrate with developers machines supporting multiple methods of DevOps The solution must support deployment on multiple common web application servers including Tomcat. Solution must have multiple deployment options like on –prem, centralised, standalone, cloud or hybrid deployment The solution shall support simultaneous Crawl & Audit during scans. The solution shall allow for multiple concurrent scans. It must be sized for 50 applications/ Codes Solution must be sized for users / Testers. Proposed Solution of SAST and DAST should be from same OEM for having seamless Integration and single console. The solution provides automatic vulnerability signature updates via the internet. Updates may also be performed manually for offline machines.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
224	Vendor_18	Vol-3 Annexure A				Availability uptime shall be calculated for each of the Security components specified in the Contract BoM such as SIEM, DLP, IDS/IPS, Anti-malware, Firewall, HSM, Anti-APT, etc. that are provided by the CSP (including Security components provisioned as Managed Services).	As per HSM has been asked which is not the cost effective solution. To reduces overhead of HSM boxes you should ask the stateless key management with format preserve ercryption for no. of application. Encryption should in use, in mothion and at rest.	We suggest to add. Proposed solution should be scalable, centralized enterprise class Application layer Data security platform solution. This solution should protect Data at Rest, use and on move for end-end security. The solution should support stateless key architecture so that it will not induce key management overhead. No Key managers must be required separately and key generation must be on demand using just the master key. The Proposed solution should be able to Identify, Classify and Protect Structured Data from Central location allowing the appropriate level of privacy controls using FPE which should be applied in place or archive according to its sensitivity and usage needs. . It must comply to NIST-Standard FF1 AES Format-Preserving Encryption (SP800-38G) should be provided & necessary security proofs should be provided The solution should have capability to provide field level format preserving encryption to protect PII/PHI from logs at log collection tier. Solution must be platform supporting Format preserving Encryption, Tokenization, Data Masking, and Application Encryption Product must come as platform with application licenses. Initially it must be sized for 50 Application and must be	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
225	Vendor_20	Vol-3	Section 1	Definitions and Interpretation,		Performance Guarantee means the guarantee provided by a Commercial Bank in favour of the Implementation Agency. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid till six months after the completion of the project, i.e., 7 years from the date of signing of contract or for such time as is required under this Agreement;	In the RFP doc, in section 25 under Performance Bank Gurantee (PBG), PBG is mentioned as 3% of total contract value of the contract.	Request you to please provide the clarity on both the clauses as in section 1 performance guarantee iis mentioned as 10% and in Section 25 performance guarantee is mentioned as 3%	Modified	Vol-3 has been modified with PBG requirements.

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226	Vendor_20	Vol-3	Section 21	Liquidated Damages,		Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go- Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	In the RFP doc, under section 21, it is mentioned delay or gross negligence subject to a limit of 10% of the total contract value.

10% is too high considering the size of project | We would request to limit the liquidated damages to 5%. As with the size of opportunity 5% will be a sizeable amount. This will ensure better and maximum participation | No Change | No Change |
227	Vendor_21	Vol-1 Annexure A		1.1. Fundamental Principles	10			The entire solution should be designed & configured in low code based Business Process Management / Workflow Framework with in-built Enterprise Document Management System.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
228	Vendor_21	Vol-1 Annexure A		1.1. Fundamental Principles	10			In order to ensure the quality & global acceptance of that BPM & ECM Solution Framework, bidder needs to ensure the solution to be enlisted in Gartner MQ or Forrester Wave in any of last 3 FY.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
229	Vendor_21	Vol-1 Annexure A		1.2 Pensionary Benefits	12			In respect to the above requirement, Organization wants the bidder to propose a configurable Workflow Platform rather than a Be-spoke Solution or a Point Solution which limits the further enhancement of the application. The proposed platform should enable the Customer to design future workflows by their own using the same configurable platform and it should not be limited within specific number of processes to be automated.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
230	Vendor_21	Vol-1 Annexure A		1.4 Explanation of Terminologies	14			Required BPM based Workflow Platform should have in-built Business Rule Engine for defining rules as per business requirement. Business rule engine should defined input and output, and when invoked, executes an associated rule service. Rule engine provides a complete set of tools to create, maintain, and integrate rules, using an intuitive interface that makes application of these rules simple. It should also allow any business application to interact with rule engine using JSR94 API or by calling a rule service.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
231	Vendor_21	Vol-1 Annexure A		1.4 Explanation of Terminologies	14			Business user will be able to create business rules and make changes to the same as and when new schemes or policies or processes are being made effective by Government.
High level business users can easily track how policies are being translated into rules via report generation feature. Multiple versioning allows smaller policy changes to be replicated easily without disturbing existing/deployed rules.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
232	Vendor_21	Vol-1 Annexure A		1.4 Explanation of Terminologies	14			Rule studio should be complete Web-based environment for design, definition, testing, rule management operations, and deployment of rules. Rules, designed using rule studio, should be stored in a rule repository. Rule studio allows rights-based rule editing. The ease of working with rule studio allows even a nontechnical user to work efficiently, thus, eliminating the need of IT staff to create or edit a rule every time a change is required.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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233	Vendor_21	Vol-1 Annexure A		1.6.1 Original Cases	17			1. The above process should be configured in such a way where number of To & Fro of documents among various users should not be limited. 2. The workflow system should support all kinds of routing i.e. Sequential, Parallel, Rule based, Ad-hoc. 3. While designing the workflow, system should facilitate user by providing a web based process designer where through drag-n-drop components, process can be designed. 4. The Process designer shall provide intuitive interface for designing complex rules and conditions for workflow routing using logical (If & Else) statements or decision matrices without coding.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
234	Vendor_21	Vol-1 Annexure A		1.6.2 Family Pension Case	20			To ensure the flexibility of the proposed solution, the workflow framework should have the following capabilities, 1. The application should support multiple Introduction stages for introducing different document types from different acquisition sources i.e. Physical Documents, E-Mail, Portal. 2. It should have the facility to define multiple archive stages for archive selected documents and indexes in underlying Document management system at any stage of workflow process. 3. The system shall provide facility to define hold stages so that a particular instance or the workflow can be kept on hold for specified interval on the basis of pre-defined condition.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
235	Vendor_21	Vol-1 Annexure A		1.6.2 Family Pension Case	20			4. As during the process, the applicant or internal officials need to be intimated on status of the pension case, The system shall allow users to define entry-level settings like Increase of priority or sending an email trigger on the basis of predefined conditions or setting up particular variable or property etc. 5. As there are multiple level of users engaged (PSA, AG, Disbursing Authority etc.), the The workflow management system shall support the definition of roles and allow many-to-many relationships between users and roles to be defined. 6. As during a Pension File Processing, number of department & their respective users need to be engaged & collaborate, the proposed workflow system should support for Case Management capabilities including definitions of tasks and collaborative creation and processing of process.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
236	Vendor_21	Vol-1 Annexure A		1.6.3 Revision Case	22			As this process involves multiple internal officials for pension file processing, the workflow platform should have the following capabilities apart from which are mentioned above, 1. System should have an in-built Form Designer which enables the process owner to design custom interface for different level of users for their inputs on files / cases. 2. The Form designer interface shall support facility to define text boxes, Combo boxes, radio buttons, Drop down etc. 3. The system shall support field level calculations & validations at form level. 4. The workflow forms should be available through mobile devices and tablets.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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237	Vendor_21	Vol-1 Annexure A		1.6.3 Revision Case	22			All the above mentioned processes (Original Case, Family Pension Case, Revision Case) should be configured using low code based BPM platform with the following additional capabilities, 1. The workflow system should have robust Exception Management with the facility to raise automatic exceptions on the basis of predefined conditions. 2. The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions. The used case should be File Status intimation to applicant along with various stake holders. 3. It's mandatory that the workflow management system shall have email notification to user when the user is not logged on. Upon receiving the email, the user shall be able to click on the URL in the email to automatically launch the workflow management system and present the user with the task to act on.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
238	Vendor_21	Vol-1 Annexure A		2.1 AG (A&E) Office Master	25			The proposed System for automating pension file processing, should have in-built Master Data Management for maintaining various masters i.e. Office Masters, Employee Master etc. inside the application where values in master tables can be added, modified & deleted through a proper workflow approval.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
239	Vendor_21	Vol-1 Annexure A		2.3 Access Control (User Permissions | User Roles)	26			As multiple level of users with their respective assigned activities will be accessing the system, the proposed workflow system should have an in-built User Management Module with following capabilities, 1. The system shall support definition of Users, Groups and Roles relation in the system. 2. The system should also have in-built Access / Rights Management Module. 3. The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download). 4. System shall support for application based rights. 5. The system shall provide LDAP support for integrating with directory services and shall support single sign on. 6. The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
240	Vendor_21	Vol-1 Annexure A		2.3 Access Control (User Permissions | User Roles)	26			It is also expected that the proposed solution should have an in-built & configurable Password Management Module with the following mandatory functionalities, 1. The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database. 2. The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three unsuccessful attempts, password expiry, password history so that passwords are not same as previous passwords etc.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
241	Vendor_21	Vol-1 Annexure A		3.6 Setting up out of office	31			In respect to that, it is expected the proposed Workflow Framework should have the configurable facility with Auto-Routing, Auto-Escalation functionality where the system can be able to re-assign any specific task to some other predefined user in case the actual stake holder is absent. It should also notify the respective authority during this auto-routing activity.	No Change	Vol-1 Annexure A Section 3.5 & 3.6 provides sufficient information that addresses the bidder's concern

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242	Vendor_21	Vol-1 Annexure A		3.8.4 Dashboard services	33			It is expected that the proposed solution framework should have in-built Report Generation facility & Configurable Dashboard facility with the following features, 1. The workflow management system shall provide graphical and tabular tools to view progress of each individual process. 2. System shall provide a facility to configure dashboard for individuals for e.g. dashboard for Sanctioning Officer, dashboard for DDO, dash board for Disbursing Officer, Dashboard for Director etc. 4. No customization should be required to create dashboard, User should be able to configure dashboard without any coding. 5. There should not be any limit on the number of reports that can be created. 6. In the system, User shall be able to drill down in a report for specific information analysis.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
243	Vendor_21	Vol-1 Annexure A		3.8.4 Dashboard services	33			7. The workflow management system shall support the generation of statistical and management reports like: Number of pending files Time taken to complete each task Process History Report User Performance Report Average Process Time Report etc. 8. The workflow management system shall support the generation of performance comparison reports. 9. The workflow management system shall also provide dashboard interface for online reporting of various processes. The interface shall give a flexibility to toggle between graphical and tabular view and tile different windows in the same interface.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
244	Vendor_21	Vol-1 Annexure A		6.1 Allocation of a case	40			The proposed workflow solution should have the capability of creating File Number automatically which should done by the system based on some logic and on some index values.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
245	Vendor_21	Vol-1 Annexure A		6.2 Processing of pension case (Level 1)	41			As the entire process will consist of electronic file management, it is expected that the proposed workflow solution should have following functionalities, 1. The system shall have a repository or predefined folder / area where all new correspondences are received after scanning, in case of physical files. 2. System should also support where files will come through E-mail and through Portal upload. 3. The system shall have a facility to add correspondences in electronic format from local computer drive in various stages of workflow. 4. The system shall provide an interface to track & search the status of a file in a workflow. 5. The system shall provide an advanced search interface for tracing & searching a file based on dates, subject, pending with, completed by, pending since etc.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
246	Vendor_21	Vol-1 Annexure A		6.2.2 Checklists	43			It's a mandatory requirement of the proposed system that it should have the capability to configure custom checklist by the authorized users. Also, the system should have provision to add or modify checklist by authorized users through minimum configuration.	No Change	Vol-1 Annexure A Section 8.1.5 provides sufficient information that addresses the bidder's concern.
247	Vendor_21	Vol-1 Annexure A		6.2.4 Recommenda tion of the Level 1 processor	43			In line of above requirement, it is expected that the Low Code based Workflow Framework should have such a flexible & configurable capability so that workflow with 'N' number of To & Fro facility can be designed and also change management of those designed processes can be performed easily.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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248	Vendor_21	Vol-1 Annexure A		6.2.5 Summary of actors and activities envisaged in CPP	43			Business rule should be in-built in the proposed system and The Process designer shall provide intuitive interface for designing complex rules and conditions for workflow routing using logical (If & Else) statements or decision matrices without coding.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
249	Vendor_21	Vol-1 Annexure A		6.2.5 Summary of actors and activities envisaged in CPP	44			Proposed workflow system should have the provision to configure custom checklist in various stages of flow based on business requirement. Based on filling up checklist by respective user, system can be able to determine the flow of cases.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
250	Vendor_21	Vol-1 Annexure A		6.4.3 Summary of actors and activities envisaged in CPP	47			The proposed system should have the capability to integrate with Digital Signature for specific set of users. Also for all users, any activity, performed by them should be recorded automatically with their User Name & Date-Time Stamp inside the application.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
251	Vendor_21	Vol-1 Annexure A		6.5.1 Returning the case	48			The proposed system should have the capability to generate template based 'Communication Document' in various stages of workflow. It should have capability to design template inside the application and system should dynamically fetch the data from index values and generate required document.	No Change	Vol-1 Annexure A Section 9.4.2 details the capability of application to design templates and fetch data internally to fill the template.
252	Vendor_21	Vol-1 Annexure A		7.1.5 Summary of actors and activities envisaged in CPP	55			Based on the above requirement, it is expected that the required RTI should be built using Enterprise Content Management & Business Process Management Framework with the following functionalities, 1. The System shall provide facility to link cross-related documents like Application form and reply sent etc. 2. The system should be able to automatically set a deadline and priority for the resolution of RTI based on its type. 3. The system should have capability to delegate responsibilities to an alternate user in the absence of the assigned user. 4. The system should have capability to automatically escalate the complaint to higher authorities on passing of the deadline for the RTI request. 5. The system should have the capability to define the workflow for RTI Application, First Appeal and Second Appeal etc. 6. The system should have the capability to define & generate the RTI Response Letter in a format from the system itself.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
253	Vendor_21	Vol-1 Annexure A		7.2 Legal cases	56			In line of the above requirement, it is expected that Legal / Court Case Management should be built using Enterprise Content Management & Business Process Management Framework. with following features, 1. Should be able to create Court file including various court details such as Case no, Case Type, Date of Filing, Case details, Court Order details, Hearing date, Order date etc. 2. System should be able to Track court dates, hearing dates etc. and should provide alerts for the upcoming hearings. 3. System should have the capability to generate the Case Diary having complete details and history of the cases. 4. Proposed system should be able to provide a mechanism for analysis of workflow, case status, and types of cases opened and closed. 5. It should be able to maintain an audit trail of entries and changes.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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254	Vendor_21	Vol-1 Annexure A		8. Business Rule Management	58			Required BPM based Workflow Platform should have in-built Business Rule Engine for defining rules as per business requirement. Business rule engine should defined input and output, and when invoked, executes an associated rule service. Rule engine provides a complete set of tools to create, maintain, and integrate rules, using an intuitive interface that makes application of these rules simple. It should also allow any business application to interact with rule engine using JSR94 API or by calling a rule service.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
255	Vendor_21	Vol-1 Annexure A		9.1 Inward communication (DAK/Receipt)	66			Required DAK / Correspondence system should build using robust Enterprise Document Management and Business Process Management as a platform and should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG). The system shall have a repository or predefined folder / area where all new correspondences are received after scanning. The system should be secure and should be tested for OWASP top ten vulnerabilities at one of the Govt/PSU organization. Bidder needs to provide documentary evidence for the same. The system shall have a facility to create Paper profile of a Correspondence in the repository, in case correspondences are not scanned. The system should have multiple initiation capability for workflow i.e. Physical Document, E-Mail, Portal base Request etc. The system shall have a facility to add a Note with a correspondence. Using the tablets and mobile users should be able to access the DAK. The system shall have a facility to generate various reports w.r.t. DAK workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc. The system shall have a facility to track a department where a DAK is pending and also it shall provide an advanced search interface for tracing & searching a DAK based on dates, subject, pending with, completed by, pending since etc. The system shall provide predefined templates for adding	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
256	Vendor_21	Vol-1 Annexure A		11 Integration with other systems	79			The proposed workflow application should have the integration facility with any 3rd Party application with the following capabilities, 1. The Should be based on open standards and have API support for data import & export. 2. The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry. 3. The System shall support integration based on standards such as XML. 4. The System shall provide fully functional APIs for Integration and also support Web based interfaces. 5. The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP.	No Change	This section describes the integrations with HRMS/IFMS systems with CPP application. Refer Vol-1 Annexure A for more details on the platform/ mechanisms supported by these HRMS/IFMS systems for integration. Refer Vol-1 Annexure B & C for more details on technical architecture and specification requirements.

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257	Vendor_21	Vol-1 Annexure A		13 Grievance redressal	87			Based on the above requirement, the following functionalities should be available in proposed Grievance Management System, 1. The proposed Grievance Management System should be built on Low Code based Business Process Management Platform (BPM) with underlying Document Management System (DMS) to ensure the configurability, flexibility & scalability of the solution. 2. Proposed Grievance Management Solution should be built on low code based BPM & DMS Framework which should be compliant to ODMA, WebDav, CMIS, BPMN 2.0, BPEL, WFMC open standards.. 3. Proposed Grievance Management System should support multiple channels for grievance initiation i.e. Applicant can submit through Organization's Portal (Proposed solution should be integrated with Portal) and through physical documents submission (Proposed system should have robust, in-built digitization tool for scanning, indexing & initiating to workflow). 4. Proposed solution should have an End-to-End approach i.e. It should have an integrated scanning engine for Scanning, Indexing & Initiating the grievance case to Grievance Management workflow for processing purpose and post decision making all related data & documents should be archived into underlying Document Management System. 5. The proposed Grievance Management System should have in-built & configurable User Management, Rights Management & Password Management modules along web based System Administration facility.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
258	Vendor_21	Vol-1 Annexure A		15.1 Document Repository	93			It is expected that the proposed low code based Workflow Application should have an in-built Enterprise level Document Management System with following structured & secured repository mechanism, 1. System should be platform independent and should support both Linux and Windows for application server. 2. Solution should be compliant to ODMA, WebDav, CMIS open standards. 3. The System shall support categorizationof documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder. 4. The system shall support versioning of documents with facility to write version comments and shall also allow Locking of documents for editing and importing it back into the system through check-in/Check-out features. 5. DMS Repository must be format agnostic. 6. Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents). 7. The Image applet shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. 8. The DMS application should have robust search facility i.e. System & User defined parameter based, Content or Full Text Search based. 9. The system should have the capability to set automatic reminders and alarms to concerned users.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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259	Vendor_21	Vol-1 Annexure A		19 Data Migration	109			In respect to data migration, requesting CPP Authority to clarify the following queries, 1. List & Name of the applications from where data & documents will be migrated 2. Platform of those applications? 3. Volume of Data & Documents that to be migrated? 4. Any desired timeline for migration? 5. All the applications from where the migration will be done, deployed centrally or at various locations? Please provide detail.	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
260	Vendor_21	Vol-3 Annexure A		Requset for Incorporation of OEM Eligibility Criteria	239			Request for Incorporation of OEM Pre-Qualification for BPM & DMS that are as follows, 1. The OEM of proposed products should have a minimum turnover of INR 100 (Hundred) Crores per annum for the past 3 financial years. 2. The proposed Scanning, DMS & Low code based BPM solution should be Commercial of the Shelf (COTS) and from the single OEM only. 3. The OEM of the products offered should have at least SEI CMMI Level 3 certifications. 4. The proposed software product offered should have been implemented in at least 5 Govt. & Public Sector organizations in India. 5. The proposed underlying DMS system should have the proven scalability and have at least one live implementation site in India with more than 20 Crore documents archived in Enterprise Document Management repository as well as having user base of more than 5000 users. 6. The OEM of the proposed product should have a development center and R&D facility in India with at least 200 developers. 7. The software OEM should also have direct implementation and support model in India. 8. The proposed COTS based solution should be platform independent and should support both Linux and Windows on server side with or without virtualization. 9. OEMs should have a published roadmap of product support and development for at least next 5 years. 10. The product for DMS & BPM should exist any of the	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
261	Vendor_22	General				Volumetrics	Need more details for capacity planning: 1. Maximum concurrent Pensioners per second on CPP portal 2. Maximum Admin (DDO/PSA/AG) users per second on CPP portal 3. Maximum MIS users per second		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
262	Vendor_22	General				Technical evaluation criteria	Please share the Technical Evaluation Criteria for this RFP to make all solutions at par with each other. It would ensure equivalent evaluation for solution		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
263	Vendor_22	General				Enterprise Grade Applications	• We understand that this is going to be a critical application that is going to be used by lakhs of users pan-India. • This is a core application with critical financial information which requires stringent monitoring and security. • Such nationwide solutions require high performance and high availability. • For this solution, do you need Enterprise-Grade COTS Applications? • For this solution, do you need Enterprise-grade application development platform for security, availability, performance, Business Rule Engine, and Content Repository?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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264	Vendor_22	Vol-3	1.7.16	Delay in updating Patches on System components	56	"...Deployment of all applicable patches on servers such as Anti-Virus, HIPS, SIEM, PAM etc."	What SIEM area are we looking for? 1. Security – Login failed, SQL access rule violation, user login from new system/ IP address. 2. Compliance – Data access activities, user access management activities, and login success/fail. 3. Operation – Login success/failure, SQL syntax errors, procedure management activities.	We recommend: 1. **Web Application Firewall** for continuous incident monitoring and response services 2. **Web Application Vulnerability Assessment** for regular assessment and gap analysis 3. **Database Encryption Services** for Transparent Data Encryption 4. Perodic **Database Audit**, **Data masking** and **Database Vault**	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
265	Vendor_22	Vol-3	5B			GIS Server	• What GIS operations are we looking for? Do you need your core database with graph capabilities? • Do you need to explore relationships and discover connections? • Do you need Prebuilt graph algoriths with SQL, API and Python support? • Do you need data lineage tracking? • Do you need enterprise property graph storage model?	We suggest enterprise grade GIS enabled spatial database to manage different types of location with property graphs, perform hundreds of spatial analytic operations, and use interactive map visualization tools	No Change	Not within the scope of CPP.
266	Vendor_22	Vol-3	5A			Database Activity Monitoring	• What activities of Database are to be monitored? • Do you need audits logs to be contolled from users and super users? • Do you need protection from SQL injections? • Do you need audit logs in secured vaults?	We recommend Database Diagnostics along with Audit Vault and Database Firewall	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
267	Vendor_22	Vol-1 Annexure A	19.2			...the existing data related to pensioners, pension cases and pension case related documents are to be migrated to CPP. These data are required for revision of pension cases in the future. In some offices, pension documents are completely digitized up to date, and in some offices, there are partial digitization, whereas in some other offices digitisation has not yet started and records are maintained physically. CPP shall accommodate all these flavors of digitization and migrate data from legacy applications. Digitisation of legacy pension records are not in the scope of CPP.	Please share details like: • Type of documents • Average and maximum size of documents What all information is to be migrated	CPP is going to be integrated with 19 states solution (model 2 and model 1). We recommend keeping the data with states and only get a read-only access to the state data.	Modified	Vol-1 Annexure A Section 19 and Vol-1 Annexure D have been updated with additional information pertaining to legacy data (DB, size etc.).
268	Vendor_22	Vol-1 Annexure A	23.2			The retiring government servant would affix his/her photograph along with a joint photograph with spouse. This joint photograph would be verified while paying family pension to the spouse. In some states, this photograph would be uploaded in the application while applying. While in some other states, the DDO would capture the photographs physically through a webcam. CPP should have facility to capture photographs while processing (after submission of application by retiring government servant). Similarly, in order to identify the identity of a person, the current system captures the identification details of retiring government servant. Some states establish this identity by Aadhar authentication. CPP would need to have facility for DDO to capture Aadhar and authenticate the same.	Details like service book, Jeevan Praman Patra, photograph and Aadhaar are being stored with CPP. Are you looking for a secured repository for documents? For data security we recomment Database vault and Audit Vault	We suggest leveraging an enterprise grade Document Management System (with OCR and ICR) along with Aadhaar Vault (as per government guidelines). These should have Minimum Access Security features	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
269	Vendor_22	Vol-1 Annexure A	25.2			...needs to integrate with Jeevan Pramaan and/or other state specific applications in order to pull annual life certificate verification process to ensure that the pensioner is still alive...	Life Certificate document is renewed once a year. If beneficiary dies during that year, then it is difficult to get that information and undue Pension may get credited. Integration with Death Certificate from same department woul ensure triggering the rule for demise of pensioner or beneficiary and accurate calculation would be done. This would also be useful to avaoid wastage and abuse. Do you want to integrate with Death Certificate also?	Integration with Death Certificate issuing authorities is recommended along with Life Certificate for immidiate notification of demise and trigger of further action. This can be Aadhaar based solution	No Change	Not within the scope of CPP.

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270	Vendor_22	Vol-1 Annexure A	16.2.5	Dashboard services	94	Dashboard service may also be provided in the mobile app's home page to have a ready information…	As per RFP, dashboard requirements are • Real-time data feed • Easy visualisation with drag and drop editing. • Automated data refresh • Design / build dashboards • Publication of dashboard • Drill-down interactions (Granular view) • Access control (per user or user groups) Do you need fast insights into data with: • Self-service data visualization capabilities • Augmented analytics with Explain • Machine Learning in Data Flows • Data Enrichment capabilities • Natural Language Query • Powerful geospatial mapping and visualization • Enterprise Information Model	We suggest integrating an enterprise reporting and dashboarding solution with built-in Analytics, Visualization, Explain and Geospatial capabilities	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
271	Vendor_24	General		General		Microservices based application development	Does department prefer / mandate the use of **Cloud Native Development technologies and frameworks** such as microservices runtimes, containers, container orchestration, service mesh, for building the application stack?	*The use of cloud native technologies will bring agility to application along with faster delivery times for department requirements.* Since the RFP is QCBS based, it is important to give weightage to superior and futuristic technologies. Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
272	Vendor_24	General		General			The draft RFP document mentions no technical specifications for technology components like *containers, application runtimes, workflow engine, rule engine, event driven messaging & integration, API management, document management , storage required etc.*	Our suggestion is to specify broad specifications for the technology stack basis which the overall solution can be proposed. Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
273	Vendor_24	Vol-1 Annexure A		General		Cloud platform	The draft RFP mentions cloud platform to be used for building the solution. There is no clarity if the term 'Cloud platform' includes **Infrastructure as a Service (IaaS)** and /or **Platform as a service (PaaS).**	*Bidders should have the flexibility to build the application stack including runtime and application component platforms independent of IaaS platform .* If that flexibility is not given the construct of RFP changes from SI led bid to CSP led Iaas + PaaS service managed by the SI. Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
274	Vendor_24	Vol-1 Annexure A		General		API based integration	The draft RFP is talking about **API based integrations** but the broad functionality of API manager is not given.	Scalable API manager provides industry standard **JSON Web Token based API security, management, monitoring, rate limiting, throttling and API documentation capabilties** . Please provide clarity on this very important solution component.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
275	Vendor_24	General		General		API based integration	The draft RFP is talking about API based integrations but the enterprise integration capabilities have not been touched upon.	*Enterprise integration capabilities along with scalable deployment methodology will be required for quick incorporation of change requests / enhancements of multiple API versions.* The set of **broad functionalities for API management and Integration should be mentioned.** Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
276	Vendor_24	Vol-1 Annexure A		General		Non functional technology requirements	The draft RFP does not give any clarity on the **Design principles, Application architecture, and development methodology** of the proposed solution.	*Microservices and/or containers based approach has proven benefits in terms of flexibility, agility and scalability over traditional monolithic architecture.* These guiding principles should be specifically called out for building a futuristic solution **based on open source standards and platforms.** Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
277	Vendor_24	Vol-1 Annexure A		General		Application / platform ownership to department	Does bidder need to ensure **application and application platform runtimes features compatability / portability across multiple IaaS / Cloud platforms?**	This capability will ensure that the applications platform along with other components can be migrated from one cloud platform to another without any vendor lock in the future. Please clarify on the understanding above.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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278	Vendor_24	Vol-1 Annexure A		1.5 Implementation approach		Managed file transfer component	The draft RFP mentions managed file transfer requirement and no further details are provided.	Is there a requirement of modular architecture for **parallel processing of bulk data transfer and near real time processing** along with event driven architecture? Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
279	Vendor_24	Vol-1 Annexure A		15.1 Document Repository		NA	The draft RFP does not specify the **volume of document repository and use case for Document Management Systems**. *Traditional Document Management Systems are hard to scale and have limitations on type of physical / cloud storage, protocols* .	If the volumes of document repository are high, department should look for a S3 Compatible Scalable Document Storage capable of running in public / private / hybrid (public-private). Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
280	Vendor_24	Vol-1 Annexure A		8.1 Business rules			The draft RFP lists use cases for implementing Business rule engine but there are no technical specifications given to comply with? Also, there is no information if the proposed business rule engine should be compatible with container orchestration solution?	Broad technical capabilities of business rule engine are must and it should be ensured that majority of the i **ndustry leading BPM tools qualify for the same.** Please clarify.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
281	Vendor_28	Vol-3		1.1: Definitions		Adverse Effect: means material adverse effect on the ability of the Implementation Agency to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of this Agreement and/or the legal validity, binding nature or enforceability of this Agreement;	There are some obligations to perform by either party under the agreement and def. of Material Breach is linked to Adverse Effect.		No Change	Existing clause sufficiently addresses the Bidder's concern.
282	Vendor_28	Vol-3		1.1: Definitions		Software: means the software designed, developed / customized, tested and deployed by the Implementation Agency for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products(including the COTS products used for the product), proprietary	We don't provide customization of pre existing software.	Software: means the software designed, developed ~~/ customized~~, tested and deployed by the Implementation Agency for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, but does not include the third party software products(including the COTS products used for the product), proprietary software components and tools deployed by the	No Change	No Change
283	Vendor_28	Vol-3		1.1: Definitions		software components and tools deployed by the Implementation Agency;			No Change	No Change
284	Vendor_28	Vol-3		1.1: Definitions		Confidential Information: means all information including Purchaser Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets, auditee data and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement	Learning cannot be confidential information	Confidential Information: means all information including Purchaser Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets, auditee data and personnel of each Party and its affiliates which is disclosed to or otherwise ~~learned by the~~comes into the possession of the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement	No Change	No Change
285	Vendor_28	Vol-3		1.1: Definitions		Deliverables: means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications or any other IP that may rightfully belong to the purchaser;	Source Code of Bespoke Development only can be provided	Deliverables: means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the agreement as defined more elaborately in the RFP, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals,service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code of Bespoke Development and all its modifications or any other IP that may rightfully belong to the purchaser;	No Change	No Change

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286	Vendor_28	Vol-3		1.1: Definitions		Application Downtime: means the time for which user/s is not able to access the application. However, in calculating downtime, scheduled downtime (for example, backup time, batch processing time, routine maintenance time) would not be considered;	Some instances have been added which should also not to be considered for calculating downtime.	Application Downtime: means the time for which user/s is not able to access the application. However, in calculating downtime, scheduled downtime (for example, backup time, batch processing time, routine maintenance time), time lost due to power or environmental failures, time taken to recover the system because of power or environmental failures, time taken for reconfiguration or other planned downtime situations, Scheduled shutdowns as required by Purchaser (Implementation Agency may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); time taken for booting the system; time lost due to unavailability of links would not be considered;	No Change	No Change
287	Vendor_28	Vol-3		13.2. Invoicing and Settlement		2. The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later 3. IAAD shall endeavour to make payment within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live"). The penalties are imposed on the IA as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 days after submission of invoice. This interest is subject to an upper limit of 10% of the total contract value. 4. All the disputed invoices must be notified by the Purchaser to Implementation Agency within 15 days of receiving such invoice. The Purchaser shall be entitled to delay or withhold payment of any invoice or part of it delivered by the Implementation Agency under Schedule V of this Agreement where the Purchaser disputes/ withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to the amount which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V of this Agreement. Any exercise by the Purchaser under this Clause shall not entitle the Implementation Agency to delay or withhold provision of the Services. All disputes related to such invoices shall be resolved expeditiously and in good faith.	There should not be any waiver with respect to an invoice with some expiry of time if services are delivered. Implementation Agency can also withhold the services if payment is not forthcoming.	2. The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later 3. IAAD shall endeavour to make payment within 30 days of the receipt of invoice along with supporting documents by the Purchaser subject to deduction of applicable liquidated damages (till "Go Live") or SLA penalties (post "Go Live"). The penalties are imposed on the IA as per the SLA criteria specified in the SLA. In the event of delay in payment of undisputed amount beyond 30 60 days, Implementation Agency shall be entitled to a late payment interest of RBI Bank rate per annum from the date of completion of 60 30 days after submission of invoice. This interest is subject to an upper limit of 10% of the total contract value. Without prejudice to the other rights available, Implementation Agency also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the Implementation Agency shall not be treated as breach by it of the provisions of this Agreement. 4. All the disputed invoices must be notified by the Purchaser to Implementation Agency within 15 days of receiving such invoice, else the invoice shall be deemed to have been	No Change	No Change

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288	Vendor_28	Vol-3		15: Indemnification and Limitation of Liability		1. Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. 3. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by a. Indemnified Party's misuse or modification of the Service; b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either a. Procure the right for the Indemnified Party to continue using it b. Replace it with a non-infringing equivalent c. Modify it to make it non-infringing. The foregoing remedies constitute the Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement. 4. The indemnities set out in Clause 15 shall be subject to the following conditions: e. all settlements of claims subject to indemnification under this Clause will: 5. The **aggregate** liability of either Party (whether in contract, tort, negligence, strict liability intort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no	Indemnity cannot be provided for negligence. Further, some more exclusions and remedies provisions have been added. Also unlimited liability can be provided only for third party IPR infringement.	1. Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's ~~negligence or~~ willful default in performance or non-performance under this Agreement. 3. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by a. Indemnified Party's misuse or modification of the Service; b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; d. Indemnifying Party's compliance with Indemnified Party's specific technical designs or instructions (except where Indemnifying Party knew or should have known that such compliance was likely to result in an Infringement Claim and Indemnifying Party did not inform Indemnified Party of the same); e. inclusion in a Deliverable of any content or other materials provided by Purchaser and the infringement relates to or arises from such Purchaser materials or provided material; f. use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation	No Change	No Change
289	Vendor_28	Vol-3		17: Confidentiality		4. The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements (NDA). The implementing agency would submit a declaration that it has obtained the NDA from its employees and subcontractors. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: a. information already available in the public domain; b. information which has been developed independently by the Implementation Agency, independent of this project; c. information which has been received from a third party who had the right to disclose the aforesaid information; d. Information which has been disclosed to the public, pursuant to a court order. 8. The liability of the Implementation Agency to the Purchaser organization, applicable to breach of Clause 17, shall not exceed two times the total contract value	Some exclusions added Liability to be capped.	4. The Implementation Agency shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements (NDA). The implementing agency would submit a declaration that it has obtained the NDA from its employees and subcontractors. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: a. information already available in the public domain or which goes in the public domain ; b. information which has been developed independently by the Implementation Agency, independent of this project; c. information which has been received from a third party who had the right to disclose the aforesaid information; d. Information which has been disclosed to the public, pursuant to a court order. e. Information in the possession of, or was known to, the Implementation Agency prior to its receipt, without an obligation to maintain confidentiality. f. is required to be provided under any law, or process of law duly executed 8. The liability of the Implementation Agency to the Purchaser organization, applicable to breach of Clause 17, shall not exceed ~~two times~~ the total contract value. The obligations to maintain the confidentiality of confidential information shall survive for a period of 2 years after the termination or expiry of the Agreement.	No Change	No Change

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290	Vendor_28	Vol-3		19: Intellectual Property Rights		**2. Bespoke development:** Subject to the provisions of Clause 19.C and 19.D below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie exclusively with the Purchaser **3. Pre-existing work:** All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Implementation Agency should grant Purchaser a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to Purchaser as part of the service or deliverables for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. Purchaser's license to preexisting work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with Purchaser at the conclusion of performance of the services. **5. Right to monetize:** Centralized Pension Processing (CPP) Project ownership rights vest solely with the Purchaser, including the right to monetize the complete product/ deliverables supplied/developed by the Implementation Agency.	Some changes done for more clarity	**2. Bespoke development:** Subject to the provisions of Clause 19.~~3C~~ and 19.~~4D~~ below, upon payment, the IPR rights for any bespoke development done during the implementation of the project will lie exclusively with the Purchaser. **3. Pre-existing work:** All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that Party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the Implementation Agency should grant Purchaser a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to Purchaser as part of the service or deliverables for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. The foregoing license does not authorizes Purchaser to (a) separate IA Pre-Existing IP from the Deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the IA Pre-Existing IP in favour of any person (either for commercial consideration or	Modified	Vol 3 has been modified to Change 19.C and 19.D to 19.3 and 19.4 respectively. Concern of the bidder on Point 3 is sufficently addressed in this point already, hence suggestions not accepted. Point 5) - No change.
291	Vendor_28	Vol-3		20: Warranty & Maintenance		Purchaser/Government department should approve signoff within or provide feedback within 15 working days from the submission of deliverables for Go-Live/Phased Go-live (as relevant, depending on project requirement) by the implementing agency. In case the Purchaser/Government department fails to respond and provide feedback on the above stated submission, the deliverables will be deemed accepted for the commencement of warranty for the project. However, in case the purchaser confirms to vendor an alternative date, then the date would stand revised for deemed acceptance. Each deliverable shall be reviewed and approved at multiple levels. Duration of review required for each deliverable shall vary & the same would be finalized with the Implementation Agency at the project inception stage, following the principles laid down in section 5 & 6 of volume 1 of the RFP. d) If during the warranty period any defect or deficiency is found in the material, design and performance/workmanship of the Project and other Services provided by the Implementation Agency, the Implementation Agency shall promptly, in consultation and agreement with Purchaser, and at the Implementation Agency's sole cost repair, replace, or otherwise make good (as the Implementation Agency shall, at its discretion, determine) such default, defect or deficiency as well as any damage to the system caused by such default, defect or deficiency. Any defective component, excluding hard disks, that has been replaced by the Implementation Agency shall remain the property of the Implementation Agency. f) If the IA fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within a reasonable time period, the Purchaser may, following notice to the IA, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the IA or may be deducted by the	Warranty provisions have cascading effect	Purchaser/Government department should approve signoff within or provide feedback within 15 working days from the submission of deliverables for Go-Live/Phased Go-live (as relevant, depending on project requirement) by the implementing agency. In case the Purchaser/ Government department fails to respond and provide feedback on the above stated submission, the deliverables will be deemed accepted for the commencement of warranty for the project. ~~However, in case the purchaser confirms to vendor an alternative date, then the date would stand revised for deemed acceptance.~~ Each deliverable shall be reviewed and approved at multiple levels. Duration of review required for each deliverable shall vary & the same would be finalized with the Implementation Agency at the project inception stage, following the principles laid down in section 5 & 6 of volume 1 of the RFP. d) If during the warranty period any defect or deficiency is found in the material, design and performance/ workmanship of the Project and other Services provided by the Implementation Agency, the Implementation Agency shall promptly, in consultation and agreement with Purchaser, and at the Implementation Agency's sole cost repair, replace, or otherwise make good (as the Implementation Agency shall, at its discretion, determine) such default, defect or deficiency ~~as well as any damage to the system caused by such default, defect or deficiency~~. Any defective component, excluding hard disks, that has been replaced by the Implementation Agency shall remain the property of the Implementation Agency. f) If the IA fails to commence the work necessary to remedy such defect ~~or any~~	No Change	No Change

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292	Vendor_28	Vol-3		21: Liquidated Damages		Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of **0.5%** of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of **10%** of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.		Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go- Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of **0.5%** of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of **10%** of the value of the deliverable which suffered delay or gross negligence. total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law. Liquidated Damages will be applicable provided the delay is for the reasons solely and directly attributable to the IA and not due to reasons attributable to the Purchaser and/or its other vendors or due to reasons of Force Majeure.	Modified	Vol-3 Section 21 has been modified to refer Vol-3 Annexure A for all liquidated damages.
293	Vendor_28	Vol-3		23: Miscellaneous		**3. Sub-contractors:** Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency. These sub-contractors will be governed by the various clauses mentioned in this RFP for the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Implementation Agency undertakes to indemnify the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove.		**3. Sub-contractors:** Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency. These sub-contractors will be governed by the various clauses mentioned in this RFP for the Implementation Agency. It is clarified that the Implementation Agency shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors. The Implementation Agency undertakes to indemnify the Purchaser or its nominated agencies from any claims on the grounds stated hereinabove.	No Change	No Change
294	Vendor_28	Vol-3		23: Miscellaneous		**4. Assignment:** b) Subject to Clause 5.1, the Implementation Agency shall not be permitted to assign its rights and obligations under this Agreement to any third party.		**4. Assignment:** b) Subject to Clause 5.1, the Implementation Agency either party shall not be permitted to assign its rights and obligations under this Agreement to any third party. Notwithstanding the foregoing, either party shall have the right to assign this Agreement to any successor to its business or assets to which this Agreement relates, whether by merger, sale of assets, sale of stock, reorganization or otherwise.	No Change	No Change

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295	Vendor_28	Vol-3		25: Performance Bank Guarantee		A Performance Bank Guarantee (PBG) of 3% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any **Commercial Bank**. The PBG should be furnished within **15 days** from notification of award or on or before the date of signing the contract and should be valid till the entire term of the agreement and for an **additional period of 180 days** after the completion of term of agreement including warranty obligations. In case any claims or any other contract obligations are outstanding, the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations. Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has to be valid for **180 days beyond the extended period**. In the event of the expiry of this Agreement, IA&AD shall retain the Performance Bank Guarantee till it's validity period. Subsequently, the Performance Bank Guarantee shall be released provided IA&AD or an agency nominated by IA&AD certifies and IA&AD accepts that the handing over procedure as stated in Exit Management Schedule has been duly complied with. In the event that the compliance is not completed, the Performance Bank Guarantee shall be invoked and the amount appropriated and forfeited.		A Performance Bank Guarantee (PBG) of 3% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any **Commercial Bank**. The PBG should be furnished within **15 days** from notification of award or on or before the date of signing the contract and should be valid till the entire term of the agreement and for an **additional period of 180 days** after the completion of term of agreement including warranty obligations. In case any claims or any other contract obligations are outstanding for the reasons solely and directly attributable to the Implementation Agency , the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations. Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended for default of Implementation Agency , the PBG has to be valid for **180 days beyond the extended period**. In the event of the	No Change	No Change
296	Vendor_28	Vol-3		SCHEDULE I – CHANGE CONTROL SCHEDULE				**c) Costs:** Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs	No Change	No Change
297	Vendor_28	Vol-3		SCHEDULE I – CHANGE CONTROL SCHEDULE		**c) Costs:** Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the IA meets the obligations as set in the CCN. In case of recertification due to proposed changes, required cost will be borne by the party that initiated the change. In the event the IA is unable to meet the obligations as defined in the CCN, then the cost of getting it done by a third party will be borne by the IA.		and in the completion of its obligations described in this process provided the IA meets the obligations as set in the CCN. In case of recertification due to proposed changes, required cost will be borne by the party that initiated the change. ~~In the event the IA is unable to meet the obligations as defined in the CCN, then the cost of getting it done by a third party will be borne~~ by the IA.	No Change	No Change
298	Vendor_28	Vol-3		SCHEDULE I – CHANGE CONTROL SCHEDULE					No Change	No Change

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299	Vendor_28	Vol-3		28: Non-Disclosure Agreement		**2. TERM:** This Agreement will remain in effect for five years from the date of the last disclosure of Confidential Information ("Term"), at which time it will terminate, unless extended by the disclosing party in writing. **6. OWNERSHIP OF THE CONFIDENTIAL INFORMATION:** b) By disclosing the Confidential Information or executing this Agreement, Disclosing Party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The Disclosing Party disclaims all warranties regarding the information, including all warranties with respect to infringement of intellectual property rights and all warranties as to the accuracy or utility of such information. c) Access to Confidential Information hereunder shall not preclude an individual who has seen such Confidential Information for the purposes of this Agreement from working on future projects for the Disclosing Party which relate to similar subject matters, provided that such individual does not make reference to the Confidential Information and does not copy the substance of the Confidential Information during the Term. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Receiving Party's disclosure or use of any general learning, skills or know-how developed by the Receiving Party's personnel under this Agreement.		**2. TERM:** This Agreement will remain in effect for five years from the ~~date of the last disclosure of Confidential Information~~ effective date ("Term"), at which time it will terminate, unless extended by the ~~disclosing party~~parties in writing. The obligation to maintain the confidentiality of the confidential information shall survive for a period of 2 years after the expiry or termination of the Agreement. **6. OWNERSHIP OF THE CONFIDENTIAL INFORMATION:** b) By disclosing the Confidential Information or executing this Agreement, Disclosing Party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The Disclosing Party disclaims all warranties regarding the information, including all warranties ~~with respect to infringement of intellectual property rights and all warranties as~~ to the accuracy or utility of such information. c) Access to Confidential Information hereunder shall not preclude an individual who has seen such Confidential Information for the purposes of this Agreement from working on future projects for the ~~Disclosing~~ Receiving Party which relate to similar subject matters, provided that such individual does not make reference to the Confidential Information and does not copy the substance of the Confidential Information during the Term. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Receiving Party's disclosure or use of any general learning, skills or know-how developed by the Receiving Party's personnel under this Agreement.	Modified	Vol-3 Section 28 Clause 6(c) has been modified. All other suggestions are not acceded to.
300	Vendor_28	Vol-3		29: Service Level Agreement		**r) Survival:** i. Termination or expiration of the Term shall: • not relieve the Implementation Agency or the Buyer, as the case may be, of any obligations hereunder which expressly or by implication survive hereof; and • except as otherwise provided in any provision of this Agreement expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of, or caused by, acts or omissions of such Party prior to the effectiveness of such termination or expiration or arising out of such termination or expiration. ii. All obligations surviving termination or expiration of the Term shall cease on termination or expiration of the Term.		**r) Survival:** i. Termination or expiration of the Term shall: • not relieve the Implementation Agency or the Buyer, as the case may be, of any obligations hereunder which expressly or by implication survive hereof; and • ~~except as otherwise provided in any provision of this Agreement expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of, or caused by, acts or omissions of such Party prior to the effectiveness of such termination or expiration or arising out of such termination or expiration. ii. All obligations surviving termination or expiration of the Term shall cease on termination or expiration of the Term.~~	Modified	Vol-3 Section 29 Clause 19(g) has been modified.
301	Vendor_28	Vol-3		ANNEXURE A – SERVICE LEVELS		1.8.5 Maximum Penalty applicable for the SLAs: The Liquidated damages/penalties are mentioned against each of the SLAs that are to be monitored and managed by the Bidder during the entire life of the project. For each milestone, Penalties shall be calculated for all the deviated SLAs applicable for that milestone and shall be added together to derive the "Total Penalty" liable on the Bidder for that milestone. For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. Payments for each milestone shall be made to the Bidder after deducting all the penalties due against that milestone.		1.8.5 Maximum Penalty applicable for the SLAs: The Liquidated damages/penalties are mentioned against each of the SLAs that are to be monitored and managed by the Bidder during the entire life of the project. For each milestone, Penalties shall be calculated for all the deviated SLAs applicable for that milestone and shall be added together to derive the "Total Penalty" liable on the Bidder for that milestone. For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of ~~20~~10% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. Payments for each milestone shall be made to the Bidder after deducting all the penalties due against that milestone. The overall Liquidated Damages and Penalties under all provisions of the Contract shall not exceed 10% of total contract value.	No Change	No Change
302	Vendor_28	Vol-1 Annexure A		1.5 Implementation approach		Two representative groups of field offices have been selected for the purpose of implementation of OIOS project.		Please correct OIOS to CPP	Modified	Vol-1 Annexure A Section 1.5 has been modified.

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303	Vendor_28	Vol-1 Annexure A		1.6 Overview of current basic processes 1.6.1 Original case		AG (A&E) Office - Maintain list of employees to be retired within next 30 months as supplied by the PSA		There can be a provision for updation of such list from PSA side based on changes in source HR systems - for example extensions, death, or due to any other administrative reasons.	Modified	Vol-1 Annexure A Section 5.4.2 has been modified.
304	Vendor_28	Vol-1 Annexure A		1.6 Overview of current basic processes 1.6.1 Original case		AG (A&E) Office - Issue authority to Ministry of External Affair when pension is opted to draw pension from Nepal. Issue of authority to concerned Embassy or High Commission when opted to draw pension from other countries (No dearness relief is admissible).		Our understanding is that in case of MEA/ Embassy/ High Commissions; PPO details will be shared physically with them through Dispatcher. Interface will not be with them, and no users from these offices will have access to CPP system. Please confirm if the understanding is correct	Clarification	There is no interface PPO will be shared as digitally signed PDFs through email or dispatched through post
305	Vendor_28	Vol-1 Annexure A		1.6.3 Revision case		Actors involved in these processes and the flow of work is shown below in both tabular and pictorial form.		Initiation of Revision should be available with PSA/ AG office users as well - due to administrative reasons/ policy decisions, requiring changes.	No Change	No Change
306	Vendor_28	Vol-1 Annexure A		1.6.3 Revision case		Actors involved in these processes and the flow of work is shown below in both tabular and pictorial form.		There should be provision to make revisions in bulk for multiple pensioners together	No Change	No Change
307	Vendor_28	Vol-1 Annexure A		5.1 Complete digital case request		After loading the received data, a case id/File number will be created against successfully loaded cases and reason for failure during porting may be analysed and be fixed internally (to the extent possible). Cases which are not fixable are to be sent back to department for reprocessing.	If source data errors are there, fixing internally may not be possible.	a. What is meant by internally here ? b. Who will do the fixing on source data received ?	Clarification	1. Internally fixing means, suppose if a new dept/ddo is received which is not in master data, then CPP shows validation error. This would be fixed internally by the department. 2. In case of source data error, it would be sent back to state government for rectification.
308	Vendor_28	Vol-1 Annexure A		5.2.3 Summary of actors and activities envisaged in CPP • CPP application		Pulls data from state government application		Is only Pull model envisaged or Pushing of source data by concerned department will also be possible ?	No Change	No Change
309	Vendor_28	Vol-1 Annexure A		5.2.5 Updating a case		If authorities are dispatched, then the issued authorities need to be cancelled and fresh authorities need to be issued after reprocessing.		Shouldn't such cases be handled through Revision process itself ?	Modified	Vol-1 Annexure Section 5.2.5 has been modified.
310	Vendor_28	Vol-1 Annexure A		6.2.5 Summary of actors and activities envisaged in CPP		Level 1 processor		There is no mention regarding data entry of pension form and related details, in case of manual/ partial categories. Who will do the manual entry ?	Clarification	Vol-1 Annexure A Section 5.3 specifies details for Manual case request.
311	Vendor_28	Vol-1 Annexure A		6.12 Re-validation of authority		The authority issued by AG(A&E) office has time validity. The validity period of an authority is state specific. If entitlements were not drawn beyond the validity period, then department/drawing officer can request for revalidation of authority.		Shouldn't there be a process of system based auto re-validation, based on certain business rules ?	No Change	No Change
312	Vendor_28	Vol-1 Annexure A		8.1.4 Entitlement Accounting Rule		The payment details of first payment and subsequent payments are to be captured as part of entitlement accounting. Currently, only first payments are being captured. After implementation of CPP subsequent payments shall also be captured wherever possible		Details not mentioned in Integration sections 11, 25	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
313	Vendor_28	Vol-1 Annexure A		11 Integration with other systems				Whether any integration envisaged with ECHS or health contributory systems ?	Clarification	Not within the scope of CPP.

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314	Vendor_28	Vol-1 Annexure A		11 Integration with other systems				Integration with PDA/ Banks/ Treasury should be added in this section, as payments will happen through those systems	Clarification	Disbursements / Payments are not within the scope of CPP.
315	Vendor_28	Vol-1 Annexure A		19 Legacy data migration		To ensure business continuity of the activities of AG(A&E) offices, it is essential to migrate legacy data, wherever relevant.	Volumes not mentioned	Volumes of data, documents to be migrated for each of the categories should be provided to understand scope of work	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
316	Vendor_28	Vol-1 Annexure A		21.3.2 Annual verification		CPP shall have integration capability with Jeevan Pramaan portal, State Government portals etc., to collect digital life certificates annually and update the live status.		This feature is mentioned in Model 1 only, Whether it will not be applicable for Model 2 cases ? What will be the further processing by CPP in cases where Live status is not received after specific time period ?	Clarification	Not applicable in Model 2 states, as the same would be within the scope of state government application
317	Vendor_28	Vol-1 Annexure A		24 Processing pension cases (AG)		Delivery of authority would be necessary only for pensioners, as CPP is being used by state government and hence the authorities would be made available to department in CPP itself		Which system will be the PDA in Model 1 ?	No Change	PDA is out of scope of CPP model 1 implementation.
318	Vendor_28	Vol-1 Annexure A		25 Integration with other systems				Integration with PDA/ Banks/ Treasury should be added in this section, as payments will happen through those systems	Clarification	Disbursements / Payments are not within the scope of CPP.
319	Vendor_28	Vol-1 Annexure A		25 Integration with other systems				Many of the other integrations as mentioned in Section 11, will be applicable for Model 1 as well. Please update the list accordingly in this section	Modified	Vol-1 Annexure A Section 25 has been modified.
320	Vendor_28	Vol-1 Annexure A		26 Legacy data migration		As part of phase 2 development, the legacy data of state government applications (if any) would need to be migrated to CPP.	Details of data, documents to be migrated not mentioned. Volumes not mentioned	a. Details of data, documents to be migrated not mentioned. b. Volumes of data, documents to be migrated for each of the categories should be provided to understand scope of work	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
321	Vendor_28	Vol-1 Annexure A		Generic		Generic		Shouldn't there be facility like Reporting of Death of Pensioner by family member/ by DDO or PSA, based on information received by them ?	No Change	Not within the scope of CPP.
322	Vendor_29	Vol-3 Annexure A		Tri-Partite agreement with ISP	15		Request to kindly provide the exact addresses of the Data centres for bandwidth feasibility study, where dedicated P2P (Point-to-Point) MPLS network connectivity between the datacenters and NIC is required		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
323	Vendor_29	Vol-3 Annexure A		Maximum Penalty applicable for the SLAs	295		Maximum penalty should be limited to 10% instead of 20% of the payments due for that Quarter, as 20% is too high and we recommend it should as per 10% as per industry standard		No Change	No Change
324	Vendor_29	Vol-1 Annexure A	25	Integration	123		Please confirm any other systems integration other than HRMS.		No Change	No Change
325	Vendor_29	Vol-1 Annexure A	25.1	Integration with HRMS	123		Can you please share the HRMS system tech stack		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
326	Vendor_29	Vol-1 Annexure A	25.2	Integration for life certificate	123		Can you please share what are the other state specific applications? Please share the count of such state specific applications list.		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
327	Vendor_29	Vol-1 Annexure A	26	Legacy data migration	123		Please help us understand the legacy data migration is one time activity or we need to enable real time or interval based integration as well (Post Legacy Data Migration)?		Clarification	Legacy data migration is an one time activity.
328	Vendor_29	Vol-1 Annexure A	26	Legacy data migration	123		Please share type of legacy data (structured, unstructrured) and state wise legacy data size		No Change	Vol-1 Annexure A Section 11 and 19 have been updated with additional information pertaining to Integration and legacy data (DB, size etc.).

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329	Vendor_29	Vol-1 Annexure A	26	Legacy data migration	123		Please share the database details of all states in scope for CPP.		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
330	Vendor_29	Vol-3	20	Warranty & Maintainence	172		Plese confirm procuring CPP specific hardware and software is vendors / bidder responsibility? If so, please eloborate the requirement and constraints.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
331	Vendor_29	Vol-3 Annexure A	1.7.2	Availability of Production Servers	267		Please confirm CPP specific complete infra support is part scope? If so, please elobarate further through requirement document.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
332	Vendor_29	Vol-3 Annexure A	1.7.3	Availability of Network and Security components	269		Please confirm CPP specific complete network support and security is part of scope? If so, please elobarate further through requirement document.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
333	Vendor_29	Vol-3 Annexure A	1.7.14	Occurrence of Security related Incidents	285		can you please share infra, network, application sepcific security requirments.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
334	Vendor_29	General	NA	General			Please confirm whether C&AG will be share the CPP Technical Requirements as well? is so please suggest the timeline.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
335	Vendor_29	General	NA	General			Please help us understand whether C&AG is fully recommending Cloud environment to host CPP or On Premises?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
336	Vendor_29	Vol-3 Annexure A	1.7.3	Availability of Network and Security components	269		For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
337	Vendor_29	General	NA	Suggestion			We would request CAG to align Infrastructure SLAs to the Cloud Infrastructure. e.g. The CSP should offer the Compute Service and the associated Block Storage with an SLA of at least 99.99% during a monthly billing cycle.		No Change	No Change
338	Vendor_29	General	NA	Commercial Format			Is the current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
339	Vendor_29	General	NA	Suggestion			We would request CAG to revise the framework in terms of defining the application and system requirements and also CAG is kindly requested to allow the SI to propose the cloud services solution based on the overall solution requirements.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
340	Vendor_29	Vol-1 Annexure A	19.2	Case and Case documents	110		Can You please provide • Type of documents • Average and maximum size of documents What all information is to be migrated		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
341	Vendor_29	Vol-1 Annexure A	19.2	Case and Case documents	110		Please suggest if CPP is going to be integrated with 19 states solution (model 2 and model 1). We recommend keeping the data with states and only get a read-only access to the state data.		Clarification	Data is required for pension calculation and for other purposes. Hemce data has to be migrated for processing
342	Vendor_29	Vol-1 Annexure A	23.2	Capture of Photo and Aadhar of Family members	120		Are you looking for a secured repository for documents? For data security we recomment Database vault and Audit Vault		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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343	Vendor_29	Vol-1 Annexure A	23.2	Capture of Photo and Aadhar of Family members	120		Are you looking for leveraging an enterprise grade Document Management System (with OCR and ICR) along with Aadhaar Vault (as per government guidelines). These should have Minimum Access Security features		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
344	Vendor_29	Vol-1 Annexure A	25.2	Integration for life certificate	123		Life Certificate document is renewed once a year. If beneficiary dies during that year, then it is difficult to get that information and undue Pension may get credited. Integration with Death Certificate from same department would ensure triggering the rule for demise of pensioner or beneficiary and accurate calculation would be done. This would also be useful to avaoid wastage and abuse. Do you want to integrate with Death Certificate also?		No Change	Not within the scope of CPP.
345	Vendor_29	Vol-1 Annexure A	25.2	Integration for life certificate	123		Are you looking for Integration with Death Certificate issuing authorities along with Life Certificate for immidiate notification of demise and trigger of further action. This can be Aadhaar based solution		Clarification	Integration with Death certificate issuing authority is not within the scope of CPP
346	Vendor_29	Vol-1 Annexure A	16.2.5	Dashboard services	95		Please validate and confirm below the recommended dashboard requirements? • Real-time data feed • Easy visualisation with drag and drop editing. • Automated data refresh • Design / build dashboards • Publication of dashboard • Drill-down interactions (Granular view) • Access control (per user or user groups) Do you need fast insights into data with: • Self-service data visualization capabilities • Augmented analytics with Explain • Machine Learning in Data Flows • Data Enrichment capabilities • Natural Language Query • Powerful geospatial mapping and visualization • Enterprise Information Model		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
347	Vendor_29	Vol-1 Annexure A	16.2.5	Dashboard services	95		Are you looking for integrating an enterprise reporting and dashboarding solution with built-in Analytics, Visualization, Explain and Geospatial capabilities?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
348	Vendor_29	General	NA	Volumetrics			What is the maximum concurrent Pensioners per second on CPP portal		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
349	Vendor_29	General	NA	Volumetrics			What is the maximum Admin (DDO/PSA/AG) users per second on CPP portal		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
350	Vendor_29	General	NA	Volumetrics			What is the maximum MIS users per second		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
351	Vendor_29	General	NA	Enterprise Grade Applications			Please suggest, do you need Enterprise-grade application development platform for security, availability, performance, Business Rule Engine, and Content Repository		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
352	Vendor_29	General	NA	Enterprise Grade Applications			Please suggest, Would you recommend the need of Enterprise-Grade COTS Applications?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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353	Vendor_29	Vol-3 Annexure A	1.7.16	Delay in updating Patches on System components	289		What SIEM area are we looking for? 1. Security – Login failed, SQL access rule violation, user login from new system/ IP address. 2. Compliance – Data access activities, user access management activities, and login success/fail. 3. Operation – Login success/failure, SQL syntax errors, procedure management activities.		No Change	Refer the Technical requirements and specs that have been released on Vol-1 Annexure B & C on 28 July 2021.
354	Vendor_29	Vol-3 Annexure A	1.7.16	Delay in updating Patches on System components	289		We recommend below options. Please confirm 1. Web Application Firewall for continuous incident monitoring and response services 2. Web Application Vulnerability Assessment for regular assessment and gap analysis 3. Database Encryption Services for Transparent Data Encryption 4. Perodic Database Audit, Data masking and Database Vault		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
355	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		What GIS operations are You looking for?		No Change	Not within the scope of CPP.
356	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Do you need your core database with graph capabilities?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
357	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Do you need to explore relationships and discover connections?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
358	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Do you need Prebuilt graph algoriths with SQL, API and Python support?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
359	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Do you need data lineage tracking?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
360	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Do you need enterprise property graph storage model?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
361	Vendor_29	Vol-3 Annexure A	Format 5B	GIS Server	310		Are you looking for enterprise grade GIS enabled spatial database to manage different types of location with property graphs, perform hundreds of spatial analytic operations, and use interactive map visualization tools		No Change	Not within the scope of CPP.
362	Vendor_29	Vol-3 Annexure A	Format 5A	Database Activity Monitoring	308		What activities of Database are to be monitored?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
363	Vendor_29	Vol-3 Annexure A	Format 5A	Database Activity Monitoring	308		Do you need audits logs to be contolled from users and super users?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
364	Vendor_29	Vol-3 Annexure A	Format 5A	Database Activity Monitoring	308		Do you need protection from SQL injections?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
365	Vendor_29	Vol-3 Annexure A	Format 5A	Database Activity Monitoring	308		Do you need audit logs in secured vaults?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
366	Vendor_29	Vol-3 Annexure A	Format 5A	Database Activity Monitoring	308		Are you looking for Database Diagnostics along with Audit Vault and Database Firewall		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
367	Vendor_29	Vol-1 Annexure A	2.3.3	Record based permissions	27		Further, there might be branches in an AG(A&E) office which is restricted by record-based permission at various levels. Question: Will there be any scenario that the posts mentioned like DAG, SAO will also be grouped under a User Role causing conflict of permissions and rights?		No Change	Union of permission is already mentioned in Section 2.3.3. However, if no resolution can be reached through escalation procedure or mediation within 30 days then the matter would be governed as per Point No. 4 under this clause.

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368	Vendor_29	Vol-1 Annexure A	3.1.1	Summary of actors and activities envisaged in CPP	29		Sends notification to relevant stakeholders through configured modes. Question: What are the expected modes (in-system/ SMS/ Email) of notifications that are expected?		Clarification	Notifications required for various scenarios have been detailed in the sections as required.
369	Vendor_29	Vol-1 Annexure A	5.1	5.1 Complete digital case request	36		In the first scenario, entire proposal would be received either through API or Manage File Transfer (MFT), including e-SR. Question: Will this be the case for both Model 1 and Model 2 states?		Clarification	In model 1 the proposal is generated in CPP only. Hence there is no need for receiving through API/MFT
370	Vendor_29	Vol-1 Annexure A	19.3	19.3 Existing business rule migration	111		These source codes are not in the standard format to be readily migrated to CPP Question: Is there a tool used for Business Rule in the existing application or it is pure code based?		No Change	No existing Tools, Application or System available for re-use in CPP.
371	Vendor_29	Vol-3 Annexure A	Format 4B	Format 4B	303		2.11 Identity access and management (for 29,000 users - 25% delivery) Question: What are the expected number of concurrent users?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
372	Vendor_29	Vol-1 Annexure A	2.3	2 Organisation	26		2.3 Access control Question: The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions Suggestion: We would recommend to include in the functional requirement a robust, fine-grained permission functionality with a strong Role Based Access Control (RBAC).		No Change	Vol-1 Annexure A, B and C sufficiently addresses the Bidder's concerns.
373	Vendor_29	Vol-1 Annexure A	5.2.1	5 Receive pension case for processing	37		5.2.1 Receiving data before SR Question: Employee at inward section would receive the Service record. He would diarise it and search the list of pending case request id with available field like name or employee id. Suggestion: We would recommend the portal to have inbuilt interface for online web forms to capture information from the users with different field types to choose from which the departmetal users can select using drag and drop functionality and on a no-code basis.		No Change	Further details shall be provided during project implementation phase.

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374	Vendor_29	Vol-1 Annexure A	9.1.7	9 Communication	70		9.1.7 Category: KMS Question: Along with KMS, other collaboration tools will benefit the overall engagement of users, government oficials, pensioners. Suggestion: We would suggest to include Collaboration Tools like Blogs, Message Boards, Polls, Wikis etc instead of just using KMS, as a full fledged collaboration suite that will help in engaging and educating the users about the various services provided out of the CPP system and also caters to grievance management by use of polls and message boards.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
375	Vendor_29	Vol-1 Annexure A	9.3.3	9 Communication	73		9.3.3 Search, view & print Dak record Question: As briefed in the previous section, CPP shall have various search options to easily access details Suggestion: We would suggest to include in the functional requirements an inbuilt search engine that is scalable, supports full-text query, fuzzy searching, faceted search results, multi-lingual searches, etc.		Modified	Vol-1 Annexure A Section 9.3.3 has been modified.
376	Vendor_29	Vol-1 Annexure A	12.1	12 Services to pensioners/family pensioners	82		12.1 Pensioner's account in portal Suggestion: The portal should should have fully featured Content Management Cabilities such as content authoring and publishing, dynamic content targeting for different audiences, personalization and site management along with collaboration tools like polls, discussion forums, circulars, events, calendars, etc to serve a seamless portal experience. We would recommend to include the above in the functional requirements of the RFP.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
377	Vendor_29	General	NA	Suggestion			As the RFP expects functionalities like Users and Organizations, User Roles, User Groups, Permissions, Forms, Workflows, Rule Engines, KMS, etc, we would recomend to use a Digital Experience Platform as it offers these functionalities along with many others, out of the box and also ensures scalability and expandibility in operation.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
378	Vendor_29	General	NA	Suggestion			We would request CAG to align Infrastructure SLAs to the Cloud Infrastructure. e.g. The CSP should offer the Compute Service and the associated Block Storage with an SLA of at least 99.99% during a monthly billing cycle.		No Change	No Change
379	Vendor_29	General	NA	The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc.			The current included framework given as TBD indicates the exact requirement for infrastructure in terms of servers , storage etc. We would request to revise the framework in terms of defining the application and system requirements and let the SI propose the cloud services solution based on the architecture requirements.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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380	Vendor_29	Vol-1 Annexure A	1.7.3	Availability refers to the total time when each of the Security components(viz. SIEM, DLP, IDS/IPS, Anti-malware, Firewall, etc.) and the Network components (viz. Switches, Routers, Load balancers, Firewall, etc.)provisioned at all the Datacenters are Up and running, and are available to the users for performing respective	269		For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately.

For the Cloud Aligned Infrastructure there is no requirement of some of the network components (viz. Switches, Routers, etc.), these network components are part of the Virtual Private Network of the cloud. Similarly some of the security components mentioned like SIEM, DLP, etc. are available as Marketplace solution, so we would request CAG to define them separately. | | No Change | Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently. |
381	Vendor_32	Vol-1 Annexure A	1.1	Fundamental principles		Centralised hosting and maintenance of application, but with decentralised Rules, which are state specific and the ability to carry out minor changes in Business Rules through configuration management.	Hosting can be cloud based or on-premise. Any existing cloud / on-premise setup.	If no existing cloud / on-premise setup, we can go for AWS hosting, they have their servers in India (Mumbai).	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
382	Vendor_32	Vol-1 Annexure A	1.1	Fundamental principles		Feature to allow integration with various State government's pension processing applications, where available which are at different levels of technological maturity.	It would take lot of effort and time if there would be different mode, format and structure for integration with each state. Each state should adhere to common standards of integration. Some integration that require real time data would need to API based and some bulk integration would need to be MFT, but there should common strategy on integration.	Please clarify if there could be common mode, format and structure for integration with each state. Or there will state specific integration touch points.	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
383	Vendor_32	Vol-1 Annexure A	1.2	Pensionary benefits		Common	Who would be able to provide detailed requirements and optimize functional processes?	Does bidder need to provide Domain experts or we can rely on CAG providing functional details?	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
384	Vendor_32	Vol-1 Annexure A	1.5	Implementation approach		Two models of implementation is envisaged in CPP, namely Model 1 and Model 2.	Timelines are not clear of implementation of Model 1 and 2.	Kindly provide indicative timelines for both Models	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
385	Vendor_32	Vol-1 Annexure A	1.5	Implementation approach		The first group is a set of six 'Pilot offices'2(Phase 1). The implementation in these pilot offices in Stage 1 will assist in validating the design and development of model 2 pension authorisation processes in the CPP solution.	Who will give UAT signoff of six 'Pilot offices'2(Phase 1), will it be driven by customer. What is the duration of this phase. What are acceptance criteria.	CAG should drive the UAT signoff of six 'Pilot offices'2(Phase 1).
This should have clear scope and timelines attached.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
386	Vendor_32	Vol-1 Annexure A	1.5	Implementation approach		In stage 2, CPP will be rolled out in all other AG (A & E) Offices who opted for model 2 implementation.	What level of customization per state is expected. Who would be responsible for getting the customized requirements and them getting them signed off from states individually.	Customization per state should be centrally manged by customer driven by guidelines on type and scope of customization.
Sign off responsibility from state should also be owned by CAG.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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387	Vendor_32	Vol-1 Annexure A	1.5	Implementation approach		Whereas in model 2 CPP implementation, state government has their own application for receiving application from retiring government servant and for sanctioning pensionary benefits. In model 2 implementation, CPP would interface with state government applications and receive pension case details through API or managed file transfer (MFT).	It would take lot of effort and time if there would be different mode, format and structure for integration with each state. Each state should adhere to common standards of integration. Some integration that require real time data would need to API based and some bulk integration would need to be MFT, but there should common strategy on integration.	Please clarify if there could be common mode, format and structure for integration with each state. Or there will state specific integration touch points.	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
388	Vendor_32	Vol-1 Annexure A	1.5.16	Quality of Training and Capacity Building		Feedback to be taken from all attendees of the trainings and recorded to evaluate the effectiveness of training sessions.	Generally, few participants leave the training room before the closure of the training and their feedback is not captured in the system. If we go by number of attendees, feedback score for such cases may be recorded as Zero.	1. The clause should be either modified as below: >75% of overall participants feedback should have satisfactory or above rating (per training) else please add a additional clause as: "CAG coordinator /SPOC will ensure that all participants provide their feedback at the end of the training session"	No Change	No Change
389	Vendor_32	Vol-1 Annexure A	1.5.16	Quality of Training and Capacity Building		Feedback to be taken from all attendees of the trainings and recorded to evaluate the effectiveness of training sessions		Suggest to include scope of assessment engine for training assessment and feedback capturing. This will ensure that all records are available at a centralized location and available in a single click in case of any discrepancy.	No Change	No Change
390	Vendor_32	Vol-1 Annexure A	2.1	AG (A&E) office master		the organisational structure viz. post hierarchy of an individual AG (A&E) offices would be maintained by an administrator in each AG (A&E) office (office administrator).	Would the same hierarchy , designations, roles and responsibilities, of officers, would be applicable to all states, or there can be a deviation.	Common hierarchy , designations, roles and responsibilities, of officers, should be applicable to all states, for easy and hassle free management of workflow.	Clarification	The org. topology shall differ from state to state and dept. to dept. The solution provided by the bidder must be able to allow setting up of org. topology through configurations
391	Vendor_32	Vol-1 Annexure A	4.1	Pensioner data		Each office administrator would port data from the legacy application and validates the same. It would the responsibility of the system integrator to write ETL logic to migrate the legacy data and validate the same. This ETL logic would be tested in the pre-production and it is the responsibility of the field AG(A&E) offices to sign off ETL logic and the veracity of migrated data. After signing off, the same ETL logic would be used to migrate data during production phase.	AG(A&E) is at state level, so is it expected to get sign off of migration from each state. Who will drive it on ground from state.	CAG should drive this with states with clear scope and timelines.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
392	Vendor_32	Vol-1 Annexure A	8	Business rule management		The rules and calculations that determine pension eligibility and benefit are complex. These rules changes as laws of the state governments changes. Hence it is desirable to have configurable business rule, with ability to configure the rules by business users, without having the need for vendor to change the rules. Business rule engine in CPP should be simple for a non-technical employee to manage business rules without having to write code.	Can we have clear understanding of what all rules can change to be put to rule engine.	Any rule added in later stages of implementation could be complex and time consuming, leading to delay.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
393	Vendor_32	Vol-1 Annexure A	9	Communication		CPP will also facilitate direct digital communication from/to IFMS application of each state.	Scope of work to be clear on this part.	Please define this in terms of functional and non-functional requirements.	Clarification	There is no direct real time communication between IFMS system and CPP system and any queries/communication will be done offline only.
394	Vendor_32	Vol-1 Annexure A	11.3	SMS integration		CPP must be integrated with service provider (with redundancy of channel and provider) for incoming and outgoing SMS as per business requirements explained in the remaining chapters.	Scope Clarity. All components that are billed based on utilization should be directly procured by CAG.	Who will be responsible for SMS gateway procurement?	Clarification	Bidder shall be responsible for provisioning and integration.
395	Vendor_32	Vol-1 Annexure A	11.4	Email integration		CPP must be integrated with service provider for incoming and outgoing email as per business requirements explained in the remaining chapters.	Scope Clarity. All components that are billed based on utilization should be directly procured by CAG.	Who will be responsible for Email server procurement?	Clarification	NIC Email server shall be utilized for CPP.
396	Vendor_32	Vol-1 Annexure A	11.5	Integration with UIDAI		Aadhaar number has been identified as "Identity Information" under the Aadhaar Act 2016 and can uniquely identify residents in India. CPP application shall provide for API based integration with UIDAI to authentic a person based on Aadhar. Aadhar based mobile OTP verification would be utilized in various modules of CPP to establish identity of a person.	Scope Clarity. All components that are billed based on utilization should be directly procured by CAG.	Who will be responsible for UIDAI services procurement?	Clarification	IA&AD shall get necessary approvals from third party / external government institutions.

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397	Vendor_32	Vol-1 Annexure A	11.6	Integration with Digilocker		The orders (ePPO, eGPO and eCkPO) issued by AG (A&E) offices, after authorization of pension cases also belong to this category of authentic documents. In CPP project, we would like to register IAAD as a registered DigiLocker issuer so that the orders can be bulk signed digitally. Further, CPP will consume the API services exposed by Digilocker for pushing the documents during issue of the order. For further reference, please refer to the following link for issuer API documentation.	Scope Clarity. All components that are billed based on utilization should be directly procured by CAG.	Who will be responsible for Digilocker services procurement?	Clarification	IA&AD shall get necessary approvals from third party / external government institutions.
398	Vendor_32	Vol-1 Annexure A	11.7	Integration relating to IFSC code		System should provide for API based integration to retrieve details based on IFSC code. The details to be retrieved are Name of bank, branch, address and MICR code	Scope Clarity. All components that are billed based on utilization should be directly procured by CAG.	Who will be responsible for IFSC APIs procurement?	Clarification	IA&AD shall get necessary approvals from third party / external government institutions.
399	Vendor_32	Vol-1 Annexure A	16	Mobile app for pensioner		Providing mobile application to pensioners is part of roadmap to improve public service delivery. CPP would need to have mobile application for pensioners, downloadable from play store and app store i.e., android and iOS based mobile app.	Are state specific customization expected in this.	Please define areas where there will be state specific customization like only in rules, fields, workflow, portal, mobile App. Also, try and quantify such state specific customizations.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
400	Vendor_32	Vol-1 Annexure A	17.1	MIS reports		The management information system reports aid the managers at all levels in evaluating the activities of employees, make decisions and monitor progress.	Any in-house MIS reporting tool available.	Please share details of existing systems, components, software licenses that can be leveraged.	No Change	No existing Tools, Application or System available for re-use in CPP.
401	Vendor_32	Vol-1 Annexure A	19	LEGACY DATA MIGRATION		To ensure business continuity of the activities of AG(A&E) offices, it is essential to migrate legacy data, wherever relevant. This module details out the To-be process for legacy data migration. CPP is expected to provide a platform for smooth migration of legacy data.	Scope Clarity. Need details on data migration requirement.	Please quantify data migration by specifying number of sources, formats, number of tables/files, volumes of data etc.	Modified	Vol-1 Annexure A Section 11.1 has been modified.
402	Vendor_32	Vol-1 Annexure A	26	LEGACY DATA MIGRATION		As part of phase 2 development, the legacy data of state government applications (if any) would need to be migrated to CPP. A business data dictionary would be developed to enable data migration. State government would be responsible for porting and validating the legacy data, whereas the system integrator would be responsible for developing ETL logic and migrating the legacy data to CPP. The project team and office administrator would coordinate with SI and state government	Scope Clarity. Need details on data migration requirement.	Please quantify data migration by specifying number of sources, formats, number of tables/files, volumes of data etc.	Modified	Vol-1 Annexure A Section 11.1 has been modified.
403	Vendor_32	Vol-1 Annexure A					Missing scope for training	Please specify training requirements in terms of types of trainings, number locations, number of batches/trainees per location.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
404	Vendor_32	Vol-1 Annexure A					Missing Scope for Hardware and Software	Please specify if bidder is responsible for providing Hardware, software license or just need to provide BOM/BOQ for proposed hardware/software.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
405	Vendor_32	Vol-1 Annexure A					Missing details on capacity planning	Please provide details for capacity planning like; number of concurrent users, total user base, expected transactions per month etc.	No Change	Vol-1 Annexure D addresses the Bidder's concern.
406	Vendor_32	Vol-3 Annexure A	1.4	SLA Specific Definitions		Helpdesk Support shall mean the IT Help desk, which shall handle L3 Support for resolution of tickets pertaining to technical issues reported for the CPP application and its various components.	Understanding is Helpdesk will be L1 support.	Please change L3 to L1	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
407	Vendor_32	Vol-3 Annexure A	1.5.1	Delay in Team Mobilization		Bidder to mobilize the team members on the project, as per the following SLAs:	Since this is fixed price project, team mobilization and resource deployment should be purview of SI.	Suggest to put SLA in project kick-off and timeline not on number of resources and deployment date.	No Change	No Change
408	Vendor_32	Vol-3 Annexure A	1.5.2	Change in Key Personnel vis-à-vis Names proposed at the time of Bidding .		No change in the proposed Key personnel except with prior approval of IA&AD.	Bidding process, selection of vendor and contract signing may take 4-6 months in completion. Its not practically possible or financially viable to keep resources on hold for such long duration.	Please remove penalty of resource replacement. Bidder should commit to provide equivalent or better resources at the time of deployment.	No Change	No Change
409	Vendor_32	Vol-3 Annexure A	1.5	Project Management Related Service levels		Project Management Related Service levels	There seems too much emphasis on resources. Any CMMi level-5 organization has processes and practices in place, which ensures deliverables are not affected by resource movement, unavailability, resignation etc.	If focus is on resources then bid should be constructed on T&M and rate card basis and Quality of Service SLA should be removed. Alternatively for Fixed Price bid, focus should be on Quality of Services SLAs and resources should be left to SI purview.	No Change	No Change

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410	Vendor_32	Vol-3 Annexure A	1.6.1	Availability of Pension Applications		Availability Uptime shall be minimum 99.95 % in a quarter for each of the application or its component/service. The uptime and downtime shall be monitored for all the Pension related Applications (Pensioner portal and Backoffice CPP Application) and associated application software Components/ Services accessible over intranet & internet.	Achieving 99.95% uptime of on-premise data centre would require lot of redundancy to be built, which will lead to additional cost of hardware, infra and Software Licenses.	Availability requirements should be relooked and targeted to 99.5% for on-premise, to keep cost in check. Alternative is to go on cloud where 99.95% availability can be achieved and impact on cost is also not much.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
411	Vendor_32	Vol-3 Annexure A	1.6.3	Response Time for Pension Applications		The application response time at DC/DR location should not exceed 2 Seconds.	Performance target are too generic and can not be committed for each functionality. There could be a bulk upload of 10,000 records or report generation processing millions of records, where 2 seconds response time is not achievable.	Response time will greatly depend on functionality, volume of data accepted/displayed and operation being performed. Thus, response time SLA should be defined by functionality and per transaction and should not be generic.	No Change	No Change
412	Vendor_32	Vol-3 Annexure A	1.7.12			Performance of Infrastructure for Database/Applications/Web Server components will be assessed in terms of CPU and Memory utilization of VM or Container Services.	Is entire setup allowed in Containerized OR VM's, kindly clarify.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
413	Vendor_32	Vol-3 Annexure A	1.5.6			The Bidder shall setup the entire infrastructure at all the Data-centers as per the Contract BoQ, including all required environments such as Dev, Testing, Training, Pre-prod, etc., within the Timelines specified in the RFP	Need more clarity on Data-centers, is bidder has to host entire Infra at co-location OR CAG designated DC, DR location. Kindly clarify.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
414	Vendor_32	Vol-3 Annexure A	1.7.18			In case where the Cloud based DC-DR are setup in Active-Passive mode, the Active datacenter shall be simulated for (various types of) disasters, and the Passive datacenter shall be restored.	Is bidder allowed to choose, public cloud like AWS,Azure OR GCC (Governament community cloud) certified provider, to host the Infra. Kindly clarify.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
415	Vendor_32	Vol-3 Annexure A	1.7.18			In case the Cloud datacenters are setup in Active-Active mode, one of the datacenters shall be brought down while the other datacenter shall continue to serve the entire network traffic.	In Active-Active mode only 50% of Infra would be available in case of one DC goes down and can serve only half of the workload/Traffic. Kindly provide more clarity about this scenario.	In Case of Public/GCC cloud based setup, we can leverage autoscaling service to auto increase of equivalent Infra size to serve 100% workload.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
416	Vendor_32	Vol-3 Annexure A	FORMAT 4B			2.1. Web server Core 4	We understood that, given number is for reference and not to be considered in sizing, kindly clarify.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
417	Vendor_32	Vol-3 Annexure A	FORMAT 5A			Blade Servers with 2X16 cores (Total 96 Cores) Number 3	We understood is that, given number is for reference and not to be considered in sizing, kindly clarify.	Physical hardware supply is applicable only if co-location hosting OR CAG provided facility utilized and not applicable in case of Public cloud OR GCC choosen to host the Infra, kindly provide more clarity with regards to hardware list and its purpose in RFP.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
418	Vendor_32	Vol-3 Annexure A	FORMAT 5A			SAN storage 40 TB Usable	Is 40TB of storage capacity has to be proposed OR as per application capacity requirement. Kindly clarify.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
419	Vendor_32	Vol-3 Annexure A	FORMAT 5A			PDC to Backup Site 1/NLDC	Is the deployment expected in 3-way DC, If yes NLDC has to be utilized only for replication purpose OR can also serve the workload. Kindly provide more Info on this.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
420	Vendor_32	Vol-3 Annexure A	1.7.17			The Bidder shall take backup as per the backup and archival policy (to be finalized in discussion with IA&AD) at the start of project implementation.	Need backup policy to right size of backup platform, kindly facilitate the info including for archival.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
421	Vendor_32	Vol-3 Annexure A	General				Is hardware LB has to be proposed OR can use platform specific/virtual.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
422	Vendor_32	Vol-1 Annexure A	17.1.1	List of indicative MIS reports		An indicative list of MIS reports that are required to be provided is discussed below:	The exact number of reports to be provided for estimating the effort and time	Provide the exact number of MIS reports, the number of users , the concurrent users	No Change	Further details shall be provided during project implementation phase.
423	Vendor_32	Vol-1 Annexure A	17.2	Dashboards		An indicative list of performance indicators/information box to be provided through dashboard services are given below. Inputs for developing more dashboards would be provided during development phase.	The exact number of dashboards to be provided for estimating the effort and time	Provide the exact number of Dash boards, the number of users , the concurrent users	No Change	Further details shall be provided during project implementation phase.
424	Vendor_32	Vol-3 Annexure A	Project Management Related Service levels 1.5			As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated damages shall be capped to 5% of the amount of the contract period and the capping for each month shall be 5% of the monthly/quarterly invoice. Penalty shall not be imposed if the delay is not attributable to the account of the bidder.	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change

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425	Vendor_32	Vol-3 Annexure A	Application Performance Related Service Levels 1.6			As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated damages shall be capped to 5% of the amount of the contract period and the capping for each month shall be 5% of the monthly/quarterly invoice. Penalty shall not be imposed if the delay is not attributable to the account of the bidder.	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
426	Vendor_32	Vol-3 Annexure A	Infrastructure Related Service Levels 1.7			As per RFP	Notwithstanding anything else to the contrary , the overall penalties including Liquidated damages shall be capped to 5% of the amount of the contract period and the capping for each month shall be 5% of the monthly/quarterly invoice. Penalty shall not be imposed if the delay is not attributable to the account of the bidder.	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
427	Vendor_32	Vol-3 Annexure A	1.8.1	SLA on additional services/items		Any additional/optional- equipment/service/items supplied by Bidder-as per the Bidder's commercial proposal (on IA&AD's request) shall also be governed by the terms and conditions set out in this agreement.	Any additional/optional- equipment/service/items supplied by Bidder-as per the Bidder's commercial proposal (on IA&AD's request) shall also be governed by the mutually agreed terms and conditions set out in this agreement.	Any provision of services/ enhancement/ additional supply of goods/equipments which is out of scope of work shall be discussed beforehand and shall be carried on the basis of mutually agreed terms and conditions	No Change	No Change
428	Vendor_32	Vol-3 Annexure A	1.8.5	Maximum Penalty applicable for the SLAs		For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document.	For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document. Notwithstanding anything else to the contrary , the overall penalties including Liquidated damages shall be capped to 5% of the amount of the contract period and the capping for each month shall be 5% of the monthly/quarterly invoice. Penalty shall not be imposed if the delay is not attributable to the account of the bidder.	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
429	Vendor_32	Vol-3	OBLIGATIONS OF THE PURCHASER OR ITS NOMINATED AGENCIES 7.b			To provide any support through personnel and/or test data during development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons;	To provide any support through personnel and/or test data during development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons; Additional provision of services and products shall be based on mutual agreed terms with respect to service charge and terms and conditions.	Any provision of services/ enhancement which is out of scope of work shall be discussed beforehand and shall be carried on the basis of mutually agreed terms and conditions	No Change	No Change
430	Vendor_32	Vol-3	12.4.	Security and Safety		As per RFP	Request you to pl provide the IT Policy of the organisation to the bidder, study and evaluate it	Customer to provide IT policy for evaluation before we can agree to abide by this	No Change	Existing clause sufficiently addresses the Bidder's concern.
431	Vendor_32	Vol-3	13.2.4	Invoicing and Settlement		In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the Purchaser or Implementation Agency, as the case may be will have the option to terminate the Agreement.	In the event that either Party believes that the other Party is in Material Breach of its obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the Purchaser or Implementation Agency, as the case may be will have the option to terminate the Agreement. However, purchaser have to pay for the goods & services rendered until the date of termination of contact.	Payment protection is required in case of termination. Puchaser shall pay for the good&services redered till the termination date	No Change	Vol-3 Section 14.3 addresses the concerns related to Payments for the Termination case.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
432	Vendor_32	Vol-3	13.3	Tax		In the event that Implementation Agency undergoes such a change of control, Purchaser may, as an alternative to termination, require a full Performance Guarantee for the obligations of Implementation Agency by a guarantor acceptable to Purchaser or its nominated agencies. If such a guarantee is not furnished within 30 days of Purchaser's demand, the Purchaser may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the Implementation Agency.	In the event that Implementation Agency undergoes such a change of control, Purchaser may, as an alternative to termination, require a full Performance Guarantee for the obligations of Implementation Agency by a guarantor acceptable to Purchaser or its nominated agencies. If such a guarantee is not furnished within 30 days of Purchaser's demand, the Purchaser may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the Implementation Agency.	Additional PBG/Top up of PBG is not acceptable	No Change	No Change
433	Vendor_32	Vol-3	14.1	Termination For Material Breach		The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring	The Purchaser Any party may at any time terminate the Contract for any reason by giving the IA other party a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring	Termination for convenience to be applicable for both of the parties	No Change	No Change
434	Vendor_32	Vol-3	14.1.c	Termination For Material Breach		In the event that Purchaser terminates this Agreement pursuant to failure on the part of the Implementation Agency to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Implementation Agency may be forfeited	In the event that Purchaser terminates this Agreement pursuant to failure on the part of the Implementation Agency to comply with the conditions as contained in this Clause and depending on the event of default, Performance Guarantee furnished by Implementation Agency may be forfeited	Forfeiture of PBG is not acceptable	No Change	No Change
435	Vendor_32	Vol-3		Termination for convenience		. The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC. 2. Upon receipt of the notice of termination under this clause, the IA shall either as soon as reasonably practical or upon the date specified in the notice of termination: a. cease all further work, except for such work as the Purchaser may specify in the notice Request for Proposal Selection of Agency for Implementation of Centralized Pension Processing (CPP) Project of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site and system in a clean and safe condition; b. terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 14.2.(I) (d) (ii) below; c. remove all IA's Equipment from the site, repatriate the IA's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind; d. in addition, the IA shall:	. The Purchaser Either Party may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC. 2. Upon receipt of the notice of termination under this clause, the IA shall either as soon as reasonably practical or upon the date specified in the notice of termination: a. cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site and system in a clean and safe condition; b. terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 14.2.(I) (d) (ii) below;	Either party should have the right to terminate the contract	No Change	No Change

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436	Vendor_32	Vol-3	INDEMNIFICATION & LIMITATION OF LIABILITY 15			Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	Subject to Clause 15.4 below, Implementation Agency (the "Indemnifying Party") Parties undertakes to indemnify, hold harmless the Purchaser (the "Indemnified Party") from and against all third party claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.	Standard indemnities to be made mutual	No Change	No Change
437	Vendor_32	Vol-3	INDEMNIFICATION & LIMITATION OF LIABILITY 15			5. The aggregate liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	5. The aggregate liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 15 and breach of Clause 12.4 and 17.	Confidentiality liability capped to two times TCV. This needs to be deleted	No Change	No Change
438	Vendor_32	Vol-3	INDEMNIFICATION & LIMITATION OF LIABILITY 15			6. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 15 (A)) even if it has been advised of their possible existence.	6. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 15 (A)) even if it has been advised of their possible existence.	Consequential damages not excluded for indemnity	No Change	No Change

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439	Vendor_32	Vol-3	Warranty & Maintainance pg-44			The Implementation Agency warrants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement. a) The IA also warrants that the products, materials and other goods supplied under the Agreement are new, unused and incorporate all recent improvements in design that materially affect the system's or subsystem's ability to fulfil the technical requirements specified in the RFP. b) In addition, the IA warrants that: (i) all Goods components to be incorporated into the System form part of the IA/OEM's and/or Subcontractor's current product lines. c) The warranty period shall commence from the date of Go Live of the project or of any major component or subsystem for which phased Go-Live is provided for in the Agreement and shall extend for as follows:	The Implementation Agency warrants covenants that the Project, including all the system(s), materials and goods supplied pursuant to the Agreement, shall be free from any defect or deficiency in the material, design, engineering, and workmanship that prevent the system and/or any of its systems(s) from fulfilling the technical requirements or that limit in a material fashion the performance, reliability, or extensibility of the system and/or any of its sub-system(s). Commercial warranty provisions of products supplied under the Agreement shall apply to the extent they do not conflict with the provisions of this Agreement. a) The IA also warrants covenants that the products, materials and other goods supplied under the Agreement are new, unused and incorporate all recent improvements in design that materially affect the system's or subsystem's ability to fulfil the technical requirements specified in the RFP. b) In addition, the IA warrants that: (i) all Goods components to be incorporated into the System form part of the IA/OEM's and/or Subcontractor's	product/services' related warranties cannot be given. Hence changing the term 'warrant' to 'covenant'	No Change	No Change
440	Vendor_32	Vol-3	Confidentiality 17			Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go- Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before Go- Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of ~~10%~~ 5% of the total contract value. Notwithstanding anything else to the contrary , the overall penalties including Liquidated damages shall be capped to 5% of the amount of the contract period and the capping for each month shall be 5% of the monthly / quarterly invoice. Penalty/Liquidated Damages shall not be imposed if the delay is not attributable to the account of Implementation Agency. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	Requesting purchaser to cap the overall penalties including penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
441	Vendor_32	Vol-3	Liquidated Damages 21			As per RFP	Each Party to this Agreement or the SLA agrees to enter into or execute, without limitation, whatever other agreement, document, consent and waiver and to do all other things at mutually agreed which shall or may be reasonably required to complete and deliver the obligations set out in this Agreement or the SLA	Mutual agreement shall be required for the Variations as per the requirement of the contract	No Change	No Change

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442	Vendor_32	Vol-3	Legal related Clauses 22-24			Each Party to this Agreement or the SLA agrees to enter into or execute, without limitation, whatever other agreement, document, consent and waiver and to do all other things which shall or may be reasonably required to complete and deliver the obligations set out in this Agreement or the SLA	Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has to be valid for 180 days beyond the extended period.	Forfeiture of PBG is not acceptable	No Change	No Change
443	Vendor_32	Vol-3	Variations and Further Assurance 23.7B			Notwithstanding what has been stated elsewhere in this Contract and the Schedules attached herein, in the event the Implementation Agency is unable to meet the obligations pursuant to the implementation of the Project and/or provide the operations and maintenance Services and any related scope of work as stated in this Contract, the Purchaser will, inter alia, have the option to invoke the Performance Bank Guarantee after serving a written notice fifteen days in advance on the Implementation Agency. Such right of the Implementation Agency shall be without prejudice to any other rights or remedies available under law or contract. In case the contract is extended, the PBG has to be valid for 180 days beyond the extended period.	In the event that the compliance is not completed, the Performance Bank Guarantee shall be invoked and the amount appropriated and forfeited. IA&AD will not pay any costs of Implementation Agency's conduct of business. There will be no payments to the Implementation Agency to compensate for business loss.	Forfeiture of PBG is not acceptable	No Change	No Change
444	Vendor_32	Vol-3	CHANGE CONTROL SCHEDULE 26			It is hereby also clarified here that any change of control suggested beyond 25 % of the value of this Project will be beyond the scope of the change control process andwill be considered as the subject matter for a separate bid process and a separate contract. It is hereby clarified that the 25% of the value of the Project as stated in herein above is calculated on the basis of project value submitted by the Implementation Agency and accepted by the Purchaser or its nominated agencies or as decided and approved by Purchaser or it Nominated Agencies. For arriving at the cost / rate for change up to 25% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.	Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the IA meets the obligations as set in the CCN. In case of recertification due to proposed changes, required cost will be borne by the party that initiated the change. In the event the IA is unable to meet the obligations as defined in the CCN, then the cost of getting it done by a third party will be borne by the IA. However IA's liability in this case will be limited to 10% of the value of the goods or services for which such option is exercised by the purchaser	Risk Purchase is not applicable; Bidder's liability shall be capped to 10% of the value of such good and services for which the option is exercised by the purchaser at the cost of getting it done by the third party	No Change	No Change
445	Vendor_32	Vol-3	CHANGE CONTROL SCHEDULE 26.a.ii			Each Party shall be responsible for its own costs incurred in the quotation, preparation of CCNs and in the completion of its obligations described in this process provided the IA meets the obligations as set in the CCN. In case of recertification due to proposed changes, required cost will be borne by the party that initiated the change. In the event the IA is unable to meet the obligations as defined in the CCN, then the cost of getting it done by a third party will be borne by the IA.	In case of contract being terminated by Purchaser, Purchaser reserves the right to ask IA to continue running the project operations for a period of 6 months after termination orders are issued at mutually agreed terms & conditions.	Mutual agreement shall be required on the period of continuation of work post termination	No Change	No Change

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446	Vendor_32	Vol-3	Transfer of Assets SCHEDULE II			As per RFP	purchaser acknowledges that personnel to be provided by the IA represent a significant investment in recruitment and training, the loss of which would be detrimental to IA's business. In consideration of the foregoing, purchaser agrees that for the term of this Agreement and for a period of one year thereafter, purchaser will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any of the IA's employee, or induce any such individual to leave the employment of the IA. For purposes of this clause, a IA employee means any employee or person who has who has been involved in providing services under this Agreement.	Standard Clause of Terms and condidtions	No Change	No Change
447	Vendor_32	Vol-3	Employees SCHEDULE II			Clause not present in RFP	IA's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent IA's performance is effected, delayed or causes non-performance due to purchaser's omissions or actions whatsoever.	Standard Clause of Terms and condidtions	No Change	No Change
448	Vendor_32	Vol-3				Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by purchaser in the event when purchaser has not submitted its acceptance or rejection response in writing to Selelr within 15 days from the date of installation/ commissioning or when purchaser uses the Deliverable in its business, whichever occurs earlier. Parties agree that IA shall have 15 days time to correct in case of any rejection by purchaser.	Standard Clause of Terms and condidtions	No Change	No Change
449	Vendor_32	Vol-3				Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. IA will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, IA shall not be bound to perform any additional services not part of the commercial bid.	Standard Clause of Terms and condidtions	No Change	No Change
450	Vendor_32	Vol-3				Clause not present in RFP	IA undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the purchaser wants the IA to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, purchaser will support IA with change request for additional cost incurred by IA for complying to new minimum wages. IA will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Standard Clause of Terms and condidtions	No Change	No Change
451	Vendor_32	Vol-3				Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	Standard Clause of Terms and condidtions	No Change	No Change

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452	Vendor_32	Vol-3				Clause not present in RFP	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between purchaser and the successful bidder/IA ("Contract") shall specify the document to be issued by purchaser for procuring the deliverables ("Procuring Document"). Such Procuring Document shall – (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder/IA.	Standard Clause of Terms and condidtions	No Change	No Change
453	Vendor_32	Vol-3				Clause not present in RFP	purchaser hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. purchaser agrees that IA shall not be in any manner be liable for any delay arising out of purchaser's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continious period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continious site not readiness for 30 days, same will be borne by the purchaser	Standard Clause of Terms and condidtions	No Change	No Change
454	Vendor_32	Vol-3				Clause not present in RFP	Since IA is acting as a reseller of completed products, IA shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the purchaser shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that IA shall not provide any additional warranties and indemnities with respect such products.	Standard Clause of Terms and condidtions	No Change	No Change
455	Vendor_32	Vol-3				Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Standard Clause of Terms and condidtions	No Change	No Change
456	Vendor_32	Vol-3				Clause not present in RFP	The risk, title and ownership of the products shall be transferred to Purchaser upon delivery of such products.	Standard Clause of Terms and condidtions	No Change	No Change
457	Vendor_32	Vol-3				Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Purchaser.	Standard Clause of Terms and condidtions	No Change	No Change
458	Vendor_32	Vol-1 Annexure A	1.3	Duration of SLA		3. Measurements for all SLAs shall need to be taken on a 24 X 7 basis, unless specified otherwise.	Does this window require 1) Manned support on site 2) Manned/dedicated support offshore 3) Shared offshore support 4) Hybrid (Onsite and offshore) model based on function and criticality	We recommend Option 3 or 4 for balance of cost and deliverables	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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459	Vendor_32	Vol-1 Annexure A	1.5.6	Delay in setting up of Datacenters on Cloud (Page 13)		The Bidder shall setup the entire infrastructure at all the Data-centers as per the Contract BoQ, including all required environments such as Dev, Testing, Training, Pre-prod, etc., within the Timelines specified in the RFP	Is it a 1) Public cloud? 2) Meity empanneled cloud? 3) Private cloud? IS there any cloud which is already in use and will be extended for this project while extending the network and security infrastructure like switches, routers, MPLS/internet links, firewalls, Antivirus, IDS/IPS, SIEM, DLP etc		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
460	Vendor_32	Vol-1 Annexure A	1.5.8	Delay in submission of Security Incident Reports		The Bidder shall ensure that a detailed MIS report for all Security incidents, along with their Root cause analysis, mitigation and permanent resolution, is provided within the stipulated timeframe	Kindly provide details of the following Malware infection, Distributed denial of service attacks, Unauthorized access, Insider breaches, Destructive attacks, Unauthorized privilege escalation, Loss or theft of equipment, etc. 1) Are these solution components available currently which we can leverage for the proposed application stack? 2) Provide ticket dump of last 1 year of these solution components 3) Kindly provide the KPIs for the defined SLAs like Incident response time, resolution time, RCA reporting time etc		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
461	Vendor_32	Vol-1 Annexure A	1.5.9	Delay in identifying and reporting instance of Data Theft or Data Breach			Does CAG have the following solution components like instance of 1) Data theft & data breach (like DLP towards endpoints, network (eMail & web) or any SaaS solutions using DLP on cloud etc) 2) Data corruption (hashing, masking, tokenisation etc) 3) Data loss or intrusion into the Files system or Database (like DB Activity Monitoring [DAM] etc) 4) DB encryption for data at rest etc 5) Kindly provide the KPIs for the defined SLAs like Incident response time, resolution time, RCA reporting time etc		No Change	No existing Tools, Application or System available for re-use in CPP.
462	Vendor_32	Vol-1 Annexure A	1.5.11	Delay in conducting Vulnerability Assessment and Penetration Testing				Details of numner of IPs (internal and external), number of applications for penetration tests to be shared	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
463	Vendor_32	Vol-1 Annexure A	1.5.11	Delay in conducting Vulnerability Assessment and Penetration Testing (page 20)		The Bidder shall ensure that the Penetration Testing and Vulnerability Assessment testing are done within the stipulated timeframe, and all identified issues must be Closed. The final test result report must be submitted to IA&AD	What is the stipulated timeframe for closure of VA/PT outcome?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
464	Vendor_32	Vol-1 Annexure A	1.5.11	Delay in conducting Vulnerability Assessment and Penetration Testing (page 20)		The Bidder shall ensure that the Penetration Testing and Vulnerability Assessment testing are done within the stipulated timeframe, and all identified issues must be Closed. The final test result report must be submitted to IA&AD	What is the stipulated timeframe?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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465	Vendor_32	Vol-1 Annexure A	1.7.3	Availability of Network and Security components		The Uptime of the each of the Security and Network Services (including components provisioned in Managed Services model) proposed by the Bidder at all Datacenters should be at least 99.95% in a quarter.	1) Is the security solution (Switches, Routers, Load balancers, SIEM, DLP, IDS/IPS, Anti-malware, Firewall, HSM, Anti-APT, WAF) part of the proposal from this RFP? 2) If this is existing infra at all the DCs and is to be managed, then kindly provide the detailed inventory list (consisting of solution component, HA availability, location of instal, Warranty/AMC active/expired, make, model, software/firmware version to the minimum) 3) Does the security solutions need to cater to existing applications and network?, if yes kindly provide the volumetrics, architecture, to the minimum 4) Share the dump of tickets from ITSM tool for last 12 months or any peak period of outages	Kindly consider the services uptime to be 99.50% instead of 99.95 in a quarter	No Change	No Change
466	Vendor_32	Vol-1 Annexure A	1.7.14	Occurrence of Security related Incidents		Security being one of the most important aspects of IA&AD would be governed by stringent standards. All security incidents leading to disruption in services availability would be penalized heavily. Security incidents could consist of any of the following : a) Malware and Phishing Attack b) Distributed Denial of Service Attack c) Unwanted Intrusions d) OWASP vulnerabilities	1) What email solution (on prime Exchange or O365, or other mail services) 2) Do you have email security solution to arrest phishing attacks 3) DO we need to provide email solution with these security features, then provide details of email requirement		Clarification	NIC Email server shall be utilized for CPP.
467	Vendor_32	Vol-1 Annexure A	1.7.18	Disaster Recovery Drills		In either case, each DR drill will be thoroughly analyzed to track the effectiveness of the Disaster recovery/BCP process, and to verify if the second datacenter is restored and recovered successfully in terms of its handling of data, incoming requests, network traffic and other security parameters.	1) Do we need to provide BCP/DR, Business Impact Analysis (BIA)? 2) Will CAG provide the plan and we as bidders need to adhere to the plan? 3) Does the DC/DR adhere to standards like ISO etc		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
468	Vendor_32	Vol-1 Annexure A	11.5	Integration with UIDAI (page 80/125 of RFP document - functional doc)		Aadhaar number has been identified as "Identity Information" under the Aadhaar Act 2016 and can uniquely identify residents in India. CPP application shall provide for API based integration with UIDAI to authentic a person based on Aadhar. Aadhar based mobile OTP verification would be utilized in various modules of CPP to establish identity of a person.	Do CAG have Aadhar vault with HSM solution in place or is the bidder expected to provide this solution If existing then provide the details of the solution to scope for the managed services If new solution to be proposed then provide the volumetrics to size the solution like TPS of the HSM, number of applications accessing aadhar data etc		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
469	Vendor_32	Vol-1 Annexure A	2.3	Access control (page 25/125 of RFP document - functional doc)		The access control for each of the user is determined by the user permissions/roles associated with a post along with record based permissions, which is explained below. 2.3.1 User permissions 2.3.2 User Roles 2.3.3 Record based permissions	1) Do you have exisitng IDAM solution that can be leveraged to perform these functions. If yes provide the details 2) Is the existing IDAM integrated to corporate AD system and enabled with roles for accessing these applications? 3) Do you want us to propose new IDAM solution and integrate it with existing AD solution in co-ordination with AD administrators with new roles for accessing the proposed applications? 4) Do we need to proposed SSO and MFA solutions? If yes then provide the following details 4.1) Number of users accessing these applications 4.2) Provide number of applications requireing SSO and MFA		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
470	Vendor_32	General	General				Does CAG looking for 1)source code security, 2) run time application level security, 3) mobile security		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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471	Vendor_32	Vol-3	Generic Query			Generic Query/Data archival	1) What is Data archival policy suggted by CAG 2) How much data will be there in Live System ? 3) Approach to ensure the Migration of all data into the system (Archival and Live System)		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
472	Vendor_32	Vol-1 Annexure A	11	INTEGRATION WITH OTHER SYSTEMS		Generic Query/ Integration	1) RACI matrix for Integration testing & Sign off with existing 3 Party vendors 2) How many interface integration (workflow to be created for listed integration 3) Will new Integration will be taken as CR (apart from listed Integrations per section 11) 4) . How many different data formats need to be exchanged with external partners. What are those? 5) Pls provide ESB details & No of API , Source details , new API to be developed etc.,) Detailed list of Interfaces *Inbound /Outbound , API) , Middleware etc. Adapter to integrate with legacy applications & No's of Licenses 6) How ESB with Business Process Model and Notation(BPMN)/Business Process Execution Language (BPEL) will be included in solution		Clarification	1, 3 - Has been specified in Vol 1 document. 2, 4 - Will be specified in the Section 11 of the updated Annexure A. 5,6. - Further details shall be provided during the implementation phase.
473	Vendor_32	Vol-3	Generic Query			Generic Query/ Performance Testing	Performance Testing is in Scope ? Load stress testing Tools , VAPT tools ?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
474	Vendor_32	Vol-3	Generic Query			Generic Query/ System Security	Security What is the requirement to implement overall security (Not Detailed in RFP) 1)Perimeter Security 2) Network Security 3) Endpoint Security 4)Application Security. 5) Data Security		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
475	Vendor_32	Vol-3	Generic Query			Generic Query/New Modules/Add-On Applications	1) What is capping on New Modules/Add-On Applications , any dead band defined 2) Timelines to final SRS, FRS Of all new New Modules/Add-On Applications (should be by Design Phase)		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
476	Vendor_32	Vol-3	7. OBLIGATIONS OF THE PURCHASER OR ITS NOMINATED AGENCIES			To provide any support through personnel and/or test data during development, rollout, steady state operation, as well as, for any changes/enhancements in the system whenever required due to scope change that may arise due to business, delivery or statutory/regulatory reasons;	1) All Requirement should be freeze at Design Phase , Post that any scope changes should go through Change Request Mode		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
477	Vendor_32	Vol-3	Generic Query			Generic Query - Defects , Enhancements	1) There is No Clear Definition to invoke Defects , Enhancements in terms of MM Hours post Go Live 2) What will be warranty period of COTS/Bespoke Development post Go Live ?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
478	Vendor_32	Vol-3	Generic Query			Generic Query/helpdesk	1. Is existing helpdesk is distributed one or Centralized Helpdesk ? Any distributed helpdesk will be integrate to Centralized Helpdesk solution , 2. Approach /Req from Current Mode to Future Mode 3. Reusability of existing Tools 4. Chabot to be factor ?		Modified	1) Centralized CPP Contact Centre. 2, 3) No existing Tools, Application or System available for re-use in CPP. 4) Chatbot not in scope of CPP - Vol-1 Annexure A & B have been modified accordingly.

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479	Vendor_32	General	Generic Query			Generic Query/ Infrastructure Assets	1. Inventory required for all Physical & Logical Infrastructure Assets with Ageing/EOSL ? 2. What will be RACI matrix to replace EOSL/EOL devices and Hardware Refresh ? 3. Any Inflight Project going on and expected SI to take over post transition Phase		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
480	Vendor_32	Vol-3	Generic Query			Generic Query/ license Management	1. How current license Management is managed ? 2. Do any SAM (Software Asset Management) is in place .. if not do we need to factored same ? 3.is Vendor Management include this Scope of License Purchase or ATS ? 4. Do any Audit of License is in scope 5. How Hard Asset Management is also in scope .. 6. Which tool currently used for Asset managed for S/W & H/w		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
481	Vendor_32	Vol-1 Annexure A	19	LEGACY DATA MIGRATION		Generic Query/ Data Migration	Detailed RACI matrix for Data Migration of all master and transaction data relating to AG office users a) Data format & Data mapping document , b) Backup ALL data , c) Data Cleansing & Data Quality Assessment , d) Data Migration Plan & execution , testing 1) Any financial/ SLA implication on Data Migration not detailed 2) Archive , Historical Data Migration scope to be detailed (if any) 3) Which ETL tools will be deployed ? Any existing template can we re use		Clarification	1. RACI matrix has been specified in Vol 1 document. 2. SLA for data migration timeliness is covered under the delay of delivery of Milestone. 3. Archival of data after migration will be taken care as part of the overall archival policy of the application. 4. SI has to propose. There are no existing templates
482	Vendor_32	Vol-1 Annexure A	1.8.5	Maximum Penalty applicable for the SLAs		For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter.	For the O&M Phase the overall penalty should be capped at 5% for that quarter	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
483	Vendor_32	Vol-1 Annexure A	Generic Query			Generic Query /Liquidated damages Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately.	The LD should be included in the calculation of overall / aggregated Liquidated Damages + Penalties and it should be capped at 5% for that quarter.	Requesting purchaser to cap the overall penalties including LD + penalties to 5% of the TCV. Capping for each month/quarter to be 5%	No Change	No Change
484	Vendor_23	Vol-1 Annexure A	1.5	Implementation approach	14	The pensioner would submit application for availing pensionary benefits in CPP		Is it required to submit the pension application by the employee as the system will have the information about the employee's retirement. Or	No Change	Query not clear.
485	Vendor_23	Vol-1 Annexure A	1.6.1	Original case	16	Maintain a Pension Register and generate a list on the 1st January / 1st July of each year of the employee under his control who will retire within next 30 months.		Pension system requires employee service history to calculate the pensionary benefits. It is always advisable to integrate the pension system with the HRMS to get those data directly from the HRMS to avoid any data discrepancy. We would like to understand the requirement of the Pension Register for generating the list of the employees who will retire within next 30 months. If we are capturing the employee's service history through the Pension Register, it may cause some data entry issue and that	Clarification	Data-entry is not a part of CPP project scope. Maintaining Pension Register is an existing process. Integration with HRMS/IFMS system is in scope of CPP.
486	Vendor_23	Vol-1 Annexure A	3.1	Employees master data	29	Some resources who are temporary and consultant would be hired for a short-term basis. Hence, during creation of user, a date of deactivation may be specified by the office administrator.		Our suggestion, 1. please explain the roles and responsibilities of the temporary resources and consultants 2. Are they eligible for Pension and Benefits? 3. How their Pensionary benefits calculation will happen?	No Change	Further details shall be provided during project implementation phase.

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487	Vendor_23	Vol-1 Annexure A	3.6	Setting up out of office	30	CPP shall have the facility to enable "Set out of office". The out of office status can be enabled by an employee through self-service facility (my profile section) as well as by an office administrator. When an employee's status is "Out of office", the duties and responsibilities would be assigned to another officer, till the employee join back. This is called link charge. Various AG (A&E) offices follow different logic for link charge assignment. Hence the logic for linking charge assignment shall be left to individual offices.		As this is a Role based system, we are assuming that 1. Multiple users will be present in one role 2. One user can play multiple roles Kindly indicate clearly. Regarding "Set out of office", how the duties and responsibilities would be assigned to another officers? Please explain the functional process flow. In addition, we are assuming that responsibilities would be assigned to same level of officer only. Kindly indicate more clearly.	Clarification	1. Yes, multiple users has same role 2. Yes, one user can have multiples roles. Duties and responsibilities would be union of all user roles he/she is holding. 3. Responsibilities may be assignes to superior / subordinate. Not necessarily to same level
488	Vendor_23	Vol-1 Annexure A	4.1	Pensioner data	34	Pension application that is being used in every office stores the pensioner details and pension case details in their database. The indicative list of data fields and their description are given in section 18.1 and 18.2. These data from the legacy application has to be migrated to CPP through ETL logic.		We are suggesting, please explain this section in more granular way as data migration will be huge activity and it will be really helpful for the bidders to understand the data migration scope very clearly. 1. Tentative volume of the pension data for 19 states 2. All the data are present in the electronic format only or not? 3. Any scope of data digitization? 4. Who will be responsible for the data sanity check? 5. Different states are using different application currently and there database schemas are also different, hence while migrating all the data to CPP through ETL logic, how is it possible to create many to one schema mapping?	Clarification	1. Volume of data/documents is covered in Annexure D. 2. Data entry for Non electronic data is not in the scope of CPP. 3. Data digitization is not part of CPP project scope. 4. Two level check. First level by SI and second level acceptance by CAG 5. Though DB schema and DB are different, the attributes that are captured for pensioner, pension case and its processing are very similar. The similarity and common attributes have been captured as part of data model described in chapter 18
489	Vendor_23	Vol-1 Annexure A	4.3	Approve an account for family pensioners	34	Similar to service pensioner, a family pension beneficiary can also create an account in CPP. Once a family pension application is received in AG(A&E) office, a case id / file number would be generated during allocation of case. The case id/ file number would be intimated to the family pension applicant through SMS and email. A family pension applicant can create an account after receiving the intimation		We are suggesting, please explain this section in more granular way, 1. How the family pension beneficiary first initiate the process? Is it offline after reaching the specific department with hard copy documents of there will be a provision in the system so that family pension beneficiary can apply through some public link without login in the CPP system?	No Change	Vol-1 Annexure A Section 21.7.1 specifies the details of Initiating the family pension cases.
490	Vendor_23	Vol-1 Annexure A	5	Receive pension case for processing	35	Three different situations may arise here: 1. The entire pension proposal package, including service book (e-SR), forms, etc., was received digitally. In this scenario all forms and service book are available for viewing.		Our suggestion, 1. please explain the e-SR part. 2. Creating and managing e-SR, is it in the scope of the CPP opportunity? If yes, please elaborate the functionality of e-SR.	Clarification	1) Creating and managing the e-SR is not within the scope of CPP. 2) Further details covered in section 9.1.4.2 of Vol-1 Annexure A
491	Vendor_23	Vol-1 Annexure A	6.1	Allocation of a case	40	Once data is successfully loaded into database, case id or file number would be generated. A case needs to be allocated to Level 1 in a section for processing and authorization based on state specific allocation logic. Each state follows different logic for allocation of case and shall be configurable in the business rule.		Our suggestion, Centralized Pension Processing system should follow few standard processes (let's assume 3 standard processes) and all the states should choose any one from the list of three. The reason behind this, it is possible to implement a highly configurable system however managing those system through administration panel would not be a very easy task. State & Central operation team should be strong enough to handle the system.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
492	Vendor_23	Vol-1 Annexure A	9	Communication	66	This module is traditionally referred as 'DAK management system'. The communication is received either through email, fax, regular mail (post), in person		Request you to please indicate in the RFP if any existing DAK management system (inside e-Office system or elsewhere) is already present which can be integrated to extract the Pension specific DAK for the CPP system.	No Change	No existing Tools, Application or System available for re-use in CPP.
493	Vendor_23	Vol-1 Annexure A	9.1	Inward communication (DAK/Receipt)	66	This sub-module provides a platform to receive communication from outside CPP (from outside and within IAAD) in the following formats: 1. Regular mail (paper-based communication); 2. In-person submission of communication; 3. Fax; 4. E-mail;		Request you please elaborate the purpose of this sub-module and functional requirement with respect to the CPP system.	No Change	Existing clause sufficiently addresses the Bidder's concern.
494	Vendor_23	Vol-1 Annexure A	21.7	Family pensioner user management	17	A person can register in CPP as family pension user with reference to original service pension PPO. This person shall prove his identity with DDO to get approved as family pension user in CPP. The application of registering as family pensioner should be approved in CPP by DDO after due verification. Once DDO verifies the identity and approves the user in CPP, the corresponding service pension PPO		This registration process is not very much clear. Our suggestion, please elaborate the process step by step. How the family pension user will submit the registration application first time (before any information received by the DDO) through CPP with reference to original service pension PPO?	No Change	Vol-1 Annexure A Section 21.7.1 specifies the details of Initiating the family pension cases.

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495	Vendor_23	Vol-3	1.3.	Measurement and Arithmetic Conventions	43	All measurements and calculations shall be in the metric system and calculations done to two decimal places, with the third digit of five or above being rounded up and below five being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.		Our suggestion, please provide some appropriate examples in this section for the better understanding.	No Change	Existing clause sufficiently addresses the Bidder's concern.
496	Vendor_23	Vol-3	2	Scope of the Project	44	a) Develop / customize and implement Centralized Pension Processing (CPP) Project; manage and provide technical support to the solution for the period of 7 years from the date of Go-Live.		1. Please specify the implementation timeline 2. We are assuming that the technical support to the solution for the period of 7 years from the date of Go-Live is related to L2 and L3 Technical support only. However helpdesk support (L1) is not in the scope of the bidder. Please confirm in this section.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
497	Vendor_23	Vol-3	7	OBLIGATIONS OF THE PURCHASER OR ITS NOMINATED AGENCIES	52	d) Provide prompt Deliverable feedback: Within 15 working days from the submission of a deliverable/SLA and performance reports, the purchaser shall provide a sign off on the deliverable or its comments for changes. In case the purchaser fails to respond and provide feedback on above stated submission, the deliverables or SLA and performance reports will be deemed accepted. Post 15 working days there will be no rework of the said deliverable except, in case the purchaser has provided an alternate date for acceptance. Any subsequent rework post acceptance / deemed acceptance would form the subject of a formal change request under the provisions of this Agreement.		Our suggestion, feedback of all the deliverables should be provided within 7 working days from the date of submission. Post 7 working days there will be no rework of the said deliverable except, in case the purchaser has provided an alternate date for acceptance. Any subsequent rework post acceptance / deemed acceptance would form the subject of a formal change request under the provisions of this Agreement.	No Change	No Change
498	Vendor_23	Vol-3	3	Sub-contractors	77	Implementation Agency shall only subcontract work related to (a) User Centralized Help Desk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be subcontracted by the Implementation Agency.		Our suggestion, please elaborate on the help desk support part. As per the Scope of the Project section (Page 144), it has been indicated "technical support to the solution for the period of 7 years from the date of Go-Live". Above section, it is indicating Technical Support for 7 years and here it is indicating subcontracting for the Centralized Helpdesk. Please clearly indicate the scope.	Modified	Vol-3 Section 23 Clause 3 has been modified. Refer Vol-1 Section 9.1 for more details about functioning / requirements of Contact centre personnel.
499	Vendor_23	Vol-3	1.5.16	Quality of Training and Capacity Building	59	In case session is rated Satisfactory or Excellent by less than 75 percent attendees, then the Bidder has to conduct the training session again for the same set of participants. No extra payment would be given to the Bidder for re-training session.		We are suggesting to make it in a 1 to 5 scale where 1 will indicate lowest and 5 will indicate highest. "In case the average rating of the session is less than 3, then the Bidder has to conduct the training session again for the same set of participants. No extra payment would be given to the Bidder for re-training session."	No Change	Bidder to decide during the implementation phase based on RFP requirements.
500	Vendor_23	Vol-3	1.6.1	Availability of Pension Applications	60	Liquidated Damages for non- achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.5% quarterly payment of O & M 2. >= 99% to < 99.5% - 1% quarterly payment of O & M 3. < 99% - 2% quarterly payment of O & M		We are suggesting to change the Liquidated Damages for non-achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.1% quarterly payment of O & M 2. >= 99% to < 99.5% - 0.5% quarterly payment of O & M 3. < 99% - 1% quarterly payment of O & M	No Change	No Change
501	Vendor_23	Vol-3	1.6.2	Availability of Support Services	63	Liquidated Damages for non- achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.1% quarterly payment of O & M 2. >= 99% to < 99.5% - 0.2% quarterly payment of O & M 3. < 99% - 0.4% quarterly payment of O & M If the Support services uptime is consistently below 97% continuously for five days or more in a quarter, then a penalty of 1% of quarterly payment of O&M phase for that quarter will be levied as liquidated penalty.		We are suggesting to change the Liquidated Damages for non-achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.1% quarterly payment of O & M 2. >= 99% to < 99.5% - 0.2% quarterly payment of O & M 3. < 99% - 0.3% quarterly payment of O & M If the Support services uptime is consistently below 97% continuously for five days or more in a quarter, then a penalty of 0.5% of quarterly payment of O&M phase for that quarter will be levied as liquidated penalty.	No Change	No Change
502	Vendor_23	Vol-3	1.7.2	Availability of Production Servers	68	Liquidated Damages for non- achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.5% quarterly payment of O & M 2. >= 99% to < 99.5% - 1% quarterly payment of O & M 3. < 99% - 2% quarterly payment of O & M		We are suggesting to change the Liquidated Damages for non-achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 0.1% quarterly payment of O & M 2. >= 99% to < 99.5% - 0.5% quarterly payment of O & M 3. < 99% - 1% quarterly payment of O & M	No Change	No Change

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503	Vendor_23	Vol-3	1.7.4	Availability of Internet Connectivity for enabling access to CPP Applications	71	Liquidated Damages for non- achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 5% quarterly payment of O & M for every day of the Quarter 2. >= 99% to < 99.5% - 10% quarterly payment of O & M for every day of the Quarter 3. < 99% - 15% quarterly payment of O & M for every day of the Quarter If the availability is consistently below 99% continuously for three days or more in a quarter, a penalty of 25% of quarterly payment of O&M phase for that quarter will be levied as liquidated penalty on the Bidder.		We are suggesting to change the Liquidated Damages for non-achievement of SLA Requirement, 1. >= 99.5 % to < 99.95% - 2% quarterly payment of O & M for every day of the Quarter 2. >= 99% to < 99.5% - 5% quarterly payment of O & M for every day of the Quarter 3. < 99% - 8% quarterly payment of O & M for every day of the Quarter If the availability is consistently below 99% continuously for three days or more in a quarter, a penalty of 10% of quarterly payment of O&M phase for that quarter will be levied as liquidated penalty on the Bidder.	No Change	No Change
504	Vendor_23	Vol-1 Annexure A	1.2	Pensionary benefits	11	Indicative list of different types of pensionary benefits that are available to Government servants are given below (State Specific): a. Service pension b. Enhanced Family Pension c. Family Pension d. Service Gratuity e. Retirement Gratuity f. Death Gratuity g. Commuted value of pension h. Compassionate Pension i. Compassionate Allowance		As per our understanding on the Pension domain, one additional type of pensionary benefits available for different countries. Please find the details below, **Deferred Pension** - Employee resigned after completing the vesting period of pensionary benefits (let's assume 10 years is the vesting period to eligible for the pensionary benefits) however pension will be processed after attaining certain age (for example 55 years of the employee). This is called Deferred Pension. Is this kind of pensionary benefit type applicable for any state? If yes, please include the detailed functionality flow along with business rules in the RFP.	No Change	No Change
505	Vendor_23	Vol-1 Annexure A	1.2	Pensionary benefits	12	AG(A&E) offices receives pension cases related to 1. Individual officials on retirement (Regular Service Pension) 2. Family members on demise of official in service/ service pensioner (Regular Family Pension) 3. Revision of pension of existing service pensioners (Revision of Service Pension) 4. Revision of pension of existing family pensioners (Revision of Family Pension)		Point #2: Family members on demise of official in service/ service pensioner (Regular Family Pension) - Death of an Employee and Death of a Pension triggers different kinds of pensionary benefits. **2a. Death of an Employee** - Triggers Widower's/Widow's/Dependent's Pension (Survivor's Benefit) and Death Gratuity **2b. Death of a Pensioner** - Triggers Widower's/Widow's/Dependent's Pension (Survivor's Benefit) only.	Clarification	Regular family pension case may or may not include Death Gratuity.
506	Vendor_08	Vol-1 Annexure A	Sec 1.5	Implementation Approach	14	In model 2 CPP implementation, state government has their own application for receiving application from retiring government servant and for sanctioning pensionary benefits.		We understand that pension application is processed and pension benefits are sanctioned in state application. AG offices authorises the pension in AG applications. Please elaborate if Pension Calculation Rules are at state level application or in existing pension processing system in AG offices.	No Change	No existing Tools, Application or System available for re-use in CPP.
507	Vendor_08	Vol-1 Annexure A	Sec 1.5	Implementation Approach	14	In model 2 implementation, CPP would interface with state government applications and receive pension case details through API or managed file transfer (MFT).		We understand that all states have separate applications. Are pension processing systems at AG offices (to be replaced in phase 1) are same or different for each state ?	Clarification	Differs from state to state
508	Vendor_08	Vol-1 Annexure A	Sec 10	Maintenance of contribution during deputation	75	This activity is only conducted in few of the AG (A&E) offices. The Pension Contribution (PC) section of AG (A&E) office is responsible for the recovery of the leave salary contribution (LSC) and pension contribution (PC) of state government employee, who got transferred on deputation to Foreign Service within India and outside India.		Is pension calculation dependent on the contribution amount or this is an independent process? As per sample rule of entitlement (sec 8.1.3), contribution amount is not part of entitlement calculation. This section mentions only of direct contribution. Is regular indirect contribution collection from entities also planned to be covered in CPP.	No Change	There will be seperate rule for calculation of contribution (PC and LSC) and a sample has been given in section 27.2 No Indirect contributions
509	Vendor_08	Vol-1 Annexure A		Legacy data migration	108	To ensure business continuity of the activities of AG(A&E) offices, it is essential to migrate legacy data, wherever relevant.		How many no. of years of legacy data migration is to be migrated?	No Change	Vol-1 Annexure D addresses the Bidder's concern.
510	Vendor_08	Vol-1 Annexure A	Sec 17.	Reporting & Dashboard	94	Various dashboards and reports to monitor and assess performance of individuals and sections may be provided in CPP.		Request you to please share approx. no. of reports and dashboards services(performance indicators)	No Change	Further details shall be provided during project implementation phase.
511	Vendor_08	Vol-3 Annexure A	Format 5A, 5B & 5C	Hardware & application software procurement	34	IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC.		Is hardware procurement responsibility of IAAD or implementation partner?	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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512	Vendor_08	Vol-3	Section 1.1 Section 25	Performance Guarantee and PBG	12	Performance Guarantee – "10% of the overall cost" of the project by Commercial Bank in favor of IA Performance Bank Guarantee – "3% of total contract value" by any Commercial Bank in favor of IA		Is there any different between PG & PBG? If not, then there are different percentages in Volume III.	Modified	Vol-3 Section 21 has been modified as follows: "...In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages as specified in Annexure A of this document..."
513	Vendor_08	General	General			Not Applicable		Requesting IAAD to provide all users related information (From pensioners perspective as well as from State Govt./CAG perspective)	No Change	Further details shall be provided during project implementation phase.
514	Vendor_02	Vol-1 Annexure B				1. Back-office staff (AG offices, DDOs, PSAs, etc.) will connect to Datacentre through Internet.	We Suggest to deploy the ZTNA approach so that only Identy based access can be provided and any unauthorized access of application can be prevented.	We suggest to deploy the ZTNA approach for all the offices (PDA,DDO,AG) accessing the DC applications over Internet must be secured. ZTNA approach also ensure that no application should expose to Internet to avoid any DoS attack and access provided based on identity Only. ZTNA will ensure that employees have seamless and consistent experiences when accessing applications from any location—including in the office	Clarification	IDAM has been envisaged for provisioning for access controls of production environment.
515	Vendor_02	Vol-1 Annexure B				1. The Development, Testing and O&M team will access the various Production and Non- Production environments via VPN.	We Suggest to deploy the ZTNA approach and not the VPN based access as VPN itself is vulnerable.	Kindly Amend the clause as " 1. The Development, Testing and O&M team will access the various Production and Non-Production environments via Zerotrust exchnage and only based on identity/posture check the access will be provided . The provided solution must have an agent on all Development and testing enginners machines.	Clarification	PAM & VPN has been identified for provisioning for access controls of production environment. Development team shall have access to Non-Prod environment via VPN
516	Vendor_02	Vol-1 Annexure B				2. Bidder will provide for VPN solution for developers and O&M staff so that applications, code and infrastructure can be accessed from remote location. The solution and names of resources accessing the system via VPN will be prepared by Bidder and approved by IA&AD	A VPN extends the corporate network to the remote user, broadening the attack surface and risk of a breach. If a remote employee's device becomes infected with malware, that malware can infect the whole network the next time the user VPNs into the network. This means that application access is given prior to user authentication.We have seen during the pandemic VPN solution itself is very vulnerable, hence request to consider Zero Trust	Kindly Amend the Clause as - 1- The solution shall not place the remote user device on the corporate network, remote users shall be authenticate using two factor authentication and it can be App based. 2- The solution should have client agent for Desktop, Windows, Mobile Platforms- iOS and android The solution should not require any inbound firewall rule for working and only outbound traffic to be allowed	No Change	PAM & VPN has been identified for provisioning for access controls of production environment. Development team shall have access to Non-Prod environment via VPN
517	Vendor_02	Vol-1 Annexure C				19.1 Enterprise Security The envisaged Enterprise Network Security for CPP System will include the following security components/services as single/multiple component(s). 1. Next Generation Firewall 2. Application Security with user authentication 3. VPN 4. IPS 5. URL filtering 6. Anti-APT Solution with sandboxing for Internet Zone 7. Threat Prevention	Web is weakest channel for attackers to get in to the network and do a lateral movement, ransomware attach etc. Hence securing Web channel across all the end points and Netwroks is super critical. Mutiple components lead to complex management and Integration complexity. Deploying mutiple solution from mutiple vendors increase latency , operational oveheads, chnace of misconfiguraion.Hence Requested to provide all the funtion from the same vendor to provide/ enhance end user experince and better security.	For URL Filtering Kindly amend the clause as - The solution must Intercept all ports and protocol and have inbuild funtion of IPS/Firewall/Sandbox /AV to inspect the web traffic before sending to clients/end user to avoid and web attack. Under Security and VPN Kindly add the below clause -1-The solution shall not impose any restrictions on the number of applications that can be accessed by the remote user.The solution shall not expose the actual applications to Internet 2- The solution shall not have a single point of failure at any level, provide failover to all users to DR site if Primary site goes down. 3- The solution shall not place the remote user device on the corporate network, remote users shall be authenticate using two factor authentication and it can be App based. 4- The solution should have client agent for Desktop, Windows, Mobile Platforms- iOS and android The solution should not require any inbound firewall rule for working and only outbound traffic to be allowed 5- The solution should allow creation of access policies to define who can access which applications, The solution must have single pane of glass for all policy configurations. 6- The Proposed solution provide the ability that the application segmentation should connect users to a specific app and limit lateral movement. The solution must provide the zero trust technology for any unauthorize access and even the users are connecting from MPLS. 7- The OEM support shall be 24X7X365 support allowing support calls to raised at any time schedule. The OEM must	No Change	Existing clause sufficiently addresses the Bidder's concern.

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518	Vendor_02	Vol-1 Annexure C						4- Proposed Solution able to restrict or control bandwidth of streaming media as appropriate based on per day quota or time. The solution must gather and analyze data on end-user device resources and events, such as CPU, memory for fastwr troubleshooting. The provided solution must enables to detect and control DNS tunnelling occurring in the networks	No Change	Existing clause sufficiently addresses the Bidder's concern.
519	Vendor_02	Vol-1 Annexure B	1.1	General Guidelines		The entire CPP solution (including its Disaster Recovery setup) shall be setup on a single CSP. Hosting of different services/components on multiple CSPs is not permitted. However, backup/archived data/files must be kept at a distance of at least 300 kms from either DC-1 or DC-2 even if it warrants engagement of a different CSP.	We would request to change this clause to "The entire CPP solution (including its Disaster Recovery setup) shall be setup on a single CSP. Hosting of different services/components on multiple CSPs is not permitted and backup/archived data/files must be kept on different physical locations/Datacenter .	AWS has multiple "Availability Zones" within India region that are different facilities in different locations. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated within a typical metropolitan region and are located in lower risk flood plains (specific flood zone categorization varies by Region). Each availability zone runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities.	No Change	No Change
520	Vendor_05	Vol-1 Annexure C	3.1	Infrastructure Components-Page No 7/Clause 5	7	If micro services-based architecture is being provided, Bidder should deploy Presentation, Business Logic and Database category of micro services on different VM's/Containers.	Please clarify if our understanding is correct that in case of provision of microservicess being doone then the same should buiot on a cloud agnostic container management platform	The microservices built upon the cloud agnostic enterprise grade supported lightweight container management platform for production grade environments while being powered by Kubernetes , will help in reducing the complexity of configuring, deploying, securing, scaling and managing containers.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
521	Vendor_05	Vol-1 Annexure B	1.1	General Guidelines - Page 4 / Clause 1	4	**Adapting to evolving technology:** It is preferable that the system is built on open Source, open standards, and open Architecture. System should have a modular approach, with loosely coupled modules, so that changes can be made in modules/ sub-modules without affecting other parts.	Please clarify if our understanding is correct that the solution including all components like Multi Cloud connectivity, Container management platform, Application performance monitoring, Application resource management, cost visbility etc should not be restricted to any particular cloud environment?	The solution components need to be cloud agnostic and should not be restrictive to particular Cloud provider only	Clarification	Yes.
522	Vendor_05	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences - Page 27 / Clause 3	27	**Open Standards**: Open Standards need to be adopted in the design and implementation of CPP.	Please clarify if our understanding is correct that the solution including all components like Multi Cloud connectivity, Container management platform, Application performance monitoring, Application resource management, cost visbility etc should not be restricted to any particular cloud environment?	The solution components need to be cloud agnostic and should not be restrictive to particular Cloud provider only	Clarification	Yes.
523	Vendor_05	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences - Page 27 / Clause 4	27	**Provider independence**: Bidder should ensure that there is portability of the solution. Portability shall include migrating the solution/application (along with data) to a different SI or CSP.	Please clarify if our understanding is correct that the solution including all components like Multi Cloud connectivity, Container management platform, Application performance monitoring, Application resource management, cost visbility etc should not be restricted to any particular cloud environment?	The solution components need to be cloud agnostic and should not be restrictive to particular Cloud provider only	Clarification	Yes.
524	Vendor_05	Vol-1 Annexure B	6.2.4	Security Compliance - Page 45 / Clause 3	45	Bidder to ensure that any commercial software acquired, is used only in accordance with licensing agreements. Bidder to also ensure that any proprietary software is properly licensed before being installed in the CPP environment. IA&AD does not permit the usage of: a. Unlicensed commercial software b. Any Reversed Engineered -Cracked Software	Please clarify if our understanding is correct that solftware licenses shoould be cloud agnostc (Non propietary) & be commercially licenses version like Multi Cloud connectivity, Container management platform, Application performance monitoring, Application resource management, cost management etc ..	Its recommended that all software components for DC-1 and DC-2 should be of commercially licensed version & cloud platofrm agnostic, including but not limited to CPP Product Stack, Database (RDBMS), OS, Middleware, Virtualization, Container management , Apllication performance Management , Cost visbility, optimization, multi cloud connectivity and others as required. In case the bidder chooses to use any open source software, it should be licensed/enterprise version.	Clarification	Yes.

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525	Vendor_05	Vol-1 Annexure B	5.4	Infrastructure Services Requirements - Page 33 / Clause- 6	33	The systems architecture should clearly demonstrate and highlight the key requirements of IA&AD viz reliability, availability, scalability, survivability, resilience and serviceability of individual critical components as well as the CPP system as a whole.	Additional Point recommendation	The solution should provide actionable decisions of virtual machine (VMware, Hyper-V, Redhat, at least 2 cloud service providers), container scaling to intelligently scale cluster to provision & suspend nodes based on application resource demands. It should use AI/ML engine to continuously monitor resources and execute action to maintain service performance & availability by translating environment in economic principles of supply chain & should move to which nodes to manage fluctuating demands.	No Change	No Change
526	Vendor_05	Vol-1 Annexure B	5.4	Infrastructure Services Requirements - Page 33 / Clause -11	33	All necessary tools for monitoring and measuring the service levels with respect to application performance, server performance, resource utilization, storage performance and utilization and network throughput must be provisioned as part of the infrastructure. The tools should be capable of collecting and providing all the necessary information from all the infrastructure components for generating detailed MIS reports for various periods and parameters of reporting.	Please clarify if our understanding is correct that as part of monitoring & measuring service levels would also include monitoring services for OS Level resources like (CPU, disk, memory, network) for any OS and physical hardware resources of the hosts while combining with AI/ML automation enfiner to extend operationalvisbility and proactive perforamnce assurance capabilities across cloud environments .	Its also recomnmeded that On Cloud, it should be pre-paid capacity aware providing visibility into (Operating system, billing family, Instance type/template, Tenancy, Location), it should recommend VM scaling actions that can increase utilization of pre-paid capacity instances to minimize any on-request costs	No Change	Existing clause sufficiently addresses the Bidder's concern.
527	Vendor_05	Vol-1 Annexure B	5.2	Deployment Architecture - Page 31 / Clause 8	31	Cloud hosted production environment should be hosted in different Virtual Network zone separated from all other environments within the Private Cloud to ensure that the production environment is segregated. Similar approach should be followed for both DC sites.	Please clarify if our understanding is correct that Production Environment needs to be logically separated from other workloads in both DC-1& DC-2 while maintaining single plociy acrosss both DC ?	To Secure the Production Workload setup from others with in the same CSP DC	Clarification	Yes.
528	Vendor_05	Vol-1 Annexure B	5.2	Deployment Architecture - Page 31 / Clause 8	31	Cloud hosted production environment should be hosted in different Virtual Network zone separated from all other environments within the Private Cloud to ensure that the production environment is segregated. Similar approach should be followed for both DC sites.	Please clarify if our unedratnding is correct that the t Prodction workload Virtual Netwok should be logically isolated from other virtual networks in the CSP data centers and also should allow to launch all Cloud resources, including but not limited to compute instances, into VPC which should specify an IP address range for the VPC, add subnets, associate security groups, and configure route tables.	To Secure the Production Workload setup from others with in the same CSP DC	No Change	Existing clause sufficiently addresses the Bidder's concern.
529	Vendor_05	Vol-1 Annexure C	18.6	Backup - Page 72 / Clause 11	72	Backup should be available for all components, database, VM and configurations, so that entire solution can be recovered at a previous point in case of application issues.	Understanding is the backup solution solution should be proposed that can take backup on premise (Physical , virtual OVM, VMware, Hyper-V, Block storage based backup & instances deployed on cloud (infrastructure VM's, Platform services)	Backup solution must have a console based control which allows configuration of backup policies and monitor backup activity for all resources, such as Block Storages (EMC, Hitachi, NetApp, Cloud block storages), Compute instances (Physical, virtual VMware, Hyper-V, OVM), relational databases (Oracle, SAP, MS SQL, DB2, platform services across min. 3 cloud service environments), No SQL DB , file systems (Windows, Linux, Unix, HDFS on prem & cloud) from a central location.	No Change	1. For concern section, on-premise setup is not envisaged. 2. For query section,Refer to Annexure C, Section 18.7, Clause 8
530	Vendor_06	Vol-1 Annexure B		Single Cloud Service Provider (CSP)		However, backup/archived data/files must be kept at a distance of at least 300 kms from either DC-1 or DC-2 even if it warrants engagement of a different CSP.	300 KM distance and different CSP , may lead to network latency and multiple touch points, in an event of recovery. At least 100 KM / different city and same CSP will ensure consistency from tools/ technology and minimized operational overheads along with simplicity of architecture.	SI request the clause shall be changed to " However, backup/archived data/files must be kept at a distance of at least 100 kms in different state/city from either DC-1 or DC-2 in DC3 from the same / different CSP."	No Change	No Change
531	Vendor_06	Vol-1 Annexure B		Seamless integration		The CPP solution is intended to integrate with HRMS and IFMS systems of various state governments (through an API, MFTP based interfaces, etc.) to receive data for processing.	Please provide indicative nos. of integrations and detail of HRMS & IFMS systems technology stack to assess design complexity.		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
532	Vendor_06	Vol-1 Annexure B		Cost Efficiency		The volumes and concurrency of usage in the system is specified in Vol-1 Annexure D of this RFP	Please share Vol-1 Annexure D of the RFP for analysis of volumetric and concurrency. Also the format for following a. Technical Bid Response b. Financial Bid Response c. Details of Cost Components		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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533	Vendor_06	Vol-1 Annexure B		Functional Architecture: Messaging Gateway Integration		various status and information notifications would be sent by CPP to the end uses such as Pensioners and Back office users as SMS and/or Email.	Please suggest indicative nos. of SMS / E-Mail messages on a daily basis and any growth on Y-O-Y basis, if available. Do SI have a choice to adopt either mode or both are required. The SMS cost will be reimbursed by the Department on actual usage or will be a fixed fee		Modified	1. Further details will be provided at the time of implementation phase. 2. SMS services to be provisioned by the Bidder. SMS cost shall be paid on actuals every Quarter (based on invoice received from SMS service provider). 3.SLA for Timely SMS delivery has been added in Vol-3 Annexure A. 4. Email to be provisioned through NIC Mail server. No Email server is required to be procured/setup for Production.
534	Vendor_06	Vol-1 Annexure B		Functional Architecture: Messaging Gateway Integration		various status and information notifications would be sent by CPP to the end uses such as Pensioners and Back office users as SMS and/or Email.	It is learned that the organization is using NIC provided Mail/ Messaging solution. Shall bidder leverage the same for relaying the e-mail communication from the CPP application or host a separate Mail Gateway.		Modified	1. Further details will be provided at the time of implementation phase. 2. SMS services to be provisioned by the Bidder. SMS cost shall be paid on actuals every Quarter (based on invoice received from SMS service provider). 3.SLA for Timely SMS delivery has been added in Vol-3 Annexure A. 4. Email to be provisioned through NIC Mail server. No Email server is required to be procured/setup for Production.
535	Vendor_06	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		IA&AD may decide to exercise the option of engaging VPN Services for AG office users as an added security requirement.	Please suggest how many AG offices, DDOs, PSAs, etc. may connect over VPN		Modified	Vol-1 Annexure B Section 5.5 has been modified.
536	Vendor_06	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		An indicative minimum bandwidth requirement for Internet connection (to be provisioned at CSP Datacentres) as per IA&AD estimation is shown in following table (*with different ISPs.)	Please suggest applicability of this requirement, where CSP offers High-Available and burstable bandwidth of Internet link(s) for Ingress/ Egress of data from VPC.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
537	Vendor_06	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		Bidder must ensure that the aforesaid bandwidth link redundancies are provisioned from two different Service providers. The redundant links at any location must not be overlapped on the same media by two service providers.	Please suggest applicability of this requirement, where Bidder may leverage the DC interconnect backbone (Dark fibre) of the CSP for Data transfer from DC 1 to DC2, offers High-Available and burstable bandwidth for Ingress/ Egress of data from VPCs/ DCs.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
538	Vendor_06	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		Bidder needs to provide details of bandwidth sizing for each link in its technical proposal. Including the detailed Bandwidth calculation and should ensure that bandwidth utilization should not cross 70% at any point of time.	Pleasesuggest applicability of this requirement, where Bidder may leverage the Internet connectivity and DC interconnect backbone (Dark fibre) of the CSP for Data accessability & transfer from DC 1 to DC2, offers High-Available and burstable bandwidth for Ingress/ Egress of data from VPCs/ DCs.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
539	Vendor_06	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		The Bidder through EMS should also provide network related reports including the below: i. Link up/down (real-time as well as periodic) ii. Link utilization in % (real-time as well as periodic) (Link utilization should not be more than 70% in each case, barring acceptable occasional surges) iii. Top and Bottom N graphs showing the best and worst links in terms of availability (periodic) v. Bandwidth utilization report for each link and utilization trends. The report should have provisions for displaying the minimum, maximum and average for each link. (real-time as well as periodic)	The requested clause is suitable for on-premise/ co-location DC hosting services but may not be suitable for Public cloud hosting platform, due to limitation to shared underlay network infrastructure, where such services are controlled by the respective CSPs (e.g. Hyperscalers)	The Bidder through EMS/ CSP Dashboard should also provide service availability and utilization reports including the below: i. Service Uptime (real-time as well as periodic) ii. Network Congestion and Network Performance Monitors iii. Top and Bottom N graphs showing the best and worst Service Connectivity, in terms of availability (periodic)	Modified	Vol-1 Annexure B Section 5.5 has been modified.
540	Vendor_06	Vol-1 Annexure C		Contact Center Solution for Service Desk		The contact centre personnel will be IA&AD employees and shall be stationed at different geographical locations in different states and offices.	Please provide the number of contact center personnels by locations along with average call handling time and number of call per day		No Change	Existing clause sufficiently addresses the Bidder's concern.
541	Vendor_06	Vol-1 Annexure C		Contact Center Solution for Service Desk		The proposed solution shall provide a system to automate call-based and chat based real-time interactive support that will be used by CPP users and Pensioners to report their issues and grievances over phone/chat.	Please clarify our understanding that the Toll/ Toll Free No. will be provided by IA&AD, will that be a national number or by each state/ region		Clarification	Charges for Tollfree/PSTN number, if required, will be paid and facilitated for by IA&AD.

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542	Vendor_06	Vol-1 Annexure C		Contact Center Solution for Service Desk			Please clarify , can bidder propose a 3rd party SaaS solution for the Contact Center or it has to be from the same CSP (DC provider)/ Hosted.		Clarification	Bidder to propose during the Bid submission based on RFP requirements.
543	Vendor_06	Vol-1 Annexure C		Contact Center Solution for Service Desk		The solution should provide the capability to search previously saved call details, call recordings, previously saved tickets from same call (to be automatically populated) to help agent resolve the current issue at hand faster.	Please suggest on the Call recording retention period and/ or archival requirements		Modified	Vol-1 Annexure B Section 3.3.4 has been modified to specify technical requirements of the CPP Contact Centre.
544	Vendor_06	Vol-1 Annexure C		Contact Center Solution for Service Desk		16. Contact Center Solution for Service Desk and 17. ITSM (Helpdesk) Solution Note: In case offered EMS Tool provides all the Helpdesk functionalities stated above, then Helpdesk can be offered as part of EMS. The Bidder should explicitly mention this in his bid.	Please clarify our understanding that the Contact Center Solution will use for Greviance Management of Pensioners whereas IT Helpdesk / Service Desk (ITSM) will be for IA&AD (Internal) Users and Affilates for technical support. The given compliances and reqirement are causing conflict between interchangable use of terms like ITSM / EMS .	Bidder request that IA&AD (organization) shall define separate requirement of Call Disposition Tool (CDT) for the Contact Center (Grievance Management) , whereas for Technical Support the ITSM/ EMS tool will be used, integrated to Contact Center/ CRM solution	No Change	Pensioner grievance will be handled within application. Contact centre solution and ITSM tool is envisaged to be used for backoffice.
545	Vendor_06	Vol-1 Annexure C	18.1	VMs/Container services		VM/Container services should be capable of hosting Operating systems such as Windows, Linux, Unix, etc.	Please clarify our understanding that Operating systems selection and support shall be based on proposed solution by the Bidder, unless there is any specific requirement from CSP compliance for UNIX support		No Change	Bidder to propose during the Bid submission based on RFP requirements.
546	Vendor_06	Vol-1 Annexure C	18.2	Server Operating System		Offered OS should be Enterprise/ Datacentre edition	Please clarify our understanding, does this mean that Operating systems shall be provided under BYOL (Bring Your Own License). If Not, Windows Data Center / Standard has no difference technically except number of Guest instances(VMs) allowed on the physical infrastructure for given license. This clause under PAYG model is inappropriate for Cloud Service Providers (e.g. Hyperscalers- Azure, AWS, GCP, OCI, etc.) and suitable for On-premise/ Hosted Data Center Services	Offered OS should meet Enterprise features and support	No Change	Bidder to propose during the Bid submission based on RFP requirements.
547	Vendor_06	Vol-1 Annexure C	18.5	Patch management		Solution must support code and application deployment on servers in single or multiple instances.	Please clarify our understanding that Patch Management solution is used to remediate vulnerability across OS / Applications, whereas DevOps / Release management will be used for Application and Code delivery.		Modified	Vol-1 Annexure C Section 18.5 has been modified.
548	Vendor_06	Vol-1 Annexure C	18.6	Backup		Low-cost Storage should be utilized for storing the backup data.	Please provide data retention period for long term archival		Modified	Vol-1 Section 7.4 specifies the retention period.
549	Vendor_11	Vol-1 Annexure C	3.1 -> 3			The Bidder should preferably use Open-Source Solution (Enterprise Edition/Support) for the system software. For COTS (Commercial-off-the-Shelf) products to be used, the same should be flagged and justified by the Bidder.	Many Managed services provided by the hyperscalers may be based on open-source but not open-source themselves	The Bidder should preferably use Open-Source **based** Solution (Enterprise Edition/Support) for the system software. For COTS (Commercial-off-the-Shelf) products to be used, the same should be flagged and justified by the Bidder.	No Change	Existing clause sufficiently addresses the Bidder's concern.
550	Vendor_11	Vol-1 Annexure C	3.1 -> 12			The Datacentres must be maintained ONLY at the declared hosting sites which should be communicated as part of the solution document.	For hyperscaling clouds, only the region is specified and not the exact sites	The Datacentres must be maintained ONLY at the declared hosting sites/ regions which should be communicated as part of the solution document.	Modified	Vol-1 Annexure C Section 3.1 has been modified.
551	Vendor_11	Vol-1 Annexure C	4 -> 28			CSP must be able to offer multiple environments as mentioned in the RFP, clearly isolated from each other, as part of separate VLANs.	VPC based hyperscaling clouds provide isolation in subnets or separate VPC networks	CSP must be able to offer multiple environments as mentioned in the RFP, clearly isolated from each other, as part of separate VLANs**/Subnets**.	Modified	Vol-1 Annexure C Section 4 has been modified.
552	Vendor_11	Vol-1 Annexure C	4 -> 48			The CSP should implement a Change Management system that will facilitate and maintain all records pertaining to Changes made in the CPP System, in alignment with ITIL process.	The change management process for use applications is implemented and maintained by the bidder	The CSP**/Bidder** should implement a Change Management system that will facilitate and maintain all records pertaining to Changes made in the CPP System, in alignment with ITIL process.	Modified	Vol-1 Annexure C Section 4 has been modified.
553	Vendor_11	Vol-1 Annexure C	4 -> 2			The CSP should have minimum TWO Datacentres in India from where the MeitY empanelled Cloud Services are offered.	Hyperscaling clouds operate as Availability Zones and each Availability Zone is a physcially separate location providing Active-Active DC/DR capabilities. Also the RFP has a clause for a 3rd DC to store backups/Archivals etc.	The CSP should have minimum TWO Datacentres/Avaialbility Zones in India from where the MeitY empanelled Cloud Services are offered.	No Change	Existing clause sufficiently addresses the Bidder's concern.

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554	Vendor_11	Vol-1 Annexure C	5 -> 5			CSP shall have provision for (additionally) deploying the below security components as managed services to secure the hosting environments for IA&AD CPP application	Many of the services, though are available as either native or 3rd party offerings on the cloud, the managed service on these are provided by the bidder	CSP/Bidder shall have provision for (additionally) deploying the below security components as managed services to secure the hosting environments for IA&AD CPP application	Modified	Vol-1 Annexure C Section 5 has been modified.
555	Vendor_11	Vol-1 Annexure C	18.1->3			VM/Container services should be capable of hosting Operating systems such as Windows, Linux, Unix, etc.	Unix has been generally discontinued by vendors and one would not find Unix as a platform on CSPs	VM/Container services should be capable of hosting Operating systems such as Windows, Linux, etc.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
556	Vendor_11	Vol-1 Annexure C	18.1 -> 4			The solution should be scalable. It must have provision to add/increase virtual CPU, RAM & Disk to a running virtual machine without having to suspend/ shutdown/ restart.	While this is possible for on-prem solutions, hyperscaling environments need a disruptive update to VMs on changing resources.	The solution should be scalable. It must have provision to add/increase virtual CPU, RAM & Disk to a virtual machine	No Change	Existing clause sufficiently addresses the Bidder's concern.
557	Vendor_11	Vol-1 Annexure C	19.8, Pt 9			Should support Network Management capabilities such as SNMP, NTP, Syslog over TCP	These are relevant to on-premises HSMs. Cloud based HSMs are already integrated with the Cloud Monitoring and Logging stacks	Should be integrated to the CSPs Logging and Monitoring framework	No Change	Existing clause sufficiently addresses the Bidder's concern.
558	Vendor_13	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture. 3. Multiple language Support, Pg-15		However, the UI of the web application (labels, messages, etc.) should be displayable in multiple Unicode compliant languages of Indian states that shall be on-boarded on CPP System as mentioned in the RFP Vol I scope.	How many Indian State languages will the UI support? Please provide the list of the languages to be supported by the application.		Modified	Vol-1 Annexure A Section 1.1 and Annexure B Section 3.1.1 have been updated with additional details regarding multi-lingual feature to be provisioned by the Bidder.
559	Vendor_13	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture. 3. Multiple language Support, Pg-15		It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being manually added by a user or uploaded from a csv/Excel file) to facilitate multi-language search.	Transliteration tools are dependent on browsers and are usually available as extentions or add ons to the browsers. It is dependent on end user installing and using them on their workstation. Can you please provide example use cases where transliteration capability will be used by the end user?		Modified	Vol-1 Annexure B has been modified to "It should facilitate typing in vernacular languages, including the facility for transliteration to facilitate multi-language search. The search facility should work on all Unicode compliant languages."
560	Vendor_13	Vol-1 Annexure B	2 Functional Architecture , Cl 2 Accessibility Layer Pg (9)

6.3.2 Network Security Layer Cl (d),Pg 52

5.5CPP Network Infrastructure Requirements Pg (35) | | | The solution should be designed such that access of CPP Backoffice application may be provided to its users through VPN, if required.

SSL VPN: Bidder shall provide SSL based VPN access to the Bidder's team working on the CPP project to remotely access the cloud infrastructure.

CPP Application will be used by the users as mentioned below:

1.Back-office staff (AG offices, DDOs, PSAs, etc.) will connect to Datacentre through Internet.
2.Pensioners will connect to Web-Based Pensioner portal application and mobile app through Internet.
3.Trainees/Trainers will access Training environments through Internet.
4.The Development, Testing and O&M team will access the various Production and Non- Production environments via VPN | Please clarify which users are required to access CPP over VPN , Only SI's development & O&M team or both SI team and CPP backoffice users of CPP . Also share the volumetrics for total numbers of Users who will access CPP over VPN.

It is not clear whether how many users will access CPP over VPN. Section 2 Pg(9) and Section 6.3.2 Cl 9D) pg 52 and Section 5.5 pg (35) are conficting. As per Section 2 , Cl (3) Functional Services Layer the total number of CPP Backoffice users will be so high . This includes (approx 4 lacs state users, 6000+ AG users , treasury and bank users and admin users and as per section 6.3.2 only SI's development and operations team will access VPN which approx if 100+ is still high. Impact is huge cost component VPN access to all the users. | | No Change | Existing clause sufficiently addresses the Bidder's concern. |

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
561	Vendor_13	Vol-1 Annexure B	3.1	Infrastructure Components point (1) pg (63)		Bidder shall assess the infrastructure requirements including Number of VMs, OS Instances, Storage, DC Networking,Securityetc.) for hosting and maintaining all required applications / services as per the volumetrics specified in Vol-1 Annexure D.	In order to arrive at hardware/infra sizing it is very critical to provide volumentric / workload information and read alongwith technical requirements. Please share the detail Volumetrics with Y-O-Y growth projections 1) Total Users for each type of role like Pensioners, State, AG,Treasury/Banks,Admin like Internet Users, VPN users 2) Total Active Users accesing CPP pensioners Portal , Mobile app, CPP Backoffice Portal 3)Total User Concurrency for pensioners Portal , Mobile app, CPP Backoffice Portal. 4) Total number of BPM Instances / Cases created per day cumulatively across all modules? 5) Total number of business rules triggered per day cumulatively across all modules? 6) Total number of documents uploaded / generated per day cumulatively across all modules and average size of the document? 7) Total number of BPM dashbaords / reports to created across all modules? 8) Total number of users accesing dashbaords / reports and percentage of concurrency? 9) Total number of users accesing BPM and percentage of concurrency? 10) For Any Legacy / Existing documents to be imported (one time batch import) pre provide below information a) Number of document ingestion per day :-		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
562	Vendor_13	Vol-1 Annexure B	1.1	General guidelines , page 5		Solution should consider cost efficiency as core parameter at all levels. Pay-as- you-go shall be a preferred costing model which involves horizontally equated cost distribution over the life of the project, as more states integrate to the solution. The solution should have a cost-effective model for all components involved in the solution, given the high volume of Pensioners / Users to be managed within the System. The volumes and concurrency of usage in the system is specified in Vol-1 Annexure D of this RFP.	"1) Upfront commitment for say reserved instances of VMs can significantly reduce the cost of infra. So, is CAG open to have hybrid approach (committed + on demand) of upfront and pay as you go? 2) Our understanding is CAG wants to opt for pay-as-you-go model. CAG would pay CSP based on the consumption of that particular PaaS service." 3) Request to include minimum commitment per month (as per the unit of measurement of the OEM component for billing) provision for such OEM component that will be offered as Pay-as-you-go commercial model specially in case of key OEM Technology Platforms like BPM and BRE which are not provided in PaaS model and the System Integrators are supposed to bundle as PaaS to IA&AD.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
563	Vendor_13	Vol-1 Annexure B	1.1	General guidelines		"Bidder must ensure that all the tools, technologies, frameworks, application source code, infrastructure components' configurations, software etc. used for development and deployment of CPP Applications must provide easy portability to any other CSP or on-prem Datacentre. Any software licenses procured separately must also allow portability to the new environment. In case at the time of porting the applications to another CSP/On-prem Datacentre, some of the components/services/licenses/code are found to be incompatible, the Bidder shall bear the expenses related to providing an alternative solution."	Infrastructure technologies like Backup and other cloud specific services are these also required to be cloud vendor agnostic?		No Change	Existing clause sufficiently addresses the Bidder's concern.
564	Vendor_13	Vol-1 Annexure B	2	Functional Architecture		The solution should be designed such that access of CPP Backoffice application may be provided to its users through VPN, if required.	Please confirm if it is site to site VPN or SSL VPN?		Clarification	SSL VPN is envisaged
565	Vendor_13	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences		"8. No single point of failure: All components / services (hardware and software), which are required to be provisioned in HA mode in Production environment, should be configured so that there is no single point of failure in the system. It should further be load balanced at each level."	RPO is15 mins where as this requirement states zero data loss		Modified	Vol-1 Annexure B Section 3.1.1 Clause 1 (B) has been modified accordingly.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
566	Vendor_13	Vol-1 Annexure B	5.5 CPP Network Infrastructure Requirements			The Development, Testing and O&M team will access the various Production and Non- Production environments via VPN.	Please confirm if it is site to site VPN or SSL VPN?		No Change	Vol-1 Annexure B Section 6.3.2 addresses the Bidder's concern.
567	Vendor_13	Vol-1 Annexure B	2	Functional Architecture		"6.Integration Layer "	Our understanding is CAG would sign agreement with UIDAI , State IFMS, Digi-locker, Treasury, banks and provide API's to SI for integration. The proposed CPP 1.3 application has to integrate using the API's. Please confirm		Clarification	Yes.
568	Vendor_13	Vol-1 Annexure C	16 Contact Centre Solution for Service Desk pg (117) and 17 ITSM(Helpdesk)Solution			There is an ask for Contact Center Solution and IT Helpdesk both n Vol 1 - Annexure C while Vol 3 MSA 3. Sub-contractors says Implementation Agency shall only subcontract work related to (a) User Centralized Helpdesk and (b) Training and Capacity Building to the extent indicated in Volume-I with Purchaser's prior written consent. No other work shall be sub contracted by the Implementation Agency.	Please clarify if the Vol3 Subcon includes both Contact Center Solution and IT helpdesk subcontracting if not please allow subcon also for contact center Service Desk in addition to IT helpdesk as this area is not SI core area, we generally provide through partner solution		Modified	Vol-3 Section 23 Clause 3 has been modified to specify only 'Training and Capacity Building' as the only avenue for sub-contracting in CPP project.
569	Vendor_13	Vol-1 Annexure C	Business Process Management (BPM) Pg 25 S.No1			The proposed BPM solution must be present atleast once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports.	Since the Business Process Management (BPM) and Business Rules Management (BRM) form an important part of the solution its only justified that a product which belong to leaders segment / leaders category of Gartner and Forrester should be proposed.	Suggest to consider as below "The proposed BPM solution must be present at least once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports and should be in leaders segment / leaders category in the report.	No Change	No Change
570	Vendor_13	Vol-1 Annexure C	Business Rules Management (BRM) Pg 32 S.No1			The proposed BRM solution must be present atleast once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports.	Since the Business Process Management (BPM) and Business Rules Management (BRM) form an important part of the solution its only justified that a product which belong to leaders segment / leaders category of Gartner and Forrester should be proposed.	Suggest to consider as below 'The proposed BRM solution must be present atleast once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports and should be in leaders segment / leaders category in the report."	No Change	No Change
571	Vendor_13	Vol-1 Annexure C	Business Rules Management (BRM) Pg 32 S.No 2			The BPM solution must be deployable on Cloud infrastructure and must be available as a Managed Service.	What is the expection from technical component compliance for example BPM should be available as a Managed Service? Coz this is more of commercial model		No Change	Existing clause sufficiently addresses the Bidder's concern.
572	Vendor_13	Vol-1 Annexure C	Business Rules Management (BRM) Pg 32 S.No1			The BRM solution must be deployable on Cloud infrastructure and must be available as a Managed Service.	What is the expection from technical component compliance for example BRM should be available as a Managed Service?Coz this is more of commercial model		No Change	Existing clause sufficiently addresses the Bidder's concern.
573	Vendor_13	Vol-1 Annexure C	10	Document Management Capability Pg(95)		The proposed solution must have the capability of saving documents in file server and store metadata information of that document in database.	What is the expection from technical component compliance for example DM should be available as a Managed Service?Coz this is more of commercial model		No Change	Existing clause sufficiently addresses the Bidder's concern.
574	Vendor_13	Vol-1 Annexure C	6 Managed Database Services pg (78)			Database services provided by the Bidder is able to exhibit high level of performance for all read and write operations. Any issue discovered at Database response level that impacts the SLA levels of CPP Application needs to be furnished as the Root Cause Analysis and satisfactorily resolved with defined SLA. Any change or upgradation in the version of the underlying Database is seamless to IA&AD and must not require any application level changes.	Pls quantify what is "high level"? Are these for all issues/warnings or only critical issues/errors? As long as the application is not impacted with the version change of the DB		Modified	Vol-1 Annexure C Section 6 has been modified.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
575	Vendor_13	Vol-1 Annexure B	6.3.6 Security Operations – Monitoring Pg (56) 6.2 Security Requirements Pg (41)			6.3.6 Security Operations – Monitoring a) SOC monitoring: 24 x 7 Security Operations Centre shall be provisioned by Bidder at their premises. 6.2 However, IA&AD reserves the right to further appoint an external agency to run Security Operation Center (SOC) for monitoring the adherence to security compliance requirements by Bidder. SOC in that case shall use security tools deployed by Bidder (at no cost to IA&AD) as part of the RFP.	6.3.6 and 6.2 are conflicting requirements , 6.3.6 asks Bidder to set up SOC at their premises and other hand 6.3.6 it is asked that IA&AD would appoint external agency to run SOC. Please clarify	Suggest to remove 6.2 clause " However, IA&AD reserves the right to further appoint an external agency to run Security Operation Center (SOC) for monitoring the adherence to security compliance requirements by Bidder. SOC in that case shall use security tools deployed by Bidder (at no cost to IA&AD) as part of the RFP."	Modified	Vol-1 Ann B Section 6.2 has been modified.
576	Vendor_13	Vol-1 Annexure B	Section 6.3.4, Point a Pg (55)			Data needs to be secured / encrypted when at rest, at motion i.e. in transit or in use	What is the volume of data being considered during project initiation and estimated growth?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
577	Vendor_13	Vol-1 Annexure C	Section 19.3, Point 28 Pg(139)			The solution must support long-term access to detailed security event and network flow data. The system must be able to provide access to at least 12 months' worth of detailed information	Please specify the desired duration of log storage for online access		No Change	Vol-1 Annexure B Section 6.2.3 Clause 25 specifies the Bidder's concern.
578	Vendor_13	Vol-1 Annexure C	Section 19.3, Point 47 pg(141)			The solution must integrate with security and threat intelligence data feeds (i.e. geographic mapping, known botnet channels, known hostile networks, etc.) for the purpose of correlating internal activity with external threats. These data feeds should be updated automatically by the solution	Please specify if there is a need for any specific threat intelligence source/feed/platform		No Change	Existing clause sufficiently addresses the Bidder's concern.
579	Vendor_13	Vol-1 Annexure C	Section 19.5 Pg(145)			HIPS will be deployed on all the servers at DC-1 and the DC-2	Please provide estimate of the total no of hosts to be considered		No Change	Bidder to propose during the Bid submission based on RFP requirements.
580	Vendor_13	Vol-1 Annexure C	Section 19.6 Pg(146)			Privilege Mgmt. of System Administrator	Please provide an estimate of the total no of privileged users to be considered		No Change	Bidder to propose during the Bid submission based on RFP requirements.
581	Vendor_13	Vol-1 Annexure C	Section 19.10, Point no 10 Pg(157) Identity & Access Management (IDAM)			Solution should support delegated administration	What is the total no of administrators to be considered in scope?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
582	Vendor_13	Vol-1 Annexure C	Section 19.11 Pg (159)			Single Sign-on (SSO) and Single Logout	Please specify the total no of pensioner to be considered for SSO functionality, peak no of logins, any surge capacity needed during specified day of the month/year		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
583	Vendor_13	Vol-1 Annexure C	Section 19.9 Pg (154)			Anti-virus, malware and Anti-Spam shall be used at the Servers deployed in the Cloud Datacentres by the Bidder. These need not be provisioned for the endpoints (Desktops/Laptops) of the Development and O&M teams of the Bidder and the IA&AD teams who will be working on CPP project.	Is endpoint process based monitoring required or only signature based is fine? How many IA&AD team users end point need to be provisioned for CPP project ?		Clarification	1. Signature based is required. 2. Existing clause sufficiently addresses the Bidder's concerns.
584	Vendor_14	Vol-1 Annexure C	3.1 Infrastructure Components:			If micro services-based architecture is being provided, Bidder should deploy Presentation, Business Logic and Database category of micro services on different VM's/Containers.	The requirement for Devops solution has been included in the RFP, but microservices based Architecture has been mentioned as optional or in case proposed.	The proposed solution shall be based on microservices based Architecture.	No Change	Existing clause sufficiently addresses the Bidder's concern.
585	Vendor_14	Vol-1 Annexure C	3.1 Infrastructure Components:			NA	Validating the cloud security posture requires a dedicated tool/appliance.	Pls include the requirements for cloud security posture solution	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
586	Vendor_14	Vol-1 Annexure C	14 Disaster Recovery services / Business Continuity Planning			NA	Requirements for DR is ambigious	Pls specify if Thin provisioned DR is required or only needs to be provisioned on demand basis, pls specify if DR will be equivalent of DC with same architecture or should be considered without HA solution. Whether it can be in same zone or region or different seismic zone. Pls specify	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
587	Vendor_14	Vol-1 Annexure C	5.5 CPP Network Infrastructure Requirements			IA&AD may decide to exercise the option of engaging VPN Services for AG office users as an added security requirement. The timeline for VPN implementation shall be decided by IA&AD as and when required.	VPN solution may be required from day one, pls consider inlcuding full fledge VPN solution for Intranet users	Requirements for VPN Gateway should be included.	Modified	Vol-1 Annexure B Section 5.5 has been modified.

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588	Vendor_14	Vol-1 Annexure C	5.5 CPP Network Infrastructure Requirements			An indicative minimum bandwidth requirement for Internet connection (to be provisioned at CSP Datacentres) as per IA&AD estimation is shown in following table:	Redundant Internet connectivity shall be provided by CSP as per SLAs, mentioning requirements for two links is not required if Tier-1 CSPs are being considered as part of PQ.	Pls remove the clauses related to links from two separate ISPs.	Modified	Vol-1 Annexure B Section 5.5 has been modified.
589	Vendor_14	Vol-1 Annexure C	5.5 CPP Network Infrastructure Requirements			There is some direct leased-line connections between DC-1 & DC-2 keeping in view that near real-time replication of storage and Databases between the two datacentres is required as per the RTO and RPO.	CSPs provide the connectivity between primary and secondary datacenter by default. The replication bandwidth needs to be considered as per rate of change of data.	Requirements for direct leased line is not required	Modified	Vol 1 Ann B Section 5.5 has been modified. There is no requirement for a 'dedicated' leased line connection to be provisioned at CSP end for CPP applications. However, appropriate bandwidth should be available to ensure application performance and DR replication requirements.
590	Vendor_14	Vol-1 Annexure C	4. Cloud Service Provider (CSP) Checklist			CSP must provide access to the unified Helpdesk and tool-based ticket logging and management system for incidents, changes and service requests.	Tier-1 CSPs does not provide these services	Helpdesk functions will be the responsibility of SI.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
591	Vendor_14	Vol-1 Annexure C	4. Cloud Service Provider (CSP) Checklist			CSP must offer Cloud Infrastructure management services and is bundled along with the offering	Tier-1 CSPs does not provide these services	This should be in SI Scope	No Change	No Change
592	Vendor_14	Vol-1 Annexure C	4. Cloud Service Provider (CSP) Checklist			IT Helpdesk of the CSP must operates in 24x7 model and is able to provide Response and Resolution SLAs for Severity 1, Severity 2 and Severity 3 tickets.	Tier-1 CSPs does not provide these services	This should be in SI Scope	No Change	No Change
593	Vendor_14	Vol-1 Annexure C	4. Cloud Service Provider (CSP) Checklist			The CSP must provide managed services for provisioning and deployment of required compute infrastructure virtual machines, storage, security component, Backup, replication, DRM etc required to manage hosting and regular operations end-to-end.	Tier-1 CSPs does not provide these services	This should be in SI Scope	Modified	Vol-1 Annexure C Section 4 has been modified.
594	Vendor_14	Vol-1 Annexure C	5 Managed Network and Security Services			Cloud Platform should be protected by fully managed Intrusion prevention system that provides network intrusion detection and prevention.	Managed or Native Security components has limited features or technical contraints, it is always advisable to use Third party OEM BYOL or subscription model for security components	Consider removing clauses related to native secutiy components except shared services offered by CSP	Modified	Vol-1 Annexure C Section 5 has been modified.
595	Vendor_14	Vol-1 Annexure C	6 Managed Database Services			The proposed Database solution must be present atleast once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports.	Managed Database Services may not feasible or comes with lot of technical contraints. Kindly consider removing these clauses	It should be left with SI to decide whether to use managed database service or BYOL option	No Change	Bidder to propose during the Bid submission based on RFP requirements.
596	Vendor_14	Vol-1 Annexure C	17 ITSM (Helpdesk) Solution			There is a need of an Incident, Change and Service request management tool in the solution scope of CPP, that is required for responding to and resolving the queries and issues from the consumers of the system,	Helpdesk Tool and staffing is sized based on requirements for minimum number of agents required at any given point of time	Pls specify the minimum number of agents to be considered for sizing the tool and staffing of Helpdesk Operations	Modified	Vol-1 Section 9.1 has been modified.
597	Vendor_14	Vol-1 Annexure C				3.1 Infrastructure Components:	App Security Testing Tools and VAPT Tools is not included in the Annexure C	Pls consider including specs for VAPT and App Security testing tools	No Change	Bidder to propose during the Bid submission based on RFP requirements.
598	Vendor_14	Vol-1 Annexure B	1.1.1			Reference to usage of Open source	Choice of Open Source is open-ended	Provide a framework on the Choice of Open Source which includes the RACI matrix over time, including the time when the software is being handed over to another party for further maintenance. The Meity policy reference provided in 3.1.14 is not covering the details	No Change	Existing clause sufficiently addresses the Bidder's concern.
599	Vendor_14	Vol-1 Annexure B	1.1.4			Cloud based Architecture	Is the perspective Use Cloud Infra or Build Solution as Cloud Native (from Cloud, as Cloud)	Suggest that the expectation to be set as use Cloud Infra to create CPP solution to create Cloud based SAAS Services	No Change	Existing clause sufficiently addresses the Bidder's concern.
600	Vendor_14	Vol-1 Annexure B	1.1.4			Cloud based Architecture		There is a mention of supporting 19 states. Pls clarify if the Solution is to be a Multi-Tenancy Architecture, where-in CPP would create an instance of the Pension Platform for each state, which is to be configurable	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
601	Vendor_14	Vol-1 Annexure B	1.1.5			outputs of CPP should be shareable	Can be more specific	CPP Solution should provision for its services to be consumed by different channels (web, mobile, chat, sms, whatsapp) as also expose it to outside world. It should use internal and external API Gateway for the purpose. External entities should be able to use a Registration module to get access to CPP's services	Modified	Interpretation of requirement is incorrect. However, word "shareable" has been removed and Annexure B Section 1.1.5 has been updated with relevant information

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602	Vendor_14	Vol-1 Annexure B	1.1.6			No vendor Lock-in:	demonstrate that the components proposed as part of the architecture will not result in a vendor or product lock in situation.	This will be difficult for Bidder. Please consider offsetting the same using other terms like - Solution preference to non-vendor lock in situation, in terms of weightages assigned in the Solution Evaluation Scoresheet. Or it could in terms of MSA, or in SLA whenever solution is being handed-over for maintenance to another party	No Change	Existing clause sufficiently addresses the Bidder's concern.
603	Vendor_14	Vol-1 Annexure B	1.1.8			costs involved in retrofitting of the Product upgrades shall be borne by the Bidder	Bidder will have a concern	Product upgrades to bring in additional components will be based on Functional Scope. Any scope extension which needs Product upgrade should be excluded from such clause	No Change	Existing clause sufficiently addresses the Bidder's concern.
604	Vendor_14	Vol-1 Annexure B	1.2			shall be borne by the Bidder	Scoring sheet as an evaluation criteria to be made available	Scoring sheet to mention the metrics, weightage on the various expectations	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
605	Vendor_14	Vol-1 Annexure B	2.3					Provide more details on Functional Use Cases, which will help Bidder to estimate the development effort required	No Change	Refer Vol-1 Annexure A for more details.
606	Vendor_14	Vol-1 Annexure B	2.2			The solution should be designed such that access of CPP Backoffice application may be provided to its users through VPN, if required.		It means that SSO should be enabled between CPP and other internal applications. So, please plan provide details on existing infrastructure to which CPP should integrate	No Change	Query not clear.
607	Vendor_14	Vol-1 Annexure B	2.2			Accessibility Layer		Suggest to include option for integration with Chatbot, Call Center, whatsapp, use of push notifications	No Change	No Change
608	Vendor_14	Vol-1 Annexure B	2.5			Data Storage Layer		Provide guidelines on whether Pensioner Data for each State data to be stored separately or Centrally; what are the inter-state considerations in data storage and services on the same. Whether any data migration is required. Details..	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
609	Vendor_14	Vol-1 Annexure B	2.6			Treasury / Bank Integration– refers to a uniform way of communicating with Treasury and Banks for disbursal of pension and its notifications.	This is a large scope of work	Elaborate on Payment System expectations - usage of any existing infra or Payment mechanism to be enabled, number of bank interfaces etc	Modified	Vol-1 Annexure A Section 2 Clause 6 has been modified.
610	Vendor_14	Vol-1 Annexure B	2.6 Integration layer			This needs to be brought into a uniform and flexible per state data structure	Scope of work is open-ended	Provide more details on expectations/context. Provide pointers on nature of solution	Modified	Vol-1 Annexure B Section 2 has been modified.
611	Vendor_14	Vol-1 Annexure B	3.1.17			Every such OEM component/service/product/framework/Managed Service must be wrapped in a vendor neutral API		Can be made into a metric of architecture evaluation, extended to rules implementable in Compile-time checks	No Change	Query not clear.
612	Vendor_14	Vol-1 Annexure B	3.3.1			Presentation Layer		User Interface landing page can take Dashboard perspective for each user type	No Change	Bidder to decide during the implementation phase based on RFP requirements.
613	Vendor_14	Vol-1 Annexure B	3.3.1 - 11			Mobile based interface		Please consider giving guidelines on creating Hybrid Mobile application, features on Mobile application - data that can be stored in the mobile, security, authentication factors, usage of push notifications, authorization control on which transactions are allowed on the mobile, permissions that the app may ask for on the device	No Change	Vol - 1 Annexure B Section 6.3.3.2 specify Mobile app Security requirements.
614	Vendor_14	Vol-1 Annexure B						Custom, integrated SLA Management Solution, which takes data from various system sources	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
615	Vendor_14	Vol-1 Annexure B						Integrated Monitoring Dashboard for all parts of the system, from where problems can be explained	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
616	Vendor_14	Vol-1 Annexure B						Context-sensitive help by way of chatbot or immediately accessible content	No Change	Query not clear.
617	Vendor_14	Vol-1 Annexure B	5.7			BCP		Application Architecture should support BCP in terms of annotating services in a Scale of 1 to 3, ranging from Essential to Optional. It will help to run BCP procedures at different levels of service availability.	No Change	No Change
618	Vendor_14	Vol-1 Annexure B	Others					Clarifications on any needs of Inter-state functionality	No Change	Query not clear.
619	Vendor_14	Vol-1 Annexure B	Others					Clarify on Data Model - Centralized or Federated	No Change	Bidder to propose during the Bid submission based on RFP requirements.
620	Vendor_14	Vol-1 Annexure B	Others					Requirements to work with Existing State systems	No Change	Query not clear.
621	Vendor_16	Vol-1 Annexure B	Page 33, 39			5.3 Environments to be provisioned.	The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments	CAG is looking for 4 environment in DR (Dev, UAT, Training and PROD), we propose to have only production environment in DR unless there is any specific use case for other environment.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
622	Vendor_16	Vol-1 Annexure B	Page 95			19.8 Hardware Security Module	4. Solution should support fine-grained policy to enable administrator to ensure that the Encryption keys and Digital Signatures are secured against any unauthorized access.	Considering the CAG's requirement, it is suggested that CAG take the ownership /custody for the encrypted keys.	No Change	No Change
623	Vendor_16	Vol-1 Annexure B	Page 117			16 Contact Centre Solution for Service Desk	This solution will then be used by the back-office/functional/technical helpdesk support staff to provide resolution to those incoming calls/chat requests.

The contact centre personnel will be IA&AD employees and shall be stationed at different geographical locations in different states and offices. | Please include expectations from bidder for contact centre solution. Is it only limited to the provisioning of the tool?

Please also define the geographical locations in the scope. We request you to please provide below listed below.
1. provisioning of Infrastructure for helpdesk (furniture, space, desktop / laptop, phone etc)
2. Does CAG provide the helpdesk toll free number ?
3. IS there any social media access channel integration required ?
4. Deployment architecture being multi- geographic location.
5. how the tickets will flow from various location to central location ? | Clarification | Yes, Provisioning and Configuration.

1. Laptop by Bidder, Furniture and space by IA&AD premises at Hyderabad.
2. Yes
3. No.
4. Centrally deployed solution.
5. Through a centralized ITSM solution. |
| 624 | Vendor_16 | Vol-1 Annexure B | CAG TECHNICAL DRAFT RFP-pension-RFP-28-07-21-06101584db47df1-90830186 FOR INPUTS

Section 6.3.3 - Page 51 - To be updated after question 16 | | | DLP Setup: All servers shall have DLP (Data Loss Prevention system) setup by Bidder | DLP mentioned only for servers | All Ingress , egress points and servers shall have DLP (Data Loss Prevention system) setup by Bidder | No Change | No Change |
| 625 | Vendor_16 | Vol-1 Annexure B | CAG TECHNICAL DRAFT RFP-pension-RFP-28-07-21-06101584db47df1-90830186 FOR INPUTS

Section 6.3.4 - Page 54 - To be updated after question 16 | | | Storage of Security encryption keys: Security Keys shall be stored in Hardware Security Module.
Encrypted data of Aadhar number shall be stored in database (Aadhar Data Vault) | FIPS Level missing in HSM module | Security Keys shall be stored in Hardware Security Module of FIPS 140-2 Level 3.
Encrypted data of Aadhar number shall be stored in database (Aadhar Data Vault) | No Change | Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021. |
| 626 | Vendor_16 | Vol-1 Annexure B | 3.3 Application Reference Model | | | N/A | ETL for Data Load | We understand that ETL functional requirements are covered in RFP, however there is no technical specification of ETL component mentioned in document. Please help. | No Change | Bidder to propose during the Bid submission based on RFP requirements. |
| 627 | Vendor_16 | Vol-1 Annexure B | 3.3 Application Reference Model | | | N/A | MDM | We understand that MDM functional requirements are covered in RFP, however there is no technical specification of MDM component mentioned in document. Please help. | No Change | Bidder to propose during the Bid submission based on RFP requirements. |

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
628	Vendor_16	Vol-1 Annexure B	General			General	I have found the reference of volumetrics specified in Vol-1 Annexure D. could you please share the document	We request you to please provide the volumetrics which will cover the key NFR parameters like 1. No of total business users for rule authoring 2. total number of concurrent users 3. Data volume growth per year 4. Number of BPM Instances / Cases created per day across all modules? 5. Number of business rules triggered per day cumulatively across all modules? 6. Number of Documents uploaded / generated per day cumulatively across all modules and average size of the document? 7. Number of dashboards / reports to created across all modules? 8. Number of users accessing dashboards / reports and percentage of concurrency? 9. Number of users accessing BPM and percentage of concurrency? 10. For Any Legacy / Existing documents to be imported (one time batch import) pre provide below information a) Number of document ingestion per day :- b) Average size of document :- in KB c) Maximum size of document :- in KB d) Storage required :- (current DMS / storage size)	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
629	Vendor_16	Vol-1 Annexure B	Page No 8 -> 2 Functional Architecture			Communication engine	We understand from the technical specification document that , the details of communication channels (like email, SMS, social media etc) not included in specifications.	please provide the details of communication channels.	No Change	Existing clause sufficiently addresses the Bidder's concern.
630	Vendor_16	Vol-1 Annexure B	6.2.3 Access Control for Business users			Pensioners – These will involve only basic level of authentication using user-id/password and 2FA. Role based access for pensioners is not envisaged. IA&AD envisages the authentication of Pensioners using a low-cost IDAM (LDAP, Custom solution etc.) solution only, as the number of Pensioners will be very high with very low concurrency. b) Backoffice Users – This will involve authentication of users through user-id/password and 2FA. Role-based access of CPP Application and its services needs to be provisioned through IDAM. For back office users which are limited in number but will have wide variety of roles, an industry standard IDAM solution (with features listed in Annexure C) shall be required.	Availability of Active directory	Does CAG have AD configured? Kindly confirm	Clarification	No existing Tools, Application or System available for re-use in CPP.
631	Vendor_16	Vol-1 Annexure B	3.3.1 Presentation Layer			Presentation Layer should cater to multilingual needs and users should be able to choose the language of their choice.	N/A	We request you to please elaborate on - I hope CAG will be responsible for multilingual content authoring, kindly confirm - How many language to be covered under multilingual requirement.	Clarification	1. Yes 2. Unicode compliant languages only
632	Vendor_16	Vol-1 Annexure C	8. Business Process Management (BPM)			BPM platform should allow integration with standard portals and allow single sign-on and single logout		The BPM platform has a session based login and the session would automatically time out so the single logout feature may not be applicable in this case	No Change	It is envisaged that a single logout from one instance of application should log the user out from all instances open at that time on the browsers on desktop/laptop, or mobile browser or mobile app.
633	Vendor_16	Vol-1 Annexure C	9. Business Rules Management (BRM)			BRM solution must provide easy to use web-based design editor that can be used by non-technical resources for creating and editing rules.		The users should be techno functional for creating and editing rules	No Change	No Change
634	Vendor_16	Vol-1 Annexure C	10. Document Management Capability			Must provide CMIS and REST API support. The proposed solution should not impose any OEM specific proprietary encryption while saving the images and binary documents at storage level.	Any Industry Standard DMS Solution is having its own security measures in respect to maintaining the documents inside the application. That encryption mechanism should be of its own without which the DMS application can not be regarded as a standard solution. The mentioned statement is preventing to participate industry standard players of DMS application.	In that perspective, requesting purchaser to exclude this specific RFP Statement.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
635	Vendor_16	Vol-1 Annexure C	9. Business Rule Management (BRM)			The BRM solution should provide capability to compare changes between rules of different versions.	The RFP Statement is not clarifying the used case in respect to Organization Policy or Business Scenario. The BRM Tool should have capability to create 'N' number of Rules with proper Version Management.	It is possible to maintain different versions as part of the version control. But comparing between versions may not be possible. Request CAG to view this as a version control aspect and not version comparison	No Change	No Change
636	Vendor_16	Vol-1 Annexure C	N/A			N/A	For sizing perspective , we need to know the volumetric / workload details.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
637	Vendor_16	Vol-1 Annexure B	5.3 Environments to be Provisioned			Bidder must provision for the following environments as a part of its Infrastructure design, setup, and BoQ at Primary Datacentre (DC-1): 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production 6) Production The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	The RFP is having a clear statement on required environments. But there is a non-clarity on the clustering part as the RFP doesn't contain a firm statement on the same.	Requesting CAG to please confirm which all environments will be needed with clustering (Active-Active or Active-Passive) and which all without clustering (Stand Alone)	No Change	Bidder to propose during the Bid submission based on RFP requirements.
638	Vendor_16	Vol-1 Annexure B				Portal Capabilities (Pg40/103)	Are you looking for a Content Management System for End User Portal requirements ? Are there any recommendations on UI Tools with low code capabilities ?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
639	Vendor_16	Vol-1 Annexure C	13.1	Server Monitoring		Server Monitoring	Are you envisaging the server monitoring to be reactive or proactive model ? Is this only for the server availability check or there any traffic monitoring usecases like to know daily failed user requests, type of request failures to fix application exceptions ?		No Change	Existing clause sufficiently addresses the Bidder's concern.
640	Vendor_16	Vol-1 Annexure B	Deployment Architeture			Deployment Architecture	Are you looking for Virtulisation Cloud Architeture or Containerized Architecture in your private cloud ? We do not see any difference in both the architecture as per this RFP Requirements		No Change	Bidder to propose during the Bid submission based on RFP requirements.
641	Vendor_16	Vol-1 Annexure B	Deployment Architeture			Deployment Architecture	Do you see any requirement to install each stage users to have separate end user url based on state ? This will allow to make each state as a tenant ?		Clarification	CPP has been envisioned as a central system to be accessed by all States.
642	Vendor_16	Vol-1 Annexure B	Integration			Integration Capabilities - All downstream and upstream systems on same VPN or different VPN	Any down stream and up stream or any existing pension systems should be hosted to the same cloud where this new pension application will be hosted ?		No Change	Query not clear.
643	Vendor_16	Vol-1 Annexure B	Application			Data Retention Period	Any data or document retention periods and how frequent these policies cpould be changed ?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
644	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.6 Privilege Mgmt. of System Administrator , Point 28			The proposed solution should be able to map local drive or directory during an RDP session.	Point 26 of same section asks for isolation of user desktop & target system. However this points asks for local drive mapping during RDP session. Mapping a local drive to an RDP session is a security risk. Also it contradicts isolation requirement.	We suggests to remove this points keeping security risk in considerations.	No Change	Solution should have the capability. Usage of this feature shall be decided during the implementation phase.

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645	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.10 Identity and Access Management			to be added	Solution should have reverse syncronization available with active directory so that AD can also synchroniza passwords back with IDAM soltion.	Solution must provide the password reverse synchronization for Active Directory which detect the password change from end user's computer.	No Change	No Change
646	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.10 Identity and Access Management Point 16			Should support self-service password resets	Self-service password functionality should also be integrated with MFA/OTP to secure password reset mechanism	Integrated MFA should have geo-fencing mechanism to assure passwords are not being resetted by any unwanted location.	Modified	1. Vol-1 Annexure C Section 19.10 Clause 16 is updated with relevant information. 2. Geo fencing is not envisaged
647	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.10 Identity and Access Management			to be added	Access review and recertifications are an essential part of an overall identity governance. For effective governance, roles & their permissions should be reviewed on regular basis so that no user should have accessive access & least privilege access policy should be maintained.	The solution should also have functionality to do role mining and access recertification feature. User's access should be regulary reviewed & least privilege access policy should be maintained by revoking accessive access centrally.	Modified	Vol-1 Annexure C Section 19.10 has been modified.
648	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.10 Identity and Access Management			to be added	Access review and recertifications are an essential part of an overall identity governance. For effective certification process, IDAM should have the capability to certify accesses on the basis of various factors	The system should have various certification or attestation process such as via campaign: · User certification · Role certification · Resource Certification · Self Attestation	No Change	No Change
649	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db47df1-90830186 Section 19.10 Identity and Access Management			to be added	Almost all of the organizations have data presence in the form of Unstructured Data. Unstructured data can also contain sensitive information like PII or any critical data that needs to be protected	Solution should also provide access governance to unstructrued data, e.g. PDF, word,excel files, etc. on shared folders.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
650	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db4 7df1-90830186 Section 19.10 Identity and Access Management			to be added	For effective security posture, it is very much necesaary that where possible should feed security components to act as per the risk identified by a central security monitoring.	Access Management should be able to take feed from SIEM for adaptive access management.	Modified	Vol-1 Annexure C Section 19.10 has been modified.
651	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db4 7df1-90830186 Section 19.10 Identity and Access Management			to be added	For the scale and criticality of implementation required, it is very much necessary that solution should have implemented effectively somewhere already	Solution should have three similar kind/scale of implementations	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
652	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db4 7df1-90830186 Section 19.10 Identity and Access Management			to be added	For the scale and criticality of the project it is very much necessary that should have long market presence for effective maturity of the solution	Proposed solution for IDAM should have market presence for more than 10 years	No Change	No Change
653	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db4 7df1-90830186 Section 19.10 Identity and Access Management			to be added	It is vey much necessary that similar kind of solution should have implemented already in such a large scale so that experience can be used for effective implementation	Proposed solution should have atleast one implementation for over 1 lakh users	No Change	No Change
654	Vendor_18	Vol-1 Annexure C	tenders-pension-RFP-28-07-21-06101584db4 7df1-90830186 Section 19.10 Identity and Access Management			to be added	Ensure a state of continuous compliance	Proposed solution should have real time identity data and adaptive governance	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
655	Vendor_18	Vol-1 Annexure C	6.2.5 Information Security Incident Management			to be added	As per the Draft RFP SIEM has been asked, but no function or detailed specification is given alone with Sizing, log retention and deployment architecture. SIEM is in integral part of Cyber security to manage and anlyse logs. We request you to kindly put functional and technical requirement in the final RFP.	**We suggest to add.** Proposed SIEM must be SW based solution with capability of running in physical or virtual servers (SI to supply infratrcure to run too.) SIEM solution must be running succesfully in atleat 5 Government of India organisation for last more than an year having capacity of more than 25000 EPS . All details to be provided on OEM letterhead. along with 3 sign off from end customer Solution must provide Interated UI including SIEM , SOAR and User behaviour. Proposed SIEM must be three tier physically segregated solution comprising of collection layer, Logger layer and correlation layer SIEM Solution must be sized for 25000 EPS Sustained/ 50000 Peak EPS with SOAR included without any limitation on admins or devices. SIEM must have Uniified view (Single plane of glass) for security alerts and insite threat analytics SIEM solution ,must de-identify logs at source using Format preserving ancryption to ensure secuity of logs having data like Personal health information , AADhar information etc.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
656	Vendor_18	Vol-1 Annexure C	Application Security: Applications should be secure by design and developed using secure coding standards and practices.			to be added	as per RFP application security has been asked but no functional or detailed specification is given. As this is an application heavy bid and application is the core of this RFP. Hence application security is must at static and dynamic level before going into the production.	**We suggest to add.** solution support all key of languages including JAVA, .NET, Mobile languages, ABAP etc. The solution should integrates with a defect-tracking system (e.g. HP ALM, Microsoft TFS, Bugzilla) for easy creation of defects for vulnerabilities found from within the solution itself. The solution must support multiple common databases including Oracle, Microsoft SQL Server, MySQL. Solution must integrate with developers machines supporting multiple methods of DevOps The solution must support deployment on multiple common web application servers including Tomcat. Solution must have multiple deployment options like on –prem, centralised, standalone, cloud or hybrid deployment The solution shall support simultaneous Crawl & Audit during scans. The solution shall allow for multiple concurrent scans. It must be sized for 50 applications/ Codes Solution must be sized for users / Testers. Proposed Solution of SAST and DAST should be from same OEM for having seamless Integration and single console. The solution provides automatic vulnerability signature updates via the internet. Updates may also be performed manually for offline machines.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
657	Vendor_18	Vol-1 Annexure C	6.2.6 Multi-layered Security Solution			to be added	As per RFP Data Security has been asked which is not the cost effective solution. To reduces overhead of HSM boxes you should ask the stateless key management with format preserve ercryption for no. of application. Encryption should in use, in mothion and at rest. you can delete HSM Specs ashould ask for Data Security having stateless key management	We suggest to add. Proposed solution should be scalable, centralized enterprise class Application layer Data security platform solution. This solution should protect Data at Rest, use and on move for end-end security. The solution should support stateless key architecture so that it will not induce key management overhead. No Key managers must be required separately and key generation must be on demand using just the master key. The Proposed solution should be able to Identify, Classify and Protect Structured Data from Central location allowing the appropriate level of privacy controls using FPE which should be applied in place or archive according to its sensitivity and usage needs. . It must comply to NIST-Standard FF1 AES Format-Preserving Encryption (SP800-38G) should be provided & necessary security proofs should be provided The solution should have capability to provide field level format preserving encryption to protect PII/PHI from logs at log collection tier. Solution must be platform supporting Format preserving Encryption, Tokenization, Data Masking, and Application Encryption Product must come as platform with application licenses. Initially it must be sized for 50 Application and must be	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
658	Vendor_19	Vol-1 Annexure C	Point 4			The CSP should have Datacentres at different physical locations in order to provide Cloud Datacentre Services & Cloud Disaster recovery services.	The CSP must be operating at least two (2) Data Centre / Disaster Recovery Centre Facilities in India at time of submission of the bid. Proposed DR site should be at-least 700 km. away than the DC site. CSP should be able to provide both DC & DR services together without any limitations as per MeitY guidelines.	Please consider addition to existing clause: The CSP must be operating at least two (2) Data Centre / Disaster Recovery Centre Facilities in India at time of submission of the bid. Proposed DR site should be at-least 700 km. away than the DC site. CSP should be able to provide both DC & DR services together without any limitations as per MeitY guidelines.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
659	Vendor_19	Vol-1 Annexure C	Point 11			The Cloud Datacentres (including the Managed Services provided by the CSP) proposed for CPP project must comply with the following certifications and standards: 1. ISO 27001 2. ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology 3. ISO 27018 - Code of practice for protection of personally identifiable information (PII) in Virtual Public clouds 4. Privacy Standard: ISO 27018:2014 5. Quality Management System: ISO 9001:201	In Addition to existing clause: ISO 22301 certification- Complying to Business Continuity Management standard requirements.	In Addition to existing clause: ISO 22301 certification- Complying to Business Continuity Management standard requirements.	No change	No change
660	Vendor_21	Vol-1 Annexure B	14. Open Source Software			CPP application shall prefer open standard software (OSS) to closed source software (CSS). CPP applications must comply by the "Policy on Adoption of Open-Source Software for Government of India".	The strong preference towards Open Source Software will restrict the participation of Industry Standard, Global COTS based Solution providers.	In respect to the mentioned concern, requesting the department to keep equal preference for both Open Source & COTS based solution as COTS based solution with help us deliver in quick timeline. We also suggest to incorporate some additional weightage to "make in India products" in line to Atamnirbhar Bharat " initiative of GOI	No Change	Existing clause sufficiently addresses the Bidder's concern.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
661	Vendor_21	Vol-1 Annexure B	13	. Support for Differently Abled Users		All CPP applications must support accessibility by differently-abled Users and adhere to GIGW Standards.	Entire CPP application will consist of various modules & framework, both technically & functionally and those will be framed at front and back of the entire application. All of which might not required to have support for differently abled users. If this clause will applicable for all applications, it will restrict back-end modules from participating.	In that respect, requesting purchaser to confirm the name of the applications which requires support for differently abled users.	No Change	Existing clause sufficiently addresses the Bidder's concern.
662	Vendor_21	Vol-1 Annexure B	2	Document Management Capability		Solution should provide for a mechanism to upload / store the documents pertaining to the Pension cases and be available for other users within the CPP application.	As per experience, this kind large project also handles a huge volume physical documents and there is always a requirement of implying Retention Policies on that repository.	In that respect, requesting purchaser to incorporate the requirement of a Record Management System (In-built with Document Management System) for implying Organization's Retention Policies like disposition rules, policies etc.	No Change	No Change
663	Vendor_21	Vol-1 Annexure B	5.3	Environments to be Provisioned		Bidder must provision for the following environments as a part of its Infrastructure design, setup, and BoQ at Primary Datacentre (DC-1): 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production 6) Production The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	As we understood that the purchaser will require Solution Licenses for 2 Separate Data Centres i.e. Primary (DC1) & Secondary (DC2) with required environments for each data centre. As the same solution will get deployed for both the data centres, what's used case to keep Dev, UAT & Training at DC2. Also please confirm the DR Environment to be part of Primary or Secondary Data Centre or applicable for both.	Requesting purchaser to clarify the concern mentioned here.	Clarification	Bidder to propose during the Bid submission based on RFP requirements.
664	Vendor_21	Vol-1 Annexure B	5.3	Environments to be Provisioned		Bidder must provision for the following environments as a part of its Infrastructure design, setup, and BoQ at Primary Datacentre (DC-1): 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production 6) Production The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	The RFP is having a clear statement on required environments. But there is a non-clarity on the clustering part as the RFP doesn't contain a firm statement on the same.	Requesting purchaser to confirm which all environments will be needed with clustering (Active-Active or Active-Passive) and which all without clustering (Stand Alone)	No Change	Bidder to propose during the Bid submission based on RFP requirements.
665	Vendor_21	Vol-1 Annexure B	5.7	Business Continuity Planning and Disaster Recovery		Objective Duration RTO - 4 hours RPO - 15 minutes	As this CAG CPP Project is a large & complicated with huge volume stake holders and setup, the RTO & RPO should be as per industry standards.	In that perspective, requesting CAG to consider the following, RTO - 8 Hours RPO - 2 Hours	No Change	No Change
666	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		The proposed BRM solution must be present at least once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports	As per industry Standard Practice, BRM Tool is an integral part of BPM Framework and Analyst like Gartner / Forrester enlists BPM Framework in their MQ or Wave.	In that respect, requesting purchaser to consider the following statement, "The proposed BPM solution must be present at least once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports. It's mandatory that the BPM Framework consists of its own BRM Tool"	No Change	No Change
667	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		BRM solution must support multi-tenancy feature, i.e., business rules for different business entities such as States/Offices/Departments should be configurable and segregated from one another and should not be accessible by users of other States/Offices/Departments.	As per industry Standard Practice, BRM Tool is an integral part of BPM Framework generally technical capability like multi-tenancy is applicable for the entire BPM Framework.	In that respect, requesting purchaser to consider the following statement, "The proposed BPM solution framework must support multi-tenancy feature" instead of RFP mentioned statement for BRM Tool.	No Change	No Change
668	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		Rules should provide various styles of defining rules such as, but not limited to, the following: 1. Computation rules 2. Work assignment rules 3. Delegation rules 4. Run time rules (vacation, adhoc process flow etc.) 5. Approval rules 6. Escalation matrix 7. Applicability tables 8. Data Transformation	Among standard functionalities of BRM Tool, Data Transformation doesn't come. From this RFP statement, it is getting clear the requirement of purchaser and also how does it related to BRM Tool.	In that perspective, requesting purchaser to exclude the clause of Data Transformation from BRM Section.	Modified	Vol-1 Annexure C Section 9 Clause 14 has been modified.

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669	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		The BRM solution must provide options of using multiple form of input sources (i.e., Excel spreadsheets, Database tables, CSV files, etc.) for testing and simulation of rules execution.	As per current technological trend, compatible Input Sources are Excel Spreadsheet, Database Table for any BRM Tool.	In that sense, requesting purchaser to exclude CSV File from the mentioned statement and consider the following, "The BRM solution must provide options of using multiple form of input sources (i.e., Excel spreadsheets, Database tables) for testing and simulation of rules execution".	No Change	No Change
670	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		The BRM solution should provide capability to compare changes between rules of different versions.	The RFP Statement is not clarifying the used case in respect to Organization Policy or Business Scenario. The BRM Tool should have capability to create 'N' number of Rules with proper Version Management.	In that perspective, requesting purchaser to exclude the stated clause.	No Change	No Change
671	Vendor_21	Vol-1 Annexure C	9	Business Rule Management (BRM)		BRM editor must provide rule syntax checking capabilities to highlight syntax errors at the time of authoring the rules.	As per recent technological trend, BRM Tool doesn't have dependency on rule syntax checking. Rather, it is having in-built place-holders for configuring different types of conditions & variables. This facility also ensure no discrepancy with respect to proper syntax.	In that respect, requesting purchaser to consider the incorporation of In-built Place Holder Feature under BRMS Tool instead of Syntax Checking facility. The statement will be as follows, "Required BRM Tool should have in-built place-holder facility to configure different conditions & variables which ensures no discrepancy with respect to proper syntax.	No Change	No Change
672	Vendor_21	Vol-1 Annexure C	10	Document Management Capability		An essential function of the CPP solution includes storing and managing scanned/digital documents related to the retirees or other stakeholders, such as digital signatures.	As understood from the RFP requirement that the DMS application should be robust, secured and entirely scalable in nature as it needs to maintain crores of documents in its repository. Therefore solution should be industry standard & recognized by global analyst.	The proposed DMS solution must be present at least once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports.	No Change	No Change
673	Vendor_21	Vol-1 Annexure C	10	Document Management Capability		The Solution should have "Out of the Box" integration/file-opening capability with popular office software e.g. MS Word, xls, ppt, PDF, etc. No third-party add-ons should be used to open these documents.	As understood from the RFP requirement that the DMS application is going to archive innumerable types of documents, for any DMS application it will be impossible to foresee what all types need to be archived and viewed.	In that perspective, requesting purchaser to consider the scalability in respect to Archiving of any type of Documents and exclude the viewing point. Requesting to consider the following statement, "The DMS Solution should have the capability to archive any document irrespective of its type"	No Change	Existing clause sufficiently addresses the Bidder's concern.
674	Vendor_21	Vol-1 Annexure C	10	Document Management Capability		Must provide CMIS and REST API support. The proposed solution should not impose any OEM specific proprietary encryption while saving the images and binary documents at storage level.	Any Industry Standard DMS Solution is having its own security measures in respect to maintaining the documents inside the application. That encryption mechanism should be of its own without which the DMS application can not be regarded as a standard solution. The mentioned statement is preventing to participate industry standard players of DMS application.	In that perspective, requesting purchaser to exclude this specific RFP Statement.	No Change	No Change
675	Vendor_21	Vol-1 Annexure B	6.2.3	Access Control for Business users		Pensioners – These will involve only basic level of authentication using user-id/password and 2FA. Role based access for pensioners is not envisaged. IA&AD envisages the authentication of Pensioners using a low-cost IDAM (LDAP, Custom solution etc.) solution only, as the number of Pensioners will be very high with very low concurrency.	As understood that there will be huge volume of external users with a very low concurrency rate, the authentication of those users can be maintained by Temporary Password or OTP Authentication. That's the standard way of authentication for external users.	Requesting purchaser to confirm the mentioned understanding.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
676	Vendor_22	Vol-1 Annexure B	1.1	General Guidelines Page 4		Single Cloud Service Provider (CSP): The entire CPP solution (including its Disaster Recovery setup) shall be setup on a single CSP. Hosting of different services/components on multiple CSPs is not permitted. However, backup/archived data/files must be kept at a distance of at least 300 kms from either DC-1 or DC-2 even if it warrants engagement of a different CSP.	There is no need to introduce second cloud service provider specially when the primary CSP has two datacenter in two different seismic zones.	Please change clause as "Data center and disaster recovery sites geographical location should be specified and must be in d different physical locations. The physical locations shall be in different SEISMIC zones or at minimum distance required between DC & DR should not be less that 300 kms within INDIA to withstand natural calamities. DC backup can be kept at DR site which shall be in a different seismic zone and vice versa. "	No Change	No Change

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677	Vendor_22	Vol-1 Annexure B	3.1	Application Architecture Guidelines		14. Open-source software: CPP application shall prefer open standard software (OSS) to closed source software (CSS). CPP applications must comply by the "Policy on Adoption of Open-Source Software for Government of India". However, Enterprise level support shall be mandatory for all software provided in the system. For Further details, please refer to: http://meity.gov.in/sites/upload_files/dit/files/policy_on_adoption_of_oss.pdf	CPP application is mission critical application for CAG. It is highly recommended to go with industry standard and proven technologies where we can get enterprise level support (security & future roadmap) from OEM. In case of any closed product there is clear roadmap for new features functionalities and critical patches while in case of open source everything is dependent on the community support. For example we at Oracle has clear roadmap for any new patch , release and enhancement in performance and security. https://www.oracle.com/security-alerts/cpuoct2020traditional.html https://www.oracle.com/in/corporate/security-practices/assurance/development/analysis-testing.html We also provide lifetime support policy for our services/products https://www.oracle.com/support/lifetime-support/	Please remove/rephrase the clause	No Change	Existing clause sufficiently addresses the Bidder's concern.
678	Vendor_22	Vol-1 Annexure B	3.3.6	Data Storage Layer Page 24		3. Bidders can openly evaluate between SQL and NO-SQL databases basis merit of performance, manageability, and scalability.	Since the CPP application is a transactional application and requires ACID (atomicity, consistency, isolation, durability) to insure the integrity of pension data across 19 states with various departments, it is highly recommended to look for RDBMS and NoSQL data.	Please amend the clause "The database should be offered as RDBMS complying to requirement of ACID (atomicity, consistency, isolation, durability). The database should have native high availability and scalability certified by DBMS OEM. Database should also support multitenancy to accommodate CPP design principle for hosting pension data across 19 states with various departments."	No Change	Bidder to propose during the Bid submission based on RFP requirements.
679	Vendor_22	Vol-1 Annexure B	2	Functional Architecture Page 10		Since CPP shall manage data for multiple states, and data for each state must be accessed by that state only, hence multi-tenancy features should be used while managing data of each respective state. The CPP applications are more read intensive than write.	As multitenancy is RFP Requirement. Request to update database specs accordingly.	Please Add these clauses in DBMS specs "The database should be offered as RDBMS complying to requirement of ACID (atomicity, consistency, isolation, durability). The database should have native high availability and scalability certified by DBMS OEM. Database should also support multitenancy to accommodate CPP design principle for hosting pension data across 19 states with various departments."	No Change	Bidder to propose during the Bid submission based on RFP requirements.
680	Vendor_22	Vol-1 Annexure B	3.3.6	Data Storage Layer Page 24		5. Number of pensioners though appear to be as high as multi million, but associated data for each Pensioner is not assumed to be large. Annexure D of RFP Vol 1 should be referred for sizing details.	We are not able to locate Annexure D in the document. Please provide the same.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
681	Vendor_22	Vol-1 Annexure B	5.4	Infrastructure Services Requirements Page 32		4. Internet connections need to be sized for adequate bandwidth and with redundancy. Network should have fail-over path for each line for both the DCs.	Internet connectivity is by default available at cloud datacenters. Any data going outside from CSP datacenters is considered outbound data transfer. You may specify outbound data transfer (in GB/Month) for internet access.	Please amend the clause as "Public connectivity - The offered solution by the CSPs shall factor in support transferring minimum 10TB of data out over the internet per month from each region."	Modified	Vol-1 Annexure B Section 5.5 has been modified.

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682	Vendor_22	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements Page 35		Bidder shall ensure dedicated high-speed connectivity between DC-1 and DC-2 (with appropriate redundancy), as well as appropriate bandwidth for providing seamless access for all the users using the CPP Applications (Pensioner Portal as well as CPP Backoffice application).	DC - DR connectivity or CSP inter region connectivity is available by default. Customer does need to factor in the bandwidth. Any data transfer between region or between DC -DR is chargeable as outbound data transfer. You may specify outbound data transfer (in GB/Month) for DC-DR connectivity.	Please remove/rephrase the clause	Modified	Vol-1 Annexure B Section 5.5 has been modified.
683	Vendor_22	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements Page 35		The web based CPP application will be exposed to Internet for business users. An indicative minimum bandwidth requirement for Internet connection (to be provisioned at CSP Datacenters) as per IA&AD estimation is shown in following table:	Internet connectivity is by default available at cloud datacenters. Any data going outside from CSP datacenters is considered outbound data transfer. You may specify outbound data transfer (in GB/Month) for internet access.	Please amend the clause as "Public connectivity - The offered solution by the CSPs shall factor in support transferring minimum 10TB of data out over the internet per month from each region."	Modified	Vol-1 Annexure B Section 5.5 has been modified.
684	Vendor_22	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements Page 36		Bidder needs to provide details of bandwidth sizing for each link in its technical proposal. Including the detailed Bandwidth calculation and should ensure that bandwidth utilization should not cross 70% at any point of time. During the operations if bandwidth utilization reaches 70%, Bidder will be required to increase the Bandwidth. Bidder shall be liable for penalties arising out of Application performance below specified service levels (specially for end-users) due to inaccurate bandwidth proposed/provisioned.	DC - DR connectivity or CSP inter region connectivity is available by default. Customer does need to factor in the bandwidth. Any data transfer between region or between DC -DR is chargeable as outbound data transfer. You may specify outbound data transfer (in GB/Month) for DC-DR connectivity.	Please remove/rephrase the clause	Modified	Vol-1 Annexure B Section 5.5 has been modified.
685	Vendor_22	Vol-1 Annexure B	6.2.4	Security Compliance Page 46		16. Bidder / CSP shall protect all IA&AD data, equipment, etc., by treating the information as sensitive. Sensitive but unclassified information, data, and/or equipment will only be disclosed to authorized personnel. The CSP shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum standards. When no longer required, this information, data, and/or equipment shall be returned to IA&AD control, destroyed, or held as directed by the IA&AD. The CSP shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material. A declaration by the CSP/Bidder to this regard must be serviced to IA&AD based on IA&AD request.	burning, shredding of unneeded items will be joint responsibility of CSP & Bidder.	Please amend the clause as 16. Bidder / CSP shall protect all IA&AD data, equipment, etc., by treating the information as sensitive. Sensitive but unclassified information, data, and/or equipment will only be disclosed to authorized personnel. The CSP shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum standards. When no longer required, this information, data, and/or equipment shall be returned to IA&AD control, destroyed, or held as directed by the IA&AD. The **Bidder/CSP** shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material. A declaration by the CSP/Bidder to this regard must be serviced to IA&AD based on IA&AD request.	Modified	Vol-1 Annexure B Section 6.2.4 has been modified.

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686	Vendor_22	Vol-1 Annexure B	4	Cloud Service Provider (CSP) Checklist Page 11		The CSP should have Datacenters at different physical locations in order to provide Cloud Datacenter Services & Cloud Disaster recovery services.		Please amend the clause as "Data center and disaster recovery sites geographical location should be specified and must be in d different physical locations. The physical locations shall be in different SEISMIC zones or at minimum distance required between DC & DR should not be less that 300 kms within INDIA to withstand natural calamities." Justifications: https://www.meity.gov.in/writereaddata/files/Annexure-2_sdc.pdf https://www.meity.gov.in/writereaddata/files/Guidelines-Procurement_Cloud_Services.pdf Pls refer page no. 41 of this pdf. it states that "Geographical Location of the Disaster Recovery Environment (e.g., different seismic zone from the production environment or at a different place other than the Primary DC based on the project requirements.)" Pls also refer page no. 15 of this below pdf. It states "As per guidelines by MeitY, minimum distance required between DC and DR should not be less than 100 kms" http://meity.gov.in/writereaddata/files/WI3_DR%20Best%20 Practices_06112020.pdf	No Change	No Change
687	Vendor_22	Vol-1 Annexure B	5.2	Deployment Architecture Page 30		Bidders should clearly list the common services in VPC model provided by the CSP along with SLA. SLAs should be adhered to minimum as outlined in Vol 3 Annexure A of this RFP.	We are not able to locate Vol 3 Annexure A in the document. Please provide the same.		No Change	Refer Vol-3 Annexure A that was Released in month of June 2021 on CAG portal
688	Vendor_22	Vol-1 Annexure B	5.2	Deployment Architecture Page 31		Bidders should take a note that there is no concept of 50% or less Secondary Datacenter (DC-2) in this solution. DC-2 should be considered 100% but activated and paid for only when disaster is declared or during the DR drills. Continuous data replication must however be factored in. DC-1 and DC-2 should follow like to like Architecture and capacity and in terms of all the environments required to be provisioned for the CPP project	Please specify minimum capacity (compute, middleware, database etc.) requirement in case of disaster recovery services as the same is required for data replication services while storage requirement would be 100% of DC capacity. In case of DR drill or actual DR scenario, it can be 100% of DC capacity.	Bidders should provision DR with minimum capacity (preferably 25% as standard best practice or more where storage will be 100% of DC). in this solution, DC-2 (DR) should be considered 100% when disaster is declared or during the DR drills. Continuous data replication must however be factored in. DC-1 and DC-2 should follow like to like Architecture and capacity and in terms of all the environments required to be provisioned for the CPP project	No Change	Existing clause sufficiently addresses the Bidder's concern.
689	Vendor_22	Vol-1 Annexure B	5.7	Business Continuity Planning and Disaster Recovery Page 39		a. Business continuity plans must be tested. DR drills should be conducted on a six-monthly basis. c. The drill should include running all operations from Disaster Recovery Site for at least 01 full working Day.	We understand that there will be two DR drills in a year and DR will be functional with 100% capacity for two days in a year. Please confirm if our understanding is correct.		Clarification	Yes.
690	Vendor_22	Vol-1 Annexure B	5.3	Environments to be provisioned Page 32		Bidder must provision for the following environments as a part of its Infrastructure design, setup, and BoQ at Primary Datacenter (DC-1): 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production 6) Production The Secondary Datacenter (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	Please confirm the % capacity requirement to be considered for following environments at DR site 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production	The will help in uniformity of bidders assumptions for sizing the infrastructure at DC & DR site.	Modified	Vol-1 Annexure B Section 5.3 has been modified.

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691	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 14		The CSP must provide managed services for provisioning and deployment of required compute infrastructure virtual machines, storage, security component, Backup, replication, DRM etc. required to manage hosting and regular operations end-to-end.	Some of security services defined the RFP are not available as a managed services with CSP. It should be bidder's responsibility to manage the same where CSP will provide required infrastructure to run those services.	Please amend the clause as "The Bidder/CSP must provide managed services wherever applicable for provisioning and deployment of required compute infrastructure virtual machines, storage, security component, Backup, replication, DRM etc. required to manage hosting and regular operations end-to-end."	No Change	Bidder to propose during the Bid submission based on RFP requirements.
692	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 17		CSP shall protect all IA&AD data, equipment, etc., by treating the entire data as sensitive and will only disclose it to personnel authorized by IA&AD. The CSP shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum standards. When no longer required, this information, data, and/or equipment shall be returned to IA&AD control, destroyed, or held as directed by the IA&AD. The CSP shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material. A declaration by the CSP/Bidder to this regard must be serviced to IA&AD based on IA&AD request.	burning, shredding of unneeded items will be joint responsibility of CSP & Bidder.	Please amend the clause as "CSP shall protect all IA&AD data, equipment, etc., by treating the entire data as sensitive and will only disclose it to personnel authorized by IA&AD. The CSP shall keep the information confidential, use appropriate safeguards to maintain its security in accordance with minimum standards. When no longer required, this information, data, and/or equipment shall be returned to IA&AD control, destroyed, or held as directed by the IA&AD. The **Bidder/CSP** shall destroy unneeded items by burning, shredding, or any other method that precludes the reconstruction of the material. A declaration by the CSP/Bidder to this regard must be serviced to IA&AD based on IA&AD request."	Modified	Vol-1 Annexure B Section 6.2.4 has been modified.
693	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 18		The CSP should implement a Change Management system that will facilitate and maintain all records pertaining to Changes made in the CPP System, in alignment with ITIL process.	Change management in CPP system will be Bidder's responsibility.	Please amend the clause as "The **Bidder/CSP** should implement a Change Management system that will facilitate and maintain all records pertaining to Changes made in the CPP System, in alignment with ITIL process."	Modified	Vol-1 Annexure C Section 4 has been modified.
694	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 17		The CSP should possess / create and manage all the documentation required by IA&AD for smooth transition including configuration documents kept up to date and all such documentation is provided to IA&AD on regular basis	Documentation will be joint responsibility of bidder & CSP.	Please amend the clause as "The **Bidder/CSP** should possess / create and manage all the documentation required by IA&AD for smooth transition including configuration documents kept up to date and all such documentation is provided to IA&AD on regular basis"	Modified	Vol-1 Annexure C Section 4 has been modified.
695	Vendor_22	Vol-1 Annexure C	5	Managed Network and Security Services Page 19		CSP shall have provision for (additionally) deploying the below security components as managed services to secure the hosting environments for IA&AD CPP application (specify Y / N in the 'Availability' column against each of the following components). 1) DDOS protection 2) Next Generation Firewall with capabilities to identify signature based and behavior-based anomalies 3) Anti-virus and HIPS (for virtual Machine) 4) Data Encryption at rest and in transit 5) SSL off-load/ Data protection 6) Web Application Firewall (WAF) 7) SIEM and Security Alerting and Reporting 8) Network Zoning 9) DNS 10) SSL VPN 11) Identity and Access Management 12) Load Balancer 13) HSM 14) Privilege Access Management 15) Any Other Application and Infra Security components (as may be required)	Some of security services defined the RFP are not available by CSP and would accordingly propose the native service. In case the native service cannot address the capabilities with the documented capabilities, then bidder has the option of choosing & managing the CSP's Marketplace appliance or Custom image from respective OEM. In case of either, Marketplace appliance or OEM, the capabilities of the required security solution need to be liaised with respective OEM directly.	Please amend the clause as CSP shall have provision for (additionally) deploying the below security components either as managed service or through virtual machines or appliances via CSP's Marketplace or custom image by the respective OEM. 1) DDOS protection 2) Next Generation Firewall with capabilities to identify signature based and behavior-based anomalies 3) Anti-virus and HIPS (for virtual Machine) 4) Data Encryption at rest and in transit 5) SSL off-load/ Data protection 6) Web Application Firewall (WAF) 7) SIEM and Security Alerting and Reporting 8) Network Zoning 9) DNS 10) SSL VPN 11) Identity and Access Management 12) Load Balancer 13) HSM 14) Privilege Access Management 15) Any Other Application and Infra Security components (as may be required)	Modified	Vol-1 Annexure C Section 5 has been modified.

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696	Vendor_22	Vol-1 Annexure C	6	Managed Database Services Page 20		The Bidder shall provide either SQL and/or NO SQL / databases as managed service. The Database component chosen by the Bidder should be Enterprise Edition or have Enterprise Support agreements. Any additional expense to procure special licenses for Product support of the database(s), beyond what has been proposed by the Bidder in its bid, will be borne by the Bidder.	Since the CPP application is a transactional application and requires ACID (atomicity, consistency, isolation, durability) to insure the integrity of pension data across 19 states with various departments, it is highly recommended to look for RDBMS and NoSQL data.	Please amend the clause "The database should be offered as RDBMS complying to requirement of ACID (atomicity, consistency, isolation, durability). The database should have native high availability (Active - Active)and scalability certified by DBMS OEM. Database should also support multitenancy to accommodate CPP design principle for hosting pension data across 19 states with various departments."	No Change	Bidder to propose during the Bid submission based on RFP requirements.
697	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 13		CSP should offer self-provisioning features (for VMs of different configurations, Storage, etc.)		Please amend the clause as CSP should offer self-provisioning features (for VMs of different configurations, Storage, etc.). It should provide options to configure flexible shapes where one can get option to select vCPU/Core, Memory (RAM) independently for intel , AMD & ARM processors. CSP should be able to provided latest processors of Intel, AMD, ARM.	No Change	No Change
698	Vendor_22	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist Page 13		Auto-Scaling of resources (Compute or Storage) in real time should be parameterized and available in automated mode without human interventions.		Please amend the clause as Auto-Scaling of resources (Compute or Storage) in real time should be parameterized and available in automated mode without human interventions. Auto scaling of compute should be based on usage metrics (CPU & memory) and time of day/Weeks.	No Change	Existing clause sufficiently addresses the Bidder's concern.
699	Vendor_22	Vol-1 Annexure C	5	Managed Network and Security Services Page 20		Cloud Platform should be protected by fully managed Intrusion prevention system that provides network intrusion detection and prevention.	It can be either managed by CSP or bidder.	Please amend the clause as Cloud Platform should be protected by fully managed either by CSP or Bidder for Intrusion prevention system that provides network intrusion detection and prevention.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
700	Vendor_22	Vol-1 Annexure C	6	Managed Database Services Page 21		Database is available on Cloud infrastructure in High Availability (HA) mode both in Primary and Secondary Datacenter locations.	Please specify SLA for high availability.	Please amend the clause as Database is available on Cloud infrastructure in native High Availability (HA) (Active- Active) & scalability mode both in Primary and Secondary Datacenter locations.	No Change	Refer Vol-3 Annexure A that was Released in month of June 2021 on CAG portal
701	Vendor_22	Vol-1 Annexure C	6	Managed Database Services Page 22		Database software must provide connectivity using native connectivity, JDBC, ODBC and connectivity to various technologies like .NET, ASP, Java etc.,		Please amend the clause as Database software must provide connectivity using native connectivity, JDBC, ODBC and connectivity to various technologies like .NET, ASP, Java, **python, NodeJS, PHP** etc.,	No Change	Existing clause sufficiently addresses the Bidder's concern.
702	Vendor_22	Vol-1 Annexure C	13.1	Server Monitoring		Should offer service driven operations management of the IT environment hosted on the Cloud infrastructure to manage distributed, heterogeneous systems - Windows, UNIX & LINUX from a single management station.	UNIX OS is not available in cloud domain.	Please amend the clause as Should offer service driven operations management of the IT environment hosted on the Cloud infrastructure to manage distributed, heterogeneous systems - Windows & LINUX from a single management station.	Modified	Vol-1 Annexure C has been modified to include all flavors of UNIX for VM and Server monitoring.
703	Vendor_22	Vol-1 Annexure C	15	Reporting Capability Page 57		IA&AD does not visualize use of a complex BI tool/solution for implementing Reporting capability in CPP.	Please explain complex BI tool.	The proposed reporting capability solution must be present at least once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports. The reporting capability solution must be deployable on Cloud infrastructure and must be available as a Managed Service.	No Change	Existing clause sufficiently addresses the Bidder's concern.
704	Vendor_22	Vol-1 Annexure C	18.1	VMs/Container services 67		VM/Container services should be capable of hosting Operating systems such as Windows, Linux, Unix, etc.	UNIX OS is not available in cloud domain.	Please amend the clause as VM/Container services should be capable of hosting Operating systems such as Windows, Linux, etc.	Modified	Vol-1 Annexure C has been modified to include all flavors of UNIX for VM and Server monitoring.
705	Vendor_22	Vol-1 Annexure C	HSM			Should support Network Management capabilities such as SNMP, NTP, Syslog over TCP	Network Management capabilities such as SNMP, NTP, Syslog over TCP will not be relevant in case of cloud.	Please remove this clause as this will be a managed service and network management capabilities will not be required.	Modified	Vol-1 Annexure C Section 19.8 has been modified.

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706	Vendor_22	Vol-1 Annexure B	1.1	General Guidelines, Point 2		IA&AD shall prefer PaaS ("Platform as a service") model over other models of provisioning the various Network, Infrastructure and Security components on VPC	PaaS would require a significant effort to migrate to another CSP or technology, and that would also violate the "No vendor Lock-in" clause mentioned in Vol-1 Annexure B, Page 4, Section 1.1 General Guidelines, Point 6	Suggestion is to go with IaaS with BYOL Licenses to get benefits of Cloud with No Vendor Lock-in	No Change	Bidder to propose during the Bid submission based on RFP requirements.
707	Vendor_22	Vol-1 Annexure B	5.2	Deployment Architecture		Reference deployment architecture and illustrative diagram	CSPs have their own architecture and it might be difficult to comply exactly with the provided diagram	Let the bidder propose deployment architecture	No Change	Bidder to propose during the Bid submission based on RFP requirements.
708	Vendor_22	Vol-1 Annexure C	6	Managed Database Services, Point 14		…It should provide feature to restrict users or DBA or any privileged user from accessing and/or modifying sensitive data through Query / Tools etc., using direct connection…	DBA would always have access to directly connect to the database. This cannot be prevented using API or any other application or network level security	We recommend going with a solution with Database Security of Priviledge Analysis and Restriction such as Database Vault, which would allow DBA to perform required maintenance activities but would restrict him from viewing sensitive data	Modified	Vol-1 Annexure C Section 6 has been modified.
709	Vendor_22	Vol-1 Annexure C	6	Managed Database Services, Point 16		Database managed services must include scheduled backup and retention as per IA&AD backup policy.	Backups need to be secured also, not just active data. Backups taken, whether on secondary database or tape drives must be encrypted. How is IA&AD ensuring this?	We recommend going for a managed data purging and archival solution with high security features such as Oracle Secure Backup	No Change	Bidder to propose during the Bid submission based on RFP requirements.
710	Vendor_22	Vol-1 Annexure C	9	Business Rules Management (BRM) Point 4		BRM solution and the configured rules should provide portability to other Co-Lo or Cloud hosting environments, with little or no effort.	BRMs use proprietary rule engines and unlike BPMs, rarely have direct portability to other BRM solutions. Most CSPs do not support multi-BRM solutions. Portability of BRM with little or no effort is difficult	Suggestion is to go with IaaS with BYOL Licenses to get benefits of Cloud with No Vendor Lock-in. Taking the license of the BRM from source CSP to target CSP would ensure minimum effort in portability	No Change	Bidder to propose during the Bid submission based on RFP requirements.
711	Vendor_22	Vol-1 Annexure C	11	KMS Capability		The requirement for Knowledge management Solution for CPP application is limited to storing and managing scanned/digital documents…	Just scanning documents is useless unless that document is in readable and redistributable format like MS Word or PDF. That requires Optical Character Recognition and Intelligent Character Recognition. Only then it would be properly readable, searchable and publishable.	Suggestion is to go with a document ingestion system like Oracle WebCenter Capture which captures, processes and applies OCR and ICR to the document. It should also support converting the document into multiple formats as per requirement.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
712	Vendor_22	Vol-1 Annexure C	11 13.4	Dashboard & Centralized Reporting Point 1		The proposed solution must provide built in system for correlating events, creating alerts based on it and enforcing automated action policies.	IA&AD works on pan-India data and should look at mapping data with geographic locations to gain more insights. Geolocation of data should be an in-built feature of BI reporting.	Suggestion is to go with a BI reporting solution which can connect to the database directly and have inbuilt geospatial capabilities with multi-layer geographichical reporting	No Change	No Change
713	Vendor_22	Vol-1 Annexure C	19.1	Enterprise Security		The envisaged Enterprise Network Security for CPP System will include the following security components/services as single/multiple component(s).	There is no mention of Database Security. The most sensitive aspect of this project is the private and financial nature of data. This definitely requires Transparent Data Encryption (TDE) which should be builtin into te database, not a bolt-on solution to ensure security even during transit	Suggestion is to go with a Database Security solution like Oracle Advanced Security which has TDE built into the binaries of the database. Even if the database file is removed or copies, the data remains encrypted since the TDE is inside the database, not an external third-party installation	No Change	Bidder to propose during the Bid submission based on RFP requirements.
714	Vendor_22	Vol-1 Annexure C	19.6	Privilege Mgmt. of System Administrator Point 21		The proposed solution should generate audit trail reports for reviews and analysis.	The audit trail is useful for review and analysis only if it is ensured that it is not modified or tampered with. Altered or deleted audit files can pose a serious threat to the private and financial nature of the data being hosted by IA&AD	Suggestion is to go with a security Solution like Oracle Audit Vault and Database Firewall which secures all audit files into secured repositories which is shielded even from priviledged users like DBAs to ensure audit reviews are always fair and accurate	No Change	Bidder to propose during the Bid submission based on RFP requirements.
715	Vendor_23	Vol-1 Annexure B	1.1	General Guidelines	4	3. High availability: The entire CPP solution should provide high availability for all components associated with it within the Primary Datacentre (DC-1) as well as the Secondary Datacentre (DC-2).	Is there any existing data centre that needs to be kept as it is with the required changes?	As the hosting will be done in cloud, hence the availability needs to be configured with the cloud service provider. Please specify if there is any need of traditional data centre. If so, then we need to plan for Hybrid cloud model.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
716	Vendor_23	Vol-1 Annexure B	1.1	General Guidelines	4	5. Seamless integration: The CPP solution is intended to integrate with HRMS and IFMS systems of various state governments (through an API, MFTP based interfaces, etc.)	Is this the scope of the engagement to develop or enhance state level APIs to integrate with the CPP system?	Please clarify if the APIs from the state level systems are already exist or those will be part of this engagement scope.	No Change	Changes in HRMS/IFMS system is not in scope of CPP
717	Vendor_23	Vol-1 Annexure B	2	Functional Architecture	7	2. Accessibility Layer – …. The pensioners shall also be provided with a Web-based 'Pensioner Portal' as well as a Mobile app.	Mobile app will not be very user friendly for any large screen functionality.	The functionality of the Mobile app should be restricted considering to keep good user experiences. Hence please clearly indicate the mobile app scope.	No Change	Refer Vol-1 Annexure A for more details.
718	Vendor_23	Vol-1 Annexure B	2	Functional Architecture	10	State HRMS/IFMS Integration– refers to a uniform mode and ease of integration with State Systems /Data (viz. State HRMS and IFMS systems, as applicable) **as various states might have different states of maturity and data structure. This needs to be brought into a uniform and flexible per state data structure.**	How the data with different sources will be harmonized?	If the state-wise data structures are different in nature, there needs a ETL to harmoize the data into a common format or else each state needs to comply with the standard format defined by IA&AD. Please clarify.	Clarification	Bidder to propose during the Bid submission based on RFP requirements.

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719	Vendor_23	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture	16	12. Documentation … **b) Project backlog, sprint backlog, release backlog, Executable specifications, retrospective document/ templates**	Project Management, tracking & documentation	Is there any project management tool available or planned for the project execution specially to follow the Agile methodology. It is very much required for project tracking, monitoring and reporting purpose. Will this tool needs to be integrated with the ITSM tool proposed in this RFP or both can be maintained in a single tool. Any thought will be appreciable.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
720	Vendor_23	Vol-1 Annexure B	3.3.3	Integration Layer	21	... Thus, a **state integration** must be seen in the light of...	How the rules will be configured?	The system understandings are as follows, The envisaged solution will be common for all, and there will be a State administrative panel where the Rules and functionality can be configured by the state admin representative. There should not be any need for the technical developer to intervene though technical guidance can be provided as a support work. Please mention if the understanding is correct.	No Change	Refer Vol-1 Annexure A Section 8.2 for configuration of rules. For all other activities, Bidder shall be responsible for onboarding of states.
721	Vendor_23	Vol-1 Annexure B	3.3.6	Data Storage Layer	21	1. Solution is more read intensive than write and most data of Pensioner once the application is processed will remain inactive and only for view.	Business logic behind making the data inactive.	There should be a process or business logic to lock the employee information. There are queries like, 1. When the employee details will be ceased? 2. Who will be authorized to unceased in case of any further changes needed? 3. How the state data will be synced with the CPP data?	No Change	Existing clause sufficiently addresses the Bidder's concern.
722	Vendor_28	Vol-1 Annexure B	Section 1 (1.1 # 5)			Seamless integration: The CPP solution is intended to integrate with HRMS and IFMS systems of various state governments (through an API, MFTP based interfaces, etc.) to receive data for processing. Similarly, various outputs of CPP should be shareable with third party services like IFMS, Digi-locker, Treasury, banks etc.	There are a lot of different IFMIs systems across india and they run on different technologies and some are legacy systems. Therefore integration would be one of the major challenge in this project.	So to make it a success different treasury systems should be asked to transfer the data through APIs.	No Change	No Change
723	Vendor_28	Vol-1 Annexure B	Section 1 (1.1 # 4)			Single Cloud Service Provider (CSP): The entire CPP solution (including its Disaster Recovery setup) shall be setup on a single CSP. Hosting of different services/components on multiple CSPs is not permitted. However, backup/archived data/files must be kept at a distance of atleast 300 kms from either DC-1 or DC-2 even if it warrants engagement of a different CSP.	The details required for the backup site are not given.	While floating the RFP it should be mentioned that : 1. What type and amount of data is required to be backed up. 2. Please specify the acceptable data loss for the backup site.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetric Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
724	Vendor_28	Vol-1 Annexure B	Section 2 # 6			Messaging Gateway Integration– various status and information notifications would be sent by CPP to the end uses such as Pensioners and Backoffice users as SMS and/or Email. The messaging Gateway should offer a uniform mode of such notifications from the system.	It is not clear whether the SMS gateway is to be costed by the Bidder.	1. Please confirm that any capex and opex wrt the SMS, eMAil and Payment gateways will be provided by IA&AD. 2. In case SMS services are to be provided by SI please give the details of expected volume for pull and push sms to be factored every year.	Modified	1. Further details will be provided at the time of implementation phase. 2. SMS services to be provisioned by the Bidder. SMS cost shall be paid on actuals every Quarter (based on invoice received from SMS service provider). 3.SLA for Timely SMS delivery has been added in Vol-3 Annexure A. 4. Email to be provisioned through NIC Mail server. No Email server is required to be procured/setup for Production.
725	Vendor_28	Vol-1 Annexure B	Section 1 (1.1 # 12)			Maximize Automation through appropriate tools: Solution should use standard available tools for automating all aspects of CPP application development (viz. Product Backlog management, Code quality analysis, Security analysis, VAPT, Security and Performance testing, DevOps, Release management, etc.), MIS Reporting, SLA monitoring, etc.	Does IA & AD require the SDLC automation tool to be enterprise grade or can the SI used open source community version software of automation.	Since the majority of the tools used for implenting the CI/CD pipeline are opensource community versions, it is requested that the usage of opensource community version of tools/any other software, where no enterprise support is available, may also be allowed. In such cases the bidder may be allowed to provide the required support.	No Change	No Change
726	Vendor_28	Vol-1 Annexure B	Section 3.1.1 # 5			Performance The Application must comply by Service Response Time as required by the Application and stipulated in the SLAs. The Bidder must conduct Performance testing (preferably using automated tools) before every major release to ensure that the CPP Applications meet the expected performance benchmarks as specified in the SLAs.	More details required on performance testing.	1. Please clarify whether a third party performance test is required. If yes, then who will bear the financial cost involved. 2. On which environment will this performance test be conducted. 3. If the performance test is performed on staging environment then it may be noted that the results will need to be extrapolated for prod env. 4. Please provide the complete transction mix for carrying out the performance test and also specify the user concurrency and responsetime which are to be achieved.	Clarification	1- Bidder to decide. 2 - Pre-production environments 3-Modified in Vol-1 Annexure B Section 5.3 4-User volumetrics have been provided in Vol-1 Annexure D

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727	Vendor_28	Vol-1 Annexure B	Section 3.3.1 # 3			Presentation Layer should cater to multilingual needs and users should be able to choose the language of their choice.		1. Please confirm that multilingual requirement is only for the web page text display and the data entry on the portal will be done in English. 2. Please speacify the lanuguages which need to be supported by the presentation layer.	Modified	Vol-1 Annexure A Section 1.1 and Annexure B Section 3.1.1 have been updated with additional details regarding multi-lingual feature to be provisioned by the Bidder.
728	Vendor_28	Vol-1 Annexure B	Section 3.3.3			CPP is a central Pension Management System. While there is large part of solution is common, different states will be onboarded with difference in data attributes, logic, rules, processes, and organizational topology in the sense of approvers and sanctioners. Thus, a state integration must be seen in the light of: a) Master Data of retiree from the state and other related data b) User profile and access control rights set up c) Business rules specific for the state d) Business Processes specific for the state (Business Processes may vary marginally from State to State) State Integration should be more of plug-and-play modular extension work than change in any code. It should necessarily not invite any customization or change in code, rather provide all features by configuration. It is important for the bidder to craft the solution by making all four integration points configurable in the solution.	No matter how customizable a system I s, there will always be a limit the number of different business process and rules it can handle.	It is therefore suggested that rather than keeping them open ended, the details of differen business process and rules to be recorded at the requirement gathering phase.	No Change	Further details shall be provided during project implementation phase.
729	Vendor_28	Vol-1 Annexure B	Section 3.3.6			Bidders can openly evaluate between SQL and NO-SQL databases basis merit of performance, manageability, and scalability.	For identifying whether to use SQL or NOSQL database, the details of data and requirements of data reporting need to be detailed.	It should therefore be clarified if the data is available in more structured format, need of data integrity and kind of reporting that is required. Moreover depending on data and requirement, there could be a mix of SQL and NOSQL database.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
730	Vendor_28	Vol-1 Annexure B	Section 5.5			Bidder shall ensure dedicated high-speed connectivity between DC-1 and DC-2 (with appropriate redundancy),	Details of data exchange will be required for bandwidth sizing.	Please specify the rate of change of data to assess replication bandwidth.	Modified	Vol-1 Annexure B Section 5.5 has been modified.
731	Vendor_28	Vol-1 Annexure B	Section 6.2.4 # 8			Vulnerability assessment and PT	VAPT has a cost implication hence the details are required.	1. Please confirm if the VAPT is required to be conducted by a third party auditor. 2. if yes does the bidder need to financially provision for halfyearly VAPT. Please specify in the RFP	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
732	Vendor_28	Vol-1 Annexure B	Section 6.2.4 # 10			All components of CPP System shall be audited by STQC/ CERT-In empanelled agency before CPP Phase-I Stage-1 Go-Live. Bidder shall be responsible for successfully obtaining the certification and its submission to IA&AD. This will be a pre-requisite for all Go-live milestones in the life of the project, as described in RFP Vol-1.	there is a cost and schedule implication of STQC audit hence the details are required.	1.Please confirm if I&AD wull provision for cost associated with STQC/CERTIN audit. 2. STQC audit may require 3-4 months for completion (after STQC starts the enagegement), so the project timeline should be planned considering this timeline as well.	No Change	Existing clause sufficiently addresses the Bidder's concern.
733	Vendor_28	Vol-1 Annexure C	Section 3.2 # 3			The Bidder should have proper Standard Operating procedures defined and implemented, including chain of custody, required for the presentation of evidence to support potential legal action subject to the relevant jurisdiction after an information security incident. Upon notification, customer and/or other external agencies engaged by customer shall be given the opportunity to participate in the investigation. Bidder is required to submit these SoPs with IA&AD as part of O&M preparation and must seek approvals from IA&AD.	Legal aspects must be clarified so that Sis can get legal clearence from their legal department.	Please provide the details of what kind of legal issues/actions are expected. Moreover, it the scope of and expectation from the bidder should be clarified.	No Change	Existing clause sufficiently addresses the Bidder's concern.
734	Vendor_28	Vol-1 Annexure C	Section 4 # 24			IT Helpdesk of the CSP must operates in 24x7 model and is able to provide Response and Resolution SLAs for Severity 1, Severity 2 and Severity 3 tickets.	Details are required to set up the helpdesk.	1. Please confirm where is the IT helpdesk and Contact Centre is required to be setup. whether it will be IA&AD's premise or bidder premises. 2. Please confirm whether the communication language of Helpdesk would only be English.	No Change	1a) CSP IT Helpdesk location shall be decided by CSP. 1b) Contact centre location shall be at IA&AD premises at Hyderabad as specified in Vol-1. 2) L1 support of Contact centre will be managed by IA&AD officials. Bidder to work on L2 and L3 support in English language.
735	Vendor_28	Vol-1 Annexure B	Section 3.1 # 1			Bidder shall assess the infrastructure requirements including Number of VMs, OS Instances, Storage, DC Networking, Security etc.) for hosting and maintaining all required applications / services as per the volumetrics specified in Vol-1 Annexure D. The Bidder shall provide the services as per the in conformance with the SLAs as described in the RFP.	Details are required for accurate sizing.	Please ensure that the detailed Volumetrics are provided for each channel and application so that correct assessment of sizing can be done for eg. Total number of users, average and peak concurrent users , no of API calls, average size of transaction, average document size, avg number of documents each day, avg no. of steps in a workflow. also please identify the peak periods.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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736	Vendor_28	Vol-1 Annexure B	Section 1.1 # 6			No vendor Lock-in: Bidders should be able to demonstrate that the components proposed as part of the architecture will not result in a vendor or product lock in situation.	clarification is required to design the solution.	Please confirm that "component" in this clause refer to only system software component and not any pre-existing IPR framework that SI might bring in to cover the functional scope of the RFP.	Clarification	Clause refers to all the components / services of the CPP solution.
737	Vendor_28	Vol-1 Annexure B	Section 1.1 # 14			Cost efficiency: Solution should consider cost efficiency as core parameter at all levels. Pay-as-you-go shall be a preferred costing model which involves horizontally equated cost distribution over the life of the project, as more states integrate to the solution. The solution should have a cost-effective model for all components involved in the solution, given the high volume of Pensioners / Users to be managed within the System. The volumes and concurrency of usage in the system is specified in Vol-1 Annexure D of this RFP.	Clarification required to properly size the solution.	1. Since Vol 1 Annexure D is not yet available we cannot comment on volumetrics. 2. Please ensure that volume and concurrency, whenever published, are sufficient to arrive at the solution sizing. 3. Please confirm that "Pay-as-you-go" model is only for the cloud component and not for other component including application covering functional scope.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
738	Vendor_28	Vol-1 Annexure B	Section 1.1 # 15			15. Portability – Bidder must ensure that all the tools, technologies, frameworks, application source code, infrastructure components' configurations, software etc. used for development and deployment of CPP Applications must provide easy portability to any other CSP or on-prem Datacentre. Any software licenses procured separately must also allow portability to the new environment. In case at the time of porting the applications to another CSP/On-prem Datacentre, some of the components/services/licenses/code are found to be incompatible, the Bidder shall bear the expenses related to providing an alternative solution.	clarification required as the two clauses contradict each other.	Section 1.1 # 2 says that " IA&AD prefer PAAS model" therefore this clause is contradictory to the "#2 portability" since the PAAS services might not be directly portable to "On prem" deployment since these would require additional hardware or software licenses. Hence it is requested to modify Portability clause accordingly such that any additional expenses on account of such hardware or software are provisioned by IA&AD	Modified	Vol-1 Annexure B Section 1.1 Clause 15 has been modified.
739	Vendor_28	Vol-1 Annexure B	Section 4.1 # 3			Data Security: Data is protected from unauthorised or unlawful processing, accidental or unlawful destruction, accidental loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed, through adoption of international standards and best practices, duly protecting the privacy of personal data and confidentiality of sensitive data. Rules regarding storage of AADHAR and other personal information of pensioners should be strictly adhered to. Implication of this principle on CPP is that Data must be enabled with role-based access control mechanism. Sensitive information like Aadhar is not supposed to be stored directly and Aadhar Data Vault is supposed to be used instead for the purpose.	Responsibility of IA&AD for setting up aadhar data vault.	Please note 1. For Aadhar data vault IA&AD will have to become Authentication Requesting Agency (AUA). 2. If aadhar based is authentication is required then IA&AD will have to tieup with any ASA and any charges fixed or recurring will have to be borne by IA&AD. 3. Any devices that are used for aadhar based biometric authentication will have to be certified by UIDAI and be provisioned by IA&AD.	Clarification	Bidder will be responsibile for setting up of Aadhar Data vault. Bidder's Query: All points - Yes.
740	Vendor_28	Vol-1 Annexure B	Section 3.1 # 3			The Bidder should preferably use Open-Source Solution (Enterprise Edition/Support) for the system software. For COTS (Commercial-off-the-Shelf) products to be used, the same should be flagged and justified by the Bidder.	Clarification required for some widely used open source community softwares	There are some widely used open source community software where enterprise support is not available in such cases please allow SI to propose opensource community components and to provide the requisite support during contract period.	No Change	No Change
741	Vendor_28	Vol-1 Annexure B	Section 3.1 # 17			Specific OEM products may be used when necessary to achieve scale, performance, and reliability. Every such OEM component/service/product/framework/Managed Service must be wrapped in a vendor neutral API so that at any time such OEM product can be replaced without affecting rest of the system.	need more clarity in order to propose a suitable solution.	1. Please confirm whether the product here referes to underlying system software components or the framework/application that SI will being in to cover functional scope. 2. Please elaborate on the clause "must be wrapped in a vendor neutral API so that at any time such OEM product can be replaced without affecting rest of the system" in the context of both these scenarios a) If the bidder proposes to use an established proprietary product/framework to comply to the core functional module requirements of IA&AD, We understand that this would be mainly from the integration points exposed / consumed by the product itself. Please clarify b) If the bidder proposes to use a proprietary COTS product / tool to meet the requirements like BPM or DMS, or a component like application server, database etc. then is it required to only use open standard calls and not proprietary calls. Please clarify	No Change	1. This point is a part of application architecture only. 2. a) Broadly the understanding is in line with the requirements of this section. However it will also depend on architecture/ components proposed by the bidder. 2. b) Existing clause sufficiently addresses the Bidder's concern

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742	Vendor_28	Vol-1 Annexure B	Section 3.1 # 18			IA&AD envisions a custom-built solution to be developed for CPP Applications as part of this RFP. However, in case the Bidder proposes to use any existing product/platform/framework/accelerator and customize it for CPP, it must ensure that there are atleast 2 independent vendors/SIs/agencies (apart from the Bidder) who have implemented that product/platform successfully in atleast one similar-sized project each. Bidder will be required to submit appropriate documentation, up to the satisfaction of IA&AD, testifying this condition.	Restrictive Clause.	The bidder may have a propriety, robust, proven, scalable framework, which may not be available as a COTS product for implementation by independent vendors/SIs/agencies. Current clause is restrictive in nature hence please modify this clause as follows "However, in case the Bidder proposes to use any existing product/platform/framework/accelerator and customize it for CPP, it must ensure that there are atleast 2 such successful similar sized implementation of product/platform."	Modified	Vol-1 Annexure B Section 3.1 has been modified.
743	Vendor_28	Vol-1 Annexure B	Section 3.1.1 # 1			Reliability The system must have appropriate measures to ensure processing reliability for the data received or accessed through the solution. It will be necessary that the following issues be taken care properly. a. Prevent processing of duplicate incoming files/data b. Zero loss of data (data already saved I data at rest should also not be lost) c. Unauthorized access and alteration to the Data uploaded in the CPP system shall be prevented.	Inconsistency in the requirement.	1. this requirement of "Zero data loss" is contradictory to section 5.7 which mentions RPO as 15 mts. Moreover for Zero data loss would require a near DR and dark fibre connectivity. Hence it is suggested to remove this clause. 2. Kindly also remove all the references of "Zero data loss" from the RFP.	Modified	Vol-1 Annexure B Section 3.1.1 Clause 1 (B) has been modified accordingly.
744	Vendor_28	Vol-1 Annexure B	Section 3.1.1 # 3			3. Multiple language Support CPP must be able to capture data in various fields in multiple Unicode compliant languages. However, the UI of the web application (labels, messages, etc.) should be displayable in multiple Unicode compliant languages of Indian states that shall be on-boarded on CPP System as mentioned in the RFP Vol I scope. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being manually added by a user or uploaded from a csv/Excel file) to facilitate multi-language search. For Hindi, Devanagari script shall be used.	clarification required so that solution can be given as per the requirement.	1. Please confirm which all languages are required to be supported for a. typing in vernacular languages b. transliteration. Also please confirm whether the requirement of typing in vernacular languages will be met using physical keyboards or any onscreen keyboard is required.	No Change	1. No 2. Unicode compliant Vol-1 Annexure A & B have been modified with more details on multi-lingual feature.
745	Vendor_28	Vol-1 Annexure B	Section 3.1.1 # 7			7. Usability The CPP applications must comply with ISO 9241-210:2010 Standards (Ergonomics of human- system interaction), GIGW Standards and other standards as stipulated by GoI.	Item has cost implication, confirmation needed.	Please confirm if IA&AD will procure and provide the ISO 9241-210:2010 standard.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
746	Vendor_28	Vol-1 Annexure B	Section 3.3.6 # 9			9. Data storage should have multi-tier facility where active data could be stored in a fast / hot storage, while less frequently used read-only data could be moved to lower performance storages for achieving cost and performance efficiency. Active data here refers to the data pertaining to pension applications in progress as well as applications whose PPOs have been issued in the last 1 year from current date. However, the end-users should still be able to access the information older than 1 year whenever required in real-time, from the CPP Applications.	Suggestion to improve the solution.	1. If the data is moved to lower performance storage then it might not be possible to fetch the data in real time and there might be latency in fetching the data. Hence please modify the clause "whenever required in real-time" accordingly. 2. It is suggested to not keep historic report generation in real time rather give an acceptable timelimit within which the report will be available to the user and the user shall be notified when the report is ready to view/download.	Modified	Bidder to decide during the implementation phase based on RFP requirements.
747	Vendor_28	Vol-1 Annexure B	Section 4.1 # 3			Data Security: Data is protected from unauthorised or unlawful processing, accidental or unlawful destruction, accidental loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed, through adoption of international standards and best practices, duly protecting the privacy of personal data and confidentiality of sensitive data. Rules regarding storage of AADHAR and other personal information of pensioners should be strictly adhered to. Implication of this principle on CPP is that Data must be enabled with role-based access control mechanism. Sensitive information like Aadhar is not supposed to be stored directly and Aadhar Data Vault is supposed to be used instead for the purpose.	Clarification is required so that solution for PII data can be proposed.	1. Please specify which data will be considered as PII data. 2. Please specify the amount of PII data. 3. Please confirm whether the requirement is only to encrypt this PII data or also to anonymize, pseudonimize and mask PII data.	No Change	Bidder to decide during the implementation phase based on RFP requirements.
748	Vendor_28	Vol-1 Annexure B				. Platform-as-a-service a preferred model: Most Technology capabilities are expected to be offered in Platform-as-a-service model. For this, bidder may refer to the Technology Support Layer of the Application Reference Model (section 3.2.5 of this document). Even if some of the Technology Platforms are not provided in PaaS model by the CSP, the System Integrators are encouraged to bundle it as PaaS to IA&AD.	Pay-as-you-go model is not feasible with the licensed product provided by OEMs	It is not feasible to bundle technology platforms as PAAS ,which are not provided as PAAS model by CSP , and have to be procured by the bidder from the OEMs. This is because the OEMs would require upfront payment of the license cost and subsequent ATS. request that the payment terms should cover such products seperately and not as pay-as-you-go model.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
749	Vendor_28	Vol-1 Annexure B	section 5.1 # 2			The CSP should have Datacentres at different physical locations in order to provide cloud Service offerings & Cloud Disaster recovery services.	Clarification required so that suitable CSP can be identified.	Please confirm if the data centers (for DC 1 and DC 2) could be in the same city but different availability zones.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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750	Vendor_28	Vol-1 Annexure B	section 5.1 # 12			12. Monitoring dashboards must be made available by CSP and to the required extent by IA&AD. Bidders should take a note that there is no concept of 50% or less Secondary Datacentre (DC-2) in this solution. DC-2 should be considered 100% but activated and paid for only when disaster is declared or during the DR drills. Continuous data replication must however be factored in. DC-1 and DC-2 should follow like to like Architecture and capacity and in terms of all the environments required to be provisioned for the CPP project.		Please confirm if the CSP, which provide high availability and disaster revcovery through different availability zones, will be eligible.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
751	Vendor_28	Vol-1 Annexure B	Section 5.3			Bidder must provision for the following environments as a part of its Infrastructure design, setup, and BoQ at Primary Datacentre (DC-1): 1) Development 2) Testing (QA) 3) User Acceptance Testing (UAT) 4) Training 5) Pre-Production 6) Production The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	Clarification required so that suitable solution can be proposed.	1. Please specify non-prod environments as a % of prod. 2. Please confirm which non-prod environments are required to be in high availability.	Modified	Vol-1 Annexure B Section 5.3 has been modified.
752	Vendor_28	Vol-1 Annexure B	Section 5.4 #5, 6			5. The proposed systems should be of enterprise class and must be of current/stable version as per OEMs offerings, in line with advancements of technology in these domains at the time of implementation. Bidder needs to provide the published benchmarks for the stated systems along with the sizing assessment sheet being certified by the OEM/ Bidder (as applicable) for the stated systems. All the components should be able to handle expected loads and provision the desired transaction times and throughputs.

6. It is to be noted that bidder needs to provide a detailed assessment sheet taking into considerations the volumetric and other details given in the RFP, including the capabilities to provide the desired scalability in-line with projected growth in volumes and traffic. The assessment should clearly highlight the sizing parameters taken into consideration while designing the solution and also should be provided on OEM / Bidder letter head, along with publicly available published benchmarks. | Change suggested so that process becomes streamlined for the bidder. | 1. The SI is responsible for the sizing, implementation and operations as per SLA's and pays a financial penalty if the same are not met. The OEM has no financial stake in the solution or its operations but can have a conflict of interest if the equivalent modules and products from other vendors are incorporated in the solution. Hence, the requirement of such a certification from the OEM should be removed . | Modified | Vol-1 Annexure B Section 5.4 has been modified. |
753	Vendor_28	Vol-1 Annexure B	Section 5.5			NOTE: IA&AD may decide to exercise the option of engaging VPN Services for AG office users as an added security requirement. The timeline for VPN implementation shall be decided by IA&AD as and when required.	Clarification required since this item has cost implication.	Please confirm that the cost for VPN service for AG offices (as and when required) will be provisioned by IA&AD.	Modified	Vol-1 Annexure B Section 5.5 has been modified.
754	Vendor_28	Vol-1 Annexure B	Section 6.2.3			6.2.3 Access Control for Business users CPP Applications shall involve authentication and authorization of the following two types of business users: a) Pensioners – These will involve only basic level of authentication using user-id/password and 2FA. Role based access for pensioners is not envisaged. IA&AD envisages the authentication of Pensioners using a low-cost IDAM (LDAP, Custom solution etc.) solution only, as the number of Pensioners will be very high with very low concurrency. b) Backoffice Users – This will involve authentication of users through user-id/password and 2FA. Role-based access of CPP Application and its services needs to be provisioned through IDAM. For back office users which are limited in number but will have wide variety of roles, an industry standard IDAM solution (with features listed in Annexure C) shall be required	Detais are required so that solution can be suitably designed.	Please provide total number of users and concurrent users for each category.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
755	Vendor_28	Vol-1 Annexure B	Section 6.2.3 # 24			24. Since OTPs are an essential component for allowing access to the users into CPP applications, it is imperative that SMS and Email services are provisioned with appropriate redundancy. Any downtime in these services will be tantamount to unavailability of the application. Appropriate SLAs in this regard will be applicable.	Inconsistency in the requirement needs to be clarified.	Since the email services are provided by NIC, any redundancy and uptime requirement should be managed by them.	Modified	Vol-1 Annexure B Section 6.2.3 has been modified
756	Vendor_28	Vol-1 Annexure B	Section 6.2.4 # 15			Bidder / CSP shall retain all data pertaining to CPP System till 1 (ONE) year after termination/expiry of contract or for the period specified by IA&AD, whichever is earlier.	This item has cost implication and need to be clarified.	Please confirm that the egress cost of data export will be borne by IA&AD	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

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757	Vendor_28	Vol-1 Annexure B	Section 6.3.3.2 # i			i) Application should be provisioned to broadcast notifications to the existing app users about the release of an updated version of the app and prompt the user to update the app (from Android/Apple Playstore). Bidder shall be responsible to enlist the Mobile app on these playstores.	This item has cost implication and need to be clarified.	Please confirm that any fixed or recurring cost associated with registering mobile app on android or apple playstore or any other platform will be provisoned by IA&AD.	Modified	BoQ Template Sheet #7 has been modified to include costs for Mobile app hosting on Playstores.
758	Vendor_28	Vol-1 Annexure B	Section 6.3.6 # a			a) SOC monitoring: 24 x 7 Security Operations Centre shall be provisioned by Bidder at their premises.	The requirement of setting up SOC at bidder's premesis is not feasible in case where SOC is operated by aThird party vendor.	Section 6.2 mentions that IA&AD might appoint a third party agency to run SOC operations. In such cases clause of 'SOC operations from bidder's premises' should be removed.	Modified	Vol-1 Annexure B Section 6.2 has been modified.
759	Vendor_28	Vol-1 Annexure C	Section 7			Deployment of CPP applications/services/components or application changes etc. involving complex/layered architecture needs a seasoned deployment process and tools. It is recommended to use advanced capabilities such as DevOps which has capabilities of continuous integration and continuous deployment to reduce the time it takes for a change made in development environment to move to production after due testing and quality assessments.	clarification required to deliver a suitable solution.	Please confirm that the DevOps services can be implemented using Native services provided by the CSP.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
760	Vendor_28	Vol-1 Annexure C	Section 10 # 17			The Solution should have "Out of the Box" integration/file-opening capability with popular office software e.g. MS Word, xls, ppt, PDF, etc. No third- party add-ons should be used to open these documents.	Clarification required to design a better solution.	We understand that every user , who may have a need to view a document in MS word, excel, ppt, will have required software to open these documents. Hence it is requested to remove this requirement.	No Change	No Change
761	Vendor_28	Vol-1 Annexure C	Section 10 # 17			10 Document Management Capability An essential function of the CPP solution includes storing and managing scanned/digital documents related to the retirees or other stakeholders, such as digital signatures. The Bidders must note that the Document Management capability / Solution with respect to CPP is limited and hence should look for an apt solution that fulfils the following requirements accordingly. A checklist of Document Management Capability / Solution is provided below.	Clarification required to design a better solution.	The SI should be allowed to propose a bespoke solution to cater to the requirements.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
762	Vendor_28	Vol-1 Annexure C	Section 10 # 18			Must provide CMIS and REST API support. The proposed solution should not impose any OEM specific proprietary encryption while saving the images and binary documents at storage level.	Clarification required to design a better solution.	In case bidder proposes a custom built solution then the document will be available to be used by any other DMS solution. Hence it is requested to remove the CMIS support requirement.	No Change	No Change
763	Vendor_28	Vol-1 Annexure C	Section 16 # 1			The proposed solution shall provide a web-based service support system to automate call-based and chat based real-time interactive support.	clarification required to deliver a suitable solution.	1. Please confirm that the chat based interaction is a real time chat an agent and not the chat bot. 2. Please clarify that the phone lines will be provided by the department. 3. Please specify service window , number of seats required and language of support for service desk.	Modified	Vol-1 Annexure C Section 16 has been modified.
764	Vendor_28	Vol-1 Annexure C	Section 18.1 # 1			Should provide bare-metal architecture of a robust virtualization layer of a ready to use virtual machine / containerized services along with an operating system directly on the server hardware.	This requirement is not feasible.	The CSP typically provides a VM and the bidder would have no view of the bare metal architecture. Since the deployment is expected to be on the cloud, it is requested to remove this clause.	Modified	Vol-1 Annexure C Section 18.1 has been modified.
765	Vendor_28	Vol-1 Annexure C	Section 18.2 # 1,5			1. Offered OS should be Enterprise/ Datacentre edition. 5. Any Open-source OS proposed by the Bidder must be procured with an Enterprise support.	This requirement is not feasible.	The operating system is typically bundled along with the VM by CSP. Therefore it is requested that this clause may be removed.	No Change	No Change

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766	Vendor_28	Vol-1 Annexure C				Data Loss Prevention (DLP) for E-Mail 14. DLP Solution should monitor mail communications and detects confidential/sensitive data that is being sent in violation of security policy. If a security policy is violated, it should block E-Mail communications. 15. DLP Solution must redirect, quarantine, or block outbound messages containing confidential/sensitive data. It must be deployed at egress points in the network DMZ and should integrate with your existing on-premise messaging infrastructure. 16. DLP Solution should quarantine or relocate E-Mail containing sensitive data to a secure location for end-user review and release. 17. DLP Solution should provide broad integration support for E-Mail services. 18. DLP for E-Mail should have integration with anti-spam solution.	Ownership need to be defined since this component is being provided by NIC.	Since the email services are provided by NIC it is requested that this requirement is to be deleted.	Modified	Vol-1 Annexure C Section 19.4 has been modified
767	Vendor_28	Vol-1 Annexure C	Section 8 # 2 Section 9 # 2			The BPM solution must be deployable on Cloud infrastructure and must be available as a Managed Service. 2. The BRM solution must be deployable on Cloud infrastructure and must be available as a Managed Service.	Implementation of these clauses are not feasible.	Since the bidder will procure the licenses and provide this solution and this is will not be available from CSP as a service, therefore the clause of availability of BPM and BRM as managed service should be removed.	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
768	Vendor_30	Vol-1 Annexure C	19.9	Anti-Virus malware and Anti-Spam		Should support deployment on all OS proposed by the Bidder for CPP System.	Please help in sharing details of OS platforms expected to be supported by AV solution		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
769	Vendor_30	Vol-1 Annexure C	19.9	Anti-Virus malware and Anti-Spam		Solution should analyse incoming data and block threats while they travel through the network before hitting the system. Rules-based browser protection should be included to protect against web-based attacks.	AV solution from placement perspective sits on endpoint machine which is not designed to mitigate threats while it is travelling through network. AV solution can only detect and mitigate malicious code once it is executing itself on sendpoint environment.	**Clause should read as :** Solution should analyse incoming data and block threats once hitting the system also proposed solution should have browser protection to protect against web-based attacks.	Modified	Vol-1 Annexure C Section 19.9 has been modified.
770	Vendor_30	Vol-1 Annexure C	19.9	Anti-Virus malware and Anti-Spam		Solution should automatically switch to aggressive scan mode if the AV client detects a large number of viruses, spyware, or high-risk threats to clean/delete/quarantine these threats.	Every OEM is having its own strategy to detect and mitigate high volume virus, spyware infections by leveraging multiple intelligent scanning engines. Mention specification is favouring particular OEM and restricting our participation. Hence it's a humble submission to amend clause.	**Clause should read as :** Solution should automatically take action to detect large number of viruses, spyware, or high-risk threats to clean/delete/quarantine these threats.	Modified	Vol-1 Annexure C Section 19.9 has been modified.
771	Vendor_30	Vol-1 Annexure C	19.9	Anti-Virus malware and Anti-Spam		Solution must provide necessary capabilities/ interfaces to enable detection of any virus/malware content at runtime while uploading any file from the CPP applications. The anti-virus/anti-malware checks should not disrupt the application workflow and must provide a seamless end user experience. It must give an error message back to the web/service/request in case the file is found to be infected with malware.	Inspecting web communication (HTTP/HTTPS) happening between client application and core application hosted on server infrastructure can not be achieved using endpoint agent due to its inability to intercept HTTPS traffic and it can only inspect infected file once it get downloaded on server infrastructure. Hence to achieve required use case a reverse proxy solution is more appropriate which can inspect HTTP/HTTPS protocols and do malware scanning as well. Hence its a humble submission to remove this clause to allow our particiaption.	**Clause should read as :** Clause should be deleted	No Change	No Change

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772	Vendor_30	Vol-1 Annexure C	19.5	Host Intrusion Prevention System		Point 4. The solution should allow creation of custom and location-based policies. Point 8. Should protect the servers even when they are off network.	Server are static in nature from environment perspective but as per highlighted clause you have asked for location-based policies & off network functionality which is not revelant for HIPS solution and contradictory from solution point of view. Hence its a humble suggestion amend this clause to allow our participation.	Clause should read as : The solution should allow creation of custom policies. Should protect the servers from threats holistically by incorporating required security layers.	No Change	No Change
773	Vendor_30	Vol-1 Annexure C	19.5	Host Intrusion Prevention System		Suggestion		HIPS is meant to protect critical applications hosted on servers in ICCC infrastructure. Hence proposed solution should have all essential security layers including Firewall, Anti-Malware, Integrity Monitoring, Application Control, logs Inspection and Recommended scan which will help in minimising cyber risk level and provide holistic protection. Hence its a humble request to incorporate our suggestion. Suggestion : 1. Solution should support stateful Inspection Firewall, Anti-Malware, Deep Packet Inspection with HIPS, Integrity Monitoring, Application Control and Recommended scan in single module with agentless and agent based capabilities and management platform should support both Window and Linux platforms. 2. Solution should have Common Criteria EAL 2+ certification and FIPS 140-2 validated having regulatory requirements including PCI DSS, HIPAA, NIST, SSAE 16 and Should be market share leader in the segment as per IDC server security report. 3. Solution should provide ability to automate rule recommendations against existing vulnerabilities, exploits, suspicious network traffic and dynamically tuning IDS/IPS sensor (Eg. Selecting rules, configuring policies, updating policies, etc...)	No Change	No Change
774	Vendor_30	Vol-1 Annexure C	19.1	Enterprise Security		The envisaged Enterprise Network Security for CPP System will include the following security components/services as single/multiple component(s). 1. Next Generation Firewall 2. Application Security with user authentication 3. VPN 4. IPS 5. URL filtering 6. Anti-APT Solution with sandboxing for Internet Zone 7. Threat Prevention	You have already considered the importance having a dedicated security layers following defense in depth strategy which is need of the hour but for two critical functions (NIPS and Anti APT) you have given option to bidders to quoted as a bundle solution in the form of NGFW which can work as a single point of failure bypassing the entire security posture of your organisation. Also considering current threat landscape which is changing very rapidly and dynamically a holistic dedicated thrat protection mechanism is requried to detect as well as mitigate known, unknown and undisclosed threats. Also as per MoUD, NCIIPC, NIST and Cert-In guidelines which recommend to adhere defence in depth approach by incorporating comprehensive security layres to avoid any single point of failure. Hence its a humble request to incorporate dedicated security layer instead of relying completely on NGFW having partial capabilities.	Hence its a humble suggestion to consider a dedicated network security layer with below functional specifications : 1. Solution should have 10 Gbps of real world throughput. 2. Should be a standalone independent appliance and not a subset of UTM and NGFW vendor. 3. Should support VA scanners (Qualys, Rapid 7, Nessus) to fine tune the IPS policy 4. Should intercept and inspect SSL traffic for any malicious content without performance degradation 5. Should have 12 million concurrent Sessions/Concurrent connections and 100,000 new Connections per second from day one. 6. Proposed solution should have at least security effectiveness rate 99 % as per 2017/2018 NSS Labs NGIPS report and should be presen in Gartner leaders quadrant as per NGIPS report from last three years 7. Should be able to manage locally independently without any centralized management server 8. Latency <100 microseconds and information should be publically available and documented 10. Support firmware, signature upgrade/Reboot without require downtimec 11. IPS must provide bandwidth rate limit to control the unwanted traffic such as P2P, Online Game, etc. 12. Machine learning to detect exploit kit landing page and bypassing traffic for IPS internal issues (memory hang, firmware crash etc. 13. Should have at least inbuilt 15000 signatures/Filters	No Change	No Change

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775	Vendor_31	Vol-1 Annexure B	6.2.6	Multi-layered Security Solution		Different layers of security in the hosting environments shall at a minimum implement the security toolset to provide Data Privacy and Data & Network Security by instating solutions such as Anti-Virus, Next Generation Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, SIEM, HSM, Integrated Vulnerability Assessment, SOC, Data Encryption, Certifications & Compliance, Authentication & Authorization, Auditing, etc.	Requirement is focused on perimeter security(North-South) while to implement zero trust principles it is important to consider security on east-west traffic as well. This will address the attackers lateral movement which is a critical consideration today and the same should be part of the RFP requirement.	Implementation of security on east-west traffic must be asked by having distributed firewall and IDS & IPS as part of solution thereby enhancing the security of overall solution.	No Change	No Change
776	Vendor_31	Vol-1 Annexure C	3.1	Infrastructure Components:		If micro services-based architecture is being provided, Bidder should deploy Presentation, Business Logic and Database category of micro services on different VM's/Containers.	The Micro Services architecture is emerging as an agile architecture style for modern day systems, and being adopted by many Govt. departments.Key Benefits of micro service architecture include Continuous delivery and deployment, Vertical & Horizontal Scalability, Performance, etc. Considering the same preference should be given to micro services architecture	Preference should be given to micro services architecture & the same is being adopted by several central govt departments in past 4-5 years.	No Change	Existing clause sufficiently addresses the Bidder's concern.
777	Vendor_31	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences		Provider independence: Bidder should ensure that there is portability of the solution. Portability shall include migrating the solution/application (along with data) to a different SI or CSP.	With the given clause it is important that solution should provide a way and capabilty to support mass live migration of workloads from one site/cloud to another with functionalities e.g. WAN optimization, replication and live movement of VMs. This will help in smooth migration in future	The solution should provide a way and capabilty to support mass live migration of workloads from one site/cloud to another with functionalities e.g. WAN optimization, replication and live movement of Vms for smooth migrations	No Change	No Change
778	Vendor_32	Vol-1 Annexure B	4	Tools based Dashboard and MIS Reporting capability		While a set of standard reports will largely be used part of the solution, bidders are encouraged to opt for a tool-based reporting capability that offers visualization and self-service reporting to its users.	Volumentric information to be provided	The number of reports to be delivered and also the number of users, concurrent users, creators and expliers to be mentioed so that the efforts and the BoQ can be finalised by SI while responding to the RFP	No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
779	Vendor_32	Vol-1 Annexure B	3.3.6	Data Storage Layer		Data Management platform must run in High Availability mode and should allow for continuous replication to the Secondary Datacentre (DC-2).	Is entire solution/data has to be considered for replication. Kindly clarify.		No Change	Existing clause sufficiently addresses the Bidder's concern.
780	Vendor_32	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences		Open Standards: Open Standards need to be adopted in the design and implementation of CPP.	Kindly provide more details about this point.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
781	Vendor_32	Vol-1 Annexure B	5.2	Deployment Architecture		Appropriate and periodic Back-ups must be enabled at both DCs	Kindly provide the backup policy to be considered for right sizing.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
782	Vendor_32	Vol-1 Annexure B	5.3	Environments to be provisioned		The Secondary Datacentre (DC-2) must provision for a minimum of Development, UAT, Training and Production environments.	Bidder understanding is that, secondary (DC-2) is only for DR and only production replica should be deployed and all other environment only at DC-1. Kindly provide more info.		No Change	Existing clause sufficiently addresses the Bidder's concern.
783	Vendor_32	Vol-1 Annexure B	5.4	Infrastructure Services Requirements		Bidder should prefer PaaS (Platform-as-a-service) over IaaS (Infrastructure-as-a-service) to make it a managed service in true sense.	We understood that, PAAS model has to be considered only at applicable services and not for entire solution. Kindly clarify.		No Change	Existing clause sufficiently addresses the Bidder's concern.
784	Vendor_32	Vol-1 Annexure B	5.4	Infrastructure Services Requirements		The Primary Datacentre (DC-1) and Secondary Datacentre (DC-2) should be architected in such a way that any of the modules may be run from any these datacentres, without any impact on the SLAs being defined.	DC-1 active and DC-2 passive and only switchover at DR scenario is our understanding. Kindly provide more info of this point.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
785	Vendor_32	Vol-1 Annexure C	18.1	VMs/Container services		Should provide bare-metal architecture of a robust virtualization layer of a ready to use virtual machine / containerized services along with an operating system directly on the server hardware.	Kindly provide more details about bare-metal in point.		Modified	Vol-1 Annexure C Section 18.1 has been modified.

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786	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		High availability	1) What will be DR Design required to meet RPO of 4 Hrs. and RTO OF 15 Mins a) any HA tool to be required B) DC-DR Design as Active - Active or Active - Passive to meet RTO and RPO		No Change	Bidder to propose during the Bid submission based on RFP requirements.
787	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		Seamless integration	1) RACI matrix for Integration testing & Sign off with existing 3 Party vendors 2) How many interface integration (workflow to be created for listed integration 3) Will new Integration will be taken as CR (apart from listed Integrations per section 11) 4) . How many different data formats need to be exchanged with external partners. What are those? 5) Is identify Data In/Expected Data Out completed ? 6) Need High Level architecture and application Diagram, integrating it with new or existing hardware, packaged and custom software, and communications 6) Need Integration Functional Requirements, Performance Requirements, System Technical Requirements 7)_Pls provide ESB details & No of API , Source details , new API to be developed etc.,) Detailed list of Interfaces *Inbound /Outbound , API) , Middleware etc. Adapter to integrate with legacy applications & No's of Licenses		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
788	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		Least customization of available off-the-shelf products:	1) What is existing customization of available off-the-shelf products? and what will be expected in Future for proposed COTS product		No Change	Existing clause sufficiently addresses the Bidder's concern.
789	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		Service orientation at the core of Architecture	1) Any existing integration template can be reused as a blueprint that provides predefined entities and field mappings to enable the flow of data from source to destination		No Change	Existing clause sufficiently addresses the Bidder's concern.
790	Vendor_32	Vol-1 Annexure B				Self - service MIS Reports:	1) Any end user focused self-service reporting tool required ?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
791	Vendor_32	Vol-1 Annexure B	1.2	Architecture Guidelines		Security Architecture	As Is Technology stacks required for Data. Security Architecture		No Change	Query not clear.
792	Vendor_32	Vol-1 Annexure B	1.2	Architecture Guidelines		user/API/service,	1) What is specific ask for API requirements- functional requirements (what your API should do),nonfunctional requirements (how your API should perform in terms of service level agreements) & approach to your system implements requirements		No Change	Vol-1 Annexure B Section 2 & 3 addresses the Bidder's concerns
793	Vendor_32	Vol-1 Annexure B	1.2	Architecture Guidelines		Data and Storage Layer	1) What type of Database required - SQL and NoSQL is multi-model support required ?(RDBMS) ,Key/value stores ?Workload ? Data Type		No Change	Existing clause sufficiently addresses the Bidder's concern.
794	Vendor_32	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture		Multiple language Support	1) How many languages support required ?		Modified	Vol-1 Annexure A Section 1.1 and Annexure B Section 3.1.1 have been updated with additional details regarding multi-lingual feature to be provisioned by the Bidder.
795	Vendor_32	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture		Performance	Any App Performance Management Tool required		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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796	Vendor_32	Vol-1 Annexure B	3.1.1	Non-Functional Requirements for architecture		Documentation	1) Deemed acceptance Clause ?		No Change	Query not clear.
797	Vendor_32	Vol-1 Annexure B	3.3.1	Presentation Layer		Business Process Management	1) How many dashboard required for BPM in terms of Complex , Medium and simple		No Change	Refer Vol-1 Annexure A Section 17 for details. Further details will be provided at the time of project implementation.
798	Vendor_32	Vol-1 Annexure B	3.3.4	Technology Support Layer		Document Management Capability:	1) What is specific ask for Document Storage , Retrieval, Document Security, Interface , Searching , approval workflow, Document Viewer Functionality		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
799	Vendor_32	Vol-1 Annexure B	3.3.4	Technology Support Layer		Knowledge Management System Capability	1) What is specific ask for Accuracy, Relevancy, Speed, Compliance , Ease of knowledge migration etc.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
800	Vendor_32	Vol-1 Annexure B	3.3.4	Technology Support Layer		ITSM compliant tool:	1. Is existing helpdesk is distributed one or Centralized Helpdesk ? Any distributed helpdesk will be integrate to Centralized Helpdesk solution , 2. Approach /Req from Current Mode to Future Mode 3. Reusability of existing Tools 4. Chabot to be factor ?		No Change	No existing Tools, Application or System available for re-use in CPP.
801	Vendor_32	Vol-1 Annexure B	3.3.4	Technology Support Layer		Automation Capabilities	1) What are existing Pain areas any ESM tool required ? or any existing we can leverage ? ESM and ITSM tool Integration required to capture all system , health alerts of applications and Underlying Hardware ?		No Change	No existing Tools, Application or System available for re-use in CPP.
802	Vendor_32	Vol-1 Annexure B	3.3.7	Security Layer		Data Standardization and Master Data Management	1) ARE CONSUMERS IDENTIFY OF MASTER DATA AND Transactional data and THEIR EXPECTATION 2) IS THERE NEED to DEVELOP MASTER DATA SERVICES FOR APPLICATION MIGRATION. 3) Do HARMONIZE STRUCTURAL INCONSISTENCIES AND to STANDARDIZE DATA Elements required? 4) is PLAN PROCESSES FOR SYNCHRONIZATION WITH PROPRIETARY SYSTEMS identified ?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
803	Vendor_32	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements		Network Infrastructure Requirements	1) What i specific ask for Network Infrastructure Network hardware, like routers, switches, and physical servers. ... Network software, which can run on either dedicated hardware or commodity servers. ... Network services, which come in the form of software that runs on servers.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
804	Vendor_32	Vol-1 Annexure B	16	Contact Centre Solution for Service Desk		The contact center personnel will be IA&AD employees and shall be stationed at different geographical locations in different states and offices. All the personnel shall login into the same Contact center solution and perform their activities.	1) Give the list of locations where resources are required to be deployed Onsite		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
805	Vendor_32	Vol-1 Annexure B	18.5	Patch management		Patch management	1) what will be patch policy for security patches, bug fixes, and feature updates. RACI matrix of 3 party vendors and how back to back SLA will be factored		No Change	Bidder to propose during the Bid submission based on RFP requirements.
806	Vendor_32	Vol-1 Annexure B	18.6	Backup		Backup	1) What is backup policy for full, differential, and incremental What will be requirement to ensure the security and accessibility of business data Policy for retaining data to meet the legal and business needs of an organization		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
807	Vendor_32	Vol-1 Annexure B	19.3	Security Information and Event Management		SIEM	1) What is requirement of Log management, IT standards , Event correlation: , Automatic reaction ,security of end devices , Central security management and reporting 2) SIEM Architecture : What is specific req of Source device , Rule/Correlation engine, normalization engine. Rule/Correlation engine, Data storage & Event logging/Monitoring and integration with ITSM tools		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
808	Vendor_32	Vol-1 Annexure B	19.4	Data Loss Prevention		DLP	1) Is Data Loss Prevention policies depending on my Active Directory structure? 2) control/monitor what users are downloading on their endpoints required . How many Endpoints , DLP to be supported ? 3)How to Prioritize data, data which critical and in need of cloud data loss prevention 4) what is approach to Monitor sensitive data in Motion ? 5) Is any security controls to the subset of the most critical data 6)is CASBs approach is required that enable you to combine context (device, network, user) and content (data classification) to enforce more granular controls. Granular controls.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
809	Vendor_32	Vol-1 Annexure B	19.7	Database activity monitoring		Database	1) Inventory list of all Physical , Logical and Database servers required for estimation		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
810	Vendor_32	Vol-1 Annexure B	Generic Query			VAPT	1)Load stress testing Tools , VAPT tools required ?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
811	Vendor_32	Vol-1 Annexure B	Generic Query			Project Timelines	2) Approach to implement Model 1 and Model 2 and timelines are missing		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
812	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		The CPP solution is intended to integrate with HRMS and IFMS systems of various state governments (through an API, MFTP based interfaces, etc.) to receive data for processing.	It would be difficult, time consuming and complex to do separtate integration with HRMS and IFMS with each state states.	We propose to have a PUSH API based integration, where a common integration would be made and the states HRMS and IFMS system would be responsible to call the API of CPP and push data to CPP in a common format.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
813	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		Similarly, various outputs of CPP should be shareable with third party services like IFMS, Digi-locker, Treasury, banks etc.	Will there be a common format that needs to be shared.	We propose to have a common format to be shared to make it uniform for all.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
814	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		**Least customization of available off-the-shelf products:** There should be least customization of off-the-shelf products selected in the solution. Solution requirements should be achievable through configurations of the product. This is to facilitate easy upgrade of the base product with minimal retrofitting effort. Any costs involved in retrofitting of the Product upgrades shall be borne by the Bidder.	Kindly detail out the kind of customization expected. Once the scope of customization is clear, we can look at how to reduce the retrofitting costs.	Details required on this.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
815	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		**10. User configurable Rule engine:** Pension processing rules differ in each state. The proposed business rule engine should be extremely user friendly such that an IA&AD user, with little training, should be able to configure the rule set for an office. As the pension rules change, the IAAD (administrative/ designated) user should be able to update the rule engine in most cases on their own without assistance or minimal assistance from the SI or OEM.	Need details on what all rules and fields can change in a state, this will help us in implementation of rule engine.	Details required on this.	Modified	Vol-1 Annexure A Section 8.1 has been modified.
816	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		**11. Easy to use Business Process Manager:** Business processes and users differ across states. Hence the BPM product should be able to provide extensive configurability as well as multi-tenancy features for segregating the business process configurations of each state. Also, it should be easy enough that an IA&AD technical user should be able to perform non-complex changes to the existing business processes with little training.	Need details on what all business process can change in a state, this will help us in implementation of BPM tool.	Details required on this.	No Change	Further details shall be provided during project implementation phase.

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817	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		It is expected that claims may be filed by the beneficiaries of the Pensioners even after very long period and hence there is no purging of information envisaged in the system.	Some level of data archival or moving it to slow access scheme is allowed.	Kindly confirm if we can have data archival or moving it to slow access scheme.	No Change	Refer Vol-1 Annexure B section 3.3.6 for more details
818	Vendor_32	Vol-1 Annexure B	1.1	General Guidelines		The Primary Datacentre (DC-1) and Secondary Datacentre (DC-2) should be architected in such a way that any of the modules may be run from any these datacentres, without any impact on the SLAs being defined.	We assume that at a time only one of the DC-1 or DC-2 would be active, and there would be no scenario, where both are up and partial services are running on both.	At a time only one instance should be up and running.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
819	Vendor_32	Vol-1 Annexure B	NA			NA	Please share the list of tools currently used for testing other CPP applications: 1.ETL Testing 2.Backend database testing 3. Functional Testing/Mobility Testing/Test Automation 4. Regression Testing 5. API testing 6.Test Management & Defect Management 7.Performance Testing 8.DevOps/CI-CD 9.Test Reporting and Analytics		No Change	No existing Tools, Application or System available for re-use in CPP.
820	Vendor_32	Vol-1 Annexure B	NA			NA	Pls confirm if the test data will be provided by C&AG?		No Change	C&AG may use their test data during UAT. For all other testing, Bidder to prepare the test data.
821	Vendor_32	Vol-1 Annexure B	NA			NA	How many cycles need to be executed as part of the automation execution phase by Wipro?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
822	Vendor_32	Vol-1 Annexure B	NA			NA	What % of total no. of database elements need to be considered for data masking?		No Change	Further details shall be provided during project implementation phase.
823	Vendor_32	Vol-1 Annexure B	NA			NA	Pls provide details on the current governance model		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
824	Vendor_32	Vol-1 Annexure B	NA			NA	Pls provide details on the current SLAs. What are the SLAs to be monitored post go live for performance testing		No Change	Refer Vol-3 Annexure A that was Released in month of June 2021 on CAG portal
825	Vendor_32	Vol-1 Annexure B	NA			NA	Pls confirm if the bidder needs to factor licenses cost as well along with the implementation cost and mention the tenure for which licenses will be required. Pls also confirm If only open source solutions are preferred		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
826	Vendor_32	Vol-1 Annexure B	NA			NA	What are the number of cycles that are expected to be executed for performance testing before the final sign-off.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
827	Vendor_32	Vol-1 Annexure B	NA			NA	How many number of release expected per year? Does the performance testing need to be conducted on each new release?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
828	Vendor_32	Vol-1 Annexure B	NA			NA	Are there any performance challenges which needs to be focused during performance testing? If yes, please describe them in brief		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
829	Vendor_32	Vol-1 Annexure B	NA			NA	Are there any current performance metrics available for systems?		No Change	Vol-1 Annexure B Section 3.1.1 addresses the Bidder's concern.
830	Vendor_32	Vol-1 Annexure B	NA			NA	Do we need to consider web-services performance testing as well separately?		No Change	Vol-1 Annexure B Section 3.1.1 addresses the Bidder's concern.
831	Vendor_32	Vol-1 Annexure B	NA			NA	Are mobile devices available with the CPP to test? Will device cost need to be factored in the cost? Also need clarity on device brands, OS versions to be considered in scope		No Change	Bidder to propose during the Bid submission based on RFP requirements.
832	Vendor_32	Vol-1 Annexure B	NA			NA	Are mobile native app and mobile browser testing both in scope? What are the browsers to be considered in scope of testing?		No Change	Vol-1 Annexure B Section 3.1.1 addresses the Bidder's concern.

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833	Vendor_32	Vol-1 Annexure B	NA			NA	What is the existing test data management processes & top challenges in the CPP application landscape?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
834	Vendor_32	Vol-1 Annexure B	NA			NA	What are the current set of Test Data Management tools leveraged in your organization for data masking, subsetting and synthetic data generation?		No Change	No existing Tools, Application or System available for re-use in CPP.
835	Vendor_32	Vol-1 Annexure B	NA			NA	Do we have any centralized test data team who manages data at enterprise level ? If yes, What is the current team size ?		No Change	No existing Tools, Application or System available for re-use in CPP.
836	Vendor_32	Vol-1 Annexure B	NA			NA	What are the databases types (like MS SQL, Oracle etc)used in current CPP landscape?		No Change	No existing Tools, Application or System available for re-use in CPP.
837	Vendor_32	Vol-1 Annexure B	NA			NA	What's the existing frequency of data refresh across QA/test environments?		No Change	No existing Tools, Application or System available for re-use in CPP.
838	Vendor_32	Vol-1 Annexure B	NA			NA	Is there any flat file in scope for Data provisioning and synthetic data generation?		No Change	Further details shall be provided during project implementation phase.
839	Vendor_32	Vol-1 Annexure B	NA			NA	In the current landscape are the application servers of QA environment, currently opened to internet. Can the QA environement servers be accessed from outside your network?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
840	Vendor_32	Vol-1 Annexure B	NA			NA	Are we leveraging any cloud based device farms for the manual and automation testing for other CPP applications ? If so can you please share the tool name ?		No Change	No existing Tools, Application or System available for re-use in CPP.
841	Vendor_32	Vol-1 Annexure B	NA			NA	What are the total number of functional test cases to be prepared and executed during the engagement?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
842	Vendor_32	Vol-1 Annexure B	NA			NA	What is the complexity segregation that can be considered for the test cases (Simple/Medium/Complex) in %?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
843	Vendor_32	Vol-1 Annexure B	NA			NA	What are the number of regression test cases in scope and what % of them need to be automated		No Change	Bidder to decide during the implementation phase based on RFP requirements.
844	Vendor_32	Vol-1 Annexure B	NA			NA	What are the number of databases in the ecosystem to factor for Test Data Management.		No Change	Query not clear.
845	Vendor_32	Vol-1 Annexure B	NA			NA	What is the test data complexity segregation that can be considered? (Low/Medium/High) in %?		No Change	Query not clear.
846	Vendor_32	Vol-1 Annexure B	NA			NA	How many test cycles/phases would need to be considered per release for Test data management?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
847	Vendor_32	Vol-1 Annexure B	NA			NA	What are the approx number of tables per database in scope of Test Data Management?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
848	Vendor_32	Vol-1 Annexure B	NA			NA	What are the total number of APIs and webservices in scope of Testing?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
849	Vendor_32	Vol-1 Annexure B	NA			NA	What are the number of Service Virtualization stubs to be developed considering integration with internal or external systems		No Change	Bidder to decide during the implementation phase based on RFP requirements.
850	Vendor_32	Vol-1 Annexure B	NA			NA	How many critical Test Scenarios/business flows are there in scope for performance testing? And how many of them are API scenarios and how many UI scenarios?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
851	Vendor_32	Vol-1 Annexure B	NA			NA	How many concurrent users will be accessing the applications?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
852	Vendor_32	Vol-1 Annexure A	NA			NA	What is the total number of database tables per application that is in scope of this RFP?		No Change	Further details shall be provided during project implementation phase.
853	Vendor_32	Vol-1 Annexure A	NA			NA	What is the data transformation complexity split?		No Change	Further details shall be provided during project implementation phase.
854	Vendor_32	Vol-1 Annexure B	NA			NA	What is the total number of NON-PROD environments where data needs to be refreshed from PROD in scope of Test Data Management?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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855	Vendor_32	Vol-1 Annexure B	NA			NA	What is the total volume of data in Production and non production database instances?		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
856	Vendor_32	Vol-1 Annexure B	NA			NA	What is the total regression test case count for which Test data provisioning is required?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
857	Vendor_32	Vol-1 Annexure B	NA			NA	How many database instances are in scope of TDM (Both in PROD and Non PROD environment)?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
858	Vendor_32	Vol-1 Annexure B	NA			NA	How many mobile native apps are there in the scope of testing ?		No Change	Refer Vol-1 Annexure A for more details.
859	Vendor_32	Vol-1 Annexure B	NA			NA	can you please provide the ballpark number of mobile app regression suite across apps ?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
860	Vendor_32	Vol-1 Annexure B	NA			NA	Can you please provide the average number of releases per mobile apps in a given year		No Change	Bidder to decide during the implementation phase based on RFP requirements.
861	Vendor_32	Vol-1 Annexure B	NA			NA	What is the average number of test cases per release for mobile apps ?		No Change	Bidder to decide during the implementation phase based on RFP requirements.
862	Vendor_32	Vol-1 Annexure B	NA			NA	How many devices are used currently for mobile app testing ?		No Change	No existing Tools, Application or System available for re-use in CPP.
863	Vendor_32	Vol-1 Annexure B	NA			NA	How many devices should be considered in scope for Mobility testing? Are physical devices available with CPP to use?		No Change	No existing Tools, Application or System available for re-use in CPP.
864	Vendor_32	Vol-1 Annexure B	cl. 1.2; page 8			As per RFP	1.2 Architecture Guidelines RFP Volume-I| Annexure B| Project CPP Page 7 of 57 Based on the guidelines, bidders are encouraged to find the reasonably best-fit solution meeting all criteria and adhere to the standards. Bidders will be scored on the merit of their Architecture, Design, Choice of platforms/ products, and all such technical criteria.	The term "best" is subjective and vague. One cannot really quantify or justify that "best" technology was provided. In order to avoid confusion we must delete such vague terms	Modified	Vol-1 Annexure B Section 1.2 has been modified.
865	Vendor_32	Vol-1 Annexure B	c. 3.1.18; page 14			As per RFP	3.1 Application Architecture Guidelines 18. IA&AD envisions a custom-built solution to be developed for CPP Applications as part of this RFP. However, in case the Bidder proposes to use any existing product/platform/framework/accelerator and customize it for CPP, it must ensure that there are atleast 2 independent vendors/SIs/agencies (apart from the Bidder) who have implemented that product/platform successfully in atleast one similar-sized project each. Bidder will be required to submit appropriate documentation, as per the RFP up to the satisfaction of IA&AD, testifying this condition.	The term "satisfaction" is subjective and vague. From a practical standpoint one cannot really quantify or justify "satisfaction" of deliverables. In order to avoid confusion, we propose to delete the said term	Modified	Vol-1 Annexure B Section 3.1 has been modified.
866	Vendor_32	Vol-1 Annexure B	cl. 3.3.6; page 25			As per RFP	3.3.6 Data Storage Layer Data Storage Layer in the context of Application Architecture refers to the Data Storage and Management platforms, such as Databases, File repositories, etc. Nature and needs of Information, however, is explained in section 4 on Information Architecture guidelines. Data Management platform should be seen independent of the rest of the solutions and bidders should freely adopt the best of the technology keeping below guidelines in mind:	The term "best" is subjective and vague. One cannot really quantify or justify that "best" technology was provided. In order to avoid confusion, we must delete such vague terms	Modified	Vol-1 Annexure B Section 3.3.6 has been modified.

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867	Vendor_32	Vol-1 Annexure B	cl. 4.1.3; page 27				4.1 Principles 3. Data Security: Data is protected from unauthorised or unlawful processing, accidental or unlawful destruction, accidental loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed, through adoption of international standards and ~~best~~ practices, duly protecting the privacy of personal data and confidentiality of sensitive data. Rules regarding storage of AADHAR and other personal information of pensioners should be strictly adhered to. Implication of this principle on CPP is that Data must be enabled with role-based access control mechanism. Sensitive information like Aadhar is not supposed to be stored directly and Aadhar Data Vault is supposed to be used instead for the purpose.	The term "best" is subjective and vague. One cannot really quantify or justify that "best" practices were ensured. In order to avoid confusion we must delete such vague terms	No Change	No Change
868	Vendor_32	Vol-1 Annexure B	cl. 6.3.3.2.o; page 55			6.3.3.2 Mobile app Security o. Follow platform specific Security best-practices. Viz: Android - https://developer.android.com/training/articles/security-tips.html IOS: https://developer.apple.com/security/	6.3.3.2 Mobile app Security o. Follow platform specific Security ~~best~~ practices. Viz: Android - https://developer.android.com/training/articles/security-tips.html IOS: https://developer.apple.com/security/	The term "best" is not defined. This is very subjective and must be deleted to eliminate confusion	No Change	No Change
869	Vendor_32	Vol-1 Annexure C	Cl. 6; page 79			As per RFP	6 Managed Database Services Any issue discovered at Database response level that impacts the SLA levels of CPP Application needs to be furnished as the Root Cause Analysis and ~~satisfactorily~~ resolved with defined SLA.	The term "satisfactorily" is subjective and vague. In order to avoid confusion, propose to delete the same	No Change	No Change
870	Vendor_32	Vol-1 Annexure C	cl. 19.9; page 155			As per RFP	19.9 Anti-Virus malware and Anti-Spam 9. Should automatically detect what location a system is connecting from, such as intranet and internet and adjusts the security to offer the reasonable ~~best~~ protection for the environment.		Modified	Vol-1 Annexure C Section 19.9 has been modified.
871	Vendor_33	Vol-1 Annexure B				1. Back-office staff (AG offices, DDOs, PSAs, etc.) will connect to Datacentre through Internet.	We Suggest to deploy the ZTNA approach so that only Identy based access can be provided and any unauthorized access of application can be prevented.	We suggest to deploy the ZTNA approach for all the offices (PDA,DDO,AG) accessing the DC applications over Internet must be secured. ZTNA approach also ensure that no application should expose to Internet to avoid any DoS attack and access provided based on identity Only. ZTNA will ensure that employees have seamless and consistent experiences when accessing applications from any location—including in the office	Modified	Vol-1 Annexure B Section 5.5 Clause #1 has been modified to "Back-office staff (AG offices, DDOs, PSAs, etc.) will connect to Web based CPP Application through Internet. ". For remaining part of the concerns, Bidder to decide.
872	Vendor_33	Vol-1 Annexure B				1. The Development, Testing and O&M team will access the various Production and Non- Production environments via VPN.	We Suggest to deploy the ZTNA approach and not the VPN based access as VPN itself is vulnerable.	Kindly Amend the clause as " 1. The Development, Testing and O&M team will access the various Production and Non-Production environments via Zerotrust exchnage and only based on identity/posture check the access will be provided . The provided solution must have an agent on all Development and testing enginners machines.	Modified	Vol-1 Annexure B Section 5.5 has been modified.
873	Vendor_33	Vol-1 Annexure B				2. Bidder will provide for VPN solution for developers and O&M staff so that applications, code and infrastructure can be accessed from remote location. The solution and names of resources accessing the system via VPN will be prepared by Bidder and approved by IA&AD	A VPN extends the corporate network to the remote user, broadening the attack surface and risk of a breach. If a remote employee's device becomes infected with malware, that malware can infect the whole network the next time the user VPNs into the network. This means that application access is given prior to user authentication.We have seen during the pandemic VPN solution itself is very vulnerable, hence request to consider Zero Trust	Kindly Amend the Clause as - 1- The solution shall not place the remote user device on the corporate network, remote users shall be authenticate using two factor authentication and it can be App based. 2- The solution should have client agent for Desktop, Windows, Mobile Platforms- iOS and android The solution should not require any inbound firewall rule for working and only outbound traffic to be allowed	No Change	Bidder to propose during the Bid submission based on RFP requirements.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
874	Vendor_33	Vol-1 Annexure C				19.1 Enterprise Security The envisaged Enterprise Network Security for CPP System will include the following security components/services as single/multiple component(s). 1. Next Generation Firewall 2. Application Security with user authentication 3. VPN 4. IPS 5. URL filtering 6. Anti-APT Solution with sandboxing for Internet Zone 7. Threat Prevention	Web is weakest channel for attackers to get in to the network and do a lateral movement, ransomware attach etc. Hence securing Web channel across all the end points and Netwroks is super critical. Mutiple components lead to complex management and Integration complexity. Deploying mutiple solution from mutiple vendors increase latency , operational oveheads, chnace of misconfiguraion.Hence Requested to provide all the funtion from the same vendor to provide/ enhance end user experince and better security.	For URL Filtering Kindly amend the clause as - The solution must Intercept all ports and protocol and have inbuild funtion of IPS/Firewall/Sandbox /AV to inspect the web traffic before sending to clients/end user to avoid and web attack. Under Security and VPN Kindly add the below clause -1-The solution shall not impose any restrictions on the number of applications that can be accessed by the remote user.The solution shall not expose the actual applications to Internet 2- The solution shall not have a single point of failure at any level, provide failover to all users to DR site if Primary site goes down. 3- The solution shall not place the remote user device on the corporate network, remote users shall be authenticate using two factor authentication and it can be App based. 4- The solution should have client agent for Desktop, Windows, Mobile Platforms- iOS and android The solution should not require any inbound firewall rule for working and only outbound traffic to be allowed 5- The solution should allow creation of access policies to define who can access which applications, The solution must have single pane of glass for all policy configurations. 6- The Proposed solution provide the ability that the application segmentation should connect users to a specific app and limit lateral movement. The solution must provide the zero trust technology for any unauthorize access and even the users are connecting from MPLS. 7- The OEM support shall be 24X7X365 support allowing support calls to raised at any time schedule. The OEM must	No Change	Bidder to propose during the Bid submission based on RFP requirements.
875	Vendor_33	Vol-1 Annexure C						4- Proposed Solution able to restrict or control bandwidth of streaming media as appropriate based on per day quota or time. The solution must gather and analyze data on end-user device resources and events, such as CPU, memory for fastwr troubleshooting. The provided solution must enables to detect and control DNS tunnelling occurring in the networks	No Change	Bidder to propose during the Bid submission based on RFP requirements.
876	Vendor_20	Vol-1 Annexure B	2	Functional Architecture (Page 8)		The solution should be designed such that access of CPP Backoffice application may be provided to its users through VPN, if required.	We understand that Bidder has to provision Client2CSPSite VPN over Web browser for CPP Users. Kindly mention number of such users.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
877	Vendor_20	Vol-1 Annexure B	5 Managed Network and Security Services (Page 18) (Page 78)			15) Any Other Application and Infra Security components (as may be required)	This is open ended clause. Kindly delete this.		Modified	Vol-1 Annexure C Section 15 has been modified.
878	Vendor_20	Vol-1 Annexure B	6	Managed Database Services (Page 78)		The Bidder shall provide either SQL and/or NO SQL / databases as managed service.	Need to confirm if expectation is PaaS services for databases from CSP or bidder can propose managed database on IaaS model (It can save cost of database licenses and flexibility to containerized or setup database on VM's.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
879	Vendor_20	Vol-1 Annexure B	3.3.3	Integration Layer (Page 21)		State Integration should be more of plug-and-play modular extension work than change in any code.	Every State Integration would require redundant P2P VPN Connectivity. It is also recommended that each state integration have dedicated interface/integration instances so as to maintain error or malfunctioning introduced from State instances contained at dedicated instances. For ex. Message Broker for Process integration. Secure Batch Data exchange tool. Kindly clarify/add.		No Change	Bidder to propose during the Bid submission based on RFP requirements.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
880	Vendor_20	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences- (Page 27)		6. Platform-as-a-service a preferred model: Most Technology capabilities are expected to be offered in Platform-as-a-service model. For this, bidder may refer to the Technology Support Layer of the Application Reference Model (section 3.2.5 of this document). Even if some of the Technology Platforms are not provided in PaaS model by the CSP, the System Integrators are encouraged to bundle it as PaaS to IA&AD.	Many of CSP offer PaaS services with proprietary components of Middleware and Database which introduce portability challenges and involve complex migrations. We understand that PaaS service here refers to template based automated VM/Container provisioning along with OS and desired libraries. Applications including Middleware and Database would be deployed on such PaaS instances through provisioning automation with view of portability and "No Lock-In". Kindly confirm.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
881	Vendor_20	Vol-1 Annexure B	5.1	Infrastructure Guiding Principles, Considerations and Preferences- (Page 28)		Business Continuity with no data loss: Data replication between Primary and Secondary Datacentres must be a continuous process as per the stated RPO.	Data replication to secondary DC would require minimum configured DR setup. For example for Database instances at Production, there would be matching DB instances at DR site with lesser compute capacity so as to have native DB replication. Similarly for instances having locally generated data or having Block Storage Service, DR site also need to have matching instance with lower computing capacity. Please allow DR resources to quoted with minimum configuration to meet Business objective, SLA and RTO/RPO requirements. Whenever Disaster is declared, thin-provisioned DR scales up to full sized DR setup. We request to consider payment of these.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
882	Vendor_20	Vol-1 Annexure B	5.2	Deployment Architecture (Page 30)		There must be continuous data replication between DC-1 and DC-2 as per stated RPO.	Data replication to secondary DC would require minimum configured DR setup. For example for Database instances at Production, there would be matching DB instances at DR site with lesser compute capacity so as to have native DB replication. Similarly for instances having locally generated data or having Block Storage Service, DR site also need to have matching instance with lower computing capacity. Please allow DR resources to quoted with minimum configuration to meet Business objective, SLA and RTO/RPO requirements. Whenever Disaster is declared, thin-provisioned DR scales up to full sized DR setup. We request to consider payment of these.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
883	Vendor_20	Vol-1 Annexure B	5.2	Deployment Architecture (Page 31)		Bidders should take a note that there is no concept of 50% or less Secondary Datacentre (DC-2) in this solution. DC-2 should be considered 100% but activated and paid for only when disaster is declared or during the DR drills. Continuous data replication must however be factored in. DC-1 and DC-2 should follow like to like Architecture and capacity and in terms of all the environments required to be provisioned for the CPP project.	Data replication to secondary DC would require minimum configured DR setup. For example for Database instances at Production, there would be matching DB instances at DR site with lesser compute capacity so as to have native DB replication. Similarly for instances having locally generated data or having Block Storage Service, DR site also need to have matching instance with lower computing capacity. Please allow DR resources to quoted with minimum configuration to meet Business objective, SLA and RTO/RPO requirements. Whenever Disaster is declared, thin-provisioned DR scales up to full sized DR setup. We request to consider payment of these.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
884	Vendor_20	Vol-1 Annexure B	5.4	Infrastructure Services Requirements (Page 32)		4. Internet connections need to be sized for adequate bandwidth and with redundancy. Network should have fail-over path for each line for both the DCs.	Cloud Service Provider's Data Center would certify that they have multiple ~~reducdant~~ redundant ISP links at their Data Centers. These links are shared by all Enterprise Customers of CSP through logical seggregation like VPN. Kindly clarify.		Modified	Vol-1 Annexure B Section 5.5 has been modified.

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885	Vendor_20	Vol-1 Annexure B	5.4	Infrastructure Services Requirements (Page 34)		16. The Primary Datacentre (DC-1) and Secondary Datacentre (DC-2) should be architected in such a way that any of the modules may be run from any these datacentres, without any impact on the SLAs being defined.	This can be evaluated at Application level, however such logic become complex if it has many north and south bound integration. We request to amend clause to "The Primary Datacentre (DC-1) and Secondary Datacentre (DC-2) should be architected in such a way that any of the **application** may be run from any these datacentres, without any impact on the SLAs being defined."		Modified	Vol-1 Annexure B Section 5.4 has been modified.
886	Vendor_20	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements (Page 34)		The Development, Testing and O&M team will access the various Production and Non-Production environments via VPN.	We understand that Bidder has to provision Site2Site VPN for DevOps team from some remote locations. Kindly mention number of such users.		No Change	Existing clause sufficiently addresses the Bidder's concern.
887	Vendor_20	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements (Page 34)		NOTE: IA&AD may decide to exercise the option of engaging VPN Services for AG office users as an added security requirement. The timeline for VPN implementation shall be decided by IA&AD as and when required.	We understand that IA&AD would need Site2Site VPN for some AG offices. Kindly provide number of such connectivity.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
888	Vendor_20	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements (Page 35)		Bidder shall ensure dedicated high-speed connectivity between DC-1 and DC-2 (with appropriate redundancy), as well as appropriate bandwidth for providing seamless access for all the users using the CPP Applications (Pensioner Portal as well as CPP Backoffice application).	Cloud Service Provider's Data Center would certify that they have multiple reducdant ISP links at their Data Centers. These links are shared by all Enterprise Customers of CSP through logical seggregation like VPN. Kindly clarify.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
889	Vendor_20	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements (Page 36)		c. Bidder needs to provide details of bandwidth sizing for each link in its technical proposal. Including the detailed Bandwidth calculation and should ensure that bandwidth utilization should not cross 70% at any point of time. During the operations if bandwidth utilization reaches 70%, Bidder will be required to increase the Bandwidth. Bidder shall be liable for penalties arising out of Application performance below specified service levels (specially for end-users) due to inaccurate bandwidth proposed/provisioned.	Kindly delete the clause in view of CSP provided shared connectivity service		Modified	Vol-1 Annexure B Section 5.5 has been modified.
890	Vendor_20	Vol-1 Annexure B	5.5	CPP Network Infrastructure Requirements (Page 36)		The Bidder through EMS should also provide network related reports including the below:	Kindly amend the clause in view of CSP provided shared connectivity service "Bidder needs to provide details of bandwidth sizing in its technical proposal. Including the detailed Bandwidth calculation and should ensure that bandwidth utilization should not cross 70% at any point of time. During the operations if bandwidth utilization reaches 70%, Bidder will be required to increase the Bandwidth. Bidder shall be liable for penalties arising out of Application performance below specified service levels (specially for end-users) due to inaccurate bandwidth proposed/provisioned."		Modified	Vol-1 Annexure B Section 5.5 has been modified.

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891	Vendor_20	Vol-1 Annexure B	5.7	Business Continuity Planning and Disaster Recovery (Page 38)		Bidder must consider the following criteria while designing Secondary Disaster Recovery Centre (DC-2): 1. Secondary Datacentre must be exact replica of the primary and should be no less in server capacity or storage. 2. Bidder hence must factor in a minimum planned and some unplanned number of hours for secondary datacentre (DC-2) and should factor that in commercials. 3. DC-1 should not require any configuration change for switchover to DC-2 in the event of disaster. 4. The CSP should have Datacentres at different physical locations in order to provide cloud Service offerings & Cloud Disaster recovery services, so as to mitigate the risk of both sites being affected by location-specific threats. 5. Once infrastructure at DC-2 is ready, the bidder should prepare detailed plan of replicating the configurations and data of the DC-1 to setup environment at DC-2. 6. The Infrastructure Design document must contain all relevant details of the DC-2 setup as well.	Secondary DC would require minimum configured DR setup in view of Continuous Data replication which is based on either Database native replication or Compute Instances led File/Block replication. In all these cases, minimum configured compute instances are required at DC-2 site. henever Disaster is declared, thin-provisioned DR scales up to full sized DR setup. We request to consider payment of these. We therefore request to delete sub-clause (1) and (2).		No Change	Bidder to propose during the Bid submission based on RFP requirements.
892	Vendor_20	Vol-1 Annexure B	5.7	Business Continuity Planning and Disaster Recovery (Page 38)		a. Business continuity plans must be tested. DR drills should be conducted on a six-monthly basis.	DR drill would require full-blown DR Setup to be configured for few days. We request to ask bidder to quote for DR drill setup cost for 15 days.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
893	Vendor_20	Vol-1 Annexure B	6.2.2	Security during Development and Operations phase (Page 41)		Bidder will provide for VPN solution for developers and O&M staff so that applications, code and infrastructure can be accessed from remote location. The solution and names of resources accessing the system via VPN will be prepared by Bidder and approved by IA&AD.	We understand that Bidder has to provision Site2Site VPN for DevOps team from some remote locations. Kindly mention number of such users.		Modified	Vol-1 Annexure B Section 5.5 has been modified.
894	Vendor_20	Vol-1 Annexure B	6.2.4	Security Compliance (Page 46)		Bidder / CSP shall retain all data pertaining to CPP System till 1 (ONE) year after termination/expiry of contract or for the period specified by IA&AD, whichever is earlier.	Kindly clarify "all data". We understand that Bidder would keep database exports, files releavnt to Pensioners data only. Would there be any need to keep dump of monitoring event and Security event management system. Please also clarify if these have to be kept in Archive Storage. We recommend to take price quote for this service.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
895	Vendor_20	Vol-1 Annexure B	6.2.6	Multi-layered Security Solution (Page 47)		1. Different layers of security in the hosting environments shall at a minimum implement the security toolset to provide Data Privacy and Data & Network Security by instating solutions such as Anti-Virus, Next Generation Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, SIEM, HSM, Integrated Vulnerability Assessment, SOC, Data Encryption, Certifications & Compliance, Authentication & Authorization, Auditing, etc.	We kindly request to add SOAR (Security Orchestration Automated Response). Please see attached gartner report https://www.gartner.com/doc/reprints?id=1-262UDP8C&ct=210518&st=sb&utm_campaign=Gartner%20SOAR%20Market%20Guide&utm_medium=email&_hsmi=111652023&_hsenc=p2ANqtz--QsYLR-4bwHlTheZ5vWnNz-tq1d5DNTH1FjMj3NpxL2BDmROUuNbkWiTc_LeacSwf_AMem3RIyr6CRZdii6crT2X9bXeNcna3W025LijfR-hahxcE&utm_content=111652023&utm_source=hs_automation		No Change	No Change
896	Vendor_20	Vol-1 Annexure B	6.2.6	Multi-layered Security Solution (Page 47)		1. Different layers of security in the hosting environments shall at a minimum implement the security toolset to provide Data Privacy and Data & Network Security by instating solutions such as Anti-Virus, Next Generation Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, Rights Management, SIEM, HSM, Integrated Vulnerability Assessment, SOC, Data Encryption, Certifications & Compliance, Authentication & Authorization, Auditing, etc.	We kindly request to add User & Entity Behavior Analytics. Please see attached gartner report. https://www.gartner.com/reviews/market/user-and-entity-behavior-analytics https://www.esecurityplanet.com/products/best-user-and-entity-behavior-analytics-ueba-tools/		No Change	No Change

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897	Vendor_20	Vol-1 Annexure C	4	Cloud Service Provider (CSP) Checklist (Page 13)		Vertically: Upscale/downscale the solution to higher configuration Virtual Machines (i.e. VMs/Containers with different combinations of CPU and Memory)	Kindly clarify that for which application/database instances, Containers Compute platform are to be used. Container platform provide fast provsioning, lower Size(GB) of base instances, faster vertical scaling, faster horizontal Scale-In/Out, better infrastructure size optimization, better & faster portability and No-Lockin. Since Container platform is abit costly services, this needs to be clear defined. We recommend Container based PaaS for all Application instances. Kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
898	Vendor_20	Vol-1 Annexure C	18.2	Server Operating System (Page 67)		Offered OS should be Enterprise/ Datacentre edition.	We understand that offered OS have to Enterprise/DC Edition, commercial available from OEM with Enterprise Support and which can be deployed on any cloud provider environment.		No Change	Existing clause sufficiently addresses the Bidder's concern.
899	Vendor_20	Vol-1 Annexure C	19.8	Hardware Security Module (Page 152)		19.8 Hardware Security Module	We assume that Bidder has to deploy dedicated HSM appliances in High Availability with Cloud Service Provider for both DC-1 and DC-2. Kindly confirm.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
900	Vendor_20	Vol-1 Annexure C	14	Disaster Recovery services / Business Continuity Planning		In case of disaster at Primary Datacentre (DC-1) site (within the defined RTOs and RPOs), the Secondary Datacentre (DC-2) site should be available (with its data) on-demand basis, wherein 100% of the services of DC-1 would run from DC-2 site (after the RTO time and with the RPO level). Oncethe DC-1 is restored, fallback to DC-1 must happen automatically.	We can design/configure auto fallback but we do suggest provision of fallback mechanism in both automatic and manual based on decision made during the planned and unplanned DR scenario for operational efficiency.		No Change	No Change
901	Vendor_15	Vol-1 Annexure C	Page 32			NA		Remove "**The proposed BRM solution must be present atleast once in the latest two published Magic Quadrant of Gartner's / Forrester Wave reports.**"	No Change	No Change
902	Vendor_15	Vol-1 Annexure C	NA			Within 10 days from Contract signing date: 1. Key resources as identified in RFP Vol-I, II Within 3 weeks from Contract signing date: 1. Minimum 50% of the Development Team Within 5 weeks from Contract signing date: Full Team as per proposal submitted by Bidder		Within 30 days from Contract signing date: 1. Key resources as identified in RFP Vol-I, II Within 8 weeks from Contract signing date: 1. Minimum 50% of the Development Team Within 12 weeks from Contract signing date: Full Team as per proposal submitted by Bidder.	No Change	No Change
903	Vendor_01	Vol-1 Annexure C	13.2	Point 20				The solution should act as a passive listener on the network thus inducing a near-zero overhead on the network and application layer. (Point 20 under section 13.2)	No Change	Query not clear.
904	Vendor_01	Vol-1 Annexure C	13.2	Point 28				•The proposed solution must be able to provide the IAAD Officials/ IT team the flexibility to create artificial/synthetic users for executing business transactions and monitor real time application/service performance characteristics. (Point 28 under section 13.2). •Integration with existing APM tool running is nowhere mentioned in RFP document.	No Change	No Change
905	Vendor_16	Vol-2	6.18.1	Pre-qualification (PQ) criteria		The Bidder should be an IT solutions-provider incorporated in India and should have successfully implemented similar project(s) in the three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20): I. One System Integration /e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration /e- Governance projects of minimum– INR 150 Crore OR Three System Integration / e-Governance projects of minimum– INR 100 Crore	Definition of similar projects.	We request you to please share the definition of 'Similar Projects'	Modified	Vol-2 Section 6.18.1 has been modified.

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906	Vendor_16	Vol-2		Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud		The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below: - One project of not less than 100 Cr OR - Two projects each of not less than 50 Cr OR - Three or more projects each of not less than 25 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers/scanners, non-DC accessory components and any other on-premises data-centre components/ services shall not be counted for Project value.	We have projects with 'Implementation (In Progress)' state , hence requesting you to please change the criteria. 1. Please share the definition of similar project. 2. Can project value includes the supply of licenses/ Subscriptions / products , implementation and support services components ? please confirm. Project value will change if it include these components.	We request you to please change the criteria as - he Bidder should have successfully implementation (In-progress) in similar IT project(s) using Cloud's infrastructure and managed services in India global during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below: - One project of not less than 100 Cr 7 Cr. OR - Two projects each of not less than 50 3 Cr OR - Three or more projects each of not less than 25 1 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers/scanners, non-DC accessory components and any other on-premises data-centre components/ services shall not be counted for Project value.	Modified	Vol-2 Section 6.18.1 has been modified.
907	Vendor_16	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application -> Availability of OEM/3rd party components/ services as PaaS		Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model. These components are being divided into two groups for evaluation: 1) Critical components: Namely, I. BPM ii. BRM iii. Database(s) iv. User authentication and authorization services (viz. IDAM / LDAP) v. HIPS vi. SIEM. Following marking scheme shall be applicable for these components: a. 5-6 components as PaaS– 5 marks b. 3-4 components as PaaS– 3 marks c. Less than 3 components as PaaS– 0 marks	"PaaS" component criteria	We request you to please change this criteria as "preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model. These components are being divided into two groups for evaluation: 1) Critical components: Namely, I. BPM ii. BRM iii. Database(s) iv. User authentication and authorization services (viz. IDAM / LDAP) v. HIPS vi. SIEM. Following marking scheme shall be applicable for these components: a. 3 components as PaaS– 5 marks b. 2 components as PaaS– 3 marks c. Less than 2 components as PaaS– 0 marks	No Change	Existing clause sufficiently addresses the Bidder's concern.
908	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M1: Phase-1 Stage-1) - Eligible Payment Amount - > 50% of the Development costs for M1	Level-1 UAT by IA&AD for M1	We request you to please change the criteria as pay 80% of the Development costs for M1	No Change	No Change
909	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M1: Phase-1 Stage-1) - Eligible Payment Amount - >Balance (40%) of the Development costs for M1	On Go-live of M1	We request you to please change the criteria as pay 20% of the Development costs for M1	No Change	No Change
910	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M2: Phase-1 Stage-2) - > Eligible Payment amount - > 50% of the Development costs for M2	Level-1 UAT by IA&AD for M2	We request you to please change the criteria as - 80% of the Development costs for M2	Modified	Vol-2 Section 8.2 has been modified.
911	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M2: Phase-1 Stage-2) - > Eligible Payment amount - > 50% of the Development costs for M2	On Go-live of M2	We request you to please change the criteria as , 20% of the Development costs for M2	Modified	Vol-2 Section 8.2 has been modified.
912	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M3: Phase-2) - > ELIGIBLE PAYMENT AMOUNT - > 50% of the Development costs for M2	Level-1 UAT for each State that is being onboarded on CPP as part of Scope of M3	we request you to please change the criteria as - 80% of the Development cost for each respective State .	Modified	Vol-2 Section 8.2 has been modified.

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913	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M3: Phase-2) - > ELIGIBLE PAYMENT AMOUNT - > 50% of the Development costs for M2	On Go-live of each State that is being onboarded on CPP as part of Scope of M3	we request you to please change the criteria as - 20% of the Development cost for each respective State .	Modified	Vol-2 Section 8.2 has been modified.
914	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD -> ELIGIBLE PAYMENT AMOUNT -> Amount for Pre- M1 cost, OTC and 70% of Y1 Cost as specified as per the BoQ Format 7, 8.	Setting up of DC-1 and Dc-2 for Production environment of CPP for entire life of project Amount for Pre- M1 cost, OTC and 70% of Y1 Cost as specified as per the BoQ Format 7, 8.	We request you to please change eligible payment amount as - Amount for Pre- M1 cost, OTC and 90% of Y1 Cost as specified as per the BoQ Format 7, 8.	No Change	No Change
915	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD -> ELIGIBLE PAYMENT AMOUNT -> Remaining 30% of Y1 Cost	Payment for M2 - > Remaining 30% of Y1 Cost	We request you to please change eligible payment amount as Remaining 10% of Y1 Cost	No Change	No Change
916	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD -> ELIGIBLE PAYMENT AMOUNT -> 70% of Y2	Payment for Y2 -> 70% of Y2	We request you to please change eligible payment amount as 90% of Y2	No Change	No Change
917	Vendor_16	Vol-2	8.2	Payment Conditions		TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD -> ELIGIBLE PAYMENT AMOUNT -> Remaining 30% of Y2 divided equally on Go-Live of each state within scope of M3	On go live of each state with in Scope of M3 -> Remaining 30% of Y2 divided equally on Go-Live of each state within scope of M3	We request you to please change eligible payment amount as Remaining 10% of Y2 divided equally on Go-Live of each state within scope of M3	No Change	No Change
918	Vendor_16	Vol-2	10.2	FORMAT 2A. TOTAL COMMERCIAL VALUE		NA		We request you to please share excel version of commercials format.	Clarification	Vol-2 Sections 6.18.6 and Appendix 2 provide details on BoQ Template calculations. Excel template shall be shared at the time of RFP release.
919	Vendor_16	Vol-1 Annexure D	Page #3 Intended User Estimation			Concurrent Active logins (IA&AD Users) 3000	Total IA&AD Users are 2695. The concurrent active logins are higher than the total users.	Concurrent active logins should be less than total users.	No Change	Vol-1 Annexure D addresses the Bidder's concern.
920	Vendor_16	Vol-2	Page # 48, Evaluation Criterion			Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. Following marking scheme shall be applicable for these components: 5-6 components as PaaS– 5 marks 3-4 components as PaaS– 3 marks Less than 3 components as PaaS– 0 marks	Only few Meity empanelled Hyperscale Cloud providers have PaaS as services and stated hosting capabilities. Indian CSP won't qualify these criteria.	Please relax the criteria for healthy competition.	No Change	Existing clause sufficiently addresses the Bidder's concern.
921	Vendor_16	Vol-2	Page # 46 Hosting capabilities			a) CSP should offer self-provisioning features b) CSP should provide feature for Auto- Scaling of resources c) Horizontal and Vertical scalability should be available.	Only few Meity empanelled Hyperscale Cloud providers have PaaS as services and stated hosting capabilities. Indian CSP won't qualify these criteria.	Please relax the criteria for healthy competition.	No Change	No Change
922	Vendor_16	Vol-1	Page 23, 7 Requirements for setting up Datacentres in Virtual Private Cloud (VPC)			d. Network connectivity	As part of network connectivity bidder scope to provide the Internet at DC/DR and Network connectivity between DC/DR as stated in commercial format. Providing Network connectivity (MPLS,Internet) at IA&AD office locations is not in scope of bidder, please confirm.	Please include required connectivity in scope " Requirements for setting up Datacentres in Virtual Private Cloud (VPC)" section.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
923	Vendor_16	Vol-1	16.2.5	IT Infrastructure	70	Infrastructure readiness of field A & E offices as well as the different State Government entities	As per our understanding, supply and management of any infrastructure at field offices or any other office locations is not in scope of bidder please confirm.		No Change	Existing clause sufficiently addresses the Bidder's concern.

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924	Vendor_16	Vol-2	6.18.3.2			(S.2) Technologies proposed for CPP Application	SI will mandatorily need to provide testimonials of at least TWO successful implementations accomplished by the SI in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal. In case the SI finds it unable to furnish such references of jointly accomplished successful implementations for certain products/services, it will need to specify an alternate product/vendor for that component as a back-up plan, in case the support from primary product/vendor is found to be unsatisfactory during/post CPP implementation. Onboarding of the alternate vendor shall be done by the SI on demand of IA&AD without any additional cost implication to IA&AD.	SI will mandatorily need to provide testimonials of at least ONE successful implementation and ONE under execution accomplished by the SI in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal. In case the SI finds it unable to furnish such references of jointly accomplished successful implementations for certain products/services, it will need to specify an alternate product/vendor for that component as a back-up plan, in case the support from primary product/vendor is found to be unsatisfactory during/post CPP implementation. Onboarding of the alternate vendor shall be done by the SI on demand of IA&AD without any additional cost implication to IA&AD.	No Change	No Change
925	Vendor_01	Vol-1 Annexure C	13.2	APM - Point 20		The solution should act as a passive listener on the network thus inducing a near-zero overhead on the network and application layer.	The passive listener technique is a legacy APM solution which doesn't provides end to end visibility across application landscape. Also, this is contradicting with rest of the APM specs as passive listener technique would not be able to provide code level visibility and deep down visibility into the application performance.	Our recommendation to the customer is to remove this point from the current APM specs. In additon, if there is a need to define a permissible agent overhead limit/range, that can be in-corporated in place of this point.	No Change	Existing clause sufficiently addresses the Bidder's concern.
926	Vendor_06	Vol-2	8.2	Payment conditions	93	Payment conditions	TRACK 1: Setting up of Development, Testing, Training, UAT and Pre-production environments in Virtual Private Cloud	Payment for fixed costs for infrastructure should be received as soon as the implementation is done or on or before Go live, it shouldnot be apportioned for entire life of project as it will put finance cost burden.	No Change	No Change
927	Vendor_06	Vol-2	6.15.2	Bidder's authorized Signatory	24	Bidder's authorized Signatory	Power of attorney should be on the company letter head.	Please clarify if Power of Attorney will be acceptable on Letter head of the company or it will be required on Stamp Paper.	Modified	Vol-2 Sections 6.15.1 and 6.18.1 have been modified.
928	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria	27	Pre-qualification (PQ) criteria	Sales turnover From IT Consultancy/IT Advisory Services: The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 –19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.	We Request the client to revise the clause as follows: Sales turnover From IT Consultancy/IT Advisory Services: The Bidder should have an annual turnover of not less than INR 500 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 –19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.	Modified	Vol-2 Section 6.18.1 has been modified.
929	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria	27	Pre-qualification (PQ) criteria	Sales turnover From IT Consultancy/IT Advisory Services: The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 –19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.	We request the client to please provide the definition of the bid. Further please confirm if the project citations from private clients will be considered.	No Change	Existing clause sufficiently addresses the Bidder's concern

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930	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	30	Pre-qualification (PQ) criteria: Technical Capacity	The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similarproject(s) in the three financial years i.e., F.Y 2017-18, 2018 -19,2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 150 Crore OR iii. Three System Integration / e- Governance projects of minimum– INR 100 Crore	We request the client to please revise the clause as follows: The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similarproject(s) in the last seven financial years i.e., F.Y 2013-14,2014-15,2015-16,2016-17,2017-18, 2018 -19,2019-20: i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 150 Crore OR iii. Three System Integration / e- Governance projects of minimum– INR 100 Crore	Modified	Vol-2 Section 6.18.1 has been modified.
931	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	30	Pre-qualification (PQ) criteria: Technical Capacity	The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similarproject(s) in the three financial years i.e., F.Y 2017-18, 2018 -19,2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 150 Crore OR iii. Three System Integration / e- Governance projects of minimum– INR 100 Crore	We request you to please clarify if projects exuecuted for International Clients can be considered. Further, the International Contracts are typically in Dollar terms. Request to please further clarify if equvalent Rupee conversion of Dollar amount as on the bid submission date can be considered to assess project value.	Modified	Vol-2 Section 6.18.1 has been modified.
932	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	30	Pre-qualification (PQ) criteria: Technical Capacity	The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similarproject(s) in the three financial years i.e., F.Y 2017-18, 2018 -19,2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 150 Crore OR iii. Three System Integration / e- Governance projects of minimum– INR 100 Crore	We reauest you to please revise the clause as follows: The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similarproject(s) in the three financial years i.e., F.Y 2017-18, 2018 -19,2019-20): i. One System Integration / e-Governance project of minimum – INR 100 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 75 Crore OR iii. Three System Integration / e- Governance projects of minimum– INR 50 Crore	Modified	Vol-2 Section 6.18.1 has been modified.
933	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	31	Pre-qualification (PQ) criteria: Technical Capacity: Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud	The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below:	We request you to kindly revise the clause as follows: The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India/Global Clients during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below:	Modified	Vol-2 Section 6.18.1 has been modified.
934	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	31	Pre-qualification (PQ) criteria: Technical Capacity: Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud	The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below:	The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the seven financial years i.e., F.Y 2013-14,2014-15,2015-16,2016-17,2017-18, 2018 -19,2019-20 as below:	Modified	Vol-2 Section 6.18.1 has been modified.
935	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	31	Pre-qualification (PQ) criteria: Technical Capacity: Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud	One project of not less than 100 Cr OR Two projects each of not less than 50 Cr OR Three or more projects each ofnot less than 25 Cr	We request you to please clarify if projects exuecuted for International Clients can be considered. Further, the International Contracts are typically in Dollar terms. Request you to please further clarify if equvalent Rupee conversion of Dollar amount as on the bid submission date can be considered to assess project value.	Modified	Vol-2 Section 6.18.1 has been modified.

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936	Vendor_06	Vol-2	6.18.1	Pre-qualification (PQ) criteria: Technical Capacity	33	Pre-qualification (PQ) criteria: Manpower Strength	The bidder must have at least 1000 qualified IT professionals on its rolls with experience in software development, testing and other related tasks	Request you to please define "qualified IT professionals"	Clarification	B.E / B. Tech / MCA
937	Vendor_06	Vol-2	6.18.3		39	Technical Scoring Model/Technical Evaluation Score	b) Client site visit/ Client interaction (Bidder shall propose three Client Site Visits or Client Interactions within India; the clients should be for projects completed/started/ongoing in the last five financial years. c) Reference projects cannot be that of IA&AD.	Request you to please remove the requirement of Client Site Visit/Client Interaction from techncial evaluation score.	No Change	No Change
938	Vendor_06	Vol-2	6.18.3.5		59	(S.5) Profile of Proposed Team Members	How is the Composition of the Project Team Structure proposed by Bidder in terms of: a) Appropriate Number of Team members for each profile, along with justification b) Roles and Responsibilities clearly and well defined	Please clarify if more than one resource needs to proposed against individual key profile. If yes, what is the number of resources expected to be proposed against each key profile	No Change	Bidder to propose during the Bid submission based on RFP requirements.
939	Vendor_06	Vol-2	6.18.3.5		60	(S.5) Profile of Proposed Team Members	Industry standard Certifications shall be required for the profiles as specified below: a) Project Manager – Project Management Professional (PMP) or Agile certification b) Scrum Master – Agile Certification c) Enterprise Solution Architect, Security Architect and Cloud Architect – Architect certification relevant to the proposed Technology.	We request the client to remove the requirements of certification for the suggested profiles.	No Change	No Change
940	Vendor_06	Vol-2	8.2	Payment Conditions	93	Payment Conditions	Approval of Integrated Project Management Plan by IA&AD	We Reqeust you to please define the approval mechanism and timelines. Also please include the auto approval mechanism beyond threshold timeline.	No Change	No Change
941	Vendor_07	Vol-2	6.19.4	Performance guarantee		Performance guarantee	PBG to be 3% of annual contract value and shall be renewed yearly at 3% of relevant subsequent year's contract value. Customer shall invoke the PBG only on occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.		No Change	No Change

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942	Vendor_07	Vol-2	8	Payment Schedules		8. Payment Schedules	Payment terms and BOQ Template (commercial template) are too complex for the bidder to understand and very challenging from invoicing execution perspective as well. We request for a detailed understanding from the customer/ consultant to understand this better. We are recommending DXC's preferred payment terms position. a)Hardware / Software- - 100% payment should be payable on delivery of Hardware / Software. b)AMC / ATS: - Yearly in advance c)Implementation Phase i)No holdbacks. ii)Payments not to be back loaded and should be equally divided over the implementation period. iii)There should not be a gap of more than 3 months between two milestones. iv)Based on various milestones and 100% payment should be made up to User Acceptance. d)Operations and Maintenance Phase- Payment should be made in equal monthly instalments. e)Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice. f)Customer shall pay within 30 days from the date of invoice.		No Change	No Change
943	Vendor_07	Vol-2	Penalties / Liquidated damages:			Penalties / Liquidated damages:	Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.		No Change	No Change
944	Vendor_08	Vol-2	6.18.1	: S.No. 5,7,9,10		Pre-Qualification Criteria		To ensure that there is fair and equitable participation of leading and proven global vendors in the domain of IT Services Delivery in Government and specifically pensions, under standard Procurement norms, We request to allow leveraging experience, turnover, credentials, assets and certifications of global member firms under same brand. We thereby request that the clause as in 'RFP Volume 2 – Section 6.18.1 : S.No. 5,7,9,10' be amended as under. The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 – 19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid or the member firms operating under same brand (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Bidders will be allowed to use experience, turnover, credentials, assets and certifications of their Global member firms operating under same brand.	Modified	Vol-2 Section 6.18.1 has been modified.
945	Vendor_08	Vol-2	6.18.3.1			How does the solution provide the ability of importing Master Data from various states (wherever applicable) and inserting it in the CPP system after all due diligence and quality checks	What will be role of IAAD in data migration process. Also, is all the data stored in electronic form?	As IAAD will own the data in legacys systems, we recommend that Extraction and Transformation logic should be owned by IAAD and Loading logic should be owned by implementation partner.	No Change	a) Refer Vol-1 Section 16.2 for role of IA&AD in migration process. Ownership of all other activities shall with the Bidder. b) Only the data stored in Electronic form shall be migrated.

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946	Vendor_08	Vol-2	Section 18			Milestone 1 (M1 timeline is mentioned as T0 + 9 Milestone 2 (M2) timeline is mentioned as T0 + 15 Milestone 3 (M3) timeline is mentioned as T0 + 24	Based on our relevant expereince of very similar pension processing project, we feel that timeline of Phase 1 - Stage 1 is aggressive	We recommend following timelines, which changes phase wise timeline but overall timeline still remains same: M1 = T0 + 12 M2 = T0 + 18 M3 = T0 + 24 Detailed timeline is shown in tab 'Timeline'	No Change	No Change
947	Vendor_08	Vol-2	Section 15			System Integrator - The term 'System Integrator' primarily refers to the bidder. This may include, besides the SI, service provider of hosting services in Cloud, OEM Solution Providers and any other sub-contractor and outsourced resource(s) employed by SI	Allowed tracks for subcontracting	Please let us know if there is any track/area of engagement where subcontracting may not be allowed.	Clarification	Sub-contracting is only allowed for Training and Capacity Building.
948	Vendor_10	Vol-2	6.18 6.18.1	Criteria for evaluation Pre-qualification (PQ) criteria		Sl No. 11 / Pg No. 32	Basic Requirement CSP credentials, capabilities and experience Specific Requirement b) CSP must have commissioned / in progress a minimum of 2 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20), with each project's total Infrastructure cost of atleast 50 Crores (including O&M period).	Kindly amend the clause as:- b) CSP must have commissioned / in progress a minimum of 4 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20), with each project's total Infrastructure cost of atleast 25 Crores (including O&M period).	Modified	Vol-2 Section 6.18.1 has been modified.
949	Vendor_10	Vol-2	6.18.3.2	Availability of OEM/3rd party components/ services as PaaS Technologies proposed for CPP Application		Sl No. 2 Hosting capabilities / Pg No. 47	Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model. These components are being divided into two groups for evaluation: 1) Critical components: Namely, i. BPM ii. BRM iii. Database(s) iv. User authentication and authorization services (viz. IDAM / LDAP) v. HIPS vi. SIEM. Following marking scheme shall be applicable for these components: 5-6 components as PaaS– 5 marks 3-4 components as PaaS– 3 marks Less than 3 components as PaaS– 0 marks 2) All remaining components: For all other	Kindly amend the clause as:- Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS / Service offerings. PaaS / Service offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA & AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA & AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model. These components are being divided into two groups for evaluation: 1) Critical components: Namely, i. BPM ii. BRM iii. Database(s) iv. User authentication and authorization services (viz. IDAM / LDAP) v. HIPS vi. SIEM. Following marking scheme shall be applicable for these components: 5-6 components as PaaS– 5 marks 3-4 components as PaaS– 3 marks Less than 3 components as PaaS– 0 marks 2) All remaining components: For all other Network, Infrastructure and Security	No Change	Existing clause sufficiently addresses the Bidder's concern
950	Vendor_11	Vol-1	7.3 - c	Hosting Requirements		The Disaster Recovery site will also be required to be hosted in a VPC in a different location that mitigates the risk of both sites being affected by location specific threats.	The Disaster Recovery site will also be required to be hosted in a VPC from the same MEITY empaneled CSP in a different location that mitigates the risk of both sites being affected by location specific threats. In case the DR site of the CSP is not MeITY empaneled yet, the CSP has to ensure that the DR site has been submitted for STQC audit at the time of the bidding	The DR site shall be in separate seismic zone. The DR shall be Meity empanelled or should be undergoing Meity empanelment process at the time of subission of the RFP so as to ensure the DR is Meity certified before MSP receives the work order	Clarification	The CSP must be MeITY empanelled for VPC deployment category and must have minimum TWO Datacentres in India from where the MeitY empanelled Cloud Services are offered at the time of Bid submission. Bidder has to submit required documentation regarding this.

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951	Vendor_11	Vol-2	6.18 - 11	Criteria for evaluation -		a) The CSP must be MeiTY empanelled for VPC deployment category and must have minimum TWO Datacentres in India from where the MeitY empanelled Cloud Services are offered.	a) The CSP must be MeiTY empanelled for VPC deployment category and must have minimum TWO Datacentres in India. From Minimum ONE Datacenter the MeitY empanelled Cloud Services are offered. If the Cloud services from ther other Datacenter is not MeitY empaneled yet, the CSP should ensure that they have already submitted their cloud services from this datacenter for STQC audit to get MeitY empaneled.	The DR shall be Meity empanelled or should be undergoing Meity empanelment process at the time of subission of the RFP so as to ensure the DR is Meity certified before MSP receives the Work order.	Clarification	The CSP must be MeiTY empanelled for VPC deployment category and must have minimum TWO Datacentres in India from where the MeitY empanelled Cloud Services are offered at the time of Bid submission. Bidder has to submit required documentation regarding this.
952	Vendor_11	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application		Next Generation Firewalls (NGFW)	Remove the specs as this not needed in a public cloud as Firewalls are natively available as part of VPC and SSL/TLS maanagement also, all free of cost	To be deleted	No Change	No Change
953	Vendor_11	Vol-2	6.18.3.2 -	Antivirus and Anti-Malware Solution

(S.2) Technologies proposed for CPP Application - | | Add | The Platform which is open community based contribution coming from over 200+ countries with visibility into latest threats with over 500K+ new files each day & should provide web application for manual / human investigations (Incident response & threat hunting) & also provide API for programmatic interaction with Malware dataset. It should be able to scan submitted files (or its hash info) with 65+ AV solutions & characterise files with mulitple dynamic analysis sandboxes. It should also have ability to scan URL's with 50+URL scanners, provide Whois Lookup info for domains / IP's & provide threat reputation for domains & IP's with over 50 datasets / scanners. Platform could use Yara Language or equivalent for continious monitoring for certain malware families & it should be able to map historical threat campaigns by launching Yara Rules / or equivalent back in time. | | No Change | No Change |
| 954 | Vendor_11 | Vol-2 | 6.18.3.2

- Antivirus and Anti-Malware Solution | (S.2) Technologies proposed for CPP Application - | | Add | Platform should provide 5000 searches & downloads per month, with 10000 daily API requests, Hunting capabilities of 25 live hunts per month & 5 retro hunts per month for describing the relationships between different observables (domains, IPs, URLs, files) found in threat campaigns. | | No Change | No Change |
| 955 | Vendor_11 | Vol-2 | 6.18.3.2 | (S.2) Technologies proposed for CPP Application -

- Disaster Recovery and Backup | | Description of the high availability features provided by the solution at each proposed component level. Justification will be required for components deployed in non-HA. | Description of the high availability features provided by the solution at each proposed component level. All HA configuration should leverage the VPC's multiple availability zones/zones architecture to the maximum extent possible. Justification will be required for components deployed in non-HA. | | No Change | Existing clause sufficiently addresses the Bidder's concern. |
| 956 | Vendor_11 | BOQ Template | Security HSM | | | Unit of measurement is per instance | Remove this unit as various clouds bill in various ways | | Modified | BoQ Template Format 6A, 6B, 7 & 8 have been modified. |
| 957 | Vendor_11 | Vol-2 | 6.18.1 , Point - 11,CSP credentials, capbilities and experience | Pre Qual Criteria | | CSP must have commissioned/in-progress a minimum of 2 successful deployments
of IT projects in three
financial years (i.e., F.Y2017-18, 2018 -19, 2019-20), with each project's total Infrastructure cost of atleast 50 Crores
(including O&M period). | As CSP , we do not participate in any project directly but through MSP. Hence all work orders arein the name of CSPs which makes it very difficult for us to produce work/supply/purchase orders. Additionally, most of the large orders are under NDA whcih makes it difficult to produce them as credentials. | Clause to be deleted ,CSP turnover criteria to be used . For quality checks of the CSP a more relevant clause would be :- CSP should be in the Gartner Magic quadrant as per the last available report for Infrastructure as a service /Platform as a service . | Modified | Vol-2 Section 6.18.1 has been modified. |

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
958	Vendor_11	Vol-2	6.18.1 , Point - 11,CSP credentials, capbilities and experience	Pre Qual Criteria		CSP proposed by the Bidder must possess ALL the service quality and security certifications (viz. ISO, Tier III, SOC, STQC, MeiTY empanelment, etc.) pertaining to Cloud Datacentre as mentioned in RFP Vol - 1 Annexure C.	This is irrelevant since Meity empanelment and STQC audit shall cover this	To be deleted	No Change	No Change
959	Vendor_11	Vol-2	6.18.1 , Point - 12, Engagement with a Single CSP for hosting entire CPP applications	Pre Qual Criteria		The Bidder must engage with only one CSP for hosting the entire CPP application and its various components and services (except storing of additional backup/archived files/data (in addition to DC-2), as mentioned in RFP Vol - 1 Annexure B).	Besides this clause , CSP shoud engage with only one MSP must be added to prevent cartelisation or swamping of the bids by a single CSP through multiple MSPs.This is not a product specific bid and hence this clause wil ensure CAG has variety to choose from.	Please add :- "One CSP shall bid with one MSP only".	No Change	No Change
960	Vendor_13	Vol-2	9.23	Format 6F. References to the Technical Evaluation Criteria		<< Bidder must provide references (i.e., Section and Page number) from their proposal for each of the evaluation criteria mentioned in 6.18.3.2 (S.2). The Bidder must take the contents from the tables mentioned in the aforesaid sections and provide the details about the availability and references in the table structure provided below >>. 6.18.3.1 (S.1) Solutioning of CPP Application functionalities The Bidder must provide comprehensive details of their proposed solution, with well-defined references on the following aspects: - Functional solution covering all the functionalities and modules of CPP Application as per RFP - Configurability & Scalability - BPM and BRM solutions - Integration capabilities - Ease of use during project Implementation as well as during Maintenance phase	It is not clear for each of the technical scoring criteria mentioned for all the reference is required , if this is the case , there wont be single reference which will meet all the asked evaluation criteria. Also there is no clarity whether only name of References and details need to be responded or here also Work Order certificates being asked	Request to simply this , only keep references in Pre-Q qualification section. This is very complex and would need very very long time and impossible to find reference that address all similar functionalities	No Change	Existing clause sufficiently addresses the Bidder's concern
961	Vendor_13	Vol-2	9.22	Format 6E. PaaS based components hosting capabilities on VPC		C. Capabilities of PaaS Components: "Provide references from the specifications of the proposed Product / Solution that depict the Scalability, Performance benchmarks, Portability and Dynamic Provisioning offered by the PaaS components. The responses by Bidders would be reviewed for the following technology aspects of the proposed solution: - Application and Data Architecture, Technology - Hosting capabilities - Security and Directory Services - Database – Product(s), Data design - Web/Application Server - Presentation - Integration - Audit & Reporting - Disaster Recovery and Backup "	We understand that for each selected PaaS capability we need to cite the references in context of Scalability, Performance benchmarks, Portability and Dynamic Provisioning offered by the PaaS components. if this is the case , there wont be single reference which will meet all the asked evaluation criteria. Also there is no clarity whether only name of References and details need to be responded or here also Work Order certificates being asked	Request to simply this , only keep references only in Pre-Q qualification section. This is very complex and would need very very long time to prepare response and find reference that address all similar functionalities	No Change	Existing clause sufficiently addresses the Bidder's concern
962	Vendor_13	Vol-1 Annexure D					Please share the active user and concurrency for the belwo modules out of total Users mentioned 1) RTI, Legal and Adalats Case 2) Communication Module 3)Greivance Redessal 4)Maintenance of contribution during deputation		No Change	Bidder to derive based on Volumetrics provided in Vol-1 Annexure D and functionalities / user roles provided in Vol-1 Annexure A.
963	Vendor_13	Vol-2	6.18.1	Pre-qualification (PQ) criteria		9. Technical Capacity :The Bidder should be an IT solutions- provider incorporated in India and should have successfully implemented similar project(s) in the three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii.Two System Integration / e- Governance projects of minimum– INR 150 Crore OR ii.Three System Integration / e- Governance projects of minimum– INR 100 Crore	Request below modification 1)Please allow reference in last five financial years 2) Please remove similar from the clause	Please cosider as below.... The Bidder should be an IT solutions- provider incorporated in India and should have successfully implemented similar project(s) in the five financial years (i.e., F.Y 2016-2017 , 2017-18, 2018 -19, 2019-20, 2020-2021) as below: i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii.Two System Integration / e- Governance projects of minimum– INR 150 Crore OR ii.Three System Integration / e- Governance projects of minimum– INR 100 Crore	Modified	Vol-2 Section 6.18.1 has been modified.

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
964	Vendor_13	Vol-2	6.18.1	Pre-qualification (PQ) criteria		10. Experience in Developing IT applications hosted on Virtual Private Cloud The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below: i. One project of not less than 100 Cr OR ii. Two projects each of not less than 50 Cr OR iii. Three or more projects each of not less than 25 Cr	Request below modification 1)Please allow reference in last five financial years 3) Please remove similar from the clause 3)Please modify Virtual Private Cloud to only cloud that will give flexibility to cite Virtua/Private/public any cloud experience	Please cosider as below.... 10. Experience in Developing IT applications hosted on Virtual Private Cloud The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the five financial years (i.e., F.Y 2016-2017 , 2017-18, 2018 -19, 2019-20, 2020-2021) as below: i. One project of not less than 100 Cr OR ii. Two projects each of not less than 50 Cr OR iii. Three or more projects each of not less than 25 Cr	Modified	Vol-2 Section 6.18.1 has been modified.
965	Vendor_13	Vol-2	6.18.1	Pre-qualification (PQ) criteria	Pg 137,138,139	9. Technical Capacity & 10 Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud & 11CSP credentials, capabilities and experience	Request to allow company secretary certified for Work order + Self certificate of completion with details	Please cosider as below.... Copy of work order / client certificates. Completion certificates from the client; OR Company Secretary Certified Work order + Self certificate of completion with details	Modified	Vol-2 Section 6.18.1 has been modified.
966	Vendor_13	Vol-2	6.18.1	Pre-qualification (PQ) criteria	140	12.Engagement with a Single CSP for hosting entire CPP applications	Please confirm that hosting of Contact Center Service Desk on another MEITY cloud wont be conflicting with this PreQ crietria or mention except Contact Center hosting	Please cosider as below.... The Bidder must engage with only one CSP for hosting the entire CPP application and its various components and services (except storing of additional backup/archived files/data (in addition to DC-2) & Contact Center Solution, as mentioned in RFP Vol - 1 Annexure B).	Modified	Vol-2 Section 6.18.1 has been modified.
967	Vendor_13	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application Pg 154		Availability of OEM/3rd party components/services as PaaS Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model.	All those OEM/3rd party components/services that does not come from CSP as PaaS, bundling them as PaaS by SI has biggest challenges . This will create GST issue due to staggered payment of OEM/3rd party components. These OEM components always have on delivery payment . This is major red flag for SI like us in payments schedule	Request to add different payment schedules for example 100% on delivery or 70%,15%,15% or for those OEM/3rd Party Software components/Services that are not offered or available as PaaS on single CSP chosen. Or request to remove all those requirements of technologies compliance of OEM components that are non-compliant on CSP so that everything can offered from single CSP as PaaS offering. For both Critical and other components.	No Change	No Change
968	Vendor_13	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application Pg 154		Availability of OEM/3rd party components/services as PaaS Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model.	Also there are list of security requirements which are limiting us to offer them from CSP as PaaS. Request to please either modify these requirements or remove so that CSP PaaS offering can be offered in solution and as per evalauation criteria help us score better with maximum Compoennet being offered as PaaS from CSP	Request to modify/drop all those requirements of security technologies compliance that are non-compliant on CSP offered PaaS components so that everything can offered from single CSP as PaaS offering and SI has can offer maximum OEM/3rd party components as PaaS offerings for better scoring. Please refere all Security Non-compliant requirement on CSP offered PaaS form row num 38 to 46 below	No Change	Existing clause sufficiently addresses the Bidder's concern.

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969	Vendor_13	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application		SI will mandatorily need to provide testimonials of atleast TWO successful implementations accomplished by the SI in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal. In case the SI finds it unable to furnish such references of jointly accomplished successful implementations for certain products/services, it will need to specify an alternate product/vendor for that component as a back-up plan, in case the support from primary product/vendor is found to be unsatisfactory during/post CPP implementation. Onboarding of the alternate vendor shall be done by the SI on demand of IA&AD without any additional cost implication to IA&AD.	Since this bid unquiely call out for "Availability of OEM/3rd party components/services as PaaS and preference will be given to bidder with max PaaS components ". It is next to impossible to produce joint testimonials of at atleast TWO successful implementation for each of the OEM/3rd party products proposed as part of the solution. The envisaged solution that will be proposed keeping futuristic/latest technology which continue for 9 years 3 months among which some of them might latest best technology but wont have two references and that too joint. This is major bottleneck for us to bid.	Request to consider the requirement as below…… SI will mandatorily need to provide testimonials of atleast TWO successful implementations accomplished by the SI or by OEM /3rd Party Products or CSP provided PaaS offering product in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal. In case the SI finds it unable to furnish such references of jointly accomplished successful implementations for certain products/services, it will need to specify an alternate product/vendor for that component as a back-up plan, in case the support from primary product/vendor is found to be unsatisfactory during/post CPP implementation. Onboarding of the alternate vendor shall be done by the SI on demand of IA&AD without any additional cost implication to IA&AD.	Clarification	Objective is to ascertain the experience of the Bidder with the 3rd party OEM Product/Solution including the Support from those vendors. The proposed Product/Solution used in past projects may be licensed or on Cloud.
970	Vendor_13	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application Pg 154			There are huge list of technology components ie., OEM/3rd party components envisaged for CPP Application including security components on CSP PaaS . Some of them may need niche and very unique professional services skill.	Request to allow Bidder to deploy 3rd party providers resources for specific skills/professional services in application implementation , setup/installation of OEM components and managed service . This is critical for overall cost and quality of the implementation of	No Change	Bidder to propose during the Bid submission based on RFP requirements.
971	Vendor_13	Vol-2	9.35	Format 13. Illustrative Manufacturers'/Producers' Authorization Form		We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.	Majority of OEM provider only commit for maximum 5 years Tcehnical support upfront , giving nine year support committement from vendor is always a challenge		No Change	No Change
972	Vendor_13	Vol-2	11. Appendix III.	Template for PBG and Integrity Pact			Request you to include the complete address of the beneficiary in the BG format and confirm the BG printing location .		Modified	Vol-2 Section 11.1 has been modified.
973	Vendor_13	Vol-1	19	Project Timelines:High Level Implementation Timelines of CPPProject			There is no clarity for start and end of Design , development & testing (stage 2), Level-1 UAT by IA&AD and Go-Live for M2 (Phase 1 Stag2). All are happening in parallel. Go-Live is anyway missing	Request to share the start and end timelines for all the activities of M2	No Change	Refer Vol-1 Sections 10, 11, 12, 13, 18, 19 for details pertaining to Timelines and Milestones for CPP project.
974	Vendor_13	Vol-1	19 Project	Timelines:High Level Implementation Timelines of CPPProject			In case of M3 finalisation of requirement is depicted as 5 months without any payment schedules. And design and development phase are overlapping with UAT and Go-live. Also there is no clarity for M3 who will provide UAT Acceptance and Go-Live whether IAAD or each State ?		No Change	Refer Vol-1 Sections 10, 11, 12, 13, 18, 19 for details pertaining to Timelines and Milestones for CPP project.
975	Vendor_13	Vol-1	19 Project	Timelines:High Level Implementation Timelines of CPPProject			Though Contact Center Set up happens : 3Month to 4Month Its Operational: T0+ 5th Months onwards but Payment is happening in 9th Month (Go-Live M1). This is huge gap 7 months	Request to modify payment schedules for Contact Center set to 100% on delivery on Setup. And Pay for Operationalisation (Pre-M1) payment monthly in advance	No Change	No Change
976	Vendor_13	Vol-1					Who will ensure network connectivity and bandwidth availability to transfer legacy data like Service records, Case details, Business Rules from each state to Data Center ? Will there be any SLA applicable for the bandwidth and repsonse etc for migration?		Clarification	1) Connectivity for CPP system shall be under the purview of Bidder. State level network is out of scope of the Bidder. 2) Refer Vol-3 Annexure A for SLAs.

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977	Vendor_13	Vol-2	8.2	Payment Conditions		TRACK 1: Setting up of Development, Testing, Training, UAT and Pre-production environments in Virtual Private Cloud TRACK 3: SETTING UP OF PRODUCTION ENVIRONMENT IN VIRTUAL PUBLIC CLOUD Deductions pertaining to SLA penalties and/or non-operationalization of component(s)/service(s) shall be liable on the Payments to be done under this Track.	For HW/ SW/OEM components staggered License payment and ATC is non standard	Request for below Payment terms HW Supply – 100% on Shipment SW Lic One time Supply – 100 % on Delivery (If Yearly subscription then billing is Yearly In Advance); HW AMC/ SW S&S – Yearly In Advance Milestone Based – 100% on completion (Gap between milestones should be with in 45 days) Other Services and O&M – Quarterly In Advance	No Change	No Change
978	Vendor_13	Vol-2	8.2	Payment Conditions		TRACK 1: Setting up of Development, Testing, Training, UAT and Pre-production environments in Virtual Private Cloud On M0 completion, i.e., On Actual Set up of DC-1 & DC-2 (as per BoQ Formats 6A, 6B) for all environments mentioned in this Track OR 5 months from Date of start of project, whichever is later.	Even if the Bidder is able to complete setup at end of 1st Month but payment schedule says 5 months from Date of start of project, whichever is later.	Request to modify On M0 completion, i.e., On Actual Set up of DC-1 & DC-2 (as per BoQ Formats 6A, 6B) for all environments mentioned in this Track OR 5 months from Date of start of project, whichever is earlier.	No Change	No Change
979	Vendor_13	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M1: Phase-1 Stage-1) , M2 :Phase 1 Stage 2	Gap between milestone is between two milestone in M1 is 4 months Level-1 UAT by IA&AD for M1 : 50% at the end of 5th month On Go-live of M1 : 40 % at the end of 9th month There is no payment milestone for M2 Design , development & testing (stage 2) which starts 6th and end date is not mentioned Gap between milestone is between two milestone in M2 is 5 months Level-1 UAT by IA&AD for M2: 50% at the end of 10th month On Go-live of M2 : 50% at the end of 15th month	Request to atleast introduce interim milestone for M1 between UAT and Go-Live or like earlier precedent RFP's of CAG modify Billing Frequency to Fixed Cost; Every 2 Months invoice may be raised from Level-1 UAT start to M1 Completion Request to have payment milestone for M2 Development phase or change Billing Frequency to Fixed Cost; Every 2 Months invoice till M2 Development completion like earlier precedent RFP's of CAG . Similarly for M2 Level-1 UAT start and Go-Live	No Change	No Change
980	Vendor_13	Vol-2	8.2	Payment Conditions		TRACK 2: CPP APPLICATION DEVELOPMENT, IMPLEMENTATION & ROLLOUT COST (Milestone M3: Phase-2) Before the start of M3 phase for any given State, Bidder will submit time (in weeks) & effort estimation (count and profile of human resources) involved in Development and Go-live for that State. This effort estimate shall be mutual agreed between the Bidder and IA&AD. IA&AD will derive the M3 costs for that state based on the effort estimates agreed with the Bidder and the rate card provided by the Bidder in Format 4. Level-1 UAT for each State that is being onboarded on CPP as part of Scope of M3 :40 % on UAT acceptance for each state On Go-live of each State that is being onboarded on CPP as part of Scope of M3 : 60% On Go live for each state	Even though being M3 Billing Frequency is T&M, there are milestone based payment. While development for M3 Starts at 10th and continues till 15th Months . There is no payment schedules till 15th month .. No clarity on timeline whether every month UAT is happening or and for how many states UAT . Similar is the challenge with Go- Live timeline and how many states each month? And 60% payment is on hold till UAT is very very difficult.	Request to simply T&M payment schedule On Actuals Every 1 Months or 2 Months	Clarification	M10 to M15 involves the finalization of requirements for Phase-2 only by IA&AD. There is no development effort involved. At best, Bidder may have to engage Business Analyst resource(s) to assist in this process and gain insights that will help them during development. Phase-2 development will start after Phase-1 Stage-2 Go-live only, i.e. starting M16 only. Payments shall be made as and when each of the State reaches the UAT Level-1 and Go-live stages. Entire M3 is scheduled to complete in 9 months (i.e., M16 to M24).
981	Vendor_13	BOQ Template	instruction-Point no 4			Wherever bidder is adding a new row, bidder must ensure consistency and correctness of the formula. Bidder shall remove any formula in any of the commercial formats in any circumstances.	Whether bidder can change the formula? Or the word"not" is missing in this sentence?		Modified	BoQ Template 'Instructions' sheet has been modified.
982	Vendor_13	BOQ Template	template tab 5				Why support for M3 is not included?	Support for M3 should be included	No Change	Bidder to provision for resources to support entire project (i.e., M1, M2 and M3) from Y2 till end of project, as per project timelines given in Vol-1.
983	Vendor_13	BOQ Template	template tab 6A				Why grey colur in J8 and I8 Column which means it cannot be changed?	Bidder requesting to input in these cells as per the solution requirement.	No Change	Vol-2 Sections 10.8, 10.9, 10.10 and 10.11 sufficiently addresses the Bidder's concern.
984	Vendor_13	BOQ Template	template tab 6B				Why grey colur in J8 and I8 Column which means it cannot be changed?	Bidder requesting to input in these cells as per the solution requirement.	No Change	Vol-2 Sections 10.8, 10.9, 10.10 and 10.11 sufficiently addresses the Bidder's concern.
985	Vendor_13	Vol-2	Tab 12A and Track 2 and 105				Not aligned with the payment term say for eg 50% at the end of 5th month,40% at the end of 9th month and 10% at the end of 2d month whereas in template everything is shown at the end of 9th month	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.
986	Vendor_13	Vol-2	Tab 12A and Track 2 and 105				Is the UAT and Go live the same period?If yes how the 50% and 50% will be paid?	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.
987	Vendor_13	Vol-2	Tab 12A and Track 2 and 105				Is the UAT and Go live the same period?If yes how the 60% and 40% will be paid?	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.

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988	Vendor_13	Vol-2	12B and Track 6 and 115				Template is showing yearly whereas in the RFP its quarterly	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.
989	Vendor_13	Vol-2	RFP 8.2 93 Track 0				BOQ format is mentioned as 4A	In commercial template 4A is missing	Modified	Vol-2 Section 8.2 has been modified.
990	Vendor_13	Vol-2	Tab 11 ,Track 1 and 93				OTC is not reflected in Commercial template, and mentioned yearly in advance in RFP whereas its yearly in arrears Commercial template	To align the commerical template as per RFP	Modified	Vol-2 Section 10.14 has been modified.
991	Vendor_13	Vol-2	Tab 11 ,Track 3 and 93				OTC is not reflected in Commercial template, and mentioned yearly in advance in RFP whereas its yearly in arrears Commercial template	To align the commerical template as per RFP	Modified	Vol-2 Section 10.14 has been modified.
992	Vendor_13	Vol-2	Tab 13 and Track 5				in template OTC is not reflected in M0 and not quarterly in arrears whereas in commercial template its milestone based	RFP to be aligned as per commercial template	No Change	There is no OTC cost associated for Track 5 and Format 13.
993	Vendor_13	Vol-2	Tab 14 and Track 4				in templlate OTC is not reflected in M0 and its quarterly in arrears as per RFP whereas its yearly in commercial template	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.
994	Vendor_13	Vol-2	Tab 12A and Track 2				T0 + 24M 1) 40 % on UAT acceptance for each state 2) 60% On Go live for each state whereas in Commercial template its T0+24M	To align the commerical template as per RFP	Clarification	BoQ formats 11-14 are for NPV calculation for financial bid evaluation only. Payment plan will be as per Vol-2 Section 8.2. Title for BoQ formats 11 to 14 have been modified.
995	Vendor_13	BOQ Template	FORMAT 5 - O&M Resource Cost (Fixed Cost)				Format 5 says Fixed Price and RFP says T&M. Please clarify which one is correct		No Change	Format 5 (O&M Resource cost) is Fixed cost.
996	Vendor_13	Vol-2	Section 4,284			The penalties pertaining to slippages in SLA, non-provisioning / non-operationalizing of any services/components shall be deducted from the subsequent payment appropriately. In case the value of the penalties exceeds the next payment amount due, the deficit will be adjusted from the future payments.		Bidder request instead of adjusting LD and SLA penalties charges against the payment due, bidder would reimburse such charges seperately.	No Change	No Change
997	Vendor_13	Vol-2	6.19.7, 77			IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.		If there is any change in the scope, PCR should be mutually agreed for increased quantity and support services	No Change	No Change
998	Vendor_13	Vol-1	17.2 Key Personnel			4. Technical Architect 3 relevant application architecting and implementation experience 10+ years of experience in technologies and frameworks being used for Application Development. Min 3+ years of experience in executing Project in Agile Methodology	Request to remove Relevant		No Change	No Change
999	Vendor_13	Vol-1	17.2 Key Personnel			5. Senior Business Analyst 2 relevant application implementation experience Minimum 14+ years of experience 4+ years of experience in relevant business function Min 4+ years of experience in executing Project in Agile Methodology	Request to remove Relevant Request to lower the minimum experience to 7+ years from 14+ years of experience		No Change	No Change
1000	Vendor_20	Vol-2	6.18 6.18.1	Criteria for evaluation - Pre-qualification (PQ) criteria - 5. Sales turnover From IT Consultancy/IT Advisory Services		The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 – 19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.		As a part of this response, instead of the annual turnover as INR 1000 Crores, can we consider INR 900 Crores since our annual turnover is around INR 900+ Crores for FY 2019-20 and NEC would be interested to provide the response for this RFP.	Modified	Vol-2 Section 6.18.1 has been modified.

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1001	Vendor_20	Vol-2	6.18 6.18.1	Criteria for evaluation - Pre-qualification (PQ) criteria - 9. Technical Capacity		The Bidder should be an ITsolutions- provider incorporated in India and should have successfully implemented similar project(s) in the three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance projects of minimum– INR 150 Crore OR Three System Integration / e- Governance projects of minimum– INR 100 Crore	As a part of this response, we would be considering System Integration.		Modified	Vol-2 Section 6.18.1 has been modified.
1002	Vendor_14	Vol-2	5.1			High level Functional Overview of services	Is data digitization of legacy records in scope?		Clarification	No.
1003	Vendor_14	Vol-2	7.4			Backup of non-production and production environment will be daily incremental, weekly full and monthly full.	What all environments should be hosted in the data center? Should it include development environment as well?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1004	Vendor_14	Vol-2	8.2			Training of Master Trainers	What is the location of training of master trainers		No Change	Refer Vol-1 Section 17 for details.
1005	Vendor_14	Vol-2	9.1		39	A web-based contact centre solution shall be implemented for receiving the calls, recording the call details and logging tickets in the ITSM tool with the severity levels within the CPP system	Does the SI need to plan for ITSM tool?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1006	Vendor_14	Vol-2	9.1		39	CPP Contact Centre Requirements	What is the service window for CPP contact center?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1007	Vendor_14	Vol-1	10.1		47	Site readiness for Development Center at IA&AD premises (to be done by IA&AD).	What all activities are included under 'Site readiness'?		No Change	Vol-1 Section 16.2.4 sufficiently addresses the Bidder's concern.
1008	Vendor_14	Vol-2	13.2.1 to 13.2.3		60	UAT Acceptance	What is the indicative timelines for all three levels of User Acceptance Test?		No Change	Vol-1 Section 19 sufficiently addresses the Bidder's concern.
1009	Vendor_14	Vol-2	Section 6.14.3	2. Fact Sheet		Bid Security Declaration: As per GOI mandate dated 12th Nov 2021 the requirement of EMD has been waived off for MSEs and other firms till 31st Dec 2021, but Bid Security Declaration as described in Appendix I - Format 3A of this RFP needs to be submitted.	Is the date "12th Nov 2021" correct? It should be past date, 12th Nov 2020 (as mentioned in section 6.18 Criteria for evaluation).	Request to correct the date	Modified	Vol-2 Section 2 has been modified.
1010	Vendor_14	Vol-2	6	Instructions to Bidders		This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.	Please mention order of precedence for all documents. For e.g. Corrigendum > MSA > RFP > Any other fovt instruction.		Modified	Vol-2 Section 6.1 has been modified.
1011	Vendor_14	Vol-2	6.13	Pre-Bid Meeting & Clarifications			In current Pandemic situation, We believe customer will allow pre-bid meeting in Online mode as well (Teams, Webex, Zoom etc.)		No Change	No Change
1012	Vendor_14	Vol-2	9.4	Format 3A. Format for Bid Security Declaration		a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or	Does this include any deviation which may not have any material impact?		No Change	Query not clear.
1013	Vendor_14	Vol-2	6.18	Criteria for evaluation		Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud: Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details	We request customer to allow bidder's to submit Client Reference letters including scope, revenue, go-live and invoiced revenue, as documentary proof.		Modified	Vol-2 Section 6.18.3.7 has been modified.
1014	Vendor_14	Vol-2	6.18.3	Technical Scoring Model		b) Client site visit/ Client interaction (Bidder shall propose three Client Site Visits or Client Interactions within India; the clients should be for projects completed/started/ongoing in the last five financial years.	We request customer to allow bidder's to propose only one client for client visit in India.		No Change	No Change

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1015	Vendor_14	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application		SI will mandatorily need to provide testimonials of atleast TWO successful implementations accomplished by the SI in the last 4 years (i.e. between FY 2017-2020) -with each of the OEM/3rd party Products that has been listed by the Bidder in its proposal.	Please allow bidder's to provide testimonial for major technology components (limited to 5), not all OEM components.	Bidder may propose a new technology which is advanced and most suitable for the project. Thus we may not have testimonial for all proposed OEM components. If bidder propose same components that bidder has used in the past, then it may affect currect scope/technical requirements/NFR.	No Change	No Change
1016	Vendor_14	Vol-2	6.18.3.5	(S.5) Profile of Proposed Team Members		Following key profiles are required to be part of the Implementation and/or O&M team	We request customer to accept indicative profiles as bidder will not keep resources on Bench till project is awarded. However bidder will provide other resource with similar or better skills/experience/qualification.		No Change	No Change
1017	Vendor_14	Vol-2	6.18.3.7	(S.7) Technical Presentation and Client Visit/ Client Interaction		Bidders will setup a visit/interaction of IA&AD team with their existing clients for seeking information on the following points and seeking the experience of those clients while working with the Bidder. In this regard, the Bidder will be required to submit names and addresses of atleast THREE Clients (preferably Central Government departments or institutions/PSU) from which IA&AD shall choose any one/two for the interaction	We request customer to allow bidder's to propose only one client for client visit in India in Central dept / PSU.		No Change	No Change
1018	Vendor_14	Vol-2	6.18.6.1	Evaluation Principles		a) Maximum limit on yearly payment for Costs pertaining to Network, Infrastructure and Security components / Services	As per table distribution of total cost in yearly cost is already fixed. Please allow bidder to deviate maximum by 5% of total cost of component.		No Change	No Change
1019	Vendor_14	Vol-2	9.9	Format 4A. Project Citation Format		Total cost of the services provided by the respondent	This should be total cost of services provided by the respondent as on 31st March 2021.		Clarification	This cost is the total 'quoted' cost by the Bidder for that project.
1020	Vendor_14	Vol-2	9.9	Format 4A. Project Citation Format		Copy of Work Order	Due to NDA, we will not be able to share copy of work order. Thus please allow bidders to provide letter from company secretary only.		Modified	Vol-2 Section 6.18.3.7 has been modified.
1021	Vendor_14	Vol-2	10.14	FORMAT 11. Payment Plan for Infrastructure and Security components and Services		Maximum Permissible % Payment during the Year	We request customer to pay as per cost. Since bidder may need to more payment for few milestone as per scope/project requirements.		No Change	No Change
1022	Vendor_15	Vol-2	135			The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 –19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware	Request to amend it as : The Bidder should have an average annual turnover of not less than INR 200 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 –19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc.		Modified	Vol-2 Section 6.18.1 has been modified.
1023	Vendor_15	Vol-2	135			Valid CMMI Level 5 (v 2.0 or 1.3 only)	Request to amend it as CMM level 3		No Change	No Change
1024	Vendor_15	Vol-2	123			Consortium is not allowed.	Request to allow consortium and use consortium partner credentials		No Change	No Change
1025	Vendor_15	Vol-2	137			Technical capacity	Request to amend the clause as : One SI /e-gov project of minimum value 40 cr Two SI /e-gov project of minimum value 20 cr each Three SI /e-gov project of minimum value 12 cr each		Modified	Vol-2 Section 6.18.1 has been modified.

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1026	Vendor_15	Vol-2	137			Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud	Request to amend the clause as : One SI /e-gov project of minimum value 40 cr Two SI /e-gov project of minimum value 20 cr each Three SI /e-gov project of minimum value 12 cr each		Modified	Vol-2 Section 6.18.1 has been modified.
1027	Vendor_15	Vol-1	79				Request to make the exp as 3 years and 10 yrs exp in industry		No Change	No Change
1028	Vendor_15	Vol-1	80				Request to make the exp as 3 years and 10 yrs exp in industry		No Change	No Change
1029	Vendor_15	Vol-1	80				Request to remove agile exp. This is not relevant for Business analyst		No Change	No Change
1030	Vendor_15	General	NA			NA	Request to cap the penalty to 10% of total project value		No Change	No Change
1031	Vendor_22	Vol-1	7			Requirements for setting up Datacenters in Virtual Private Cloud (VPC)	Kindly help us understand what you mean by VPC. Are we talking about a private deployment at CAG premise?	Understanding exact requirement would allow OEMs / Bidders to accurate provide solution along with products and commercials.	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1032	Vendor_22	Vol-1	7			Requirements for setting up Datacenters in Virtual Private Cloud (VPC)	What kind of data center are you expecting for the VPC?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1033	Vendor_22	Vol-1	4.1			High level Functional Overview of services	When we are talking about Legacy Data Migration, could you kindly help us understand the technical details of migration, such as state/AG office level details regarding Database version, Operating System version, and hardware	Technical details would decide the migration cost and effort.	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
1034	Vendor_22	General	N/A			N/A	Considering that the data in VPC would be financial government data, what data security is expected to protect from privileged users such as DBAs?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1035	Vendor_22	Vol-1	5.6	Portability page 23		No OEM specific functionality of DBMS to be used, which may become obstacle in changing RDBMs at a later stage.	We understand that portability is a key requirement in the RFP. In the section 5.6, it has been specifically mentioned about database. Is there any specific reason why only database has been called out for portability.	We request department to remove the word database and ask for CPP application solution portability. Please amend the clause as "CPP application should be developed/implemented in such a way it should be portable from once CSP to other & from CSP to on-prem setup as per CAG requirement and there should not be any obstacle in changing CSP/On-prem at a later stage."	No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1036	Vendor_22	Vol-1	7.3	Hosting requirements Page 26		The Disaster Recovery site will also be required to be hosted in a VPC in a different location that mitigates the risk of both sites being affected by location specific threats.	DC & DR should be in different seismic zone to avoid any natural calamity and to ensure business continuity	Please amend the clause as "Data center and disaster recovery sites geographical location should be specified and must be in d different physical locations. The physical locations shall be in different SEISMIC zones or at minimum distance required between DC & DR should not be less that 300 kms within INDIA to withstand natural calamities." Justifications: https://www.meity.gov.in/writereaddata/files/Annexure-2_sdc.pdf https://www.meity.gov.in/writereaddata/files/Guidelines-Procurement_Cloud_Services.pdf Pls refer page no. 41 of this pdf. it states that "Geographical Location of the Disaster Recovery Environment (e.g., different seismic zone from the production environment or at a different place other than the Primary DC based on the project requirements.)" Pls also refer page no. 15 of this below pdf. It states "As per guidelines by MeitY, minimum distance required between DC and DR should not be less than 100 kms" http://meity.gov.in/writereaddata/files/WI3_DR%20Best%20Practices_06112020.pdf	No Change	No Change

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1037	Vendor_22	Vol-1	9.3	Application Management		SI shall provide a staging/ pre-production environment in the Primary Data Centre for testing of changes/ patches before applying them on production environment.		We request CAG to kindly confirm if there is any recommendation of sizing for non production environments viz. a viz the production (i.e. Sizing of Dev/Test/Training will be X% of production environment) It will help the bidders in keeping a standard sizing for environments that will help in fair evaluation	Modified	Vol-1 Annexure A Section 5.3 has been modified.
1038	Vendor_22	Vol-2	6.18.1	Pre-qualification (PQ) criteria			"	We request CAG to kindly consider the following criteria for the CSP "CSP OEM Should provider SLA on availability, manageability and performance. This will help CAG to choose best amongst the cloud vendors with financial backed service level agreement.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1039	Vendor_22	Vol-2	6.18.1	Pre-qualification (PQ) criteria			"	We request CAG to kindly consider the following criteria for the CSP "CSP Should available in gartner magic quadarnt for providing IaaS & PaaS services. " This will help CAG to choose best amongst the cloud vendors with the presence in the leading Gartner's quadrant that has been used as a benchmark in most of the government projects	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1040	Vendor_22	Vol-2	6.18.1	Pre-qualification (PQ) criteria		b) CSP must have commissioned/InProgress a minimum of 2 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20), with each project's total Infrastructure cost of at least 50 Crores (including O&M period).	Many times, Oracle being a global CSP does not directly sign any deal with the end customers. We also can not share any document related to customer due to non disclosure agreement signed between Oracle & customer/partner.	Please amend the clause as below " b) CSP must have commissioned/InProgress a minimum of 5 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20). "	Modified	Vol-2 Section 6.18.1 has been modified.
1041	Vendor_22	Vol-1	7.3	Point B		b. The agreement between SI and Cloud Service Provider must be in line with the SLAs defined in the RFP.	SLA defined in the RFP are majorly responsibility of SI where CSP and OEM will helps SI to meet the service level agreement.	Please amend the clause as "b. The agreement between SI and Cloud Service Provider/OEM must be in line with the SLAs defined in the RFP. However it will be SI responsibility to meet the SLA. "	Modified	Vol-1 Section 7.3 has been modified.
1042	Vendor_22	Vol-2	9.22			9.22 Format 6E. PaaS based components hosting capabilities on VPC	CSP Managed services can not be migrated as it is to any other CSP or On-prem.	Please remove column " Can be migrated to another CSP/Co-Lo Datacenter ?	No Change	Vol-2 Section 9.22 Format 6E requires the Bidder to propose the OEM component/service that is being proposed for implementation in CPP. Portability and no "vendor-lock-in" being other prime requirements of the RFP, the feasibility of migration to other CSP/On-prem DC is required to be filled by the Bidder.

1043	Vendor_22	Vol-2	6.18.3.2 (S.2) Technologies proposed for CPP Application
			
			Availability of OEM/3rd party components/ services as PaaS
						These components are being divided into two groups for evaluation:
						1) Critical components: Namely,
						I. BPM
						ii. BRM
						iii. Database(s)
						iv. User authentication and authorization services (viz. IDAM/ LDAP)
						v. HIPS
						vi. SIEM.
						Following marking scheme shall be applicable for these components:
						  5-6 components as PaaS– 5 marks
						  3-4 components as PaaS– 3 marks
						  Less than 3 components as PaaS– 0 marks
							Capabilities of the proposed 3rd party components / services and Availability of OEM/3rd party components/services as PaaS are written differently.
							
							There are also some PaaS services which we feel important are missing here.
								Please amend the clause as
								These components are being divided into two groups for evaluation:
								1) Critical components: Namely,
								i. BPM
								ii. BRM
								iii. Database(s)
								iv. User authentication and authorization services (viz. IDAM / LDAP)
								v. HIPS
								vi. SIEM
								vii. WAF
								viii. Load balancer
								ix. VM/Container
								Following marking scheme shall be applicable for these components:
								  5-6 components as PaaS– 5 marks
								  3-4 components as PaaS– 3 marks
								  Less than 3 components as PaaS– 0 marks
									No Change	No Change

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1044	Vendor_23	Vol-1	3.5	Objectives of CPP	18	Model-2: (For those states with their own pension module) – In this model, the idea is to integrate the CPP application with the HR/Pension module of the States' IFMS applications such that data needed for pension processing be made available in the CPP system. Only the processes involved in AG (A&E) offices are to be developed in CPP system.	As per our understanding, responsibilities of AGs are the document verification and generation of pensioner details. For the state owned system, Employee details will be maintained by the state and the CPP will be integrated to fetch the details, the Pension calculation and disbursement part will be taken care by the AGs of the CPP system. Please confirm the understanding.		Clarification	Yes.
1045	Vendor_23	Vol-1	5.4	Usability	20	Usability is concerned with specifying the user interface and end-user interactions with the system.		Design workshops needs to be conducted with the stakeholders and selected users of the envisaged system for a seamless user experience by following applicable UI/UX design principles	No Change	Bidder to decide during the implementation phase based on RFP requirements.
1046	Vendor_23	Vol-1	7.2	Procurement of IT infrastructure components / services	23	The planning of IT infrastructure procurement should consider the following factors: o Ensure redundancy at each level. o Support peak loads.	Could you please mention if there is any estimation on the approximate user base? No. of concurrent users? These will be needed before infrastructure planning.		No Change	Refer the documents containing detailed information on Technical requirements/Specs, Evaluation criteria, Volumetic Data, Project Timelines, Payment Plan and BoQ templates that have been released subsequently.
1047	Vendor_23	Vol-1	10.2	Track 2: CPP Application design, development, roll out & Implementation	47	Under Phase-1 Stage-1, CPP solution shall be implemented and rolled-out for a set of six 'Pilot offices'2 of Model-2. The implementation in these pilot offices will assist in validating the design and development of Model-2 pension authorization processes in the CPP solution.	Model 2 will be the implementation with the states which has existing system. Please clarify if the state owned system is having APIs to be consumed for integration with CPP? If not then what are the activities that would be included in the scope of work for the SI. e.g. Understanding of state owned system, planning of integration/enhancement required, implementation of the required enhancement in the existing systems etc. These need to be defined before scoping and estimation.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1048	Vendor_23	Vol-1	10.2.2	Implementation activities	47	Planning including finalization of Product backlog, release backlog and sprint backlogs.	As mentioned, the project will be executed in Agile methodology, hence who will be responsible to create the initial product/release/sprint backlogs. Who will be Product owner of the CPP system?	As the system will cater requirements from different state departments hence there should be multiple stakeholders and they all needs to be in sync with the overall system functionality so that the requirement can be implemented seamlessly.	No Change	Refer Vol-1 Section 16 for Roles and Responsibilities of various project stakeholders.
1049	Vendor_23	Vol-1	11.2	The definition of "Go Live"	57	All user stories in the updated product backlog of relevant phase, as agreed by the Product Owner, are "done and delivered".		As mentioned, the project will be follow in Agile methodology, a standard Agile tool must be used for Project Management and Development tracking and will be given role based access to all the stakeholders. E.g. JIRA, Rally etc.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1050	Vendor_23	Vol-1	21.3	Defect Management Guideline	90	The defect management process involves documenting, tracking, resolving and closing issues or defects in the test environment. The defects shall be logged and tracked using a web-based Defect Tracking Tool.		As followed by Agile, defects needs to be included as backlog and defect triage should be performed as part of the sprint planning. Agile/project management tool can be used for defect tracking as that will help to maintain all the tasks in a centralized system and the dashboard or the generated reports can bring the overall project status to the stakeholders.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1051	Vendor_23	Vol-1	22.4	Compliance with Open Standards	93	Technology Standards		As part of the technology standard it can be recommended to have microservice based architecture as the complexity of the system is high as well the system needs multiple integration points with the external or internal systems.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1052	Vendor_27	Vol-2			124	SIEM Solution can be migrated to another CSP / Co - Lo Data Center	Department should mandatory ask for capabilty of migrating the SIEM to new CSP or Co - located DC.	Since after completion of project tenure, department may change the CSP or opt for new DC and if the selected SIEM doesn't have the functionality to migrate over to the new CSP or DC then all the data inputs gather over the years will not be migrated and will not be of any use. Apart from this department has to again provision for budget for procuring new SIEM tool.	No Change	Bidder to propose during the Bid submission based on RFP requirements.

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1053	Vendor_28	Vol-1	3.5	Objectives of CPP, pg 18		The mobile application would support multiple languages and will have all functionalities of pensioner portal.	It is not clear what level of language support is required	We understand that support for multiple languages is limited to display of labels, messages etc. All data entry will be in English only. Please confirm	Modified	Vol-1 Annexure A Section 1.1 and Annexure B Section 3.1.1 have been updated with additional details regarding multi-lingual feature to be provisioned by the Bidder.
1054	Vendor_28	Vol-1	5.3	Security, pg 21		3. Final outcome of this process would be a comprehensive audit report including all the Network, Server and Application security features incorporated in the CPP Project	Scope and ownership of audit is not clear	1. Is this related to a 3rd party audit? 2. Will CAG bear the cost of this audit? 3. At what frequency will this audit be conducted?	No Change	Vol-1 Section 10.2.2 sufficiently addresses the Bidder's concern.
1055	Vendor_28	Vol-1	8.1	Training / capacity building of Product Owner's core team, pg 33		Batch size =1	the batch size is given as 1 for all trainings in the table	A batch size of 1 seems incorrect. Please specify how many persons will be trained per batch	Modified	Vol-1 Section 8.1 has been modified.
1056	Vendor_28	Vol-1	8.4	Training Infrastructure and Location, pg 36		Location: The preferred mode of training would be online through video conference.	Provisioning of VC tool is not clear	We understand that the department would provide the Video Conferencing tool for training purpose. Please confirm.	No Change	Yes.
1057	Vendor_28	Vol-1	9.1	CPP Contact Centre Requirements, pg 39		• CAG Agents (Level 1 functional desk): 100, Concurrency: 10%	No. of agents for level 2 and leve 3 not provided, location of contact ceter not provided	1. How many agents from SI are required to man the level 2 and level 3 contact center? 2. Please clarify where will the contact center be set up? Can it be provided as a shared service from bidder's premise? 3. The department will provide the toll free lines, please confirm	Modified	1) Bidder to propose during the Bid submission based on RFP requirements. 2) As mentioned in Section 9.1, resources will be seated at IA&AD premise at Hyderabad. 3) Toll free lines shall be provided by IA&AD.
1058	Vendor_28	Vol-1	10.3	Track 3: Setting Up of Production environment in VPC, pg 51		• SI shall obtain rates from Telcos and include them in the financial bid, if required	bandwidth cost	Resale of bandwidth is not allowed as per TRAI guidelines. The department will need to enter into a tripartite agreement with the telecom provider. We request that the cost for bandwidth may be excluded from commercials	Modified	Vol-1 Section 10.3 has been modified
1059	Vendor_28	Vol-1	10.8	CPP Track-wise Responsibility Matrix, pg 54		Set up the Development, Testing, UAT, Pre-production and Training environments in VPC	Size of non prod environments not specified	1. Please confirm that from among the non-production environments, only the pre-prod environment is required to be set up in High availability. 2. Please specify the non prod environments should be what %age of the prod	Modified	Vol-1 Annexure B Section 5.3 has been modified.
1060	Vendor_28	Vol-1	10.8	CPP Track-wise Responsibility Matrix, pg 56		Set Up, configure and test Primary site and Disaster Recovery site of VPC for all phases of CPP application	The size of DR site is not provided	1. Please confirm the %age of DR in terms of DC compute 2. Please confirm that only production environment is required to be provisioned at the DR site	No Change	Vol-1 Annexure B Section 5.2 sufficiently addresses the Bidder's concern.
1061	Vendor_28	Vol-1	17	Human Resource Deployment requirements, pg 77		It is made clear that the entire team should be mandatorily deployed onsite at IA&AD provided premises at Hyderabad for project delivery at least up to Phase-1 Go-Live.	It may be difficult to position the complete team at Hyderebad	We request that this clause may be modified to allow the bidder to position only some key resources at IA&AD premises at Hyderabad and the remaining team at bidder's premise.	No Change	No Change
1062	Vendor_28	Vol-1	22.4	Compliance with Open Standards, pg 97		The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.		Please specify the features which are required to be implemented in the offline mode	Modified	Vol-1 Section 22.4 has been modified.
1063	Vendor_28	Vol-1	3.5	Objectives of CPP		The mobile application would support multiple languages and will have all functionalities of pensioner portal		In the FRS details - specific functionalities required for Mobile App are mentioned. Accordingly, the requirement here should be consistent.	Modified	Vol-1 Section 3.5 has been modified.
1064	Vendor_28	Vol-1	4.1	High level Functional Overview of services		Foreign service contribution maintenance		Is this same as - 'MAINTENANCE OF CONTRIBUTION DURING DEPUTATION' as mentioned in FRS details ?	No Change	Yes.
1065	Vendor_28	Vol-1	7.4	Other Requirements k.		The Bidder shall conduct vulnerability and penetration testing (from third party agency empanelled with CERT-In/ STQC) on the facility on each development milestone release as well as in each year during the O&M year and the report should be shared with IA&AD		The milestones on which the same should be conducted should be mutually decided during implementation phase by SI and IA&AD	No Change	No Change

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1066	Vendor_28	Vol-1	9.2	Pensioner helpdesk for Grievance redressal and Service Requests		The responsibility of resolving grievances lies with the users of grievance redressal cell of each state, either with the support of Pensioner helpdesk or otherwise.		State level users' onboarding is mentioned as part of Phase 2 requirements, whereas Grievance system is mentioned as part of Phase 1 requirements. It should be clarified that how functionalities envisaged in Phase 1, but requiring state level user access, will be handled ?	Clarification	In Phase-1, AG office users will use the Grievance redressal module. In Phase-2, once onboarded, the State level users will also use the Grievance redressal module.
1067	Vendor_28	Vol-1	11	Definition of "Go Live"		CPP project is envisaged for multiple Go-live releases as follows: 1) Two Go-Live releases in Phase-1 for onboarding the States in Model-2 (i.e., First Go-Live for Phase-1 Stage-1 for 6 Pilot States and Second Go-Live for Phase-1 Stage-2 for remaining 14 States) 2) Multiple Go-Live in Phase-2 for States onboarded in Model-1 (i.e., one Go-Live for each state in Phase-2) The Go-Live sign off will be given by IA&AD after completion of development and rollout of each phase as discussed in this chapter. After achieving acceptance of Phase-1 Stage-2, the 'Phase-1 Go-Live' acceptance would be provided by IA&AD. After achieving acceptance for all States of Phase-2, "CPP Go-Live" acceptance will be provided by IA&AD.		How will delays, if any on account of respective state government applications/ users be handled ? SI will not be responsible for delays on account of the same. Please clarify	No Change	Vol-3 Section 21 may be referred for clarification
1068	Vendor_28	Vol-1	13.2.3	Level-2 UAT Acceptance by States (Milestone acceptance)		As depicted in Figure 7 above, once Level-1 UAT acceptance is done, the CPP solution shall be deployed in Production environment. The Product Owner shall now inform the onboarded States to start using the System and provide their feedback on the functionalities, usability and performance of the CPP system within a stipulated timeframe. Once the feedback is received from these States, SI will be required to resolve the reported issues/defects, get these fixes validated by the Product Owner and re-deploy the application in Production environment. Once all the States provide their acceptance, the Product Owner shall provide 'Level 2 UAT acceptance'.		Any changes suggested by States should be considered in Change Management process, and should not impact the UAT acceptance and go-live.	No Change	No Change
1069	Vendor_28	Vol-1	18	Project Milestones				How will delays, if any on account of respective state government applications/ users be handled ? SI will not be responsible for delays on account of the same. Please clarify	No Change	Vol-3 Section 21 may be referred for clarification
1070	Vendor_28	Vol-1	22.4	Compliance with Open Standards		Mobile App - Offline – Online Mode The Mobile Application should work in both online and offline mode and have the capability to synchronize with the central application once the data generated in offline mode gets the required connectivity.		Mobile App is required for Pensioner services as mentioned earlier. Please elaborate as to what is meant by data generated in offline mode here ?	Modified	Vol-1 Section 22.4 has been modified.
1071	Vendor_28	Vol-1 Annexure D	1.1	Intended User Estimation, pg 102		IA&AD Users State Users Legacy Pensioners Pensioners (Per DDOs PSAs Year)		1. Please confirm that the user estimates for IA*AD users and State users will not increase substantially over the 8 years of O&M. 2. Can the bidder assume the concurrency of pensioners to increase year on year in the same proportion as the increase in the absolute count?	Clarification	Yes.
1072	Vendor_28	Vol-2	6.18.1	Pre-qualification (PQ) criteria, pg 33		Citations for the projects that were completed/started in the last five financial years (2015-2020) will be considered only for pre-qualification assessment.		We understand that projects which got completed before last 5 financial years but are still under active support from the bidder, can be provided. Please confirm	Modified	Vol-2 Section 6.18.1 has been modified.

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1073	Vendor_28	Vol-2	6.18.3.2	(S.2) Technologies proposed for CPP Application, pg 47		Preference shall be given to the Bidder who shall provide the maximum OEM/3rd party components as PaaS offerings. PaaS offerings may directly be provided by CSP as Managed services. However, in case the CSP does not have certain component(s) available as Managed service, the Bidder may bundle the licensed component(s) as a 'service' to IA&AD (including the support/warranty of that component(s)). The objective is to entail that the front-loading of the costs to IA&AD are minimized and the payments for the various products/services are moderated on pay-as-you-go model.		Proposing components as a PaaS to IA&AD which are not coming as a managed service from the CSP will substantially increase the negative cash flow. Request that	No Change	Query not clear.
1074	Vendor_28	Vol-2	7	Track-wise Deliverables, pg 88		D23 User support E-learning (Videos, online Tutorials, FAQs, etc)		Please provide the number of videos to be developed and average duration of the videos	No Change	Bidder to decide during the implementation phase based on RFP requirements.
1075	Vendor_28	Vol-2	7	Track-wise Deliverables, pg 89		D26 MIS reports The Bidder shall design MIS reports and dashboards using the reporting/BI solution to fulfil the requirements of CPP project		1. Please provide the number of users who will have access to the BI solution to view reports. 2. please provide the number of users who will have access to drill down capabilities	No Change	Refer Vol-1 Annexure A & D for details pertaining to volumetrics and role-based access of CPP functionalities.
1076	Vendor_28	Vol-2	9.9	Format 4A. Project Citation Format, pg 119		Name of the project Client for which the project was executed Name and contact details of the client Copy of Work Order		There might be some projects which are under NDA and for which name of the customer, contact details, exact cost of the project, and copy of work order can't be shared. We request that anonymized citations may be allowed in such cases. Instead of work order, a letter from Company Secretary may be allowed. And such projects may be exempted from customer reference calls.	Modified	Vol-2 Section 6.18.1 has been modified.
1077	Vendor_28	Vol-2	6.18.5	Conditions for Commercial Bid Evaluation / Pg 172		IA&AD reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.	observation	Successful bidder shall submit declaration wrt. to taxes paid for the period of the contract.	No Change	No Change
1078	Vendor_28	Vol-2	6.18.5	Conditions for Commercial Bid Evaluation / Pg 172		If the price for any of the services is not explicitly quoted in the commercial bid or mentioned as Zero/NIL, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and IA&AD has the right to source services for which no price was quoted or quoted as zero, from the bidder at no additional price.	observation	IA&AD will not be charged additionally for any line item mentioned in commercial Bid as Zero /Nil. However, if such goods/Services are procured for Qty different than the agreed BoM, SP shall provide unbundled unit price which shall be charged to IA&AD separately.	No Change	No Change
1079	Vendor_28	Vol-2	6.19.4	Performance guarantee / Pg 183		The PBG should be furnished within 15 days from notification of award or on or before signing of the contract, and should be valid till the entire term of the agreement	observation	Kindly allow the submission of PBG within 30 days of receiving of LOI.	No Change	No Change
1080	Vendor_28	Vol-2	6.19.5	Signing of contract / Pg 184		Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, the Proposal of the Bidder, terms and conditions regarding implementation of project, between IA&AD and the successful Bidder	observation	Request to pls include in the clause that contract is signed within 30 days from receipt of PBG from the successful bidder.	No Change	No Change
1081	Vendor_28	Vol-2	6.19.7	Repeat Order/ Pg 184		IA&AD reserves the right to increase the quantity upto 25% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 3 years from the date of contract signing.	observation	Kindly amend the clause to agree to repeat order upto 5% as specified in the schedule of requirements without any change in the unit price or other terms and conditions within the agreed delivery schedule within a period of 1 year from the date of contract signing kick off contract.	No Change	No Change
1082	Vendor_28	Vol-2	8.1	Payment Principles / Pg 197		Payments for Human resources for Development milestones (i.e., M1, M2 or M3) shall be due on UAT Level – 1 Acceptance and Go-live of these milestones respectively as per BoQ Format 12A.	observation	Request you to please allow for Payment for Human resource for Development be linked to Development milestones and not entirely paid on UAT & Golive.	No Change	No Change

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1083	Vendor_28	Vol-2	8.1	Payment Principles / Pg 198		For infra, security components/ services, M0 is an interim Payment milestone. Payment for M0 would be made at the setup of all environments specified in Track 1 as well as DC-1 & DC-2 for Phase-1 Stage 1, OR 05 Months from the Contract signing date, whichever is later. The payable amount for this interim milestone shall be based on the Payment plan shared in BoQ Formats 11.	observation	Pls modify the clause to be read as -For infra, security components/ services, M0 is an interim Payment milestone. Payment for M0 would be made at the setup of all environments specified in Track 1 as well as DC-1 & DC-2 for Phase-1 Stage 1, OR 05 Months from the Contract signing date, whichever is later, OR 05 Months from the project kickoff, whichever is later. The payable amount for this interim milestone shall be based on the Payment plan shared in BoQ Formats 11.	No Change	No Change
1084	Vendor_28	General				General	observation	Pls include the clause - All Payement shall be released within 30 days from date of invoice and milestone due whichever is later. Delayed Payments shall attract penal interest @1.5% per month or part thereof.	No Change	No Change
1085	Vendor_28	General				General	observation	All Hardware shall be procured and its title ownership shall be transferred in name of purchaser at the time of delivery	No Change	Vol-1 Annexure C Section 3.1 sufficiently addresses the Bidder's concern.
1086	Vendor_28	General				General	observation	All sofwtare shall be procured in name of purchaser.	No Change	Vol-1 Annexure C Section 3.1 sufficiently addresses the Bidder's concern.
1087	Vendor_28	General				General	observation	All hardware & Software shall be billed 100% of Delivery with GST. While payment shall be paid as per agreed payment terms	No Change	No Change
1088	Vendor_29	Vol-1 Annexure D	1.1			Intended User Estimation	What is the maximum concurrent Pensioners per second on CPP portal	This helps us to identify the right tech stack and architecture	No Change	Existing clause sufficiently addresses the Bidder's concern.
1089	Vendor_29	Vol-1 Annexure D	1.1			Intended User Estimation	What is the maximum Admin (DDO/PSA/AG) users per second on CPP portal	This helps us to identify the right tech stack and architecture	No Change	Bidder to derive based on Volumetrics provided in Vol-1 Annexure D and functionalities / user roles provided in Vol-1 Annexure A.
1090	Vendor_29	Vol-1 Annexure D	1.1			Intended User Estimation	What is the maximum MIS users per second	This helps us to identify the right tech stack and architecture	No Change	Bidder to derive based on Volumetrics provided in Vol-1 Annexure D and functionalities / user roles provided in Vol-1 Annexure A.
1091	Vendor_29	Vol-1	5.3	Security		Security	What SIEM area are we looking for? 1. Security – Login failed, SQL access rule violation, user login from new system/ IP address. 2. Compliance – Data access activities, user access management activities, and login success/fail. 3. Operation – Login success/failure, SQL syntax errors, procedure management activities.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1092	Vendor_29	Vol-1	5.3	Security		Security	What is the freequency for the Audit of Network, Server and Application security mechanisms.		No Change	Vol-1 Section 10.2.2 sufficiently addresses the Bidder's concern.
1093	Vendor_29	Vol-1				Glossary of Acronyms	What GIS operations are You looking for? It was mentioned in Page 7 of 97 - RFP Volume-1| Project Name CPP. Please ellobarate.		Modified	Vol-1 Glossary has been modified.
1094	Vendor_29	Vol-1	7.3	Hosting requirements		Hosting requirements	Can you please share the current data center details.		No Change	No existing Tools, Application or System available for re-use in CPP.
1095	Vendor_29	Vol-1	1.1			Hosting requirements	Are you using any Cloud Platform already? If not then do you recommend any cloud platform.		No Change	No existing Tools, Application or System available for re-use in CPP.
1096	Vendor_29	Vol-1	1.1			Hosting requirements	Are you expecting Cloud Agnostic Tools and Technologies or Cloud Native Tools and Technologies?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1097	Vendor_29	Vol-1	1.1			Objectives of CPP	Are you recommending Open Source Techstack or OEM for Portal Development?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1098	Vendor_29	Vol-1	5.6	Portability		Portability - No OEM specific functionality of DBMS to be used, which may become obstacle in changing RDBMs at a laterstage.	What are DBMS or RDBMS Data bases are in use currently?		No Change	No existing Tools, Application or System available for re-use in CPP.
1099	Vendor_29	Vol-1	5.6	Portability		Portability - The solution should also be compatible to platforms commonly available in mobile devices.	Are you expecting a Mobile App Development as well or Web Portal should be viwed in all Mobile Devices?		Clarification	Refer Vol-1 Annexure A Section 16 for more details.
1100	Vendor_29	Vol-1	5.7	Manageability		Manageability	Are you expecting monitoring solution for only Web Portal or Infra as well?		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.

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1101	Vendor_29	Vol-1	7	Requirements for setting up Datacenters in Virtual Private Cloud (VPC)		Requirements for setting up Datacenters in Virtual Private Cloud (VPC) - Infrastructure components and services in a MeiTY empaneled Virtual Private Cloud environment in a phased manner	Any Recommendation from CAG on MeiTY empaneled Virtual Private Cloud environment?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1102	Vendor_29	Vol-1	23			Exit Management / Transition Requirements	Who is the incumbent IT Service Provider and Transition is in scope?		No Change	Existing clause sufficiently addresses the Bidder's concern.
1103	Vendor_29	Vol-1	8.1			Training / capacity building of Product Owner's core team	Training Duration can be excluded from the Produce Development Duration or Training duration is part of Development Timeframe?		No Change	Existing clause sufficiently addresses the Bidder's concern.
1104	Vendor_29	Vol-1	1.1			Online Help	Are you expecting the Help Content in Text format as well as Videos? Or either of the medium would be fine?		No Change	Existing clause sufficiently addresses the Bidder's concern.
1105	Vendor_29	Vol-1	9.1	CPP Contact Centre Requirements		CPP Contact Centre Requirements - The Level 1 Functional support shall be manned by IA&AD officials at the local level.	Shall we consider L1 Support is out scope for SI?		No Change	Yes.
1106	Vendor_29	Vol-1	9.2	Pensioner helpdesk for Grievance redressal and Service Requests		Pensioner helpdesk for Grievance redressal and Service Requests	Picture: Figure 3 Grievance redressal and CPP Contact Center shows only L1 Functional Support managed by IA&AD team, how about L1 Technical Support?		No Change	There is no L1 Technical Support.'L1 Functional Support' team shall report the unresolved issues to 'L2 Technical Support' team as already mentioned in Section 9.1.
1107	Vendor_29	Vol-1	9.6	Team for Operations & Maintenance of CPP		Team for Operations & Maintenance of CPP	The Operation andMaintenance team of the Bidder shall be based at Bidders Office Premises as well instead of IA&AD premises at Hyderabad for the entire duration of the project.		No Change	No Change
1108	Vendor_29	Vol-1				Track 1: Setting up of Development, Testing, UAT, Training and PreProduction environments in Virtual Private Cloud	What is your recommendation for CI/CD Implementtion? Open Source set or Cloud Native Tool Set?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1109	Vendor_29	Vol-1	22.3			Compliance to IndEA Framework - Proposed solution should be exposing the services in a Service Oriented Architecture (SOA).	Are you fine with Microservices Architecture Instead of Service Oriented Architecture (SOA)?		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1110	Vendor_29	Vol-1	22.4			Integration with Existing IT Applications: SI should ensure that the proposed solutions are having necessary interfaces for data exchange with the existing IT applications.	Can you please share the list of Existing IT Applications considered for Integrations?		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
1111	Vendor_29	Vol-1	22.4			18) Mobile App - Offline – Online Mode	Separate Mobile Application Development is requried or Web Portal can be viewed in Mobile Devices is fine? If Mobile App is requried then Please suggest whether you want hybrid app or only Android or iOS?		Modified	Vol-1 Section 22.4 has been modified.
1112	Vendor_29	Vol-1 Annexure D	1.2.1	Legacy Data		IA&AD has the legacy records of approximately 55,00,000 pensioners	Where is this 55,00,000 persons data is stored? Pleas share the details		No Change	Existing clause sufficiently addresses the Bidder's concern.
1113	Vendor_29	Vol-1 Annexure D	1.2.1	Legacy Data		Electronic records available in existing IT systems used by various AG offices.	What is the database used for this electronic records and what is the tech stack for the IT Systems?		Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
1114	Vendor_29	Vol-1 Annexure D	1.2.1	Legacy Data		However, the CPP system must be able to integrate with the document storage system (DMS) of the digitized data, as and when the digitization and DMS creation iscompleted.	What is the technology or tech stack used for Document Storage System (DMS)? Do we need to integrate with portal or do we need to migrate this data as well and sunset DMS?		Modified	Vol-1 Section 10.8, Vol-1 Annexure A Sections 19.2.2 & 26, Vol-1 Annexure D Section 1.2.1 have been modified.
1115	Vendor_29	Vol-1 Annexure D	1.2.1	Legacy Data		As mentioned in point 1, this data would be migrated to the new database of the CPP application.	Can you please share the Data Size for Structured and Unstructured Data? Please share where the Structured Data is stored? Please share unstructured data formats (eg: PDF, JPG, DOC, PNG etc,,,,)		No Change	Existing clause sufficiently addresses the Bidder's concern.

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1116	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 5 - Sales turnover From IT Consultancy/IT Advisory Services		The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 – 19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT advisory/System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.	Request you to modify the criteria as under - 'The Bidder should have an annual turnover of not less than INR 1000 Crores p.a. in each of the three financial years F.Y 2017-18, 2018 – 19, 2019-20) . This turnover should be on account of the turnover of the Company directly participating in the Bid (from IT consultancy/IT Services / System integration services) and not the Composite turnover of its subsidiaries/sister concerns etc. Note: Excluding Supply of hardware.'	Suggesting criteria on turnover which is reflected in our Balance Sheet	Modified	Vol-2 Section 6.18.1 has been modified.
1117	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 9 - Technical Capacity		Documents required - Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details	As our projects are covered under confidentiallity and Non-Disclosure Agreement therefore we shall not be able to share the copy of Work Order. We shall be able to provide letter of our Company Secretary instead of Work Order. Request you to modify the criteria	As our projects are covered under confidentiallity and Non-Disclosure Agreement therefore we shall not be able to share the copy of Work Order.	Modified	Vol-2 Section 6.18.1 has been modified.
1118	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 10 - Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud		Documents required - Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details	As our projects are covered under confidentiallity and Non-Disclosure Agreement therefore we shall not be able to share the copy of Work Order. We shall be able to provide letter of our Company Secretary instead of Work Order. Request you to modify the criteria	As our projects are covered under confidentiallity and Non-Disclosure Agreement therefore we shall not be able to share the copy of Work Order.	Modified	Vol-2 Section 6.18.1 has been modified.
1119	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria		Citations for the projects that were completed/started in the last five financial years (2015-2020) will be considered only for pre-qualification assessment.	Request you to remove the criteria as this is quite restrictive in nature	Request you to remove the criteria as this is quite restrictive in nature	No Change	No Change
1120	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 9 - Technical Capacity		The Bidder should be an IT solutions- provider incorporated in India and should have successfully implemented similar project(s) in the three financial years i.e., F.Y 2017-18, 2018 -19, 2019-20):i. One System Integration / e-Governance project of minimum – INR 250 Crore OR ii. Two System Integration / e- Governance project of minimum– INR 150 Crore OR Three System Integration / e Governance projects of minimum– INR 100 Crore	Request you to modify the criteria as under - The Bidder should be an IT solutions- provider incorporated in India and should have successfully implemented similar project(s) in the three Five financial years i.e. F.Y. 2014 -15,2015-16, 2017-18, 2018 -19, 2019-20): i. One System Integration / e-Governance project of minimum – INR 250 Crore 200 Cr OR ii. Two System Integration / e- Governance project of minimum– INR 150 100 Cr Crore OR Three System Integration / e Governance projects of minimum– INR 100 Crore 75 cr	Suggesting criteria to provide the relevant projects for the criteria	Modified	Vol-2 Section 6.18.1 has been modified.

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1121	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 10 - Bidder's experience in Developing IT applications that are hosted on Virtual Private Cloud		The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure and managed services in India during the three financial years (i.e., F.Y 2017-18, 2018 -19, 2019-20) as below: - One project of not less than 100 Cr OR - Two projects each of not less than 50 Cr OR - Three or more projects each of not less than 25 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers/scanners, non-DC accessory components and any other on-premises data-centre components/ services shall not be counted for Project value.	Request you to modify the criteria as under - The Bidder should have successfully implemented similar IT project(s) using Cloud's infrastructure/ Virtualised Enviornment/hosted and managed services in India during the three Five financial years (i.e., F.Y 2014-2015 ,2015-2016,17-18, 2018 -19, 2019-20) as below: - One project of not less than 100...50 Cr OR - Two projects each of not less than 50 Cr...25Cr OR - Three or more projects each of not less than 25 ..10 Cr On Going Projects: Project should be Live and in Operations and Maintenance phase. Note: Supply of PC, Laptop, Printers/scanners, non-DC accessory components and any other on-premises data-centre components/ services shall not be counted for Project value.	Suggesting criteria to provide the relevant projects for the criteria	Modified	Vol-2 Section 6.18.1 has been modified.
1122	Vendor_32	Vol-2	6.18.1	Pre-qualification (PQ) criteria; Sno 8 - Blacklisting and Debarment		The Bidder and any of the OEM providers including but not limited to the Cloud Service Provider: a) shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU or any other Central Government institutions in India for any reason as on the last date of submission of the Bid. AND b) should not have been convicted/ debarred • Under the Prevention of Corruption Act,1988; OR • The Indian Penal Code OR • Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. c) should not have been under the debarred list as per GFR 2017, Rule 151	We would like to inform that we can provide this undertaking for ourselves ONLY and not on behalf of the OEM's	We would like to inform that we can provide this undertaking for ourselves ONLY and not on behalf of the OEM's	No Change	No Change
1123	Vendor_32	Vol-2	9.34 Format 12. Client References			Format as per RFP	Request you to delete the Format 12 - Client References as our projects are under Confidentiallity and Non-Disclosure Agreement and we shall not be able to share it as RFP response	We would like to inform that we can provide this undertaking for ourselves ONLY and not on behalf of the OEM's	No Change	No Change
1124	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		DR drills need to be performed by the Bidder half yearly and/or on demand basis to check disasterpreparedness as specified in Annexure B of this document.	Is DR automation using ADR tool expected OR manual method, kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1125	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		Backup of non-production and production environment will be daily incremental, weekly full and monthly full. The period of retention of backups for weekly will be 30 days and for monthly backups will be 90 days	Backup of non-production workload is must to consider for backup, kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1126	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		Backup of non-production and production environment will be daily incremental, weekly full and monthly full. The period of retention of backups for weekly will be 30 days and for monthly backups will be 90 days	Also clarify is it only 90 days retention to be considered for overall backup OR any yearly backup and retention to be factored, kindly clarify.		Modified	Vol-1 Section 7.4 has been modified.
1127	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		Bidder shall provide Private static IP address for all the VM's and provide minimum of 10 Public IP address each in DC-1 and DC-2. All infrastructure being implemented should be ready with IPv6 from day 1.	DC-1 refers to Production site and DC-2 refers to DR site, kindly clarify.		No Change	Yes.
1128	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		The infrastructure provisioned by the Bidder must be scalable.	Bidder understood is that, no physical hardware applicable for scalability and only Infra config to be scalable logically, kindly clarify.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1129	Vendor_32	Vol-1	7.4 Other Requirements	Other Requirements		The selected biddershould configure,schedule and manage backups of all the data including but not limited to files, folders, images, system states, databases and enterprise applications as per the backup policy.	Is entire Production data, VM's, Containers, DB, Files, Images has to be part of backup irrespective of severity of the application, kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.

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1130	Vendor_32	Vol-2	6.18.3.2 (S.2)	Technologies proposed for CPP Application		Backup/archived data/files must be stored in an additional Datacentre (in addition to DC-2) which lies at a distance of atleast 300 kms from either DC-1 or DC-2.	Bidder understing is that, 1st copy of backup has to be performed at DC-1 and archival at DC-2, kindly provide more info regarding the point.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1131	Vendor_32	Vol-1	16.2.5	IT Infrastructure		Infrastructure readiness of field A & E offices as well as the different State Government entities.	Kindly provide more info regarding the point, as per bidder understanding Infrastructure readiness has to be done at DC-1 and DC-2.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1132	Vendor_32	General				Generic	Bidder want to know more details about RTO and RPO expectation.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1133	Vendor_32	General				Generic	Is DC-2 expected to be passive OR active, kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1134	Vendor_32	General				Generic	Can the Infrastructure considered with auto-scaling method, kindly clarify.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1135	Vendor_32	General				Generic	Open-source/Community edition DB and OS editions can be considered for solution, kindly clarify.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1136	Vendor_32	General				Generic	Can entire infra solution allowed on Containerized deployment method.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1137	Vendor_32	General				Generic	Kindly provide any CSP specific services expected to be considered for Infrastructure solution, kindly provide more info regarding the deployment architecture.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1138	Vendor_32	General				Generic	Is DR infra sizing has to be 100 percent replica of production site has to be factored OR any custom sizing need to be followed, kindly clarify.		No Change	Refer the Technical requirements and specs that have been released in Vol-1 Annexure B & C on 28 July 2021.
1139	Vendor_32	Vol-1	3.5	Objectives of CPP		Model-2: (For those states with their own pension module) – In this model, the idea is to integrate the CPP application with the HR/Pension module of the States' IFMS applications such that data needed for pension processing be made available in the CPP system. Only the processes involved in AG (A&E) offices are to be developed in CPP system.	It may not be feasible to have separte integration of CPP to HR/Pension system of each state.	Suggest to define a common APIs format for exchange of data between CPP and allstates owned systems. Onboarding/coordination of states should be owned by IA&AD	No Change	a) Not possible b) Vol-1 Section 16.2.4 sufficiently addresses the Bidder's concern.
1140	Vendor_32	Vol-1	13.1	Adapting Agile for CPP project		IA&AD envisages to employ Agile based methodology for the development and implementation of the CPP IT solution.	The basic construct of Agile is demand changes in requirements whereas the price and timelines would be fixed. Hence Agile with FPP (Fixed price project) is not a suggested model.	We suggest iterative development methodology.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1141	Vendor_32	Vol-1 Annexure D	1.2.1	Legacy Data		Assuming existing DB size of the pension-related data in one AG office to be 25 GB. For 20 offices, the legacy DB data size would be approximately between 475-500 GB	Request to provide the database details of these 20 offices and also the state DBs whicg are to be migrated to CPP	This should help th SI to plan the ETL tool required for the migration to CPP	Modified	Vol-1 Annexure A Sections 11 and 25 have been updated with additional details regarding integration with HRMS/IFMS systems.
1142	Vendor_03	Vol-1	7.4	Other Requirements		7.4 Other Requirements c. The database server storage has to be provided on high- speed disks for better performance.	The database server storage speed, iops specific details to be added.	Cloud Block Storage service should support 3 IOPS/GB and maintain it consistently at scale	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1143	Vendor_03	Vol-1	8.2 (Table S No.5) Page 32			Level 1, Level 2 and Level 3 Processors	This seems to be a typo as there are no classification of Processors	Level 1, Level 2 and Level 3 Processes	Modified	Vol-1 Section 8.2 has been modified.
1144	Vendor_03	Vol-2	6.18.1 SNo. 8 Page 30			The Bidder and any of the OEM providers including but not limited to the Cloud Service Provider: a) shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU or any other Central Government institutions in India for any reason as on the last date of submission of the Bid. AND b) should not have been convicted/ debarred • Under the Prevention of Corruption Act,1988; OR • The Indian Penal Code OR • Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. c) should not have been under the debarred list as per GFR 2017, Rule 151	We would request CAG to accept only the non-blacklisting certificate from the CSP	The Bidder and any of the OEM providers including but not limited to the Cloud Service Provider: a) shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/PSU or any other Central Government institutions in India for any reason as on the last date of submission of the Bid.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
1145	Vendor_03	Vol-2	6.18.1 SNo. 11 Page 32			CSP must have commissioned/in progress a minimum of 2 successful deployments of IT projects in three financial years (i.e., F.Y 2017-18, 2018-19, 2019-20), with each project's total Infrastructure cost of atleast 50 Crores (including O&M period). Copy of work order / client certificates. Completion certificates from the client; OR Work order + Self certificate of completion with details	Cloud is offered on a self-service basis, typically there are no contracts signed between customer and CSP. Usually Government customers procure cloud services indirectly from our authorized partners. We do not have any work orders/agreements to this effect. Our referenceable public sector customers testimonials are available on our website in form of public case studies. We would request CAG to accept a self declaration with the links to the website as the documentary evidence.	Request CAG to accept a self declaration with the links to the website as the documentary evidence.	Modified	Vol-2 Section 6.18.1 has been modified.
1146	Vendor_03	Vol-2	9.35 - Format13- Manufacturers Authorization Format			Format 13. Illustrative Manufacturers'/Producers' Authorization Form	Current MAF format is not aligned to the cloud requirements ,the Current MAF format is aligned with hardware OEM and Software license provider, request the customer to accept the standard MAF format from CSP	Request the customer to accept the standard MAF format from CSP	Modified	Vol-2 Section 9.35 has been modified.
1147	Vendor_03	Vol-2	6.18.3.2 (S.2) Technologies proposed for CPP Application			Availability of OEM/3rd party components/services as PaaS	Request to consider the following points: 1. BPM, BRE are not typically CSP Managed /Native Services, and hence it should be excluded from the "Critical Components marking scheme". Also, HIPS, SIEM are covered in the Security solutions. 3 Since its a complex project it will require multiple Managed security solutions not limited to SIEM and HIPS. 3. Hence, It is recommended that List of Managed Services to be expanded to include atleast 8 Critical components namely 1. Managed Database 2. Managed Security services 3.IDAM/LDAP 4. Managed Dedicated HSM 5. Container Orchestration 6. FTP Services 7. Managed Hadoop System	Request to consider the following points: 1. BPM, BRE are not typically CSP Managed /Native Services, and hence it should be excluded from the "Critical Components marking scheme". Also, HIPS, SIEM are covered in the Security solutions. 3 Since its a complex project it will require multiple Managed security solutions not limited to SIEM and HIPS. 3. Hence, It is recommended that List of Managed Services to be expanded to include atleast 8 Critical components namely 1. Managed Database 2. Managed Security services 3.IDAM/LDAP 4. Managed Dedicated HSM 5. Container Orchestration 6. FTP Services 7. Managed Hadoop System	No Change	Existing clause sufficiently addresses the Bidder's concern.
1148	Vendor_03	Vol-2	6.18.3.2 (S.2) Technologies proposed for CPP Application			Location of Backup/Archived Data- Backup/archived data/files must be stored in an additional Datacentre (in addition to DC-2) which lies at a distance of atleast 300 kms from either DC-1 or DC-2.	Location of Backup/Archived An additional offsite backup at DC-3 (3rd/third location in addition to DC-1 or DC-2 for application data, Backup/archived data/files) must be kept at a distance of atleast 300 kms from either DC-1 or DC-2 , even if it warrants engagement of a different CSP.	Location of Backup/Archived An additional offsite backup at DC-3 (3rd/third location in addition to DC-1 or DC-2 for application data, Backup/archived data/files) must be kept at a distance of atleast 300 kms from either DC-1 or DC-2 , even if it warrants engagement of a different CSP.	No Change	Existing clause sufficiently addresses the Bidder's concern.
1149	Vendor_03	Vol-2	6.18.3.2 (S.2) Technologies proposed for CPP Application			The Bidder must have experience of at least two successful, similar sized project implementations done on the proposed Database services for other clients, and can provide relevant evidence of such project implementations in the cloud model.	The Bidder must have experience of at least two successful, similar sized project implementations for other clients, and can provide relevant evidence of such project implementations.	The Bidder must have experience of at least two successful, similar sized project implementations for other clients, and can provide relevant evidence of such project implementations.	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
1150	Vendor_03	Vol-2	Technical Evaluation			Suggestion	It is recommended that as part of evaluation process, PoC/Demo be included in the Technical evaluation and marks be added accordingly. The Proof of Concept (POC) to be based on existing sample data for proposed CPP system and should include CSP capabilities such as Managed Database, Analytics AI/ML, Data Lake system, Managed Security etc along with Dashboards and reporting. The system used for POC should be identical to the software proposed in the Bidder's proposal.	It is recommended that as part of evaluation process, PoC/Demo be included in the Technical evaluation and marks be added accordingly. The Proof of Concept (POC) to be based on existing sample data for proposed CPP system and should include CSP capabilities such as Managed Database, Analytics AI/ML, Data Lake system, Managed Security etc along with Dashboards and reporting. The system used for POC should be identical to the software proposed in the Bidder's proposal.	No Change	Vol-2 Section 6.18.3.7 sufficiently addresses the Bidder's concern.
1151	Vendor_03	Vol-1	Technical Evaluation			QCBS selection- 70:30	It is recommended that QCBS selection to be 80:20 (80 Technical and 20 commercial)	It is recommended that QCBS selection to be 80:20 (80 Technical and 20 commercial)	No Change	No Change
1152	Vendor_03	Vol-2	Commercial Format			Suggestion	It is to be clarified in the RFP that " Infrastructure sizing to be done by the bidder for the volumetric/workload as defined in this RFP, and the performance SLAs as define din this RFP should be met. In case if there is any requirement of additional Infrastructure for the defined workload/volumetric to meet the SLAs, it is to be borne by the bidder"	It is to be clarified in the RFP that " Infrastructure sizing to be done by the bidder for the volumetric/workload as defined in this RFP, and the performance SLAs as define din this RFP should be met. In case if there is any requirement of additional Infrastructure for the defined workload/volumetric to meet the SLAs, it is to be borne by the bidder"	Modified	Vol-2 Section 7.2 has been modified.
1153	Vendor_04	Vol-1 Annexure C	16	Contact Centre Solution for Service Desk	118	The proposed solution should provide facility for call recording and archiving of the recordings. These call recordings should be available to L2/L3 personnel.	This is out of scope for us. Bidder should comply to this		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1154	Vendor_04	Vol-1 Annexure C	16	Contact Centre Solution for Service Desk	118	The proposed solution shall provide a web-based service support system to automate call-based and chat based real-time interactive support.	Call based system is out of scope for us. Helix chatbot is SAAS only as of now hence on prem deployment will be ab issue.We can integrate with third party chatbot and telephony systems		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1155	Vendor_04	Vol-1 Annexure C	16	Contact Centre Solution for Service Desk	119	The solution should provide the capability to search previously saved call details, call recordings, previously saved tickets from same call (to be automatically populated) to help agent resolve the current issue at hand faster.	Out of scope for us. Bidder to comply		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1156	Vendor_04	Vol-1 Annexure C	16	Contact Centre Solution for Service Desk	119	The Contact centre should be able to automatically route the calls to the preferred agent based on the extension selected.	Bidder to comply		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1157	Vendor_04	Vol-1 Annexure C	17	ITSM (Helpdesk) Solution	121	Auto allocation of incidents: The proposed solution shall provide the flexibility of automated incident assignment based on metrics such as analyst workload, category, location, repetitiveness of the incidents and standard incident queries, etc.	Repetitive incident recognition will be manual process. Flag can be set for repetitive incidents, which can then be auto assigned to a specific group		No Change	Existing clause sufficiently addresses the Bidder's concern.
1158	Vendor_04	Vol-1 Annexure C	13.1	Server Monitoring	103	The solution should have the capabilities to collect and analyze performance data from the operating system and installed applications and use historical patterns to evaluate against performance baselines.	The solution should be capable of collecting and analyzing performance data from the operating system, installed applications, storage devices, and physical machines and using historical patterns to evaluate against performance baselines.		Modified	Vol-1 Annexure C Section 13.1 has been modified.
1159	Vendor_04	Vol-1 Annexure C				new point	The solution shall leverage predictive analytics when monitoring resources, raising predictive alerts when potential service degrading trend is observed		Modified	Vol-1 Annexure C Section 13.1 has been modified.
1160	Vendor_04	Vol-1 Annexure C				new point	The solution provides the ability to automate the escalation of events. If the state of an event does not improve or worsens during a specified timeframe, the severity of the event can be escalated. In addition, event escalation can trigger a notification, trouble ticket generation, or both.		No Change	Existing clause sufficiently addresses the Bidder's concern.

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1161	Vendor_04	Vol-1 Annexure C				new point	The solution should provide out of the box policies that reduce event clutter and improve MTTR ex: Blackout, Auto Closure, Correlate, Recurrence, Suppression, etc.,		No Change	Existing clause sufficiently addresses the Bidder's concern.
1162	Vendor_04	Vol-1 Annexure C				new point	The solution should be able to follow log patterns based on IT environment health. When the number of log entries that match this pattern change by an unusual amount – either positively or negatively, the solution should get an "out-of-bound" anomaly that signals an issue. Ex: Maybe large numbers of users have lost access to a particular server, or their access has increased unexpectedly. There may well be configuration changes related to access lists (ACLs) that you need to address in either case.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1163	Vendor_04	Vol-1 Annexure C				new point	The solution should OOTB establish a learned baseline that reflects typical utilization patterns over the week. Ex: Monday mornings: 85 – 95% utilization, Saturday afternoons: 65 – 75% utilization, and so on		No Change	Existing clause sufficiently addresses the Bidder's concern.
1164	Vendor_04	Vol-1 Annexure C				new point	The solution should OOTB be capable of doing predictive event management like getting an early warning for the potential problem before they impact users or businesses.		Modified	Vol-1 Annexure C Section 13.1 has been modified.
1165	Vendor_04	Vol-1 Annexure C				new point	The solution should OOTB be able to do probable cause analysis like correlating related events and identifying anomalies to troubleshoot more accurately and address the root cause more quickly. Ex: Server is running slow due to excessive processing time by looking at related system events that are collected that suggest an issue with the Server's memory.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1166	Vendor_04	Vol-1 Annexure C				new point	The solution should OOTB be able to reduce false alarms or noise from multiple sources to minimize the incident count.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1167	Vendor_04	Vol-1 Annexure C				new point	The solution should consist of predefined correlation rules and policies instead of manually defining and configuring them.		No Change	Existing clause sufficiently addresses the Bidder's concern.
1168	Vendor_04	Vol-1 Annexure C				new point	The solution should be able to identify the root cause and optimize incident ticket creation by adding a summary and routing based on CI information in our configuration management database(CMDB).		No Change	Existing clause sufficiently addresses the Bidder's concern.
1169	Vendor_04	Vol-1 Annexure C				new point	The solution should be able to create an incident ticket with business impact based on the service or application model created in our CMDB		Modified	Vol-1 Annexure C Section 13.1 has been modified.
1170	Vendor_04	Vol-1 Annexure C				new point	The proposed solution should leverage the capability of continual data streaming from the monitoring agent to the Server without the need for polling. In the event of a network failure, the agent should have the ability to cache the data and resume streaming once the network is available		No Change	No Change
1171	Vendor_04	Vol-1 Annexure C				new point	The proposed solution should be able to monitor the secure/non-secure file transfers between our and partner hosts or cloud resources like S3, AFS, GCS, etc.		No Change	No Change
1172	Vendor_04	Vol-1 Annexure C				new point	The proposed solution should have an OOTB log and event analytics solution with Machine learning algorithms for analyzing log patterns to identify rare and anomalous occurrences in the log pattern around the time of event generation		No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
1173	Vendor_04	Vol-1 Annexure C				new point	The proposed solution should have the ability to leverage machine learning capability on top of user-defined alerting thresholds and dynamically baseline the acceptable resource utilization thresholds in order to reduce unwanted event noise		No Change	No Change
1174	Vendor_01	Vol-1 Annexure C	Section-13.2 - APM - Point 28			The proposed solution must be able to provide the IAAD Officials/ IT team the flexibility to create artificial/synthetic users for executing business transactions and monitor real time application/service performance characteristics.	Does this point means that solution should help the IAAD team to create real and synthetic users from the APM platform?	Synthetic monitoring and real user monitoring are two separate features of an APM solution.Our recommendation to the customer is to clearly articulate whether this requirment is purely from the capability of monitoring synthetic and real user traffic. Or whether the IAAD team should have tight role based user access control capability to create users and define the role of the users using the APM platform	No Change	Existing clause sufficiently addresses the Bidder's concern.
1175	Vendor_01	Vol-1 Annexure B	Section-13.2 - APM					There is an existing APM solution being used by CAG team. Is there a need to integrate the monitoring of CPP project with the existing application performance monitoring landscape. This is not mentioned in RFP.	No change	No existing Tools, Application or System available for re-use in CPP.
1176	Vendor_01	Vol-1 Annexure C	Section-13.2 - APM					Currently, the application performance monitoring requirements and Specs are included under the "Managed Enterprise Monitoring Services". As application performance monitoring is a separate and critical domain altogether, we must remove the APM portion from EMS section and create a separate section for it altogether. As this is standlone software and many APM players work in this domain. So pl remove this from EMS section and put that as seprate section.	No Change	No Change
1177	Vendor_01	Vol-1 Annexure B	Section-13.2 - APM					Can we propose a MEITY approved SaaS based APM platform (Point of presence is Mumbai region) to cater the application performance monitoring requirements?	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1178	Vendor_20	Vol-1 Annexure B	6 Managed Database Services (Page 78)			The Bidder shall provide either SQL and/or NO SQL / databases as managed service.	Need to confirm if expectation is PaaS services for databases from CSP or bidder can propose managed database on IaaS model (It can save cost of database licenses and flexibility to containerized or setup database on VM's.		No Change	Bidder to propose during the Bid submission based on RFP requirements.
1179	Vendor_20	Vol-1 Annexure B	5.1 Infrastructure Guiding Principles, Considerations and Preferences- (Page 28)			6. Platform-as-a-service a preferred model: Most Technology capabilities are expected to be offered in Platform-as-a-service model. For this, bidder may refer to the Technology Support Layer of the Application Reference Model (section 3.2.5 of this document). Even if some of the Technology Platforms are not provided in PaaS model by the CSP, the System Integrators are encouraged to bundle it as PaaS to IA&AD.	Many of CSP offer PaaS services with proprietary components of Middleware and Database which introduce portability challenges and involve complex migrations. We understand that PaaS service here refers to template based automated VM/Container provisioning along with OS and desired libraries. Applications including Middleware and Database would be deployed on such PaaS instances through provisioning automation with view of portability and "No Lock-In". Kindly confirm.		No Change	Refer Vol-1 Annexure B Section 3.3.4 for list of Technology components the Bidder is encouraged to provide as PaaS.
1180	Vendor_01	Vol-1 Annexure B	Section-13.2 - APM					There is an existing APM solution being used by CAG team. Is there a need to integrate the monitoring of CPP project with the existing application performance monitoring landscape. This is not mentioned in RFP.	No Change	No existing Tools, Application or System available for re-use in CPP.
1181	Vendor_06	Vol-3	1.1	Definitions: Performance Guarantee	12	Definitions: Performance Guarantee	Means the guarantee provided by a Commercial Bank in favour of the Implementation Agency. The amount of Performance Security shall be 10% of the overall cost of the project. This performance security shall be valid tillsix months after the completion of the project i.e., 7 years from the date of signing of contract or for such time as is required under this Agreement;	Performance Gurantee of 10% is too high and should not be more than 3%.	Modified	Vol-3 Section 1.1 has been modified.

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1182	Vendor_06	Vol-3	31 of 105 Pt.2			Invoicing & Settlement	The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	There should not be a clause to put limitation or timelines for billing the purchaser for the services Implementation Agency has already provided. Expectation is that the vendor should be able to bill for the services provided during the duratin of the contract.	No Change	No Change
1183	Vendor_06	Vol-3	13.2	Invoicing & Settlement	31	Invoicing & Settlement	The Implementation Agency alone shall invoice all payments after receiving due approval of completion of payment milestone from the competent authority. Such invoices shall be accurate with all adjustments or changes in the terms of payment as stated in Schedule V of this Agreement. The Implementation Agency shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	There should be well defined timelines wherein onus of approving timelines should be defined properly and if customer doesn't approve the milestone within stipulated time (Eg. 1month/ 2month) it should be considered as auto approved.	No Change	No Change
1184	Vendor_06	Vol-3	14.2	Termination for Convinience	34	Termination for Convinience	The Purchaser may at any time terminate the Contract for any reason by giving the IA a 60-day notice of termination that refers to this clause. The notice period is only to cover transitional provisions and would not cover to offset any additional cost to IAAD. All cost points during the notice period would have to approved by IAAD prior to incurring. IAAD's approval would be required even for any planned and previously agreed procurement and supply of any goods or services, for which the binding orders have not been placed by the IA to the supplier. For example, but not limited to hardware, CoTS, hiring of staff, place, AMC.	The right to terminate for convinience should be with both the parties.	No Change	No Change
1185	Vendor_06	Vol-3	21	Liquidated Damages	47	Liquidated Damages	Time is the essence of the Agreement and the delivery dates are binding on the Implementation Agency. In the event of delay or any gross negligence in implementation of the project before GoLive, for causes solely attributable to the Implementation Agency, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Implementation Agency as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the total contract value. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Purchaser under the contract and law.	Penalty of 0.5% per week too high. Penalty should be progressive and there should be some grace period in it. Total limit of 10% of TCV is too high, the capping should be percentage of amount of that particular milestone.	Modified	Vol-3 Section 21 has been modified.
1186	Vendor_06	Vol-3	22	Insurance Cover	48	Insurance Cover	Obligation to maintain insurance: for 1 year following the expiry or termination of the Agreement, valid and enforceable insurance policies (if relevant), in the amount not less than the Insurance Cover specified in Schedule	Insurance by IA should be for the contract period	No Change	No Change

Sr. No.	Vendor Id	Volume	Section no.	Section Desc.	Page	As per RFP/Original Clause	Bidders Concern	Query/Suggestions/Comments	IA&AD Response	IA&AD Remarks
1187	Vendor_06	Vol-3	25	Performance Bank Guarantee	55	Performance Bank Guarantee	A Performance Bank Guarantee (PBG) of 3% of total contract value of the contract would be furnished by the implementation agency in the form of a Bank Guarantee as per the format provided in the RFP from any Commercial Bank. The PBG should be furnished within 15 days from notification of award or on or before the date of signing the contract and should be valid till the entire term of the agreement and for an additional period of 180 days after the completion of term of agreement including warranty obligations	PBG should be for a period of the contract.	No Change	No Change
1188	Vendor_06	Vol-3	1.5	Project Management Related Service levels	7	Project Management Related Service levels	Liquidated Damages for non- achievement of SLA Requirement: Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted seperately	Liquidated Damages are there for non achiement of each clause in SLA ad there is no capping/ upper limit. Also, this penalty is over and above maximum penalty of 10% which makes is too harsh. There might be overlapping penalties/ Liquidated damages, would need detailed understanding if there are any overlapping.	No Change	Existing clause sufficiently addresses the Bidder's concern.
1189	Vendor_06	Vol-3	1.5.5	Delay in the completion of any of the Project Milestones	13	Delay in the completion of any of the Project Milestones	If the Bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following: For each additional week or part thereof after 20 days, Liquidated Damages @3% of the value of that track/phase will be levied as additional Liquidated Damages. Liquidated damages calculated for this SLA will not be included in the "Maximum Penalty" clause specified in this document and will be deducted separately	This is a duplicate penalty clause, silimar clause is there on pg 47 Vol 3 and 1.5.13 clause pg 23. This clause should be removed. Please get a clarification if there is some overlapping.	Modified	Vol-3 Section 21 has been modified.
1190	Vendor_06	Vol-3	1.8.5	Maximum Penalty applicable for the SLAs	63	Maximum Penalty applicable for the SLAs	For the O&M phase, the "Total Penalty" calculated for all the deviated and applicable SLAs during the quarter, on an additive basis, shall not exceed the "Maximum Penalty" of 20% of the payments due for that Quarter. However, certain SLAs shall invite additional penalties beyond the "Maximum Penalty" and have been categorically mentioned in this document.	There should be a capping of Max Penalty of 10%.	No Change	No Change
1191	Vendor_12	Vol-1	7.10	(2) (Exit Management /Transition Requirements)		**Material breach**: In case of a data breach resulting in material breach, the IA&AD have rights to terminate both SI and service provider on an immediate basis along with revoking the PBG submitted by SI.	This clause provides the customer the right to immediately terminate the agreement without providing the IA a chance to rectify or provide justification on whether the breach was from IA or not.	We request provision of a time of 30 days to the IA to rectify the breach before termination action is taken. Further, in the event that the breach was not caused by the IA, then immediate termination would lead to losses to IA.	Modified	Vol-1 Section 7.10 has been modified.
1192	Vendor_12	Vol-1	23	(i) (Exit Management Plan and Handover Mechanism)		If Handover is required to be made to IA&AD / any other vendor at the end of the existing O&M or otherwise, SI shall be responsible for handing over the complete know-how, documentation records, software logs and all such relevant items that may be necessary for the transition process.	The IA/SI may be required to provide documentation of only customised software which were customised for the customer. The documentation for base software and technology should not be required to be shared by IA/SI with the customer.	We request restriction of handover of documentation of only customised or bespoke software and not documentation for all software.	No Change	Existing clause sufficiently addresses the Bidder's concern.
1193	Vendor_12	Vol-2	6.6	(Rights to the Content of the Proposal)		IA&AD is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders.	The proposal of the IA would contain confidential information including pricing and technical solutions which if disclosed to people with no need to know, will lead to loss to the IA.	We request that the right to disclose information from the proposal shall be restricted to only those people who are in a need to know and not unrestricted.	Modified	Vol-2 Section 6.18.1 has been modified.
1194	Vendor_12	Vol-2	6.19.4	(Performance Guarantee)		In case any claims or any other contract obligations are outstanding, the Implementation Agency will extend the Performance Bank Guarantee as asked by the Purchaser till such time the Implementation Agency settles all claims and completes all contract obligations.	This section shall mean that the performance guarantee shall be open for an unlimited period. We request that the term of the bank guarantee shall be for a fixed term and not subject to extensions.	We request that the performance guarantee be open for a limited term and not subject to unlimited term.	No Change	No Change

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1195	Vendor_12	Vol-2	6.22	(a) (Fraud and Corrupt Practices)		The Bidders/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, IA&AD shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, IA&AD shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.	In the event that a complaint of fraud or corrupt practice is received against the IA then the IA should be provided with an opportunity to be heard before any adverse action is taken against the IA. Such action should not be at the sole determination by the customer.	We request that the section be amended to include that any action contemplated in the section be taken after providing the IA an opportunity of being heard.	Clarification	Existing clause sufficiently addresses the Bidder's concern. Purchaser shall act in good faith.
1196	Vendor_12	Vol-2	9.32	(Exit Management Plan), Section 6 (Transfer of Certain Agreements)		Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Implementation Agency to the Purchaser or its nominated agency, or a Replacement Implementation Agency ("Transfer Regulation") applies to any or all of the employees of the Implementation Agency, then the Parties shall comply with their respective obligations under such Transfer Regulations.	Please note that the IA would have long terms agreements with ts partners and service providers which cannot be transferred or assigned to the customer. Any contract or license specifically executed for the project may be transferred subject to the consent from the service provider.	We request that the IA may be required to transfer only those contracts or licenses which have been specifically executed for this project and not all agreements, since there are long term contracts with partners which are applicable across various projects.	No Change	Bidder's understanding is incorrect.
1197	Vendor_12	Vol-2	9.32	(Exit Management Plan), Section 7 (Right of Access to Premises)		7.1 At any time during the exit management period, where Assets are located at the Implementation Agency's premises, the Implementation Agency will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Purchaser or its nominated agency and/or any Replacement Implementation Agency in order to make an inventory of the Assets.

7.2 The Implementation Agency shall also give the Purchaser or its nominated agency or its nominated agencies, or any Replacement Implementation Agency right of reasonable access to the Implementation Partner's premises and shall procure the Purchaser or its nominated agency or its nominated agencies and any Replacement Implementation Agency rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to the Purchaser or its nominated agency, or a Replacement Implementation Agency. | | We request modification of this clause to state that the Implementation partner shall be obligated to provide the assets to the customer without having the obligation to provide access to the customers to facilities of the Implementation Agency or its subcontractors /channel partners. | No Change | No Change |
1198	Vendor_09	Vol-1 Annexure B	Technical Architecture Requirements ,5.4 Infrastructure Services Requirements			**Page 35, 21.** Bidder shall be responsible for Procurement and management of DNS and SSL certificates for the CPP project.	We have seen multiple clsuses asking for DNS Security & Management but we couldnot identify the same requirement in SOR and neither provided any detailed technical scope. This kind of project requires a dedicated DNS platorm as Application security and performance. CPP project should include dedicated DNS servers along with best practices architecture depeloyment.	Our Request & Suggestion to C&AG : We have been delievered similar project with one of the organization which manages the entire IT system of the GST portal and where the public facing queries over the portal as well as internal traffic are similar to projected nos. in RFP. In such cases we recommed CPP should have a best practices recommended DNS arcitecture deployement along with the DNS sceuirty module on top of it to defend against any DDOS & DNS based malare activities. These servers should be deployed physically seperate for internal & External DNS queries for the secuirty concerns. Having a enterprise grade DNS solutions provides the end to end visiblity of DNS traffic and also integrate with IT eco system tools like SIEM, SOAR, ITSM etc and provides full monitoring and visiblity. Which is not possible with AD based or opensouce based DNS servers. We request to look into this and shall be glad to discuss in detail.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1199	Vendor_09	Vol-1 Annexure C	5	Managed Network and Security Services		Page 19, Clause 9) DNS			Modified	Vol-1 Annexure C Section 5 has been modified.
1200	Vendor_09	Vol-1 Annexure C	19.1	Enterprise Security		**Threat Prevention Page 134, Clause 22 , 22.** The proposed security instance shall perform content-based signature matching beyond the traditional hash base signatures and should support SMB/NetBIOS traffic scan/inspection.			No Change	No Change
1201	Vendor_09	Vol-1 Annexure C	19.3	Security Information and Event Management		**Log Management & Reporting Requirements , Clause 55,** DNS Malware Monitoring: The vendor's solution must provide capability to fetch events pertaining to malware-infected hosts and endpoints (i.e, VMs/Containers, components, services), and report these events on the UI			No Change	No Change

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1202	Vendor_25	Vol-2	Scoring Table Page 50 of 180			Description of capabilities of SIEM solutions for the following features:			No Change	Query not clear.
1203	Vendor_25	Vol-1 Annexure C				a) Auto-discovery of all assets/hosts on the network (DC-1 and DC-2)	Auto discovery of all assets / hosts on the network is an NMS (Network Management System)feature and is a restrictive clause favouring only a few OEM' . Request you to delete this from SIEM Specs	Request Deletion	No Change	No Change
1204	Vendor_25	Vol-1 Annexure C				b) Track security events across a wide range of attributes for all components/services deployed by the Bidder			No Change	Query not clear.
1205	Vendor_25	Vol-1 Annexure C				c) Web-based GUI for graphical management, analysis and reporting of events.Out-of-the-box and customizable correlation rules for identifying sequence of events.			No Change	Query not clear.
1206	Vendor_25	Vol-1 Annexure C				Out-of-the-box and customizable correlation rules for identifying sequence of events			No Change	Query not clear.
1207	Vendor_25	Vol-1 Annexure C						Additional Points Proposed for SIEM for Consideration; a) The Solution should ingest security logs from all devices(network , securtity) ; applications , servers and database proposed in the solution. b) The solution shall holistically be able to support a minimum EPS catering to present inventory and scalable up to twice the minimum EPS in future .Sustained and Peak EPS should be uniform across all the layers of SIEM - Collection , Management and correlation.	Modified	Vol-1 Annexure C Section 19.3 has been modified.
1208	Vendor_25	Vol-1 Annexure C	Addl Point Suggested				Suggest Deep Packet Inspection should be a capability of SIEM rather than NGFW . As it will enhance visibility and early detection of advance atttcks	SIEM Solution must integrate with packet capture solution to be provided along with it to monitor north south traffic. Also for faster detection of attacks, packet data and the SIEM should be from the same OEM .	No Change	No Change
1209	Vendor_25	Vol-1 Annexure C	Addl Point Suggested					The User and Entity behaviour analytics solution must be embedded and integral part of unified platform deployed provide SIEM/NTA/EDR capabilities, and should leverage available Logs, full packet capture, endpoint (EDR) data for its behaviour analytics. This should be considered for all users in AD .	No Change	No Change
1210	Vendor_25	Vol-2	Track 1 : Setting up of Development , Testing and UAT environments in VPC (Page 83 of 180)			D2 : Secure Coding Guidelines	With varying levels of security awareness among developers it's important that development teams understand what secure coding is, and why it's important	The Bidder should employ integrated platform that provides secure coding training and tools that helps shift developer focus from vulnerability reaction to prevention. Training platform should provide hands-on training, real-time coaching, micro-learning for every skill level and drive awareness. It should also help to identify strengths and weaknesses across development team, thereby reducing the number of secure coding mistakes made or found in the Secure Software Development Life Cycle (SSDLC)."	No Change	Bidder to decide during the implementation phase based on RFP requirements.
1211	Vendor_26	Vol-1 Annexure B		Page 13/ 3.1 Application Architecture Guidelines		5. Decoupling of business parameters/ workflows/ rules engine/ master data from the rest of solution architecture and making them configurable will allow flexibility.	COTS application has this as a built in feature and it provides flexibility and ease of use in configuration. However, asking for a separate solution may increase the complexity of the solution.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1212	Vendor_26	Vol-1 Annexure B		Page 14/ 3.1 Application Architecture Guidelines		14. Open-source software: CPP application shall prefer open standard software (OSS) to closed source software (CSS). CPP applications must comply by the "Policy on Adoption of OpenSource Software for Government of India". However, Enterprise level support shall be mandatory for all software provided in the system. For Further details, please refer to: http://meity.gov.in/sites/upload_files/dit/files/policy_on_adoption_of_oss.pdf	Please note that this clause is restrictive for cots application as this is more suitable for Open Source software	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1213	Vendor_26	Vol-1 Annexure B		Page 15/ 3.1 Application Architecture Guidelines		19. Openness: Adoption of open API, open standards and wherever prudent open-source products are of paramount importance for the system. This will ensure the system to be lightweight, scalable, and secure. For every internal data access also (access between various modules) there will be APIs and no direct access will be there	Please note that this clause is restrictive for cots application as this is more suitable for Open Source software	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change

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1214	Vendor_26	Vol-1 Annexure B		Page 15/ 3.1 Application Architecture Guidelines		20. Platform & Database Agnostic: CPP Application shall be forward compatible. They shall be deployable on any technology platform and shall be able to communicate with any data store.	Please note that COTS applications are built considering Database in mind and exploit the power of databases. In fact even the custom developed application will not be database agnostic and changing database needs a application migration.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1215	Vendor_26	Vol-1 Annexure B		Page 15/ 3. Multiple language Support		Multiple language Support CPP must be able to capture data in various fields in multiple Unicode compliant languages. However, the UI of the web application (labels, messages, etc.) should be displayable in multiple Unicode compliant languages of Indian states that shall be on-boarded on CPP System as mentioned in the RFP Vol I scope. It should facilitate typing in vernacular languages, including the facility for transliteration and also provide for a dictionary (with words being manually added by a user or uploaded from a csv/Excel file) to facilitate multi-language search. For Hindi, Devanagari script shall be used	Please note that this is a transactional application where employees pension records will be maintained and therefore having a translator should not be a right option.	Please remove this clause on transliteration	No Change	No Change
1216	Vendor_26	Vol-1 Annexure B		Page 33/ 5.4 Infrastructure Services Requirements		7. Bidders should preferably look for Database as Service option with scalability, and continuous replication. It must be a secured database. Bidder must provide logic and examples of similar applications for choosing a Database option, along with benchmark figures. Database must be reliable and ensure no data loss. It must enable role-based access	Please note that this is a restrictive clause for COTS applications as COTS applications has a tightly integrated database.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1217	Vendor_26	Vol-1 Annexure B		Page 33/ 5.4 Infrastructure Services Requirements		14. Bidder should prefer PaaS (Platform-as-a-service) over IaaS (Infrastructure-as-a-service) to make it a managed service in true sense.	In case of COTS application, it comes with both software application and database as a bundle and requires hardware infrastructure to deploy. **SAP also proposes software as a service model as well which will result in more efficient usage of application together with reduced maintenance and costs (Refer attached slides).**	COTS application needs to be deployed on IAAS platform.	No Change	Bidder to propose during the Bid submission based on RFP requirements.
1218	Vendor_26	Vol-1 Annexure B		Page 33/ 5.4 Infrastructure Services Requirements		19. Bidders may use open source, but it should be fully supported and managed service	Please note that this clause is restrictive for cots application as this is more suitable for Open Source software	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1219	Vendor_26	Vol-1 Annexure B		Page 78/ 6. Managed Database Services			Please note that this is a restrictive clause for COTS applications as COTS applications has a tightly integrated database.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1220	Vendor_26	Vol-1 Annexure B		Page 83/ 8 Business Process Management (BPM)			Please note that this is a restrictive clause for COTS applications as it has built in Workflows.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1221	Vendor_26	Vol-1 Annexure B		Page 90/ 8 Business Rules Management (BRM)			Please note that this is a restrictive clause for COTS applications as it has built in rules.	Please remove this clause and let bidder decide as per the requirement of the proposed solution	No Change	No Change
1222	Vendor_26	Vol-1 Annexure B		Page 5/Sl.no. 6		No vendor Lock-in: Bidders should be able to demonstrate that the components proposed as part of the architecture will not result in a vendor or product lock in situation	Please note that the requirement given by you for application development will be tightly integrated to a cloud platform whether it is developed, as it is not possible to back up restore same application from one platform to another.	We recommend Cloud agnostic application which help in Cloud portability for the proposed application.	Modified	Vol-2 Section 1.1 has been modified.

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1223	Vendor_26	Vol-1 Annexure B		Page 7/Sl.no. 15		Portability – Bidder must ensure that all the tools, technologies, frameworks, application source code, infrastructure components' configurations, software etc. used for development and deployment of CPP Applications must provide easy portability to any other CSP or on-prem Datacentre. Any software licenses procured separately must also allow portability to the new environment. In case at the time of porting the applications to another CSP/On-prem Datacentre, some of the components/services/licenses/code are found to be incompatible, the Bidder shall bear the expenses related to providing an alternative solution	Please note that there is a cost and effort involved for migration in case of any component which cannot be migrated to any other cloud platform and this very based on the component. Hence there could be some disruption in services in such circumstances.	We advise you to opt for a cloud agnostic solution which can be backed up and restore to any other cloud provider, in case required.	No Change	Existing clause sufficiently addresses the Bidder's concern.
1224	Vendor_26	Vol-1 Annexure B		Page 16/Sl.no. 8		The applications should comply with industry standard Quality processes such as ISO/IEC 25010:2011 Systems and software engineering or CMM/CMMI guidelines for System and software quality models		Please elaborate more on this requirement.	No Change	Existing clause sufficiently addresses the Bidder's concern.
1225	Vendor_26	Vol-1 Annexure C		DMS - Page 97		point 22 - The Solution should provide capability to allow Digitally signing a document.	Digital signature is separate solution which can integrate with DMS/ECM systems	The Solution should provide capability to integrate with any Digital signature solution based on REST APIs for Digitally signing a document.	Modified	Vol-1 Annexure C Section 10 has been modified.
1226	Vendor_26	Vol-1 Annexure C		DMS - Page 97		page 23 - Embedding a QR code on the document as per CPP application requirements.	QR Code generation is job of external utiliity, DMS/ECM should be able to read QR code using Enterprise scan capability	The solution should provide capability to read QR code & Barcode for document seggregation, classification & further processing of documents	No Change	No Change
1227	Vendor_26	General		General		General	Qualification criteria for OEM.	In case the bidder proposes the COTS application it should meet the qualification criteria as mentioned in Annxeure 1 (For reference only).	No Change	No Change
1228	Vendor_26	General		General		General	Evaluation criteria for OEM.	For the COTS based application the evaluation marks should be defined seperately. Sample is in Annexure 2.	No Change	No Change
1229	Vendor_26	General		General		General	Evaluation criteria for OEM.	request removing reference of Gartner as it does not allow OEMs like SAP to participate in the RFP given BRM, BPM are inbuilt functionalities in SAP solutions	No Change	No Change