Pre-bid Response and Corrigendum No. 3

for

Selection of System Integrator for Ensuring Continuity of Khanij Online (CHiMMS) Application and Design, Development, Implementation and Maintenance of Khanij Online 2.0

RFP No.: 62157/CEO/CHiPS/KhanijOnline2.0/RFP/2020
Dated 13th March 2020

Chhattisgarh Infotech Promotion Society
State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel.: +91-771-4014158
Email: ceochips@nic.in , Website: www.chips.gov.in

Corrigendum - Fact Sheet

Tender Reference Number	62157/CEO/CHiPS/KhanijOnline2.0/RFP/2020 Dated 13th March 2020
Project Name	Selection of System Integrator for Ensuring Continuity of Khanij Online (CHiMMS) Application and Design, Development, Implementation and Maintenance of Khanij Online 2.0
Corrigendum Number	Corrigendum 03/62157/CEO/CHiPS/KhanijOnline2.0/RFP/2020
Last Date for Submission of Bids	21/05/2020 till 3.00 PM (Online submission only)
Date of Opening of Pre-Qualification Bid	22/05/2020, 3.00 PM

Important Note:

1. Bidders are requested to submit a signed copy of this corrigendum with Bid Submission.
2. In view of the COVID-19 lockdown, Bidders may also submit scanned copy of the Bank Guarantee for Earnest Money Deposit via email to ceochips@nic.in by 05:00 PM of last date of bid submission. The BG should be emailed from the official email id of the Authorized Signatory of the Bid. Further, bidder has to ensure that the Issuing Bank has to provide a signed and stamped letter on the letterhead of the issuing Bank mentioning the BG details, Bidder's name and validity date and declare that the BG shall not be revoked by the Bank without an authorization from CHiPS. The letter has to be scanned and be emailed from the Issuing Bank's official email id to ceochips@nic.in on the last date of bid submission.

I. Prebid Response:

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
1	Vol I	12	1.4(iii)	iii Field Unit deployed at district level for handholding of users	Clarification is sought on whether these resources to be withdrawn once Khanij 2.0 is made Go-Live	Facility Management Services (FMS) will be required throughout the tenure of the project. Kindly refer Section 5(Staffing Requirement) of RFP Vol 1
2	Vol I	14	1.4	Knowledge Transfer and Transition to be completed in one (1) month	We believe minimum 3 months would be required for a successful knowledge transfer of 23 modules involving phases like design/ code/ test cases walkthrough, documentation support/ training, guided Approach & Methodology (incumbent vendor works, we shadow) and assisted O&M (we work, incumbent vendor shadows). Request if the KT and Transition can be of 3 months duration.	Please refer corrigendum
3	Vol I	15	2.2	OVERVIEW ON EXISTING KHANIJ ONLINE, Key Features: The existing application has following main modules: i. Master Data Module: This module is for managing the Master Data. Currently there are around 30 Masters Data Types.	We request you to provide the volume of data present in 30 master data.	It is clarified that Master data volume is 800 MB
4	Vol I	15	4.10	2. OVERVIEW ON EXISTING KHANIJ ONLINE Existing Khanij Online is currently catering the business requirements efficiently and need to be migrated to	Kindly suggest for the selection of architecture to design the Khanij Online 2.0. In the RFP, mentioned clauses are contradicting with each other over Lift & Shift and SOA architecture.	Minimum requirement for Khanij Online 2.0 software is Service - Oriented Architecture (SOA) and open industry standards as specified in the RFP. However, SI is free to propose any other advanced architecture.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				cloud based on lift and shift basis, followed by further enhancements. and A. Khanij Online 2.0 with Establishment Module and Change request management Module The selected bidder shall develop and migrate the existing Khanij Online to the new Architecture of Khanij Online 2.0	We recommend allowing the SI to choose CSP agnostic architecture which can be SOA or equivalent architecture. The use of Cloud native architecture specific to only one CSP, should be discouraged, to allow better participation.	Further, the overall architectural design shall be finalized in consultation with DGM/CHiPS at the requirement gathering phase.
5	Vol I	15	2.2	Overview on Existing Khanij Online - Key Features ii. Royalty & Mineral Mapping: This module is for mapping the royalty for each type of mineral and its grade.	1. During this mapping, Is the Unit of Measure considered as same for all minerals?	No. Unit of Measurement is different for different minerals as per Act and Rules.
6	Vol I	15	2.2	Overview on Existing Khanij Online - Key Features iv. Role and Access Based Administration Module: This module is for granting the access rights to the users as per their respective roles.	1. Does it cover the core RBAC aspects recognized in NIST/ANSI/INCITS RBAC standard (2004)? 2. Does it support Static Separation of Duty (SSD) to preventing the conflict of interest or constraints on role assignment in cases like mutually exclusive roles?	a) Yes, it covers core RBAC recognized in NIST/ANSI RBAC standard. b) Yes, it supports SSD
7	Vol I	16	2.2	Overview on Existing Khanij Online - Key Features viii. Transport & Individual Vehicle Owner Registration Module: This module deals with the registration of transport vehicle owner and enables	1. Are these vehicles associated with mineral types in the existing system? Or is it considered as all vehicles can carry all minerals?	Any vehicle can carry any mineral after successful registration in the portal.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				the one to add the vehicles for transportation of minerals		
8	Vol I	16	2.2	Overview on Existing Khanij Online - Key Features xv. Payment Gateway Module: This module is for collecting revenues online. Currently SBI and ICICI payment gateways were integrated.	Does the present system have a refund mechanism and approval process? Or Is it managed through debit/credit notes?	Its managed with Debit / Credit Note generated in Portal and the set-off is accordingly adjusted during the next payment in the respective head
9	Vol I	17	2.3	Overview on Existing Khanij Online - Modules/ Enhancements in existing Khanij Online System E. End User Registration Online workflow-based registration of End Users those are procuring mineral from State of Chhattisgarh	Is there any digital authentication process involved in the end-user registration in the existing system for fair distribution? If Yes, what are the type of authentication supported?	Platform should have the capability to support user specific digital authentication
10	Vol I	17	2.3(C)	Mineral Concession application module.	What are mineral concession-based rules and how are they mapped?	Please refer section 1.3.3 page 12 of RFP Vol-1
11	Vol I	18	2.3 (H)	e-Transit Pass - Provision of handheld device.	Does Handheld devices support offline e-TP generation and also approvals/validations? Will the handheld devices be used in KO 2.0?	Currently handheld devices are used for e-TP validation. Their future usage shall be discussed during requirement detailing for implementation.
12	Vol I	18	2.3 (H)	e-Transit Pass - Provision of storing data in handheld device.	What is data storage requirement in handheld devices?	As per the device storage capacity, device may store data of offline inspection/work/photos and transfer when the connectivity will be available
13	Vol I	19	2.3 (J)	Check post and onboarded major mineral lessee weighbridges are	How many weighbridge integrations exist today and how are they integrated (File Based or service integration)? Any	As of now, approximately 50 WBs have been integrated. All are service based integration. No hardcoded public IP address is used.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				integrated with Khanij Online to capture the integral weight.	hardcoded public IP addresses used while integrating?	
14	Vol I	19	2.3 (M)	Demand/Credit Note	Whether e-wallet exist for both lessee and licensee?	For lessee
15	Vol I	19	2.3 (N)	Integrations	SMS and Email integration is done via external service providers using API and no setup exist in current environment. Please confirm.	Existing application has such integrations. However, the SI need to provision with inbuilt cost for new providers for SMS etc. e-Mail domain will be provided by CHiPS/DGM
16	Vol I	19	2.3 (P)	Geology	What is MPR and FPO?	MPR is Monthly Progress Report and FPO is Field Program Order
17	Vol I	20	2.3	Grievances and Helpdesk support	Do we need user configurable workflows for ticket management or standard workflows?	Configurable workflows are required
18	Vol I	20	1.37	Sub-Contracting	Requesting to allow for sub-contracting of more miscellaneous work with prior permission of DGM.	All other miscellaneous work like housekeeping, security and any other Non-IT AMC may be subcontracted with prior permission of DGM/CHiPS. Please refer corrigendum
19	Vol I	21	2.3 (vi)	More than 31 lakh e-Permits issued through the system.	Current key transaction statistics are provided per year or for entire 3-year period? 31 Lakh e-TP per year or till now?	Total transactions after Go-Live, accumulated over 3 years
20	Vol I	21	2.4, (A)	Royalty Assessment and Debit/Credit Note- … Royalty does vary as per market price variation.	How is market price maintained in the system? Is it integrating with external data provider? Or manually entered? What is frequency of change of Market price?	Currently average sale price is manually entered. Its updated as and when published.
21	Vol I	21	2.3	Modules/ Enhancements in existing system - Sl#V: Enhancements	Is the list of enhancements mentioned exhaustive and complete?	The given list is indicative

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
22	Vol I	21	2.3	Current key transaction details	What is the count of concurrent logged-in users to the current system? What is the Y-o-Y growth in the number of users?	Indicative Concurrent users per day is 2200-2400 in the current system. Selected Bidder shall assess for Year on Year growth.
23	Vol I	21	2.4	Key Process Areas	1. Kindly provide – (a) List of existing major minerals mined in CG (b) List of existing minor minerals mined in CG (c) List of potential major and minor minerals to be mined in near future (within a span of next three years) 2. Kindly provide current system of reconciliation for issuing debit and credit note (any doc which mentions this) 3. Application based LoI – is it applicable for both Major minerals as well as minor minerals 4. Kindly let us know current system and eligibility of vehicle registration	1. As per RFP, may also refer to http://chhattisgarhmines.gov.in/en 2. As per RFP. To be shared / discussed with the Selected Bidder 3. Yes 4. To be shared / discussed with the Selected Bidder
24	Vol I	22	2.4	Overview on Existing Khanij Online - Key Process Areas *A. Royalty Assessment and Debit / Credit Note:* The lessee pays the royalty to DGM for the mining. This royalty does vary as per market price variation for the mineral.	1. Is the market price-based revision on Royalty being done in real-time or daily/weekly/monthly intervals? 2. How the rates are configured in the system? Is it manually or through API integration with other systems?	1. In cases where the Royalty is on ad valorem value, the average sale price is updated manually as and when published by concerned authority. 2. Manually
25	Vol I	22	2.4	Overview on Existing Khanij Online - Key Process Areas	1. As mentioned the verification process through RTO application, is VAHAN Portal	SI shall get adequate information during transition & requirement gathering phase

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				E. Vehicle Registration Vehicles transporting minerals must be registered with DGM. The following process deals with registration of the vehicle owner, who can add one or more vehicle owned	or other state level RTO applications system? 2. If it's VAHAN, is it already integrated through API? 3. Does the verification of vehicle mandatorily pass through VAHAN portal successfully?	
26	Vol I	24	2.5.2	Overview on Existing Khanij Online - Current Solution Architecture Reference: Diagram	1. Which are the other 3rd party application/systems are integrated and running fine?	The other third-party applications/ systems those are integrated and running fine are: 1. Payment Gateway (SBI & ICICI) 2. Digital Signature Certificate 3. SMS Gateway 4. Mail Services
27	Vol I	24	2.5.2	Overview on Existing Khanij Online - Current Solution Architecture Reference: Diagram	What is the approximate count of Email/SMS notification served in the existing system? What is expected in the proposed system?	The maximum SMS currently utilized per year is 1.5 Lakhs. Bidder to assess and propose
28	Vol I	24	2.5.2	Overview on Existing Khanij Online - Current Solution Architecture Reference: Diagram	Is there any integration/connectivity based on Public IP in the existing system? If yes, please list how many? If No, please confirm all are integrated/connected through domain names as it has less impact on migration.	No, there is no integration based on Public IP in the existing system. The domain names and other details shall be provided during requirement gathering phase
29	Vol I	24	2.5.2	Overview on Existing Khanij Online - Current Solution Architecture Reference: Diagram	Does the session management system support load balancing and HA to migrate to cloud?	Currently SDC is having two ISPs each having 1GBPS and 620 Mbps shared among all projects, further details will be shared to Selected Bidder

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
30	Vol I	24	2.5.1	Existing technology landscape	The current technology landscape is MS based. Since the project primarily involves - a) migration to cloud of the existing system and b) enhancements on top of it to make Khanij 2.0, does the purchaser intend to keep the technology stack in MS only for Khanij 2.0?	Bidder has to propose technology landscape ensuring that the requirements and timelines as per RFP are duly met.
31	Vol I	24	2.5.1	Existing technology landscape	For all the MS s/w(s), what is the current license details? Are they perpetual? Can these licenses be reused?	For Khanij Online 2.0, SI has to purchase all the licenses. For continuing support of the existing system till Khanij Online 2.0 goes lives selected SI to provide support as per inventory of Hardware and Software. Please refer addendum for the current Hardware, Software & licences.
32	Vol I	25	2.5.3	Overview on Existing Khanij Online - Physical Architecture Reference: Diagram	1. What type of internet connectivity is available as of now in the existing system? How much bandwidth being provided? 2. How much bandwidth was utilized on average?	SDC Shares bandwidth across multiple state projects
33	Vol I	25	2.5.4	Overview on Existing Khanij Online - Server Details Reference: Specifications Table	Is the existing back up storage on tape? What's the backup policy followed as of now?	Existing backup is taken in HD/Tape
34	Vol I	25	2.5.4, (Point A)	Production DB and Production Document, server sizing is given but actual size of data is not given.	What are current data sizes for production data and production documents?	The tentative volume of current Data is as follows: a) Master Data size: 800 MB b) Size of Data base (Transactional) - 70 GB (Daily increasing) c) Application size - 760 MB

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
						d) Size of documents - 1.5 TB (Daily increasing)
35	Vol I	25	2.5.3	Physical Architecture	What is the software running as DMS in the Document Server named D7P1RG2?	Currently there is no Document Management System (DMS), being used within existing Khanij Online
36	Vol I	25	2.5.4	Server Details	a. Kindly provide warranty/AMC details of existing infrastructure. b. Kindly provide details of free resources available in existing hardware. c. We assume that maintenance of existing infrastructure will not be part of SI. Kindly clarify.	For Khanij Online 2.0, SI has to purchase all the licenses. For continuing support of the existing system till Khanij Online 2.0 goes lives selected SI to provide support as per inventory of Hardware and Software. Please refer addendum for the current Hardware, Software & licences.
37	Vol I	26	3	The scope of the selected bidder shall be responsible for ensuring and delivering all the functional, technical, operational and non-functional requirements by coordinating with DGM, CHiPS and other stakeholders. The selected bidder shall perform System Study to understand the existing Khanij Online Portal functionalities and code base as part of the scope.	Request you to please define/ list out non-functional requirements for the delivery of project	Kindly refer Section 4.12 of RFP Vol 1
38	Vol I	26	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work *C) Application hosting on cloud* During the Contract period, if the chosen CSP is no longer empanelled	If the existing empanelled CSP is removed or the validity expired during project tenure, what will be duration to be considered for migration? What are the SLA implication against this?	SI to ensure that CSP with good financial and technical standing is chosen to help mitigate this risk. However, If the existing empanelled CSP is removed from the MeitY empanelled CSP list,

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				with MeitY, SI shall choose another MeitY empanelled CSP and switch the Hosting services at no additional cost to DGM / CHiPS.		complete cloud hosting to shifted to empanelled CSP on a lift and shift basis within 30 days.
39	Vol I	26	3.1	High resolution Digital Map-based based tracking of vehicles by the control centre operators to monitor, track and control the Route Navigation of the mineral carrying vehicles, Alarm Management, Speed Management, Stoppage management, Route replays, vehicle tracking dashboard etc.	Please confirm who will be responsible for procurement of Base maps	Base Maps will be provided by SI, only coordinates for mining locations (e.g. - lease, licensee, end use plant etc) will be provided by DGM
40	Vol I	26	3.1	To ensure continuity of Khanij Online Portal which includes portal support, renewal of IT support and other software and hardware subscriptions and licenses, enhancements of existing Portal to support both major and minor mineral, timely solution of tickets/issues for efficient working.	Please confirm in whose name Licenses of existing Hardware is procured. Further, please confirm in case any of the existing hardware or system software version is obsolete, what would be action point for the same.	Please refer addendum. The list of existing Hardware, subscriptions and software license details is placed in the addendum. In case existing hardware is obsolete, CHiPS / DGM will take necessary decision.
41	Vol I	26	3.2	Mineral Vehicle Tracking System: Vehicle Tracking System (VTS) for Monitoring and Surveillance of Mineral Transport would have the following objectives.	Query: Request to help us with approximate number of VTS Systems.	Currently more than 50,000 vehicles are registered and refer RFP for details
42	Vol I	26	3.2	Brief scope of work - point# i	Are all the documentations like SRS, design documents, user manuals, source codes up	Yes. Selected Bidder to assess during the Knowledge Transfer from Incumbent SI

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					to date with the version of the release in production?	
43	Vol I	26	3.2	Brief scope of work - point# ii	Please mention the details of hardware and software licenses and subscriptions to assess reusability.	Please refer addendum. The list of existing Hardware, subscriptions and software license details is placed in the addendum.
44	Vol I	27	3.2 (vii)	vii. Design, Develop An offline desktop/laptop/ Tablet based application for the stakeholders to continue the dispatch process for the users having fluctuating or no internet at their dispatch point.	Design, Develop An offline desktop/laptop/ Tablet based Offline operation would be limited to certain features only. Kindly define clearly each offline feature mentioned in the RFP. Also, For the same tablet scope needs to be placed under mobile app. Kindly note that Offline application will also pose challenges from a DC - DR replication perspective and would lead issues in adherence of the RPO commitments.	Indicative requirements for offline applications are given in the RFP. Details will be discussed during requirement gathering phase.
45	Vol I	27	3.2 (viii)	viii. Design and Develop an establishment module with workflow for leave and ACR management for DGM users, Change Request Management.	Kindly provide detailed requirement for an Establishment module for better understanding of requirement and solution design	Kindly refer Section 4.10 (B) for details on Establishment Module, the same would be finalized during requirement gathering phase
46	Vol I	27	3.2(ix)	ix. Site Preparation, Procurement and establishment of IT infrastructure at Integrated Command Control Centre (ICCC) connected with district offices and development of geolocation specific monitoring module for seamless monitoring/incident –	For connection between ICCC and District Office, Internet connectivity is required at both ends. In the current SOW, internet connectivity is in SI's scope. We understand that required internet connectivity at the District Office will be provided by the Department.	Yes, Bidder's understanding is correct

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				response management, collaboration and geo-spatial display.	Kindly confirm.	
47	Vol I	27	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work V. Design, Development / Customization & Installation, configuration, Documentation of Software for vehicle tracking system. Conduct a pilot of identified vehicles to showcase basic functionality of the VTS and Accuracy of data for the different GPS devices	1. Pilot for how many vehicles? Hope, DGM will identify and share the list of vehicles. Please confirm 2. Hope, the VTD Manufacturers will provide the AIS140 VTD Devices with Data enabled. Please confirm. 3. What's the duration of pilot is to be considered? 4. Will the location be one district/city for pilot phase?	1. 100 vehicles shall be considered for Pilot phase 2. Yes 3. 30 days 4. It will be spread across various districts in Chhattisgarh
48	Vol I	27	3.2 (Point vii)	Overview of Khanij Online 2.0, Brief Scope of Work: vii. Design, Develop An offline desktop/laptop/ Tablet based application for the stakeholders to continue the dispatch process for the users having fluctuating or no internet at their dispatch point.	We request you to please elaborate the scope of work for the same	Indicative requirement for the Desktop Application is already mentioned in Section 4.10 (E), the same shall be detailed out during requirement gathering phase
49	Vol I	27	3.2, (x)	Design development of centralised management/user specific dashboards	Any ad-hoc reporting or dashboard creation by user; is such feature needed?	Yes. Ad hoc reporting using BI tool. Some standard dashboards shall be defined for different stakeholders. But user need not to create one's own dashboard.
50	Vol I	27	3.2(xi)	Training / Capacity building	How many stakeholders to be trained? What will be the location of training, will it be at the State HQ or will it be at each District HQ?	Training will be ongoing process during contract period, for a batch of maximum 30 trainees. It will be imparted at H.O. as well as district offices, as per requirement.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
51	Vol I	27	3.2	Brief scope of work - point# xv	Can you share the number of open bugs/ defects as per criticality/ severity?	System is fairly stable, all bugs/ defects are handled regularly. Information will be given to the Selected SI
52	Vol I	27	3.2	Brief scope of work - point# xix	Please mention the minimum specification for the IVRS to be supplied.	Please refer Section Technical Specification of Contact Centre (Point 10) of Section 4.11- Integrated Command & control Centre regarding the indicative Functional requirement of IVRS
53	Vol I	28	3.2(xxi)	xxi. Any other work assigned by DGM / CHiPS related to the project	This may be elaborated and clarified in detail in terms of the activities to be done and volumes. It will help the potential bidder to analyse and provision the costs and manpower bandwidth.	Kindly refer section 3.2 of RFP Vol-1 for the detailed components and scope. Also required enhancements are part of scope without any additional cost
54	Vol I	28	3.2(xvi)	Brief Scope of Work - Application of analytics on transaction data to provide insightful analysis such as trend or pattern analysis, early warning, forecasting. The Service Provider shall generate additional reports and modify existing reports as per requirement of DGM / CHiPS	Kindly specify whether any third-party tool is required for the analytics. If so, then we assume that the tool will be procured separately by DGM/CHiPS.	It is clarified that all required software licenses/tools are to be procured by SI
55	Vol I	28	3.2(xvii)	Brief Scope of Work - Other API based integration such as Digital Payment, Digital Signatures, Weighbridge / conveyor integration or any other external application (government or private), as per emerging business requirement. Application services	We assume that the implementation of any third-party application which is already live shall be done during the implementation phase. Integration with any such application which is not yet live shall not be a constraint for the bidder to get UAT signoff. All such applications which are not yet live shall be	It is clarified that implementation of any third-party application which is already live shall be taken care during transition and Operation & Maintenance phase. Integration with application which is not yet live shall not be a constraint for the bidder to get Transition signoff.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Integration with any third-party application/utility as per the DGM/CHiPS requirement. This will be implemented at no extra cost to DGM/CHiPS.	integrated as and when they are live during the operation & maintenance phase. Kindly clarify.	
56	Vol I	28	3.2(xvii)	xvii. Other API based integration such as Digital Payment, Digital Signatures, Weighbridge / conveyor integration or any other external application (government or private), as per emerging business requirement. Application services Integration with any third-party application/utility as per the DGM/CHiPS requirement. This will be implemented at no extra cost to DGM/CHiPS.	Kindly specify List of all such third-party application for better techno-commercial solution design. Please clarify that who will be owning the responsibility to get APIs from 3rd party department. We understand SI's scope will be limited to technical documentation only. Interaction with 3rd party department will be done by department directly. Also, please provide clarity about different weighing meters & who will provide the APIs for integration?	The details of third-Party Applications shall be discussed & finalized during Project implementation Phase, DGM shall ensure to establish the preliminary discussion with all external Department for the API, SI shall do necessarily follow up and discussion for getting the APIs accordingly. The details of the various Weighing Meters will be given during project implementation Phase
57	Vol I	28	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work xxi. Any other work assigned by DGM / CHiPS related to the project	As it more open ended, it's difficult to accommodate in the techno-commercial plan for the project. Hence, requested to change the new/change requirements not envisaged here to be considered as out of project scope.	As per RFP.
58	Vol I	28	3.2	Brief Scope of Work: A) Ensure the continuity of existing Khanij Online application: As part of the transition, the Service Provider is also responsible for	The complete landscape of the system will be clear post KT from existing SI. Pls confirm this deliverable would be post	Please refer RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				provision the necessary compute & storage infrastructure on the cloud/premise including the underlying software licenses/certificates to host the Application.	transition phase and complete understanding of the system.	
59	Vol I	28	3.2 (xvii.)	Other API based integration such as Digital Payment, Digital Signatures, Weighbridge / conveyor integration or any other external application (government or private), as per emerging business requirement. Application services Integration with any third-party application/utility as per the DGM/CHiPS requirement. This will be implemented at no extra cost to DGM/CHiPS.	We assume that Digital Signatures or any third-party security tools would be procured directly by the Department. Please confirm	DSC, if required by DGM officials, would be procured by DGM / CHiPS separately. Any 3rd party application like DSC integration kit for application from certifying authority as approved by GoI will be procured by SI.
60	Vol I	28	3.2 (xvii.)	xx. STQC Certification (The STQC audit is part of the selected bidder scope for closing the non-compliances as reported by STQC. The payment to be paid to STQC for quality certification will be borne by selected bidder only).	Kindly confirm whether STQC certification is required only for Khanij Online 2.0 or it is also required for existing Khanij Online application.	No, it is required for Khanij Online 2.0 only
61	Vol I	28	3.2 C	Existing Khanij Online system shall be migrated from the CG SDC to the cloud, but its architecture may have to be reworked to make it compatible with the new cloud e.g. Virtual machine configuration, Database options, High	Please confirm whether existing Database and OS versions are under ATS contract with existing vendor.	Please refer addendum. The list of existing Hardware, subscriptions and software license details is placed in the addendum. SI will be responsible for all existing Hardware, subscriptions and software license.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Availability DC and DR (for both application and database) and cloud resource monitoring and management tools in redundancy.		
62	Vol I	28	3.2 (xvii)	Overview of Khanij Online 2.0, Brief Scope of Work: xvii. Other API based integration such as Digital Payment, Digital Signatures, Weighbridge / conveyor integration or any other external application (government or private), as per emerging business requirement. Application services Integration with any third-party application/utility as per the DGM/CHiPS requirement. This will be implemented at no extra cost to DGM/CHiPS.	We request you to please provide the list of possible integration	Possible integrations, which need to be carried out on incremental basis during Operation & Maintenance phase but not limited to, are - 1. GPS devices 2. Weighbridges, Conveyor beltometer and other weighing devices 3. Department of Transport 4. Online Banking 5. Other external applications (e.g. Commercial Tax and Railways etc.)
63	Vol I	28	3.2, (B, ii)	SI shall design and develop Hybrid Mobile App The platform for this application would be native Android and iOS based.	Mobile application mentioned to be developed as both native and hybrid. Native has some advantages. Please confirm	The mobile application needs to be developed in hybrid mode.
64	Vol I	28	3.2	xvi. Application of analytics on transaction data to provide insightful analysis such as trend or pattern analysis, early warning, forecasting. The Service Provider shall generate additional reports and modify existing	Please elaborate on the analytics capability desired. Please provide sample use cases.	Any report as required from the application software and database with integrated 3rd party software

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				reports as per requirement of DGM / CHiPS		
65	Vol I	29	3.2	c) Ensuring that the mineral is offloaded / delivered at the designated purchaser's location and as per the destination given in transit pass	VTS application cannot ensure the status of offload/delivery of minerals at the purchases location. The confirmation of offload/delivery of mineral can be done the purchaser which can be recorded in the system.	All users are registered in the system, End User closes the trip in system after weighment and offloading of minerals
66	Vol I	29	3.2	Mobile App: Now days Mobile App has become a standard means for ease of delivery of information and services to perform day to day activities. Considering the requirement, Android/iOS based mobile application is required for Khanij Online 2.0. The SI shall Design and Develop the hybrid mobile application to achieve project objectives for all stakeholders (Lessee, Licensee, End user, Vehicle Owner and Departmental Officials). App will also contain feature of QR code based soft TP in addition to paper-based TP.	1. Whether QR based eTP to be generated from mobile app? If yes, then for which minerals and whether mineral weight to be entered manually? 2. If QR code based eTP will generate from mobile app then whether paper based eTP is also to be generated and printed?	1. The detailed functionalities on eTP through mobile App and its provisions shall be discussed during requirement gathering phase. Please refer Section 4.10 of RFP Vol 1 2.Yes user will have all options of QR based eTP, SMS based eTP and paper based eTP
67	Vol I	29	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work iv. Mineral Vehicle Tracking System b. Tracking of mineral transporting vehicles to prevent activities like route deviation, illegal mining by tracking real	1. For how long the vehicle's historic data does should be maintained? 2. Who is responsible installation and upkeep of VTDs? 3. Who shall be responsible for procurement/activation/upkeep/management of e-Sims?	1. Historic data for minimum 3 months to be maintained before archiving 2. Transporter/Vehicle owner will be responsible for procurement, installation and upkeep of VTDs 3. Transporter shall be responsible for

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				time as well as historic vehicle location data	3. Please confirm the modality of VTDs procurement, supply, installation and upkeep on regular basis. Our recommendation is as follows: Operational model: i. DGM/MRD should carry out its own empanelment to ensure that chosen VTDs are most suitable for Mining operations. ii. Price of each hardware can be discovered through the empanelment process and price published in public domain. iii. SI should be made responsible for procuring and supplying hardware devices through the empanelled hardware manufactures. iv. SI should be responsible for installation, service and upkeep on devices through-out the contract period. In the event of VTDs being supplied and maintained by Hardware manufacturers and SI being responsible for reporting, there shall be frequent conflicts between Hardware manufacturers and SI on the reasons for downtime. Also, as SI shall set up District support, the implementation and	procurement /activation /upkeep /management of e-Sims

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					support activity shall be faster and cost-effective.	
68	Vol I	29	3.2	Brief Scope of Work: B) ii) Considering the requirement, Android/iOS based mobile application is required for Khanij Online 2.0. The SI shall Design and Develop the hybrid mobile application to achieve project objectives for all stakeholders	Pls confirm the mobile application developed should work on Android/iOS platform as well.	Yes. Please refer section 4.10 (D) of RFP Vol-1
69	Vol I	29	3.2 (B, iii)	Desktop based application	What is exact scope of Desktop/tablet based offline application to be developed? It should be limited to specific functionalities.	Please refer section 4.10 (E) of RFP Vol-1, Detailed scope will be discussed during requirement gathering phase
70	Vol I	29	3.2 (B, iii)	Overview of Khanij Online 2.0 - Brief Scope of Work Mineral Vehicle Tracking System - Ensuring that the mineral is offloaded / delivered at the designated purchaser's location and as per the destination given in transit pass	How the mineral unloading is envisioned? Can we provide any button to GPS device to capture the event or can we use drivers Android App to register unloading of minerals?	All users are registered in the system, End User closes the trip in system after weighment and offloading of minerals
71	Vol I	30	3.2 (iv)	Brief Scope of Work- Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO/IEC 27017:2015 certified	Request to add other important certificates along-with the one's which have been added:	Please refer corrigendum
72	Vol I	30	3.2 (iv)	Brief Scope of Work- Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO/IEC 27017:2015 certified	1. ISO/IEC 27018 Code of Practice for Protecting Personal Data in the Cloud: it gives specific guidance to cloud service providers (CSPs) acting as processors of personally identifiable information (PII) on	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					assessing risks and implementing state-of-the-art controls for protecting PII.	
73	Vol I	30	3.2 (iv)	Brief Scope of Work- Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO/IEC 27017:2015 certified	2. SOC 3 Reports: Publicly available report of the CSP about the SOC controls.	Please refer corrigendum
74	Vol I	30	3.2 (iv)	Brief Scope of Work- Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO/IEC 27017:2015 certified	3. PCI DSS -compliant technology infrastructure for storing, processing, and transmitting credit card information in the cloud	As per RFP
75	Vol I	30	3.2 (iv)	Brief Scope of Work- Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO/IEC 27017:2015 certified	4. Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party	As per RFP
76	Vol I	30	3.2(v)	The time to provision for new virtual machines shall be maximum in 5 minutes	Request to remove this point since different VM's sizes and with different OS images would have different provisioning time based on the inputs provided through the portal.	Please refer corrigendum
77	Vol I	30	3.2 (viii)	Timely resolution of identified vulnerability should be as per the approved plan from DGM / CHiPS	Global CSP's like Microsoft can't do direct business in India and all the services are provided through the partners. Hence request to add this as part of the work for SI/MSP (managed service provider of the CSP).	This is a joint responsibility of SI and CSP and SI being prime bidder will ensure these SLAs, and roles / responsibilities are well defined in their agreement.
78	Vol I	30	3.2(ix)	There should not be any security breach including Data Theft / Loss / Corruption	CSP doesn't have the access to the data which is stored within the VM's which are provisioned since it would be breach of security if CSP access the content within the	SI is responsible for Virtual Firewall, Virtual router, VIPS. Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					VM's. CSP can only take care of the breaches at the DC level and not within the VM's. This needs to be within the scope of the SI/MSP (managed service provider) and not with the CSP who is providing the underlying infrastructure. Hence, request to move this from CSP to SI/MSP.	
79	Vol I	30	3.2(x)	There shall be backup of all data including VM, Application, database with no loss	CSP doesn't have access to the data within the VM's and the DB. This needs to be within the scope of the SI/MSP (managed service provider) and not with the CSP who is providing the underlying infrastructure. Hence, request to move this from CSP to SI/MSP.	Kindly refer section 3.2 (C)of RFP vol-1. This is a joint responsibility of SI and CSP and SI being prime bidder will ensure these SLAs, and roles / responsibilities are well defined in their agreement. SI would be responsible for defining and operationalising backup policies
80	Vol I	30	3.2(xi)	Provisioning of Firewall and load balancer	This needs to be within the scope of the SI/MSP (managed service provider) and not with the CSP who is providing the underlying infrastructure. Hence, request to move this from CSP to SI/MSP. CSP would not be able to take care of provisioning/de-provisioning of the different resources which would be handled through the CSP portal for manageability of the resources. Hence, request to move this from CSP to SI/MSP.	The SI needs to workout with MSP / CSP and ensure the fulfilment of the requirement. SI has to design and provision these in compliance with RFP and ensure / select right services from CSP or provision on its own.
81	Vol I	30	3.2(xiii)	Auto up gradation of all license	This needs to be within the scope of the SI/MSP (managed service provider) and not with the CSP who is providing the	This is joint responsibility of SI and CSP and SI being prime bidder will ensure these SLAs, and roles / responsibilities are well defined in their agreement. CSP being a provider has to

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					underlying infrastructure. Hence, request to move this from CSP to SI/MSP.	inform SI about updates / patches and new version and SI has to assess / test before upgrading without compromising any performance. All software upgrades (either provided as licensed or subscribed through CSP) should provide through the project period.
82	Vol I	30	3.2(xv)	Procuring and Installation of Software licenses	This needs to be within the scope of the SI/MSP (managed service provider) and not with the CSP who is providing the underlying infrastructure. Hence, request to move this from CSP to SI/MSP.	Responsibility of SI for aligning MSP and CSP to ensure cloud-based licensing of OS, DB and user applications are in line with RFP requirement
83	Vol I	30	3.2(xix)	MIS and Reporting Services	Please elaborate what is required from the CSP for this point. Are we talking about the dashboards for different infra related monitoring?	MSP to plan, provision and provide all MIS reports which includes Application availability and performance related reports, Cloud Resource Monitoring & Management Reports, Network and Server Monitoring Reports, SLA reports and any other report as required in RFP but not limited. Auto scheduling of the reports to concerned stake holders be done as per project requirement
84	Vol I	30	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work C) Application hosting on cloud Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1	As the CSPs are qualified and empanelled by MeitY for cloud services, is it required all the certifications to be considered to qualify the CSP for the project.	Yes, all required certifications need to be submitted

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				&Type 2) and ISO/IEC 27017:2015 certified		
85	Vol I	30	3.2	Overview of Khanij Online 2.0 - Brief Scope of Work *C) Application hosting on cloud* The time to provision for new virtual machines shall be maximum in 5 minutes	Recommended to change the time to 2 hours due to practical constraints/challenges.	The time to provision for new virtual machines shall be maximum in 30 minutes. Please refer corrigendum
86	Vol I	30	3.2 C	Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 1,2 and 3 compliant	Please ask for a confirmation from the CSP towards SOC 1,2 and 3 compliance. SOC 3 compliance ensures that the CSP meets AICPA Trust Services Security, Availability, and Confidentiality Principles and Criteria	Please refer corrigendum
87	Vol I	30	3.2 C	The CSP should Offer SLAs on Availability of compute with dynamic scalability for storage, and published uptimes. The CSP should also the agility to provide software defined configurations to add / remove capacity	The published SLAs should be available on the CSP public portal.	AS per RFP, in addition Standard SLA of all the relevant services offered by CSP which includes compute, storage, security and resource monitoring portal services etc should be available on CSPs public portal
88	Vol I	30	3.2	Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2)	Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 1,2 and 3 compliant Justification: Please ask for a confirmation from the CSP towards SOC 1,2 and 3 compliance. SOC 3 compliance ensures that the CSP meets AICPA Trust Services	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Security, Availability, and Confidentiality Principles and Criteria	
89	Vol I	30	2.4	d) SI's aggregate liability for damages shall be capped at 100% of the total contract value.	Since some part of the project would have been delivered, requesting to modify the clause as below: "SI's aggregate liability for damages shall be capped at 100% of the total undelivered contract value."	As per RFP
90	Vol I	31	3.2 C(xiii.)	The SI shall be responsible for ensuring security of overall solution and infrastructure from any threats and vulnerabilities. The SI shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, event logging & correlation and vulnerability protection through implementation of proper patches and rules.	Queries : We understand that apart from "The SI shall be responsible for ensuring security of overall solution and infrastructure from any threats and vulnerabilities through an analytics tool that provides accurate inventory of the installed software packages on the workloads and quickly identify any know vulnerabilities and exposures and provide a security risk score for the overall environment" - Kindly confirm our understanding Justification : In cloud environment, necessary security measures need to be established to ensure the vulnerabilities are captured in real time, it is a different environment than on-premise, as a solution, real time vulnerabilities need to be known to identify potential threat	Security of the overall solution to be ensured by using relevant tools, services, processes & best practices.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
91	Vol I	31	3.2 C (ix.)	Support in Migration of all data from existing infrastructure in secured manner	Queries: We understand that "Support in Migration of all data from existing infrastructure in secured manner ensuring data mobility without vendor lock-in by providing Automate data management to move and recover workloads across clouds" - Pls confirm. Justification: The data mobility should be enabled without any cloud lock in, it should automate data management to move and recover data across clouds	Scope requires migration from SDC to cloud and the SI needs to make necessary arrangement to move existing applications on lift and shift basis in hassle free manner. Kindly refer section 4 for better understanding. The data mobility should be enabled without any cloud lock in, it should automate data management to move and recover data across clouds
92	Vol I	31	3.2 C (a)	Develop migration roadmap, identifying the constraints and inhibitors to cloud migration	Queries: We understand that "Develop migration roadmap, identifying the constraints and inhibitors to cloud migration, Including, application dependency map in existing environment by capturing and analysing flow and process telemetry of all modules running in current environment to have consistency in proposed environment." - Pls confirm. Justification: For effective migration, the environment needs to be aware of existing application dependency map, dependencies in the current setup & same dependencies need to be implemented in proposed setup	The SI needs to plan and execute cloud migration considering technical aspects of existing application, its integrations, data migration along with business continuity and skilled manpower required. The SI needs to identify all potential challenges and risks with effective solution in advance, to ensure cloud migration in hassle-free manner.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
93	Vol I	31	3.2 C (a)	The SI shall also be required to provide the following as services under the project: a. Routing, Web Application Firewall, Firewalls, Load Balancer, Bandwidth, Backup, Operations Management and Data Management	Please provide basic specifications for Virtual instance of following: 1. Virtual Router 2. Load Balancer and Web Application Firewall 3. Virtual Firewall 4. vIPS	Please refer addendum for Technical specifications of Virtual Router, Web Application Firewall, Load Balancer & vIPS is placed in the addendum.
94	Vol I	31	3.2 C (a)	Queries on Cloud Workload optimization	We understand that Bidder should provide "solution should include a workload optimization tool that is cloud instance aware (on demand, reserved etc.), to give recommendations on scaling based on the available inventory offering performance & scale" - Please confirm	SI needs to fulfil the given requirements and comply with the given SLA with optimised & effective resource utilisation. The bidders can propose their respective solutions and approaches.
95	Vol I	31	3.2 C (a)	Queries on Cloud security	We understand that Bidder should provide "The solution should include a secure cloud workload protection tool, that provides tool should enables Application micro-segmentation which can stop unwanted E-W communication between servers in application" - Please confirm	Objectively the SI needs to fulfil the given requirements and comply with the given SLA. The bidders can propose their respective solutions and approaches.
96	Vol I	31	3.2 C (a)	The CSP should support granular control for incremental storage and not fixed capacity volumes	While cloud comes with the promise of elasticity, it should also apply to storage volumes of all types. If customer needs to buy only fixed capacity volume, then they might have to buy 500 GB when they need only 1 GB extra.	The given clause in RFP is self-explanatory.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
97	Vol I	31	3.2 C (a)	Incremental storage volume with provisioned IOPS up to 64000 with snapshot capability	With increasing volume of transaction over 5 years it is important that the storage systems are capable of supporting high volume of read write operations. If the storage does not scale enough that might become a bottleneck for all other components.	Please refer section 4.3 at page 38 of RFP Vol-1. The SI needs to ensure incremental availability of storage as the part of scope of work.
98	Vol I	31	3.2 (a)	Providing required compute infrastructure (server/virtual machines) and storage infrastructure on the cloud including the underlying software licenses to host the application suite.	Incremental storage volume with provisioned IOPS up to 64000 with snapshot capability Justification: With increasing volume of transaction over 5 years it is important that the storage systems are capable of supporting high volume of read write operations. If the storage does not scale enough that might become a bottleneck for all other components.	As Per RFP and storage volume should be able to support IOPS up to 64000
99	Vol I	32	3.2 (b)	iii. The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC ad shall operate at 100% compute as DC during outages.	Requested to please clarify if the switchover has to automated, since BCP also needs to be provided. In such a scenario below would become the prerequisites before the same can be implemented: 1. The business rules need to be freezed during SRS discussion time for the changeover (How and When). 2. BCP tool would be needed, which would have additional impact on the overall bid	1. Yes, the business rules to be defined requirement gathering phase with the selected bidder. 2. & 3. Functional objective -All the functional requirement in Cloud DC will be available in DR in case of outage. All the necessary tools required are to be provided by the SI.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					cost. 3. If 1 and 2 are in place, the SI should have the freedom of sizing @ DR, as long as the SLA (in terms of RPO & RTO) are being maintained.	
100	Vol I	32	3.2 (b)	The exact address of the Primary Site (DC) and Disaster Recovery Site (DR) shall be shared by the SI	As Application has to be hosted on cloud, we assume the said clause is for Cloud Primary DC and Cloud DR	Yes, Bidder's understanding is correct
101	Vol I	32	3.2 C (b)	Bidder must confirm that the DC and DR locations proposed to offer cloud services for this project are within India and provide the third-party certifications for ISO 27001, ISO 27017 and ISO 27018 for the Cloud Services.	As per the Section 2.2 Audit under Guidelines for Government Departments on Contractual Terms Related to Cloud Services, "However, as the cloud services are provided to multitude of customers, the CSPs do not permit access to ensure security for all customers. Therefore, Departments can check compliances by accessing and verifying all the global compliance certification audit reports. In addition, the Departments shall mention the standards that the CSPs need to demonstrate compliance to the standards such as ISO 27001, ISO 27018 etc. rather than physical access and audits." Request the department to accept the confirmation and third party certificates from the CSP since MeitY has already evaluated the DC and DR locations of the CSP within	As per RFP, SI may Provide Generic Location of DC and DR within India

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					India as part of the CSP Empanelment Application evaluation.	
102	Vol I	32	3.2 C (iii)	The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC ad shall operate at 100% compute as DC during outages.	Queries: We understand that "The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC ad shall operate at 100% compute as DC during outages. The solution should provide policy translation and cloud-networking functionalities in DC & DR to assure security (stateless distributed firewall, micro segmentation) consistency in policies in both DC, DR (same network & security profile cross Data centres)" - Pls confirm. Justification: While migrating from DC to DR, the solution should have consistent network & Security policies across the data centres to ensure seamless experience	As per RFP
103	Vol I	32	3.2 C (b)	I. The SI shall ensure availability of DR site within India II. The exact address of the Primary Site (DC) and Disaster Recovery Site (DR) shall be shared by the SI. III. The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC ad shall operate at 100% compute as DC during outages. IV. In case of failure of DC, the DR	Query: For ICCC software, Bidder need to provide Software as a service (SaaS) in Pay as You Grow model as per cloud requirement of ask in tender. Since ICCC Software application is provided as SaaS, Disaster Recovery clause is not applicable for ICCC Software. Pls confirm our understanding.	ICCC is required as SaaS. DR service should also be provided for ICCC platform.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				should be activated based on the SLA parameters mentioned in the RFP. V. SI shall provide DR as a Service (DRaaS) from a data centre located in a different office from the main DC.		
104	Vol I	32	3.1	- Switch over of application from DC to DR as per defined RTO and RPO - Switch over applications from DR to DC as predefined RTO and RPO	Please provide the RPO and RTO of the application and databases separately for designing BCP/DR Plan	Bidder to fulfil requirements as per RFP.
105	Vol I	32	3.1	iii. The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC and shall operate at 100% compute as DC during outages.	Does it mean the number of each server type should be similar in both DC & DR? Or does it mean that all types of components should be available in DR as well. If it means the number of each type of server should be same in both sites, then this is not a usual practice. DR will only be 50% of the DC. We will ensure continued operations at DR; but redundancy will not be available. Please consider & accept.	As per RFP. Functional objective -All the functional requirement in Cloud DC will be available in DR in case of outage. All the necessary tools required are to be provided by the SI.
106	Vol I	32	3.1	iii. The DC & DR shall operate on Active-Passive mode. DR shall be exact replica of DC and shall operate at 100% compute as DC during outages.	Please clarify Replication procedure will be Disk to Disk or DB replication Please let us know the tool for DR drills would be provided by customer or bidder?	As per RFP. Functional objective -All the functional requirement in DC will be available in DR in case of outage. All the necessary tools will be required by the bidder

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
107	Vol I	33	3.2 (f)	Cloud Server Checklist- Managed services: Disaster Recovery and Business Continuity Services	VERY IMPORTANT: As you have both DC and DR on cloud so request to add the ISO certificate which validates the capability of the CSP for handling the business continuity like other certificates which have been added for the validations of the capability. This would ensure that a third-party audit of the DC for providing the service have been completed successfully. ISO 22301 specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against, reduce the likelihood of occurrence, prepare for, respond to, and recover from disruptive incidents when they arise.	As per RFP
108	Vol I	33	3.2 (e)	New SI shall undertake its own sizing basis current transactions rate is 18 Lakh / year, projected growth is to 75 Lakh transactions / year after all lessee and licensee are onboarded to Khanij Online 2.0, desired SLAs and shall configure additional quantities as & when required. SI shall also study the existing application for mobility to cloud.	For the effective Server infrastructure design, concurrent users for the applications should be clearly mentioned in the RFP. Currently, only total users are mentioned without specifying the concurrent users / transactions.	For effective designing of system, please consider total number of users as concurrent users (including all lessee, licensee, their sub users, end user, govt official etc)
109	Vol I	33	3.2 C (d)	SI shall provide provision for viewing live Dashboards for Daily report,	Queries: We understand that "SI shall provide provision for viewing live Dashboards for Daily report, utilization etc.	Additional optimisation tool if required to meet the RFP requirement may be provided by SI

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				utilization etc. through the monitoring tool/self-provisioning tool.	through the monitoring tool/self-provisioning tool. It should also provide optimization tool that Delete/Suspend unused resources, vertical/horizontal auto scaling, be aware of the instances (RI, spot etc.)" - - Pls confirm. Justification: The solution should include an optimization tool that should provide dashboard for continuous optimization, which is application, network, cloud aware	
110	Vol I	33	3.2(B, iii)	Current transaction rate is 18 lakh per year and projected growth is to 75 lakhs per year.	At other points it is written 31 lakh e-TP. What does one transaction means? Does it mean one e-TP generation?	Yes, Bidder's understanding is correct.
111	Vol I	34	4.1	Detailed Scope of Work - Work Stream 1 Takeover of existing application and Hardware New SI will perform all the functions and services necessary to accomplish the Transition of the entire knowledgebase, application (Web, Handheld device, other utility and integrations etc.), infrastructure, and services under existing Khanij Online from the current SI on or before the specified completion dates.	1. Will the listed documents below required for KT process, be available on or before T0? (I) Detailed Technical Architecture & Data Flow Diagram (ii) Process Flow	Yes, it will be available and provided to selected SI
112	Vol I	34	4.1	Work Stream 1: New SI will be responsible for the overall management	Pls confirm is there any planned date of exit current SI.	It will be informed to the selected SI

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				of the transition in accordance with the transition plan and will work to ensure the transition is completed on schedule and to identify and resolve any problems encountered.		
113	Vol I	34	4.1 A	iii. The knowledge transfer shall include initial and ongoing training on existing Khanij Online, training materials, operations manuals, procedure manuals, source code control and deployment/ installation guide.	We hope existing SI will be responsible for submission of updated FRS/SRS and other technical documents during exit management. Bidder as new SI is only responsible for study of existing system during handover/Knowledge transfer period.	Yes, Bidder's understanding is correct. Please refer Section 4.1 of Volume I for details.
114	Vol I	35	4.1	Work Stream 1 :(A)4. The existing SI shall conduct detailed Knowledge Transfer sessions for the new SI (such sessions should be recorded by the new SI for future playback) and shall concentrate on the following:	Pls confirm CHiPS shall coordinate for arranging this knowledge transfer sessions.	Yes, Bidder's understanding is correct.
115	Vol I	35	4.1 G.(i)	i. During the Transition the new SI will be given a hands-on exposure to existing Khanij Online system, by the incumbent SI. During the15 days, the new SI will shadow the entire team of the incumbent SI, at all the client locations. During the next15 days, the new SI shall be managing the entire responsibilities of existing Khanij Online, however the existing SI shall	We request you to kindly provide 2 months' time for completing the transition of the existing Khanij Online System.	Please refer corrigendum.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				deploy its team as a shadow support and will be responsible for supervising and reviewing all the activities of the new SI.		
116	Vol I	36	4 (iv)	iv. Old SLAs of existing Khanij Online will be applicable to the incumbent SI during this phase	The SLA's needs to be made available in advance.	Pertaining to availability of services of existing Khanij Online the Selected Bidder should ensure uptime of 99% after takeover of existing Khanij Online from incumbent SI and till HA and DR is setup for existing Khanij Online. For every 1% drop in uptime a penalty of 0.5% of the Quarterly Payment would be liable to be deducted pre-HA and DR setup. After setup of HA and DR for existing Khanij Online, Post Implementation Service Level as per corrigendum under section 6.2.4 will be considered
117	Vol I	36	4 (ix)	ix. Success criteria for the transition will be defined in this phase by DGM/CHiPS, and only upon meeting the success criteria, the project will move in next phase, where the new SI will be in lead for managing existing Khanij Online independently	The success criteria may be made available in advance	In the beginning of the engagement, the SI should prepare a transition plan, in consultation with DGM/CHiPS. The plan should have clearly defined success criteria and completion of migration along with all dependencies
118	Vol I	36	4.1	Takeover of existing application and hardware A. Knowledge Transfer	The new SI will have no control on existing SI. Therefore, performance of existing SI must be monitored and ensured by the DGM/CHiPS. New SI can immediately raise the flag, if their performance will be	New SI has to discuss with DGM/CHiPS, DGM/CHiPS will mediate to ensure that appropriate knowledge transfer is being carried out.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					hampered/ affected due to poor /non-performance of the existing SI.	
119	Vol I	36	4.1	Section G - point viii	Please share the old SLA(s) and the report of SLA adherence from the incumbent SI.	Please refer above response and corrigendum
120	Vol I	36	4.1	Section G - point xi	Will you be able to provide the names of the subcontracted agencies and the areas subcontracted to by the incumbent SI	Not Required
121	Vol I	37	4.2(i)	i. Ensuring the continuity of Khanij Online application by complete takeover of application, infrastructure at SDC, in as-is condition along with all developments, enhancements, databases, source codes, user manual, SRS, Design Documents, integrations and all other components required to run the system effectively without any interruption	We understand that existing Khanij Online application also need to be migrate on Cloud Server (DC & DR). Kindly Confirm.	Yes, your understanding is correct. Please refer Section 4.3 of RFP Vol 1.
122	Vol I	37	4.2 (viii)	Work Stream 2: Ensure continuity of existing Khanij Online: Any new integration with other Department/Payment gateway/MeitY/Weighbridge / conveyor /other weighment instruments integration Application as per requirement (at no extra cost)	Pls confirm integration is between existing systems or planned new systems. If existing system is documentation for this integration available or need to be prepared	All the proposed API integration as mentioned in the RFP shall be with the new system. The existing system documentation is available and shall be handed over to the selected SI during transition phase.
123	Vol I	37	4.1	Section H - point viii	Request commercial implications of assuming operation ownership of the s/w licenses and renewal of 3rd party contracts	Bidder has to take care of the proposed licenses for Khanij online Application

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
124	Vol I	37	4.2	Ensure continuity of existing Khanij Online	DGM / CHiPS should inform the potential bidders what additional features they are expecting in the new system – new workflow/ changes in the workflow and core application framework/ enhancement and modification in modules	Please refer Section 4 of RFP Vol I
125	Vol I	37	4.2	Ensuring the continuity of Khanij Online application by complete takeover of application, infrastructure at SDC, in as-is condition along with all developments, enhancements, databases, source codes, user manual, SRS, Design Documents, integrations and all other components required to run the system effectively without any interruption	Request to kindly share the SDC policies	The information shall be provided to the selected bidder during requirement gathering phase
126	Vol I	38	4.3 (ii)	ii. Redundancy for failover	Is HA required across each layer of the current 3 tier application, including the DB layer?	Yes, it is required
127	Vol I	38	4.4	The application software will be bi-lingual (Hindi & English) in nature	Please provide detailed scope for the bi-lingual functionality required in all the software application features	Please refer Section 4.4 of RFP Vol 1. Bidders are free to suggest standard functionality for bilingual feature
128	Vol I	38	4.2 (ix)	Work Stream 2: Ensure continuity of existing Khanij Online: Other API integration as per requirement (at no extra cost)	Pls confirm API integration is between existing systems or planned new systems. If existing system is documentation for this integration available or need to be prepared.	All the proposed API integration as mentioned in the RFP shall be with the new system. The existing system documentation is available and shall be handed over to the selected SI during transition phase.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
129	Vol I	38	4.3	CSP should provide support for at least 3 leading processor manufacturers supporting x-86 and arm-architectures.	Choice of processor and architecture to build the applications with the flexibility in choice that you want. We believe that by providing greater choice, customers can choose the right compute to power their application and workload.	CSP should provide support for at least 3 leading processor manufacturers supporting x-86 and arm-architectures.
130	Vol I	38	4.3	CSP should be capable of providing multiple availability zone with Synchronous replication capability for redundancy and HA purposes	Synchronous replication guarantees real time replication and pure high availability with point in time consistency of data.	As per RFP
131	Vol I	38	4.3	From a reliability stand point – storage and database services should be designed for 99.999999999% durability.	High durability of data is highly important for overall reliability of the solution.	As per RFP
132	Vol I	38	3.2 (B, iii)	Detailed Scope of work, Work Stream 4: The application software will be bi-lingual (Hindi & English) in nature	We assume that although UI will be bi-lingual, the database will be always in English. Kindly specify, if the assumption is correct or not?	Only UI need to be bi-lingual.
133	Vol I	38	4.3	Work Stream 3: Setup HA and DR for existing Khanij Online	Please confirm that DC-DR replication bandwidth is already available.	Bidder has to migrate Khanij Online 1.0 to Cloud DC / DR
134	Vol I	39	4.4 (B)	The selected System Integrator will ensure local office in Raipur for ensuring development environment for selected team as mentioned in RFP. SI will have to depute its team in Raipur and will not be permitted take the work offshore/out of Raipur. This setup will be operational till the time ICCC is up and running, post which all the	As per RFP bidder shall deploy resources at Raipur for development and testing. We would like to request since software development requires different set of teams with different expertise, keeping all resources at site limits involvement of different resource. We respect departmental concern on timely and quality deliveries of solution which also can be ensured through	Dedicated onsite team to be deployed in Raipur for development as per the RFP. Secure Development environment to be setup for all developers in SDC/ICCC centre in Raipur as per RFP.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				development environment and activities will be carried out from ICCC only.	WBS plan and project monitoring mechanism. While industry moving on digital era, keeping physical presence is increasing cost and limiting expertise.	
135	Vol I	39	4.4 B	The selected System Integrator will ensure local office in Raipur for ensuring development environment for selected team as mentioned in RFP. SI will have to depute its team in Raipur and will not be permitted take the work offshore/out of Raipur. This setup will be operational till the time ICCC is up and running, post which all the development environment and activities will be carried out from ICCC only.	Please allow only the Business Analyst, Project Manager, UAT team to be deployed at Raipur. Rest of the team of UX design, Developers, testing staff may be allowed outside Raipur as a typical development project requires Organisation level skills and resource sharing which is available at their core development office	As per RFP.
136	Vol I	39	3.2, (B, iii)	Detailed Scope of work, Work Stream 4: Development of Khanij Online 2.0 and User Acceptance Test (UAT): The selected System Integrator will ensure local office in Raipur for ensuring development environment for selected team as mentioned in RFP. SI will have to depute its team in Raipur and will not be permitted take the work offshore/out of Raipur. This setup will be operational till the time ICCC is up and running, post which all the development	We would like to request you to allow SI to work from office of their own along with the office located in Raipur. This is a platform level software and requires expert developers and opinion from multiple architects. It is not possible to deploy entire team in Raipur. We will able to deploy required team at Raipur, but we need more resources than mentioned in RFP. many expert resources are hesitant to relocate themselves for such a longer duration. Hence, we would like to request you to allow working from remote offices.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				environment and activities will be carried out from ICCC only.		
137	Vol I	40	4.4 C	Application Service integration offer many benefits over distributed computing architectures. Services integration gives most important benefit to establish secure communication channels between two applications. It gives freedom to the individual applications, to exchange the data by themselves. Service integration works on component-based model of application development. It can also make easy to deploy legacy code as a Web Services and it works on standard Internet technologies with secured environment. By using web services, the website performance may increase.	It may be clarified that whether SI need to coordinate with the departments for the integration purpose. SI should not be made liable for any delay from the other departments for the integration, approval or other activities.	SI need to plan timeline in consultation with DGM, coordinate with external departments which shall be facilitated by DGM. The SI shall not be responsible for the delay from other department in giving the required support. But the SI shall be responsible for the delay on the part of SI.
138	Vol I	41	4.4 D	The SI shall create and maintain all project documents that shall be passed on to DGM/CHiPS as deliverables as per the agreed project timelines. The System Integrator shall prepare all necessary documentation for the project and provide them to DGM/CHiPS or its designated Consultant for review, approval, record, reference etc. as required. Any other	Such documents may be made available to the SI for Khanij 1.0 Project which will help SI to understand the project in better way	The documents for existing application shall be provided by incumbent SI. However later on the new SI need to update such documents with respect to enhancements.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				document(s) deemed necessary for implementation, operations and maintenance of the hardware and network equipment's and the overall system.		
139	Vol I	41	4.4	Section C - Initial identified integrations	Please let us know whether web API(s) are available for each of the identified external applications.	API would be available as and when they are available with the Department
140	Vol I	41	4.4	Design, Development and Implementation of Khanij online 2.0	a) All relevant rules, regulations, guidelines, reports, SOPs should be made available to the new SI. b) When integration with external databases is required then DGM/CHiPS should provide all their help and co-operation in co-ordinating with the relevant external authorities / institutions	DGM / CHiPS shall facilitate
141	Vol I	42	4.4 E (vii.)	Self Service provisioning Portal with API for automated provisioning	Queries: We understand that "Self Service provisioning portal with API that provides a cloud-independent application profile, which defines deployment and management requirements for the application stack, which abstracts the unique aspects of the environment and provisions infrastructure and deploys and configures application components in a way that is optimized for that environment's infrastructure and cloud services." - Pls confirm.	Self service Provisioning tool is also required

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Justification: The self-service provisioning tool, should provide cloud agnostic profile to assist in DC, DR & have an effective exist management strategy	
142	Vol I	42	4.4 E (xi.)	The SI shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, event logging & correlation and vulnerability protection through implementation of proper patches and rules.	Queries : We understand that "The SI shall address ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion prevention/ detection, content filtering and blocking, virus protection, cloud workload protection, application process behaviour analysis, forensics & analytics tool with real time alerting, cloud enforcement tool (bare metal, virtual machines, containers), event logging & correlation and vulnerability protection through implementation of proper patches and rules." - Pls confirm. Justification: In cloud environment, necessary security measures need to be established to ensure the vulnerabilities are captured in real time, it is a different environment than on-premise, as a solution, real time vulnerabilities need to be known to identify potential threat	As per RFP
143	Vol I	42	4.4 E (xviii.)	The Cloud infrastructure and data must be maintained only at the location of	Queries: We understand that "The Cloud infrastructure and data must be maintained	As per RFP.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				the identified Cloud hosting site. Data can only be moved to other site in case of any emergency with prior approval of the DGM.	only at the location of the identified Cloud hosting site. The data should be backed up at Cloud location providing WORM, Encryption (FIPS, AES 256), native archive to cloud & provision to move data across clouds. Data can only be moved to other site in case of any emergency with prior approval of the DGM." - Pls confirm. Justification: The data backup should be performed by cloud agonistic backup tool to ensure protection of files	
144	Vol I	45	4.5	a. STQC certification for complete Khanij Online 2.0 application (including Vehicle tracking System, Mobile App, Desktop based Application, Cloud hosting). This shall be performed at least once before complete Go-live of Khanij Online 2.0, only by STQC and not Cert-In empanelled agencies. b. STQC / Cert-in certification for Security, Vulnerability and Penetration testing for Khanij Online application (including Vehicle tracking System, Mobile App, Desktop based Application, Cloud hosting) to be performed every six months for Existing	1. We understand that Baseline Scope will be defined during the requirement phase for the STQC testing. Also, Iteration in requirement shall be not be considered for the STQC testing. 2. STQC testing process is mammoth task. To complete this activity within the 6 months project timeline is difficult to achieve. So, request you to please do not consider STQC testing within the Project completion activities. 3. We suggested that only Cert-In testing shall be there for every 6 months as STQC testing for the proposed application is quite	1. Complete functionality/scope is required for STQC testing 2. STQC/Cert-In empanelment audit shall be required for proposed Khanij online 2.0 prior to go-live. In case Cert-In empanelled certificate is provided before the go live, then after go live STQC Audit process will be started immediately. 3. Cert-In audit shall be performed in every six months. Please refer Section 4.5 of RFP Vol I

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Khanij Online and Khanij Online 2.0 implementation. SI should ensure proper security testing of the application before deployment on production environment to eliminate all vulnerabilities.	difficult to complete within 6 Months or every 6 months. STQC have different section to audit which take at least 3 months to complete each stage. In this case, we suggest Cert-In/VAPT shall be allowed.	
145	Vol I	45	3.2, (B, iii)	STQC / Cert-in certification for Security, Vulnerability and Penetration testing for Khanij Online application (including Vehicle tracking System, Mobile App, Desktop based Application, Cloud hosting) to be performed every six months for Existing Khanij Online and Khanij Online 2.0 implementation. SI should ensure proper security testing of the application before deployment on production environment to eliminate all vulnerabilities.	During lift and shift to cloud, whether STQC or Cert-In audit is required to be done for existing Khanij Online? This kind of audit is time taking and it will delay the lift and shit. Hence it is recommended to do transition without security audit or give extra time for security audit. For existing Khanij Online only Cert-in certification shall be made mandatory after 6 months and not the STQC audit.	For existing Khanij Online from shifting from SDC to Cloud, Cert-in Certificate is required within 3 months from the date of shifting to Cloud from SDC
146	Vol I	46	4.6	The SI has to ensure at least four weeks of overlap period in such replacements. DGM will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost because of replacement has to be incurred by the SI only.	Keeping 4 weeks of overlap is very high. We can keep 2 weeks duration critical resource such as at Lead level. For all other resources it shall be discussed mutually.	Please refer corrigendum. Please read it as: The SI has to ensure at least four weeks of overlap period for Lead Team and at least two weeks for all other project Team members deployed considered in such replacements. DGM will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
						because of replacement has to be incurred by the SI only.
147	Vol I	46	4.6	Phase III – Development of Khanij Online 2.0	We understand that RFP's unit rate for proposed manpower will be considered as reference and order will be revised as per submitted resource plan. Kindly Confirm	Bidder is free to assess number of resources required for development; Cost is to be quoted accordingly by SI in Development cost. No additional cost will be provided to the selected SI.
148	Vol I	46	4.6	Work Stream 6: Resource Deployment: SI will provide qualified and trained person for all District locations for complete contract period to provide handholding to the departmental staff in the District/Regional/ Check Post Weigh bridges/DGM Offices/ Other location of districts	Pls confirm the exact number of locations wherein support resources would be required.	Such resources will be deployed at District, regional level and HQ as per requirement
149	Vol I	46	4.7	Work Stream 7: Training and Capacity Building: Training and Capacity building.	Trainees per batch as mentioned would around 30. Pls confirm how many batches are planned for training.	Training will be imparted as per need and ongoing basis during contract period.
150	Vol I	47	4.7	SI shall plan for training sessions as per the project requirements. The schedule/ location/ Syllabus/ Training Manuals for the above Training sessions would be approved by DGM/CHiPS.	Regular Training shall be imparted by team deployed at site only during the O&M phase. SI will conduct HO user training and train to trainer program only. Also, we request you to clearly define numbers of training and scope	Trainings will be as per need and ongoing basis throughout contract period at District, regional level and HQ as per requirement
151	Vol I	47	4.7	4.7 Work Stream 7: Training and Capacity Building An individual trainee may be required to	Please provide details such as number of trainees, total number of sessions per day,	Training to be conducted as per requirement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				be trained several times for same or different training category.	Training Category for training to be conducted.	
152	Vol I	47	4.7	SI shall plan for training sessions as per the project requirements. The schedule/ location/ Syllabus/ Training Manuals for the above Training sessions would be approved by DGM/CHiPS.	We understand that training during O&M phase will be arrange at Head Office Raipur.	The trainings shall be conducted at District, regional level and HQ as per requirement
153	Vol I	47	4.6	B. Training execution	Is train the trainer methodology allowed? Please consider and accept. This will help the department attain required help quickly and cost of training will also be less.	Bidder to provide requisite training
154	Vol I	47	4.6	System integrator shall design and execute the training for following stakeholders: • Training to Staff at Head Quarter • Training to Staff at the regional and district offices • Training to lease (major & minor mineral), licensee, end user, transporter etc.	Would request you to kindly clarify the place of trainings as it will be done at district level or state level	The trainings shall be conducted at District, regional level and HQ as per requirement
155	Vol I	48	4.6	Training location at Head Quarter and district offices	Could CHIPS provide some details on the locations where the trainings need to be conducted so that bidder could estimate the cost for travel, lodging, boarding etc.	Bidder to provide requisite training at HQ, Regional office and Any District level or any other Office as specified by DGM. SI to ensure cost of travel. Lodging and boarding will be provided by DGM as per State guidelines.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
156	Vol I	49	4.8	Deployment of ICCC	Who will pay for the power, ac and physical security of the ICCC site during the O&M mode?	Power bill will be provided by DGM. Security is in the scope of bidder
157	Vol I	50	3.2,(B, iii)	All SOPs should be maintained in knowledge repository.	Knowledge repository portal exist today or need to be developed completely new?	Currently no knowledge repository portal does exist
158	Vol I	54	4.9	xxxv. The Selected Bidder will ensure proper audit law policy, user awareness policy, password policy, vulnerability scan, patch management policy, information security policy, antivirus policy, physical security policy, classification policy, backup policy, media handling policy, access control policy and other security policies and measures inconformity with provisions of IT act 2000 for successful completion of the project in consultation with Competent Authority	Please let us know the backup policy of project. Daily, weekly, full, incremental etc.	Incremental data has to be backed up on daily basis. Backup has to be retained for a period of minimum 3 months.
159	Vol I	57	4.9 H	Data Backup & Data retention Policy	Kindly provide details about the desired data retention duration and data backup interval for each systems of this particular Bid.	Details will be shared to successful bidder. However bidder has to self asses and propose as per the best practices.
160	Vol I	57	4.9 (H)	Detailed Scope of Work - Work Stream 9, Backup Management Services: Data Backup & Data retention Policy	Data Backup time and interval should be defined	SI needs to define backup policy in consultation with DGM/CHiPS.
161	Vol I	57	3.2, (B, iii)	Backup Management Services	What is backup retention policy requirement? How many days backups to be retained?	Incremental data has to be backed up on daily basis. Backup has to be retained for a period of minimum 3 months.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
162	Vol I	58	4.10	The Khanij Online 2.0 Solution needs to be architected using robust and proven software and hardware technologies like Service Oriented Architecture (SOA)	We understand that SOA is required for Khanij Online 2.0 only and not including Khanij online 1.0. Whether these technologies include MVC also? i.e. can the application be developed using MVC? Kindly clarify.	Bidder's understanding is correct. SI has the choice of technology. However, the SI has to ensure the compatibility factor for both Technologies (Existing & proposed). Existing Khanij Online may be migrated to new technology without compromising the business operations.
163	Vol I	58	4.1	The Bidder shall integrate the GIS based base map and map data provided by department. The Bidder should also integrate the routes and location Geofence from data created by department. Maps shall have GIS Maps extension to allow plotting different mark-ups and indications on a map view using vehicle and spatial map layers and allow the user to zoom and pan freely through the map and be able to present heat map visualizations on GIS map data.	Kindly clarify on the base map layers and map data to be provided by the department. What will be the format in which the data shall be provided to the bidders? Kindly clarify the need of heat map visualizations on GIS map data.	Base map with various layers as mentioned in the RFP shall be provided by the selected bidder. Department shall provide corner point coordinates for lessee, licensee and end user plants etc. Route details to be proposed by bidder based on source & destination, Department shall validate as per requirement. Further route-based optimization shall be done by the selected bidder.
164	Vol I	58	3.2, (B, iii)	Software architecture must support web services standards including XML, SOAP, UDDI and WSDL.	SOAP based services are mentioned; does that mean modern open standards like JSON are not to be considered at all?	JSON can also be considered
165	Vol I	60	4.10	D. Mobile App	Please provide details for total internal users, external users and nos. of concurrent users to be considered for the Mobile Application.	As per project requirement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
166	Vol I	60	4.10 D	Additional, Mobile App monitoring	Queries: We understand apart from mobile application of Khanij Online "additional mobile application for performance monitoring to be provided to Trace transactions from mobile device all the way to the server side, correlate mobile transactions with server side providing unified interface for mobile & server diagnostics. The tool should provide usage and performance analytics based upon device type, OS type, OS version." - Pls confirm. Justification: The mobile application should have mobile app monitoring that can ensure workability & performance of the application	The project requirements are given in RFP. However, SI is free to propose additional enhancements.
167	Vol I	60	3.2 (B, iii)	Mobile application shall work as extended module of KO 2.0 and it must work in online and offline mode both.	Does offline mobile app need to support all functionality or only critical defined functionality? What is scope of offline mobile app features? We recommend only specific functionalities to be made available offline.	Only critical functionalities of mobile app need to be offline as mentioned in the scope of work
168	Vol I	60	4.10	D. Mobile App	Here native app is asked for whereas earlier in page 28 hybrid mobile app is mentioned. Please let us know.	Hybrid mobile app is required
169	Vol I	61	4.10 (D)	Detailed Scope of Work - Module Wise Scope of Work: Mobile App - xi. The application should be able to work both offline and online so that data can be	Does the mobile app should have provision to have offline Map or particular Route?	It is clarified that Offline Map on mobile app shall be required for route navigation.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				updated in the central server when the connectivity is available.		
170	Vol I	61	4.10	QR Code Based Paperless e-Transit Pass – All types of e-TP as QR code will also be delivered at vehicle driver's mobile phone. The SI need to provision for the cost of 3rd party API usage for delivering the QR code-based e-TP and it will not be paid by DGM as extra cost. Thus, the SI should implement the solution which can include the QR code as per business need.	The QR based eTP cannot be generated in mobile app where the weighing machine is integrated with web portal. For these features, Smartphone is pre-requisites.	The detailed functionalities on eTP through mobile App and its provisions shall be discussed during requirement gathering phase. Please refer Section 4.10 of RFP Vol 1
171	Vol I	61	4.10	Bulk message delivery to lessees/licensees/government officials.	Please mention where and when to send messages. Also, please define maximum limits for Bulk Messages. We understand that it should not be more than 1 million/per annum.	Bidders to assess number of messages to be communicated and quote accordingly.
172	Vol I	61	4.10	The application should be able to work both offline and online so that data can be updated in the central server when the connectivity is available.	These functionalities required Client machines technical compatibility. Minimum requirement can be shared after getting clarity on required offline functionalities.	Yes, Bidders understanding is correct.
173	Vol I	61	4.10	The Mobile App should enable the inspector to upload the inspection report.	Please provide upload sizing and content type to be consider for each transaction	SI to propose during requirement gathering
174	Vol I	61	4.10	Mining operations are generally carried away in remote areas where internet access is really a challenge. To	Please provide nos. of transaction and time duration for the Offline eTP generation. This is required to design solution.	Offline eTP will be generated as per need and the data will be periodically updated at central server, as defined by DGM.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				overcome the connectivity issue, selected bidder will also develop as desktop-based application, which should enable the specified business transactions as per the scope defined by DGM/ CHiPS in offline mode in case of un-availability of internet and then later on whenever connected to internet, should update the data to the Khanij Online. The application will be used by all users for generation of e-Transit Pass seamlessly.		
175	Vol I	61	3.2, (B, iii)	QR code based paperless e-Transit Pass.	e-TP - whether QR code-based e-TP be sent to Android phone of vehicle driver? Whenever any officer intercept vehicle, shall driver show Android App in which e-TP is available in QR code format? Is that means we are completely elimination Paper based TP? If paper-based TP is to be used along with QR code-based TP, is there any standard set for the security features to be incorporated in paper? Who will be supplying paper (with security features) to the lessee? Will Department make it compulsory for each Vehicle driver to have their own Android Phone?	QR code-based e-TP is being promoted to reduce the use of paper. QR code-based e-TP at drivers mobile will be acceptable to authorities. The drivers need to have their own mobile phones. Paper based eTP is also required, no pre-printed stationary will be used. Security features like barcode and/or QR code will be printed on paper based eTP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
176	Vol I	61	3.2, (Point B, iii)	Verification of e-Transit Pass	Does e-TP verification need to support offline mode as well?	Offline e-TP Verification method / process would be defined in consultation with DGM at the requirement gather stage.
177	Vol I	61	4.10	E. Desktop App	Kindly clarify whether this will be a Windows based App or Linux based.	Windows-based
178	Vol I	61	4.10	E. Desktop App: The application may have below indicative major modules not limited to: i. Configuration Module ii. Master Module iii. e-TP Module iv. MIS Report Module	As this is not limited to the modules mentioned, what other functionalities/ modules are envisaged?	Details will be discussed in Requirement gathering phase
179	Vol I	62	4.10	This application should enable two ways data exchange between desktop application as well as Khanij Online 2.0. Thus, the desktop applications should have facility to store data internally in encrypted format and will be in continuous sync mode with main online application with internet. In case of unavailability of internet, the data will be sync once internet is available or exchange data with Khanij Online portal using data storage media. The data in storage device should be encrypted and secured. Data exchange using storage media shall be ensured by the selected bidder as per direction given	All the Hardware, software and licenses required for functionalities to be provided by client. Kindly confirm.	At client site (lessee/licensee etc)- All hardware and any licenses to be procured by the client at their location. The application will be provided by DGM/CHiPS under this project and no extra cost will be taken from Client. Application software configuration support at Client machine shall be the responsibility of selected SI.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				by DGM/CHiPS. The application must be designed in such a way that it should work in client server architecture also.		
180	Vol I	62	4.10 F	Vehicle Tracking System should be scalable, compatible & allow for any types of standard AIS 140 device to integrate multiple OEM/Makes & Models of the VTDs. However, DGM may allow only Chhattisgarh Transport department (CGTD) empanelled VLT devices for the project. CGTD has currently empanelled 19 AIS 140 compliant VLT manufactures, which is subject to change as per the CGTD requirements. The software shall provide controls to integrate the new vehicle tracking device model by developing the interface for integrating the protocol of new device vendor.	It has been asked to integrate GPS VTS system with 19 different OEM device. Please Clarify will it be software level integration or devices need to be integrated with VTS system directly? If software level integration who will provide APIs for software and software specifications are required. If Devices needs to be integrated directly in that scenario, Device protocol document is required along with make and model. Also, we would like to draw your kind attention that Software application platform is purely depend on the data sending by VTL. If VTL sends the incorrect data, platform will map it. Hence, Software application platform performance shall not be penalized in such scenarios.	As per RFP. Selected bidder shall develop the software platform. Vehicle Tracking System should be scalable, compatible & allow for any types of standard AIS 140 device to integrate multiple OEM/Makes & Models of the VTDs. VTD OEM will be responsible for their side of the API and protocol document and SI shall be responsible for integrating with VTS application.
181	Vol I	62	4.10	Detailed Scope of Work - Module Wise Scope of Work F. Vehicle Tracking System a. CGTD has currently empanelled 19 AIS 140 compliant VLT manufactures,	1.Please provide the list of 19 AIS 140 complaint VLT manufacturers. 2. Please confirm all the empanelled VLT models are NavIC enabled 3. Do the empanelled VLT manufacturers	List will be provided to successful bidder. VLT devices shall be AIS 140 Compliant. Vehicle Tracking System should be scalable, compatible & allow for any types of standard AIS 140 device to integrate multiple

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				which is subject to change as per the CGTD requirements b. DGM may allow only Chhattisgarh Transport department (CGTD) empanelled VLT devices for the project	has specific/unique protocols for integration? 4. Do the empanelled VLT manufacturers provide support services 24/7? 5. Does the empanelled VLT manufacturers support test tools to troubleshooting 6. Can you elaborate the SLA in detail?	OEM/Makes & Models of the VTDs. The transporter shall be responsible for procurement & maintenance of VLT Devices.
182	Vol I	62	4.10 €	Desktop App: This application should enable two ways data exchange between desktop application as well as Khanij Online 2.0. Thus, the desktop applications should have facility to store data internally in encrypted format and will be in continuous sync mode with main online application with internet. In case of unavailability of internet, the data will be sync once internet is available or exchange data with Khanij Online portal using data storage media. The data in storage device should be encrypted and secured. Data exchange using storage media shall be ensured by the selected bidder as per direction given by DGM/CHiPS. The application must be designed in such a way that it should work in client server architecture also.	Pls confirm data format which will be used by Desktop Application, whether its RDBMS file or flat file. This will help understanding encryption and data synchronization scope.	That option is available to SI to design their solution in most secure and efficient manner.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
183	Vol I	62	4.10	In case of unavailability of internet, the data will be sync once internet is available or exchange data with Khanij Online portal using data storage media.	What kind of exchange media will be required? Will it responsibility of the selected bidder? If yes, kindly provide technical specifications and the quantity for the same.	Bidder is responsible to propose storage media where data can be transported in encrypted form. The procurement of storage media at client location is the responsibility of the client
184	Vol I	62	4.10	The data in storage device should be encrypted and secured.	In case of data loss or leakage, who will be responsible for the same?	SI will be responsible for selecting of hardware specification and approved make and the end client will be responsible for procuring the same. If data loss or leakage due to device will be the responsibility of SI
185	Vol I	62	4.10	F. Vehicle Tracking System CGTD has currently empanelled 19 AIS 140 compliant VLT manufactures, which is subject to change as per the CGTD requirements.	Please provide the list of empanelled manufacturers for the same.	List will be provided to successful bidder.
186	Vol I	62	4.10	F. Vehicle Tracking System	If in case in future, CGTD empanels non-compliant AIS 140 devices, then those devices will not be compatible with the application system. In such cases, these devices will not be integrated to the application. Kindly clarify.	Only AIS 140 compliant devices will be integrated by the SI.
187	Vol I	63	4.10 F	ii. Ongoing Trip: VLT device shall continuously sent the location data to central server. Based on the live location data, system shall display the vehicle movement on the map. In case, non-availability of network in vehicle, VLT / GPS device shall store the	Generally, for Vehicle Tracking System, location data from the VLT devices are sent to the central server at every 10/20 seconds intervals. There is no requirement of sending Continuous data as it will only increase the Server sizing. So, we as an experienced bidder in Vehicle tracking	As per RFP. Selected bidder shall develop the software platform. Vehicle Tracking System should be scalable, compatible & allow for any types of standard AIS 140 device to integrate multiple OEM/Makes & Models of the VTDs.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				vehicle coordinates and shall transmit the history packets after availability of network.	domain, would suggest to change this clause as follows: ii. Ongoing Trip: VLT device shall send the location data to central server on each 20 seconds intervals. Based on the live location data, system shall display the vehicle movement on the map. In case, non-availability of network in vehicle, VLT / GPS device shall store the vehicle coordinates and shall transmit the history packets after availability of network. This is important for server sizing.	
188	Vol I	63	4.10 (a)	Detailed Scope of Work - Module Wise Scope of Work *a) General Requirement* The proposed route of the vehicle, as per the location details mentioned in the e-Transit Pass generated at mining location, and the actual route followed by the vehicle shall be monitored and tracked using GPS navigation technology	1. Since AIS 140 mandates NavIC reception capability for the VLT device, the clause shall be modified to GPS and NavIC navigation technology. Otherwise, it shall be deviation from AIS140 standards	This is a software related feature only. Software should have the capacity to define the route as per Transit Pass and track against that defined route based on the real time data gathered from device and the actual route followed by the vehicle shall be monitored and tracked. System should have provision to provide optional routes from source to destination, user can select any of the option during TP generation and system will track the route against selected option.
189	Vol I	64	3.2 (B, iii)	Provision of Maps: Geographical boundaries	Does the department have any existing Map data for the mentioned data layers or the SI is expected to generate fresh set of data. If	GIS maps shall be provisioned by SI. However, mining specific GIS data will be provided by DGM.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					SI to generate all layers, it requires huge efforts and time.	
190	Vol I	65	4.10 F (c)	vii. The Bidder shall integrate the GIS based base map and map data provided by department. The Bidder should also integrate the routes and location Geofence from data created by department	We understand that Department will provide GIS based Base Map & Map data (All the Point of Interest not limited to lessee, licensee, Govt. offices, Traders, Routes, check post or any other points where Vehicle tracking is required). We understand that SI can select any open source or proprietary Map based on their solution. Selected Bidder has to integrate that map with VTS software application. Also, we understand that department will provide Layer data and Survey data to be integrate with the system. Kindly confirm	Selected bidder shall develop the software platform. SI shall also be responsible for provisioning the GIS Maps. However, mining specific GIS data will be provided by DGM. Bidder shall update the mining specific data on map as different layers as per requirement. Moreover, the proposed Vehicle Tracking System should be scalable, compatible & allow for any types of standard AIS 140 device to integrate multiple OEM/Makes & Models of the VTDs.
191	Vol I	65	4.10 (c)	Detailed Scope of Work - Module Wise Scope of Work *c) Provision of Maps:* All sources, destinations, check post, purchaser, lessee, end user, licensee and Prohibited areas as defined by the DGM officials etc. should be available on Map as selectable layer.	1. Hope, DGM will share the data with location details for these. Please confirm.	Department shall provide corner point coordinates for lessee, licensee and end user plants etc.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
192	Vol I	65	3.2(B, iii)	The Bidder shall integrate the GIS based base map and map data provided by department.	Can the department explain what type of base map and map data department has? An existing data link or sample data will be helpful.	GIS maps shall be provisioned by SI as per the requirements mentioned in RFP. However, mining specific GIS data will be provided by DGM. Bidder shall update the mining specific data on map as different layers as per requirement.
193	Vol I	65	3.2, (B, iii)	Live Vehicle/Real Time Tracking - 'and be able to present heat map visualizations on GIS map data.	Does the department have any concept which it desires to be showed as heat map? Which attributes department expects to be used to generate a heat map like visualization?	Requirement detailing needs to be done during requirement gathering stage
194	Vol I	68	4.10	I. Analytics	Please indicate the fields upon which analytics needs to be built.	Details will be discussed in Requirement gathering phase
195	Vol I	68	4.10	I. Analytics	Which of these types of analysis is required - Descriptive, statistical, predictive, prescriptive?	Ample details have been provided; it has been stressed upon the mining expertise. The tool to be proposed by the bidder should be equipped with all necessary features to meet the requirement.
196	Vol I	68	4.10	I. Analytics	How many total users would use Analytics? How many concurrent users would be there?	Maximum 5 concurrent users
197	Vol I	68	4.10	F. Vehicle Tracking System	Request to seek clarity on total number of devices that will be integrated with the system year on year.	As per requirement
198	Vol I	68	4.10	i. BI system should have integration and deployment capabilities for web, applications, dashboards, business intelligence, workflow, event	Is self-service BI and Mobile BI expected	Yes, Self-service BI is required for application software and VTS data. Bidders understanding is correct

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				management, KPIs, monitoring and resource optimization		
199	Vol I	68	4.10	i. BI system should have integration and deployment capabilities for web, applications, dashboards, business intelligence, workflow, event management, KPIs, monitoring and resource optimization	What will be the numbers of total and concurrent BI users	Maximum 5 concurrent users
200	Vol I	68	4.10	i. BI system should have integration and deployment capabilities for web, applications, dashboards, business intelligence, workflow, event management, KPIs, monitoring and resource optimization	What is the current BI architecture implemented across departments? How many reports are currently being used? Is there any requirement of migrating reports to new system? if yes, then what is the count?	As per requirement
201	Vol I	68	4.10	i. BI system should have integration and deployment capabilities for web, applications, dashboards, business intelligence, workflow, event management, KPIs, monitoring and resource optimization	Please provide the frequency of BI tool usage per week across various levels i.e. Strategic, Tactical and Analyst.	As per requirement
202	Vol I	68	4.10	I. Analytics	Please specify is there a requirement to integrate reports and dashboards into any existing department portal?	The information shall be provided to the selected bidder during requirement gathering phase
203	Vol I	68	4.10	I. Analytics	What is number of total identified KPIs need to be considered for the development of dashboard for monitoring and planning? What would be total number of dashboards?	The information shall be provided to the selected bidder during requirement gathering phase

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
204	Vol I	68	4.10	vi. System generated alerts and notifications	Please provide the list of alerts and exceptions	The information shall be provided to the selected bidder during requirement gathering phase
205	Vol I	72	4.11	Integrated Command Control Centre vi. The SI will have to plan for the establishment of the control room with all required Civil work, Interior, electrical, mechanical, Furniture (Table, Chair, Cupboard, white board etc.), Uninterrupted Power provisioning, IT Infrastructure components including monitoring, Network & Security components (Details of the components to be supplied as per the Bill of Quantity) and any other required accessories / equipment. Entire site will be maintained by the SI throughout the contract period.	Will the Uninterrupted Power provisioning only required for ICCC area or for the entire building? If it is required for entire building, then kindly provide the lighting loads & quantities of the same.	Please refer detailed scope under ICCC(Section 4.11) of RFP Vol I. Uninterrupted Power supply is required for complete ICCC area that includes Control room and support team seating area
206	Vol I	73	4.11 B (i)	Multiple Application Integrations at ICCC platform: Integrated Command Control Centre (ICCC) consist software platform that can integrate either existing or future departmental applications and push, pull pertinent data from these systems and provide it on ICCC's dashboard for analysis, correlations and drawing actionable intelligence.	Query: Pls confirm if we need to consider the cost of existing scope. Platform will support future integration at additional cost.	Integrated Command Control Centre (ICCC) consist software platform that can integrate either existing or future departmental applications. ICCC platform should have capability & functionality to integrate in future. However, if these functionalities need additional licensing cost then is not required to be provisioned at this point of time. DGM/CHiPS may negotiate for this licensing of additional module in future.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
207	Vol I	73	General	ICCC	Which all videos are expected to be viewed at ICCC? Live streaming of Mining locations is expected to be viewed? How long these need to be stored?	The content to be viewed & monitored in ICCC is to be discussed & finalized during the Project assessment phase
208	Vol I	73	4.11	xi. End to end maintenance of the entire site pertaining to office security, facility management, housekeeping services will be under the responsibility of selected SI.	The entire site means only the ICCC. Kindly clarify.	Complete ICCC floor plan (Page no 126) as shared in RFP
209	Vol I	73	4.11	The video wall will be a collection of multiple screens showing site videos and GIS monitors having alerts and facilities displayed at specific time intervals.	Please provide the list of alerts and exceptions	The information shall be provided to the selected bidder during requirement gathering phase
210	Vol I	74	4.11	District Mining offices with limited functionality available for district supervision and coordination with district patrolling vehicles. SI shall be responsible for setting up DCR with a screen for monitoring and navigation.	Please clarify what functionalities are desired at District Mining Office. Will it be limited to only viewing or shall we consider operation capabilities as well. In such cases please provide clarity on number of operator licenses to be considered.	Please refer detailed scope under ICCC (Section 4.11) of RFP Vol I
211	Vol I	75	4.11	Integrated Command Control Centre (ICCC) consist software platform that can integrate either existing or future departmental applications and push, pull pertinent data from these systems	Please clarify the list of systems to be integrated to ICCC Platform. This will help in efficiently designing the system.	Please refer detailed scope under ICCC (Section 4.11) of RFP Vol I
212	Vol I	76	4.11	PRI lines	We request PRI lines to be provided by department. As any telecom procurement to	Bidder can procure in the name of DGM. However, bidder shall be responsible for the payment

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					be done on the name of end client as per TRAI regulations.	
213	Vol I	77	4.11	Detailed Scope of Work - Integrated Command Control Centre *A. Functional Requirement - ICCC Platform* 1. Video Display and integration capabilities 2. Wall management Software	1. Please share the existing camera details and how many cameras to be connected with ICCC? 2. Where the cameras are installed and expected use case here?	Currently there is no provision for the existing cameras to be connected with ICCC. But the system should have the provision for video display integration for future requirement.
214	Vol I	77	4.11	Detailed Scope of Work - Integrated Command Control Centre A. Functional Requirement - ICCC Platform 1.2 Data integration platform Demonstration of IoT and Non IoT used cases with video integrated Dashboard (Single dashboard with all data sources in one dashboard) – Either demo created or show any existing instances with all used cases together.	What are type of sensors expected to be connected & demonstrated? How many such type of sensors to be connected through cloud?	Currently there is no provision for the sensors to be connected & integrated with ICCC. But the system should have the provision for IOT and Non IOT based sensor integration for future requirement. The bidders should demonstrate the sensors like pollution/environment and Traffic management sensor etc
215	Vol I	77	4.11 A	Ability to have multiple GIS system in a single ICCC platform	Query: Our understanding is, ICCC platform will have single GIS map at a time for visualization, However ICCC Platform should support multiple options like ESRI, OPEN Street etc. Pls Confirm.	Yes, Bidder's understanding is correct. Please also note that SI needs to provide the maps and give map costing in financial format given in RFP. This also clarifies 4.10(F)(d)(vii) at page 65 of RFP vol-1.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
216	Vol I	77	General	ICCC	How many GIS systems envisioned for the ICCC platform? Esri, Open Street etc	Currently there is no provision of GIS system integration, but the system should have the capability for future enhancement
217	Vol I	78	4.11	1.5 It is envisaged to implement multiple used cases over a period. It is envisaged that vehicle movement, Geofencing, Integration with Mining Tenement System and many other related used cases will be integrated into common integrated command and control application, and software will be capable to generate analytical reports from all integrated data/systems.	What is the volume of data required for analytics. Is what-if analysis required. If yes, please provide use case for the same	As per requirement
218	Vol I	78	4.11	1.5 It is envisaged to implement multiple used cases over a period. It is envisaged that vehicle movement, Geofencing, Integration with Mining Tenement System and many other related used cases will be integrated into common integrated command and control application, and software will be capable to generate analytical reports from all integrated data/systems.	How many years of data considered for history load and data analysis	As per requirement
219	Vol I	78	4.11	1.5 It is envisaged to implement multiple used cases over a period. It is	Is there any requirement of embedded analytics i.e. embedding of analytics/dashboards/visualizations in any	As per requirement to meet the solution objective

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				envisaged that vehicle movement, Geofencing, Integration with Mining Tenement System and many other related used cases will be integrated into common integrated command and control application, and software will be capable to generate analytical reports from all integrated data/systems.	internal facing websites or other enterprise applications?	
220	Vol I	79	4.11	Detailed Scope of Work - Integrated Command Control Centre *A. Functional Requirement - ICCC Platform* 1.6 GIS Map Support System shall support Esri, map box, Open street and free available GIS as well etc.	1. It should be changed to support of all open web GIS standard based map services rather than proprietary Map services like ESRI. Please confirm	As per RFP
221	Vol I	79	General	ICCC	How would unmapped facilities would be shown on GIS map?	As per requirement
222	Vol I	79	4.11	1.7 Platform must provide various visual widgets like Maps, Graphs, KPI, Tables, Scorecards, etc.	What are the expected count of KPI. What are KPIs and hierarchy expected from the reports. Will the report templates be provided	As per requirement
223	Vol I	79	4.11	1.7 Platform must provide an ability to create KPI's, Graphs and Maps from different sources of the data	What are the expected different sources of data	As per requirement
224	Vol I	81	General	ICCC	Do we have empanelled environment sensors also part of AIS 140 devices?	No

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
225	Vol I	81	General	ICCC	What is video analytics requirement?	There is no current requirement of Video analytics, however the system should have the provision for future requirement
226	Vol I	81	General	ICCC	Can we get detailed list of adapters to be configured as part of web-based studio to help configure various sensors and integrations?	As per requirement
227	Vol I	81	4.11	Integrate devices using their APIs into this platform. For example, DGM wishes to capture environment sensor data, this platform shall have the ability and provision to write adapters which interface with the environment sensors or management software of the environment sensors to collect data and alerts and notifications	Please provide the list of alerts and exceptions	As per requirement
228	Vol I	83	4.11 A	Global Market Presence & Support System - Suppliers shall develop offerings that meet the growing interest in Internet of Things (IoT) applications, big data solutions, and the transformation approaches.	Query: Kindly update this clause as "Global Market Presence & Support System - Suppliers shall develop offerings that meet the growing interest in Internet of Things (IoT) applications, big data solutions, and the transformation approaches and ICCC Platform/Software provider shall be global Member of Smart Cities Council & Navigant Research Report for Smart Cities Suppliers."	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
229	Vol I	84	General	ICCC	AI and ML - Use cases - How many? Real time analytics, Anomalies, predictions	As per requirement
230	Vol I	85	4.11	The solution shall have predictions with confidence level of at least > 90%	This prediction accuracy may not be possible initially however with increase in data sets this is achievable. Request to consider confidence level at least > 70% during the initial stages.	As per RFP
231	Vol I	86	4.11 A	Platform must have the capability to create self-service reports with drag and drop functionality. Kindly confirm if report building must be self-service based and with correlation capabilities	ICCC platform should have capability & functionality to integrate in future. However, if these functionalities need additional licensing cost then is not required to be provisioned at this point of time. DGM/CHiPS may negotiate for this licensing of additional module in future.	Yes, Bidder's understanding is correct
232	Vol I	87	4.11	1.23 Video Display and integration capabilities - Integrates with existing cameras and new cameras. Shall support multiple video sources from multiple locations. Platform shall have no limitation in displaying the number of CCTV video sources.	Kindly provide exact nos. of existing cameras and expected new cameras to be integrated with ICCC platform for the Server infra design and solution design.	Currently there is no cameras to be connected with ICCC. But the system should have the provision for video display integration for future requirement.
233	Vol I	87	4.11 B (i)	1.23 Video Display and integration capabilities - Integrates with existing cameras and new cameras. Shall support multiple video sources from multiple locations.	Query: Request to help us with number of camera and Video Management System need to integrate with ICCC Software? Or	Indicative count of Cameras that may be considered for sizing purpose is 100 at least. Currently there is no cameras to be connected with ICCC. But the system should

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Platform shall have no limitation in displaying the number of CCTV video sources. - Integrate and assess inputs from different sources such as CCTV, Video Analytics, and sensors further to assist with actionable intelligence.	Kindly confirm if we can consider 200 Cameras for sizing purpose.	have the provision for video display integration for future requirement.
234	Vol I	87	4.11	Integrates with existing cameras and new cameras. Shall support multiple video sources from multiple locations. Platform shall have no limitation in displaying the number of CCTV video sources. - Integrate and assess inputs from different sources such as CCTV, Video Analytics, and sensors further to assist with actionable intelligence.	Please clarify if Video Management System and Video Analytics is under Integration scope. If yes, how cameras are to be integrated to ICCC platform.	Currently there is no cameras to be connected with ICCC. But the system should have the provision for video display integration for future requirement.
235	Vol I	89	4.11	Detailed Scope of Work - Integrated Command Control Centre *A. Functional Requirement - ICCC Platform* 1.27 Communication Platform The proposed Communication Platform should streamline communications and enhances productivity with integrated	1.Is there any UHF/VHF Communication platform available? If available, details required on the existing platform/technology on conferencing capabilities? Is it required to support Radio communication through wireless handheld devices?	No, Currently UHF/VHF communication platform is not available. The system should have the capability to meet future requirement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				presence, Chat, voice and video, desktop sharing, UHF/ VHF Communication and conferencing capabilities.		
236	Vol I	89	4.11	Detailed Scope of Work - Integrated Command Control Centre *A. Functional Requirement - ICCC Platform* 1.27 Communication Platform The proposed Communication Platform should streamline communications and enhances productivity with integrated presence, Chat, voice and video, desktop sharing, UHF/ VHF Communication and conferencing capabilities.	Should the HD Video conferencing technology tools support to connect through web/mobile clients to collaborate with other departments like Transport, Environment, Forest, Fire, Ambulance, Police, Traffic, etc. integration through for example collaboration platform like Polycom, Lifesize, CISCO Telepresence, Zoom, Skype?	As per RFP
237	Vol I	89	4.11 B (i)	ICCC Software should also have separate Integration engine for other integration of IT and non IOT as well and should have option to host in cloud or on prem	Query: Request to help us with number of IOT Systems with number of sensors, this will help us provide optimised solution. Or Kindly confirm if we can consider 1,000 sensors from Day one to design overall solution.	Indicative number of sensors that may be considered for sizing purpose is 500 (IT, IOT & Non IOT based sensors including cameras) from Day 1. ICCC platform should have capability & functionality to integrate in future. However, if these functionalities need additional licensing cost then is not required to be provisioned at this point of time. DGM/CHiPS may negotiate for this licensing of additional module in future.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
238	Vol I	89	4.11	Communication Platform: The proposed Communication Platform should streamline communications and enhances productivity with integrated presence, Chat, voice and video, desktop sharing, UHF/ VHF Communication and conferencing capabilities. The System must be capable of calling between operator, UHF/ VHF, VoIP and PSTN or mobile network	This ideally should be separate system integrated to command Centre platform. Kindly confirm if understanding is correct	As Per RFP
239	Vol I	90	4.11	2.2 Panel Technology: IPS	We request you to relook into specification to broaden the competitions.	As per RFP
240	Vol I	90	4.11	Responder Mobile App	Please provide Number of Field Work force required under Responder Mobile App	As per requirement
241	Vol I	90	4.11 A	Responder Mobile App	Kindly confirm if the responder mobile app must be pre-built into the ICCC platform and pre-integrated	ICCC platform should have capability & functionality to integrate in future. However, if these functionalities need additional licensing cost then is not required to be provisioned at this point of time. DGM/CHiPS may negotiate for this licensing of additional module in future.
242	Vol I	91	4.11	2.22 CERTIFICATION's: Safety-UL, EMC-FCC Class A, Energy Star 7.0, BIS	We request you to relook into specification to broaden the competitions.	As per RFP
243	Vol I	91	4.11	2.17 Bezel to Bezel (Gap): 0.88 mm or less (Even Bezel from all side)	Request you to consider LCD panel should be bezel-less to get the seamless view of LCD based video wall	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
244	Vol I	91	4.11	Specifications for the Video Controller	The keyboard application mentioned here is not required as Videowall Controller is capable to remotely manage the contents and layouts created, also it can be remotely controlled from User PC or iPad browser to manage Scheduler. It can be remotely controller and managed through Operator workstation in the same network. Controller can also be configured through third party Control Device through RS232 to recall layouts and inputs. Web GUI can be access through browser and all controls are with User for any modification or change in layout. The Keyboard Hardware requirement is only applicable for Banking Control Room Technology and it will unnecessarily complicate client's application for Vehicle tracking system. A normal Windows Based Controller with Wall Management Software is sufficient to Control and Manage a Mission Critical Control Application without requirement for Additional Keyboard Hardware.	As per RFP
245	Vol I	92	4.11	3.6 RAM: Std. 32 GB DDR3, higher on request	Request you to amend this RAM specification; as DDR3 is very outdated and not available in the market now-a-days kindly change it to 32GB DDR4	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
246	Vol I	94	4.11 B (4)	Additional clause: OEM Criteria OEM for Switches, Access Point, Switch and Router should be from single OEM, OEM should leader in Gartner MQ as per latest report of Wired and Wireless	Gartner is an Unparalleled expertise across a wide range of solutions (Research, Consulting & Events), report release by Gartner's rigorous research process and proven methodologies provide the foundation for unbiased, pragmatic and actionable insight. As per Gartner report of category there 4 section Leader / Challenger / Visionaries / Nieche. Since this network infrastructure would be use in critical network. It is our humble suggestion to include Gartner leader for all other active components as well so as to ensure quality and reputed products competition.	OEM for Switches, Access Point and Router should be from single OEM.
247	Vol I	95	4.11 B (5)	Additional clause: Switches should be IPv6 Certified/IPv6 logo ready	Requesting to add this point: IPv6 logo certification would ensure that the devices has all necessary IPv6 protocols readily available within itself & it has passed by multiple internal as well as 3rd party tests organized by multiple audit firms. This will ensure a smooth IPv6 transition or IPv6 from Day 1. DOT has also recommended to have IPv6 logo certification for IT devices	Switches should be IPv6 Certified/IPv6 logo ready
248	Vol I	97	4.11	Additional clause: OEM Criteria OEM for Firewall should be from single OEM, OEM should leader in Gartner	Gartner is an Unparalleled expertise across a wide range of solutions (Research, Consulting & Events), report release by Gartner's rigorous research process and proven methodologies provide the	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				MQ as per latest report of Wired and Wireless	foundation for unbiased, pragmatic and actionable insight. As per Gartner report of category there 4 section Leader / Challenger / Visionaries / Nieche. Since this network infrastructure would be use in critical network. It is our humble suggestion to include Gartner leader for all other active components as well so as to ensure quality and reputed products competition.	
249	Vol I	97	4.11 (7)	Additional clause: Firewall should be certified under common criteria EAL or NDPP	Justification: Since EAL or NDPP asked for Switches and router, requesting to put the same for firewall to ensure OS are tested & verified for vulnerability assessment	Firewall should be EAL or NDPP certified
250	Vol I	97	4.11 B (7)	Additional clause: Switches should be IPv6 Certified/IPv6 logo ready	Requesting to add this point: IPv6 logo certification would ensure that the devices has all necessary IPv6 protocols readily available within itself & it has passed by multiple internal as well as 3rd party tests organized by multiple audit firms. This will ensure a smooth IPv6 transition or IPv6 from Day 1. DOT has also recommended to have IPv6 logo certification for IT devices	Please refer corrigendum
251	Vol I	100	4.11 (7)	The management platform must be a dedicated OEM appliance and VM running on server will not be accepted	We understand that Firewall management platform must be common for Firewall at ICCC and Virtual Firewall in Cloud	Yes, Bidder's understanding is correct
252	Vol I	101	4.11 B (8)	Clarification	Suggestion : Requesting to add below points for End-Point Protection	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					# The proposed solution should record all file and process activity, not just malicious detections and display them on a time axis. # The proposed solution should be able to prevent exploits on popular applications from Adobe, Microsoft, popular browsers without being dependent on commonly known vulnerabilities and exposures. # The proposed endpoint solution should run as is and not require any system changes at OS level like enabling Volume Shadow copy Service, remote registry, printer/file sharing and default local admin enabled or any other user level change	
253	Vol I	102	4.11 B (8)	The solution shall be capable of working in Windows, Windows Server, Mac, Linux Red hat & CentOS operating systems.	Queries: We understand that solution should have a single EDR management dashboard for all said operating systems	Yes, Bidder's understanding is correct
254	Vol I	104	4.11 B (10)	Automatic identification of incoming number based on landline and mobile number mapping	Is existing database available with the required mapping for identification? Or bidder need to provide the database and do mapping based on the details received from customer	Bidder has to propose and implement
255	Vol I	105	4.11 B (10)	Call recording mapped to incident tickets	Please explain the requirement.	Call recorded has to be associated with the incident ticket created
256	Vol I	105	4.11 B (10)	ACD should support the playing of customizable queuing announcements based upon the skill group that the call	Announce will be provided by customer or bidder.	As per requirement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				is being queued to, including announcements related to position in queue and expected delay.		
257	Vol I	105	4.11 B (9)	Voice gateway to be provided with 1 PRI card scalable to 3 PRI in future for PSTN (PRI) line termination.	Clarification: For Investment protection - we understand that the same gateway should support at least SIP Trunks in future without adding any hardware	Yes, Bidder's understanding is correct
258	Vol I	105	4.11 B (10)	Additional clause: OEM Criteria The OEM should be in Gartner's leader's quadrant for Contact Centre for the last three consecutive years	Gartner is an Unparalleled expertise across a wide range of solutions (Research, Consulting & Events), report release by Gartner's rigorous research process and proven methodologies provide the foundation for unbiased, pragmatic and actionable insight. As per Gartner report of category there 4 section Leader / Challenger / Visionaries / Nieche. Since this Call centre solution would be use in critical network. It is our humble suggestion to include Gartner leader for all other active components as well so as to ensure quality and reputed products competition.	As per RFP
259	Vol I	105	4.11 B (10)	Inbound and outbound capability	Suggestion: We suggest that "Inbound and outbound (Preview & Predictive), email and webchat blending capability. Platform should support Social Media Messaging integration (E.g. Facebook Messenger)" - Kindly confirm	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Justification: Outbound Dialling being Predictive will ensure maximum agent efficiency. Social integration is important as most of the young citizens and tourists prefer to touch base via Social channels	
260	Vol I	105	4.11 B (10)	Agents should be able to chat with other Agents or supervisor from the Agent desktop software	Queries: We understand that "Agent Desktop Application should be a Unified Client for Agent to Handle Customer interaction and should be flexible to integrate with 3rd party applications and provide screen pop and CRM integration. It should provide real time Queue visibility and 360-degree view of the operations to the supervisor." Justification: Unified Desktop provides a single interface to the agent to access all applications thus reducing his fatigue	Yes, Bidder's understanding is correct
261	Vol I	105	4.11 B (10)	Agents should be able to chat with other Agents or supervisor from the Agent desktop software	Queries: Kindly confirm no. of supervisor for Call centre operation Justification: This flexibility will allow the Department to increase Supervisor as per will and not depend on additional licenses	One Supervisor per shift for Call Centre operation
262	Vol I	105	4.11 B (10)	Clarification	Clarification: For better compatibility and ownership of the solution we understand that the entire solution (IP PBX, its	Yes, Bidder's understanding is correct

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					hardware, IP Phones, Voice Gateway) should be from a single OEM	
263	Vol I	105	4.11 B (10)	Additional Clause: Reporting	• 100+ inbuilt default reports plus report customization • Live report dashboard • Unified agent report for omnichannel - Inbound, Outbound, Chat, email etc	As per RFP
264	Vol I	105	4.11 B (10)	Additional Clause: Architecture	Contact Centre should provide 100% HA	As per RFP
265	Vol I	105	4.11 B (10)	Additional Clause: IVR	Self service capabilities to be included with backend Integrations to other host systems	As per RFP
266	Vol I	105	4.11 B (10)	Additional Clause: Licensing	System should provide flexibility on increasing and decreasing supervisor licenses so that more agents can be accommodated during peak hours	As per RFP
267	Vol I	105	4.11 B (9)	Technical Specification of Call Control System: Voice gateway to be provided with 1 PRI card scalable to 3 PRI in future for PSTN (PRI) line termination.	Query on Placement of Voice Gateway Clarification: Kindly confirm where voice gateway will be placed? We strongly suggest keep the call control software, Contact Centre locally at ICCC since voice traffic are RTP based and slightly change connectivity between Caller & Call control software may impact the voice experience	Yes, Bidder's understanding is correct
268	Vol I	106	4.11 B (10)	IVR should be able to integrate with backend database for self-service, as and when required.	How many IVR port needed. Please confirm how many systems will be integrated and what type of service will be exposed for integration	Bidder has to propose and implement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
269	Vol I	107	4.11 B (10)	IVR should be able to run outbound campaigns.	How many outbound IVR needed for voice. Outbound campaign need for voice, email and SMS or all	Minimum 3 outbound campaign required. Bidder has to propose and implement
270	Vol I	109	4.11	Additional clause: OEM Criteria OEM for Switches, Access Point, Switch and Router should be from single OEM, OEM should leader in Gartner MQ as per latest report of Wired and Wireless	Gartner is an Unparalleled expertise across a wide range of solutions (Research, Consulting & Events), report release by Gartner's rigorous research process and proven methodologies provide the foundation for unbiased, pragmatic and actionable insight. As per Gartner report of category there 4 section Leader / Challenger / Visionaries / Nieche. Since this network infrastructure would be use in critical network. It is our humble suggestion to include Gartner leader for all other active components as well so as to ensure quality and reputed products competition.	As per RFP
271	Vol I	110	4.11	Additional clause: OEM Criteria OEM for Switches, Access Point, Switch and Router should be from single OEM, OEM should leader in Gartner MQ as per latest report of Wired and Wireless	Gartner is an Unparalleled expertise across a wide range of solutions (Research, Consulting & Events), report release by Gartner's rigorous research process and proven methodologies provide the foundation for unbiased, pragmatic and actionable insight. As per Gartner report of category there 4 section Leader / Challenger / Visionaries / Nieche. Since this network infrastructure would be use in critical network. It is our humble suggestion to	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					include Gartner leader for all other active components as well so as to ensure quality and reputed products competition.	
272	Vol I	123	4.11	Detailed Scope of Work - Integrated Command Control Centre 24. Technical Specifications – Access Control & Biometric	Is it cloud based access control or local control access?	It will local control access at ICCC site location at Raipur
273	Vol I	128	4.11 E	Certified design feature of Modular wall panelling tile having secure locking arrangement for equidistant mounting.	Modular wall panelling tile having secure locking arrangement for equidistant mounting.	Acceptable. Please read it as - Modular wall panelling tile having secure locking arrangement for equidistant mounting.
274	Vol I	128	4.11 E	Detailed Scope of Work - Integrated Command Control Centre- Interior work for the Control room	Control Room is considered to be heart of any Operation and design details defined here shall deliver value to achieve maintenance free control room however, to ensure that generic compliances are not made therefore industry specific norms for functionality, safety, durability & Quality norms are complied. It is recommended to use the below information and details so that the project receives world class control Room in line to international norms: 1) Earthquake Safety - Seismic Zone-5 tested and certified ceiling and wall panelling / partition for safety in case of earthquake vibrations. 2) Fire Safety - ASTM E84 Class A certified interior finishes (ceiling and wall panelling /	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					partition) to restrict the fire from spreading and generating smoke, hence giving safe work place to the operators / users / visitors. 3) Quality & Integration :- To ensure quality product for this project of National repute, it is recommended that this state-of-the-art facility & all its components like ceiling, flooring, control desk, panelling, Glass partitions, ceiling light & its luminaries etc. should be treated as a part of one single solution i.e. control room. The main bidder should bring a professional Control Room Turnkey Solution Provider on board with an experience of designing, manufacturing and installing at least twenty control rooms. These packages should have been executed on or before Bid release date. Supporting work orders and completion / appreciation certificates to be enclosed along with the bid. 4) Concern towards user & Environmental Health - 4.1 RoHS certified (from UL/Intertek) ceiling, Control Desk and wall finishes to ensure restriction of hazardous substance so that the end product does not contaminate the environment and we give a healthy life to our coming generations. 4.2 Control Room Interior shall be	

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Greenguard Gold Certified (Modular Metal Ceiling, Flooring & Modular Metal wall panelling), valid certificate to be submitted along with the bid. Greenguard is related to the health of the user and visitors as it guarantees that the VOCs (Volatile Organic Compound out of which 21% are considered to be carcinogenic) are emitted within permissible limits.	
275	Vol I	128	4.11 E(i)	Detailed Scope of Work -Interior work for the Control room - Supply & commissioning of Acoustic metal panelling (Control Room)	To ensure the high functionality & safety in the control Room interior application it is recommended to use below information for wall panelling. All this information are necessary to achieve state of the art solution hence certified solutions should be used. 1) Easy replacement - UL audit certified design feature of Modular wall panelling tile having secure locking arrangement for equidistant mounting. Locking arrangement to enables easy replacement without using any tool within 20 seconds. The feature shall provide easy flexibility of locking all tiles in one column through gravity. Valid UL audit certificate to be submitted along with the technical bid 2) Load bearing capacity- UL audit certified	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					design feature of Load bearing capacity of panelling:- panelling structure shall have load carrying capacity of 300 Kg to hold any display unit on clamp having minimum length of 750mm. UL audit certificate to be submitted along with the technical bid. 3) Micro-perforated : Modular Wall panelling tiles shall have UL audited design feature of clean perforations. The tile shall have 5000 holes of (less than 0.8 mm diameter each) per square feet per side of the tile. Valid UL audit certificate to be submitted along with the bid.	
276	Vol I	128	4.11 E(ii)	Detailed Scope of Work -Integrated Command Control Centre- Interior work for the Control room - Supply & commissioning of Acoustic Metal partition	To ensure quality in the final product i.e. Wall Partition/Wall panelling it is recommended to use below mentioned information:- 1) Acoustic - Minimum 15% of the tiles shall have at least 10,000 micro-perforations per square meter to achieve NRC of 0.6 Sound Absorption Coefficient by diffuse field method; IS: 8225-1987 “Measurement of Sound Absorption Coefficient in Reverberation Room” (Equivalent to ISO: 354-1985 and ASTM 423-90). 2) Environmental Concern - RoHS (Restriction of Hazardous Substances)	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					certified (from UL/Intertek) wall panelling / partition tiles to ensure restriction of hazardous substance. 3) Fire Safety - ASTM E84 certificate (From UL/Intertek) for control room modular metal tiles to be submitted to ensure that the material does not provoke fire and does not generate smoke." 4) Easy replacement - UL Certified Design feature of Modular wall panelling tile having secure locking arrangement for equidistant mounting. Locking arrangement to enables easy replacement without using any tool within 20 seconds. The feature shall provide easy flexibility of locking all tiles in one column through gravity. Valid UL audit Certificate to be submitted along with the technical bid.	
277	Vol I	130	4.11 E(v)	Detailed Scope of Work -Integrated Command Control Centre - Interior work for the Control room, Designer metal false ceiling	In a typical critical command and control room it is not possible to take maintenance / upgradation shut downs hence, it is recommended to add below technical parameters to ensure that such shutdowns do not affect the purpose of the control room 1) Quick & Easy Maintenance - The Ceiling shall have UL Certified design feature of Integrated inbuilt channel for quick	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					installation & replaceability of continuous linear light and shall permit quick and easy replacement of cove light without using any tools. Replacement to be carried out within 120 Seconds per meter. Valid UL audit certificate need to be enclosed along with the bid. 2) Safety - Ceiling system shall be seismic zone 5 tested and certified from government approved test laboratory on the name of Control Room Solution Provider. 3) Environmental Concern - RoHS (Restriction of Hazardous Substances) certified (from UL/Intertek) ceiling to ensure restriction of hazardous substance. 4) Fire Safety - The non-perforated ceiling tiles shall be Class A fire rated as per ASTM E-84 (from UL/Intertek)to ensure that the material does not provoke fire and does not generate smoke. 5) Acoustics - The tiles are designed to provide acoustics and ensure that no echo is generated in the control room. Ceiling has acoustical properties as the perforated tiles have 0.3 NRC according to IS:8225-1987, ISO: 354-1985 and ASTM 423-90.	
278	Vol I	130	4.11 - E(viii)	Detailed Scope of Work -Integrated Command Control Centre - Interior	To ensure a healthy air quality in the control room it is recommended to use below	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				work for the Control room, Vitrified Flooring	mentioned floor finishes: 1. False flooring: Top surface shall finish with Acoustic Laminate Flooring. The flooring should be manufactured of particle board having edges finished with PVC edge band and top surface should be finished with durable & environment friendly acoustic laminate with special glue. The acoustic laminate should be made up of twin-layer linoleum built up from 2mm Laminate. 2. Normal Floor: The normal flooring shall be made up of twin-layer linoleum built up from 2mm Laminate. The laminate should be made up of natural products and should not emit any volatile organic compounds, should be Sustainable & 100% biodegradable. Also, it should be Impact resistant & anti-static properties with Colours & patterns permeate through the surface to reduce noticeable wear.	
279	Vol I	131	4.11 - F, V	The product used should be trademark registration certificate issued by Government of India for the console proposed in this tender. Trademark registration certificate to be submitted along with the technical bid.	Its Single OEM centric, so request you to Delete it.	Please refer corrigendum.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
280	Vol I	131	4.11 - F, iX	The structure should be tested and certified for Seismic Zone 5 earthquake vibrations with monitor mounted on monitor arms of the console.	The structure should be tested and certified for Seismic Zone 5 earthquake vibrations with of the console.	Please refer corrigendum.
281	Vol I	131	4.11 - F	Detailed Scope of Work -Integrated Command Control Centre- Functional Requirement- Non-IT Components	Control Desk is one of the most important aspect of control room because from these stations any kind of operation & monitoring shall be done. To ensure quality in the final product i.e. Control Desk it is recommended to ADD below mentioned information and necessary documents, test certificates shall be submitted along with the bid. 1. Quality & Durability - The proposed console must be UL Listed product. Valid certificate to be enclosed with the bid. The Control desk manufacturer must have Trademark registration certificate issued by the Government of India for the console offered in the Tender. This is to ensure that the offered product is an engineered solution. 2. EPD: - The environmental product declaration of control desk must be verified in accordance with ISO 14025 (from UL/Intertek) for Impacts on Environment by Console. Valid report to be submitted along with the bid. 3. LCA: - The proposed console's life cycle	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					should be assessed (from approved LCA consultant) for environmental impacts associated with all the stages of a product's life for cradle to grave analysis. Valid documents should be submitted along with the bid. 4. Maintainability Feature- UL audit certified design feature of High-density Poly Urethane Foam moulded on industrial grade aluminium core to form 50mm deep tapered edge to be installed on worktop. The Edge shall be mechanically replaceable within 30 minutes in case of damage or wear without opening or removing the worktop. Valid UL audit Certificate to be enclosed with the bid. 5. Quality & Durability - The proposed console must be UL Listed product. Valid certificate to be enclosed with the bid. 6. Environmental Concern: - The Control Room Turnkey Solution Provider must be FSC Certified company for past Four years prior to April 1st, 2020. Valid certificate to be enclosed with the bid.	
282	Vol I	131	4.11 - F	Integrated Command Control Centre-Functional Requirement- Non-IT Components	This being the state-of-the-art control room facility it is recommended to have following feature in the control room :- 1. Dynamic Touch Screen: - The supervisor	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					desk shall feature a touch screen with inbuilt software to view / control below parameters. 1.1 Every desktop shall have inbuilt illuminated indication on the work-surface which shall be connected with phone calls, messaging etc. 1.2 Modular metal wall panels (at a height of 1.2 meters from floor) and peripheral metal ceiling tiles shall have integrated illuminated indicators. These indicators can be changed to different colours like blue, green and red during different control room scenarios viz. VIP visits, shift change and emergency respectively. 1.3 Provide live data of Humidity & temperature of the control room. 1.4 Provide cabinet temperature of all CPU Cabinets to ensure safe & continuous operations. 1.5 Two exhaust fans shall be provided in every cabinet. Both the fans shall automatically start upon crossing the threshold temperature. On/off alert shall be displayed on supervisor's touch screen. 1.6 Supervisor's desk shall have a feature of 0 to 10-degree tilting with help of noise free mechanisms. The same shall be controlled through touch screen.	

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
283	Vol I	132	4.11 - G	Modular Control Desk-Structure: Made of heavy duty Extruded Vertical and Horizontal Aluminium profiles., The Extrusions shall be duly powder coated with 40+ micron over all surfaces. All sheet metal parts must be finished with a durable, black, electrostatic powder coating. Trademark registration certificate to be submitted along with the technical, Slat wall, Gland Plate, Monitor arms in extremely rigid manner.	Modular Control Desk-Structure: Made of heavy duty Extruded Vertical and Horizontal Aluminium profiles., The Extrusions shall be duly powder coated with 40+ micron over all surfaces. All sheet metal parts must be finished with a durable, black, electrostatic powder coating. Slat wall, Gland Plate, Monitor arms in extremely rigid manner.	Please refer corrigendum.
284	Vol I	132	4.11 G, 1	Front Edge: High density Poly Urethane Foam moulded on industrial grade aluminium core to form minimum 50mm deep tapered edge to be installed on worktop. The edge shall be mechanically replaceable case of damage or wear without opening or removing the worktop.	Its Single OEM centric, request you to change it to. Front Edge: High density Poly Urethane Foam moulded on Wooden core to form minimum 50mm deep tapered edge to be installed on worktop. The edge shall be mechanically replaceable case of damage or wear without opening or removing the worktop.	Please refer corrigendum.
285	Vol I	139	4.12, (12)	Security	Does digital signatures to be made available for all users or only key stakeholders?	It will be applicable for key stakeholders and as per project requirement
286	Vol I	139	4.12	Appropriate development, test, and staging environments should be provided and explained how they are related to production environment.	It is in the interest of project that SI should use an enterprise class tools so that applications are developed with zero bug and errors. This will help launch the application is a strict timeline.	Bidder to propose to fulfil requirements as per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Kindly confirm if our understanding is correct.	
287	Vol I	139	4.12	Appropriate development, test, and staging environments should be provided and explained how they are related to production environment.	a. Does the bidder need to provide separate servers for development, test and staging environments? If yes, kindly provide minimum quantity. b. There is no separate line item for servers and software required for development, test and staging environment in the financial format. We request to add the same.	a) Bidder shall make necessary provision for Development, testing and staging environment. b) Bidder shall size the server for all the environment and quote accordingly.
288	Vol I	145	4.13	Design Principles and Guidelines - Industry standards	Request to add the standard for database as part of the overall standards so that the most important component of the solution complies with the standards set by STQC for the OS/databases. OS & DB should comply to Common Criteria for Information Technology Security Evaluation https://www.commoncriteriaportal.org/products/#DB as per the compliance which have been framed by Govt. of INDIA. India STQC is part of the community which gives the certificate and the same can be found at http://www.stqc.gov.in/content/common-criteria-certification	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
289	Vol I	149	4.14, (n)	The selected bidder is required to facilitate detective controls by producing and maintaining system audit logs for a period agreed with DGM/CHiPS.	What is recommended audit log retention duration?	DGM/CHiPS will decide with SI during requirement gathering phase
290	Vol I	157	4.20	T1 – Date of Site Handover	Please define site handover date for better project understanding	The Date will be conveyed during SI onboarding
291	Vol I	157	4.20	2. Deployment and Availability of Manpower for transition on existing Khanij Online: T0+ 7 days	Requesting to extend the timeline by at least 15 days. Team mobilisation and setting up physical infrastructure for the team to function properly will require a minimum of 15 days from agreement signing.	Please refer corrigendum
292	Vol I	157	4.20	3. Handover of application code and all documentation: T0 + 10 days	Handover of application code and all documentation in a span of 3 days after team deployment is unrealistic. Requesting to extend this by a minimum of 15 days.	Please refer corrigendum
293	Vol I	157	4.20	T1 – Date of Site Handover	What would be the probable date for the same after agreement signing?	The Date will be conveyed during SI onboarding
294	Vol I	157	4.20	T1 – Date of Site Handover	If there is a delay in site handover, then will the penalties/ SLA be same, or it will be extended proportionately. Kindly clarify.	Actual Site Handover date will be considered as T1
295	Vol I	157	4.20	Project Timelines	We strongly suggest that the department consider 6 months transition & 12 months implementation period. Our initial study of the requirements and the existing implementations in other states indicate that 8 months implementation suits this project	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					best. Kindly add 2 months to each of the milestones during the implementation period. Hence to provide deliverables in a timebound manner and with the right quality we strongly recommend to extend the implementation period to 12 months. However, we will make all efforts in the best interest of the department and as a responsible bidder to expediate and reduce the timelines as much as possible.	
296	Vol I	158	4.20	4. Takeover of complete As-Is business operations from incumbent System Integrator and deployment of manpower for helpdesk, handholding at site: T0 + 30 days	Handover of application code and all documentation would be possible. However, taking over business operations involving financial transactions without carrying out complete audit of the existing system, is against compliance norms. Requesting to extend this timeline by at least 30 days, as the existing system would need to be audited first.	Please refer corrigendum
297	Vol I	158	4.20	8. User Acceptance Testing for Major Mineral -Design, development / enhancement of Khanij Online 2.0 including Mobile Application, Establishment Module, Change Control, Management Dashboard and Analytics, Integrations and all other functionalities as per SRS on staging environment: T0 + 6 months	Effective time for UAT is 3 months. We believe that 3 months is very less for developing the software as per the requirements of the department, after successful submission of SRS. Requesting to extend this timeline by at least 2 months.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
298	Vol I	158	4.20	10. User Acceptance Testing for Minor Mineral - Configuration and Policy mapping in application for Minor Mineral, Management Dashboard and Analytics in staging environment: T0 + 7 Months	Go-Live of major mineral & UAT for minor mineral has been kept in the same month. Considering there will be data migration from existing system for major mineral, UAT for minor mineral in the same month would be difficult. Kindly extend the timeline by at least 2 months.	As per RFP
299	Vol I	158	4.20	12. Launch of Mobile App for all stakeholders in Android and iOS platform: T0 + 8 Months	Go-Live of minor mineral & launch of mobile app has been kept in the same month. Considering there will be challenges for go-live of minor mineral, launch of mobile app in the same month seems difficult. Kindly extend the timeline by at least 2 months.	As per RFP
300	Vol I	158	4.20	14. Configuration, pilot testing of VTS with all empanelled GPS devices (POC)	Kindly clarify who would be responsible to provide all empanelled GPS devices for POC.	DGM / CHiPS will facilitate
301	Vol I	158	4.20	15. Configuration, pilot testing of Desktop Application for minimum 5 mines with fluctuating and no internet (POC)	Kindly clarify how this fluctuating environment would be created.	Mines location with low internet connectivity will be used and will be decided by DGM/CHiPS
302	Vol I	159	4.20	Finalization / Approval of Site plan / layouts for ICCC	What is the current status of the site. Based on this timeline it seems that the site is ready and will be made available at T0. Further, the go-live is expected on T1+6 and further 4.5 years of support is asked. If the go-live date for ICCC and other components	Project duration is T0 + 5 years including UAT of Khanij Online 2.0.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					are different based on which the support duration is different - how will the O&M be paid for and how will the contract end date to be determined.	
303	Vol I	159	4.20	16. STQC / Cert-in certification for complete Khanij Online 2.0 application: T0 + 12 Months	As the pilot testing of desktop application would have completed in T0+11 months, STQC/ Cert-in certification for Khanij Online 2.0 in only one month will not be feasible. Requesting to extend this timeline by at least 1 more month.	Please refer earlier response
304	Vol I	160	5	5 STAFFING REQUIREMENTS	In RFP, there are senior developer and technical personnel along with infra Admin is being asked on field. We recommend keeping all senior resource onsite increasing the cost of project but also, getting such resources at Raipur is difficult. We suggest, bidder shall be allowed to keep resource at their respective office and follow SLAs in case of resource required on ground same shall be deployed with immediate effect. as this is technology related project and getting resources with that expertise during O&M phase is not possible	As per RFP.
305	Vol I	167	6.1	Set up HA and DR in Cloud for existing Khanij Online and Migration of existing Khanij Online with security certificate	Existing terms are too high penalty for such large value project, if we calculate per week penalty, even for 10% milestone will be 2.5 lakhs.	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Penalty: Deduct 0.5% per week or part thereof from the milestone payment	We request you to reduce these interim milestone penalties.	
306	Vol I	167	6	SLA and Penalty	The percentage and occurrences defined in each section very high, cumulatively it will be 30% of QGR payment. This makes bid financially unviable. As there are high numbers of manpower and stakeholders of system. The majority of cases it been written 11% of QGR: If we look at the size of bid it around 100 CR, and QGR payment will be around 3 CR and 1 % of QGR is 3 Lacs per instance. Nos. of SLA and Penalty sections are 30 points. If bidder is charged 30% per QGR it would be 1 Cr per QGR penalty. Also, The Capex and Opex project ratio is 40% and 60%. Which really needs to relook to encourage bidder to participate with minimal risk & contingency.	Please refer corrigendum
307	Vol I	167	6.1	Implementation Service Levels (Liquidated Damages) Takeover of complete As-Is business operations from incumbent System Integrator and deployment of manpower for helpdesk, handholding at site	Takeover of existing application along with proper Gap Analysis is time consuming process and has dependency on existing SI. The penalty imposed on such grounds (0.5% per week) is too high against the payment milestone of 3% against takeover. We request you to kindly provide relaxation on the penalty terms against the same.	Please refer corrigendum
308	Vol I	167	6.1 Table 1	Service Level Agreement: Set up HA and DR in Cloud for existing Khanij	Penalty is too high please relook the penalty	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Online and Migration of existing Khanij Online with security certificate Penalty: Deduct 0.5% per week or part thereof from the milestone payment		
309	Vol I	167	6	Service Level Agreement: SLA and Penalty	Penalty is too high please relook the penalty	Please refer corrigendum
310	Vol I	169	6	H. Configuration, pilot testing of VTS with all empanelled GPS devices (POC) Deduct 0.5% per week or part thereof from the milestone payment	This particular activity is purely having dependencies on third party empanelled OEM/ Vendor. Selected Bidder for the Khanij Online 2.0 shall not be penalized for the activities beyond its control and also it shall not be liable for the delay in the project milestone due to late/no response from the third-party OEM/Vendor. Technical compatibility needs to be derived before initiating process of integration that duration shall not be part of this timeline.	SI responsible for integration and UAT However the hardware support required from OEM will be the responsibility of DGM/CHiPS
311	Vol I	169	6 (Table 2)	Service Level Agreement - SLA Table 2 - Development and Implementation of Khanij Online 2.0: H. Configuration, pilot testing of VTS with all empanelled GPS devices (POC) Deduct 0.5% per week or part thereof from the milestone payment	It is depended on Third Party Hardware Vendor, which is beyond control to selected SI. Hence request you to please remove the penalty clause from the milestone payment	SI responsible for integration and UAT However the hardware support required from OEM will be the responsibility of DGM/CHiPS

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
312	Vol I	169	6.1	General Query	For supply of equipment of ICCC & site set up, timeline is of 3 months. However, for takeover of complete Khanij Online 1.0 and successful operation of a complex system, only 30 days are given. Requesting to extend timelines for the same.	There are various components of Khanij Online 2.0, Kindly refer detailed timeline in Section 4.20 of RFP Vol I for better understanding
313	Vol I	170	6 Table 4	Additionally, in case of delayed deployment of resources, following LD (Penalty) shall be applicable: 1. Lead Team Member 2. O&M 3. OSU/Technical Helpdesk 4. FMS & ICCC Helpdesk	This should be computed based on the daily rates for the resource. In the current scheme of penalty structure, it is approx. 4X of the daily rates.	Please refer corrigendum
314	Vol I	170	6 Table 4	No payment will be made in the days a resource is absent.	We understand, SI deployed needs to follow client calendar for work and there will organisation leave policy where in individual will be allowed to have CL 6 , SL 6 and Earned Leave 24. Kindly Confirm.	Minimum leave will be allowed as per leaves mentioned in the RFP
315	Vol I	170	6 Table 4	D. Delay in Deployment of ICCC Helpdesk and FMS for districts Resources - 1% will be deducted from yearly quoted cost of resource for each instance per day from SI payment.	There shall be defined period for changeover of human resource. as any change in resource may take some time. It shall be based on the type of resource, timeline for deployment / changeover shall be provided.	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
316	Vol I	170	6.1	Additionally, in case of delayed deployment of resources, following LD (Penalty) shall be applicable: 1% will be deducted from yearly quoted cost of resource for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Requesting to modify the penalty as below: "1% will be deducted from monthly cost of resource for each instance per day from SI payment. No payment will be made in the days a resource is absent."	Please refer corrigendum
317	Vol I	173	6.2.4	A. Availability of Services for users for existing Khanij Online	Existing penalty for this term is too high and it can't be computed based on QGR. We suggest you compute it based on the line item cost for the quarter.	Please refer corrigendum
318	Vol I	173	6 Table 5	A. Availability of Services for users for existing Khanij Online	We understand that target uptime is for specific QGR only. we understand department's expectation of higher availability of system, however targets kept are too high, we request relaxation up to 98%.	As per RFP
319	Vol I	174	6 Table 5	D. Request-Response Time of various forms used by users through portal	Existing penalty term of 0.5% for each percentage of difference w.r.t 99% is too high. Kindly reduce this penalty.	Please refer corrigendum
320	Vol I	174	6 Table 5	D. Request-Response Time of various forms used by users through portal	We appreciate department's concern for prompt service, request response time is highly depended on form data size and internet connectivity at client end. These criteria need to be relooked.	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
321	Vol I	175	6 Table 6	A. Responsiveness of Helpdesk, Initial Response <=15 Minutes	Looking at the numbers of stakeholders across the state and nos. of team members handling the helpdesk, less than 15 minutes for a response is quite difficult to match. We suggest to keep it minimum 2 Hrs.	15 Mins as mentioned in the RFP is to check the responsiveness of the Helpdesk. Accordingly, the dropped calls/calls without responses will also be validated. Tickets are to be generated in the portal and Ticket number is to be shared with the user for further follow up. If the query is resolved in the call itself then also ticket to be generated and closed with input/solution provided
322	Vol I	175	6 Table 6	B. Resolution of tickets for Application & Infrastructure Components, Severity level 1, 2 & 3	There will 10,000+ users in the system, and if we consider single glitch in the system which is affecting everyone. In such scenario, if 100 users raise same ticket in system for problem, the amount of such case would be 100 (tickets) X 10000 (per ticket penalty) which is 10 lac per case. which needs to be addressed right way. Also, time for approval from departmental aspect shall not be considered for evaluation such cases.	Please refer corrigendum
323	Vol I	177	6.2.4 Table 7	Availability of ICCC Infrastructure - Internet and network availability at ICCC site and ICCC equipment	Query: Table 7 does not have ICCC Software availability matrix, request you to add below clause; ICCC Software Availability from Cloud - 99%	Please refer point C of SLA Table 5 of RFP volume 1 for applicable SLA on ICCC Software
324	Vol I	177	6.2.4	Recovery Time Objective (RTO)1.0 hours	Please provide the RPO and RTO of the application and databases separately for designing BCP/DR Plan	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
325	Vol I	177	6.2.4	Recovery Point Objective (RPO) 15 Mins	Please provide the RPO and RTO of the application and databases separately for designing BCP/DR Plan	As per RFP
326	Vol I	177	6.2.4	For planned, SI shall perform regular mock drill at least after DR setup and once every quarter and submit the report	We assume that drill exercises here refer to manual drills and not automatic DR drills. Kindly clarify.	Pre-intimated mock drills
327	Vol I	177	6.2.4	SI shall perform regular mock drill at least after DR setup and once every quarter and submit the report.	We assume that drill exercises here refer to manual drills and not automatic DR drills. Kindly clarify.	Pre-intimated mock drills
328	Vol I	177	6.2.4	For planned, SI shall perform regular mock drill at least after DR setup and once every quarter and submit the report	Please clarify Replication procedure will be Disk to Disk or DB replication Please let us know the tool for DR drills would be provided by customer or bidder?	Bidder to propose all the required tools
329	Vol I	178	6 Table 8	Penalty for replacement of selected / deployed Resources	Replacement beyond control of SI should not be penalized. In 5 years, duration of project, replacements are possible and same shall be allowed. we recommend minimum period of 1 year shall be kept for penalty clause.	Please refer corrigendum
330	Vol I	178	6 Table 8	1% will be deducted from QGR for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Existing penalty term of 1% of QGR is too high amount. Please tied this to the line item rate.	Please refer corrigendum
331	Vol I	178	6 Table 8	Penalty for Unauthorised absence of Resources	Please describe the process for authorization of leaves. what about compensatory off for personal if works on holiday/extended hours?	Standard Operating procedure shall be prepared during the Project implementation period in consultation with selected SI

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
332	Vol I	178	6.2.4	Internet and network availability at ICCC site and ICCC equipment	As per TRAI guidelines, internet bandwidth cannot be sold by third parties. Requesting to remove this SLA as this will fall under the purview of Network Service Provider, which the department needs to procure directly.	Provision of connectivity will be the responsibility of SI. However, a tripartite agreement can be facilitated and subsequently executed between the ISP, Selected SI and DGM and payment to be made by selected SI accordingly to concerned ISP.
333	Vol I	178	6.2.4	Service Level on Deployed Resources Lead Team Members Rs 1,00,000 for each instance will be deducted from SI payment.	Request to reduce the penalty to Rs 10,000 for each instance.	Please refer corrigendum
334	Vol I	178	6.2.4	Service Level on Deployed Resources Operations and Maintenance Team Rs 80,000 for each instance will be deducted from SI payment.	Request to reduce the penalty to Rs 5,000 for each instance.	Please refer corrigendum
335	Vol I	179	6.2.4	Service Level on Deployed Resources Operational Support Unit (OSU) /Technical Helpdesk Rs 30,000 for each instance will be deducted from SI payment.	Request to reduce the penalty to Rs 3,000 for each instance.	Please refer corrigendum
336	Vol I	179	6.2.4	Service Level on Deployed Resources ICCC Helpdesk and FMS for districts Resources Rs 15,000 for each instance will be deducted from SI payment.	Request to reduce the penalty to Rs 1,500 for each instance.	Please refer corrigendum
337	Vol I	180	6.2.4	The total deduction shall not in any case exceed 10% of the contract value	Request to modify the same to below: "The total deduction shall not in any case	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				and not more than 20% of quarterly invoice.	exceed 10% of the contract value and not more than 10% of quarterly invoice."	
338	Vol I	183	6.2.11	In no case, the liability of SI under this clause shall exceed additional 10% of the quoted price of the item(s) in Annexure XI in Vol II of the RFP.	There is no mention of price in Annexure XI in Vol-2 of the RFP. Kindly clarify.	The quoted price by selected SI is the value of the Annexure XI in Volume II
339	Vol I	183	6.2.11	In no case, the liability of SI under this clause shall exceed additional 10% of the quoted price of the item(s) in Annexure XI in Vol II of the RFP.	We believe the liability should be equivalent to the undelivered portion of the quoted price of the items(s). Request to modify the clause.	As per RFP
340	Vol I	NA	General	Changes in business requirement	In the spirit of timely project delivery, in project requirement changes in any scenario shall be kept limited to 2 times per Form/UI Form. This will ensure timely and quality project delivery.	As per RFP
341	Vol I	NA	Additional Clause	Additional Clause	Request you to mention the colour and brightness matching technology: Each LCD panel shall be equipped with built-in sensors, permitting the brightness level of each LED Backlight to be controlled and adjusted automatically. Light intensity from each panel will be monitored and adjusted automatically during calibration. The brightness target can be changed for the entire display wall via control management software without having to	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					physically interact with each panel separately.	
342	Vol I	NA	Additional Clause	Additional Clause	To avoid dust entry and minimise or eliminate dark corner issues LCD should be fanless	As per RFP
343	Vol I	NA	Additional Clause	Additional Clause	Request you to mention that the Display Modules / Video Wall, Display Controller & Software should be from a single OEM to provide smooth service support and avoid any incompatibility after firmware and patches update	As per RFP
344	Vol I	NA	Additional Clause	Additional Clause	REDUNDANT POWER SUPPLY IN EACH PANEL TO GIVE BETTER UPTIME	As per RFP
345	Vol I	NA	Additional Clause	Additional Clause	INPUT BOARD AND POWER SUPPLY SHOULD BE OUTSIDE THE PANEL FOR EASY AND LESS TIME TAKING PROCESS FOR REPLACEMENT IN CASE OF FAILURE	As per RFP
346	Vol I	NA	General		Professional Strength – The Bidder should have at least 100 employees on its payroll.	Not Required
347	Vol I	NA	General		Request the Authorities to please elaborate on the scope of Vehicle Tracking System in terms of no. of fleets, software licenses etc.	Please refer Section 4 of RFP Vol I
348	Vol I	NA	General		Request the Authorities to please allow the potential bidders for site visit.	Yes, it can be arranged upon bidder's request.
349	Vol I	NA	General		Please specify the concurrent no. of users of the application.	As per project requirement

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
350	Vol I	NA	General		Please clarify on the query that data migration plan for the new application to the cloud is to be included in technical proposal or is it ready with CHiPS and bidder has to comply to the existing plan?	Yes, this is to be included in proposal
351	Vol I	NA	General		Request for BOM of the Hardware's supplied by existing SI.	Please refer section 2.5.4 of RFP Vol-1
352	Vol I	NA	General		Please specify the location of the DR site.	Please refer section 4.4 (E) of RFP vol-1
353	Vol I	NA	General		Please throw some light on the architecture for cloud to be installed for Khanij2.0.	Please refer RFP
354	Vol I	NA	General		What are the existing software licenses and storage infrastructure available with the department?	Please refer addendum. The list of existing Hardware, subscriptions and software license details is placed in the addendum.
355	Vol I	NA	General		Can we get the list of CSPs empanelled or in Rate Contract with the CG govt.?	The CSP to be proposed by the bidder should be MeitY empanelled CSP and the details may be referred from the official website of MeitY.
356	Vol I	NA	General		We request to consider the requisite key-professionals since the major chunk of the project is manpower oriented and related to software application development.	No Change, As per RFP
357	Vol I	NA	General	NMS or Network Management Tools Specs missing	NMS software specs are missing, please include basic specification for NMS	Please refer corrigendum
358	Vol I	NA	General	General	Do we need to store all emails and entire audit trail for each transaction?	Yes, it should be done
359	Vol I	NA	4.11	General Query	Please clarify if VTMS system has to be integrated to ICCC platform. Kindly confirm	Yes, Bidder's understanding is correct

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					if all the GPS enabled vehicles have to be tracked on GIS Map of ICCC.	
360	Vol I				7. Operator's Health - The entire console must be Greenguard gold certified for 2 years prior to April 1st, 2020. Valid certificate to be enclosed with the bid. 8. Up gradation - For quick & easy installation, maintenance and retrofitting it is recommended to define the Monitor Arm Assembly as mentioned below: - UL audit certified design feature of Monitor Arm Assembly shall have auto-lock, push & add/remove die-cast aluminium extendible arms of 150mm each with tool less addition/deletion feature to cater future requirements. Tool less addition / deletion in less than a minute. Valid UL audit certificate to be enclosed along with the bid. 9. Quick & Easy Maintenance - UL audit certified design feature of monitor arm assembly shall have auto lock, push & remove feature for quick release of VESA mounts and modular arm extensions for ease in maintenance and fixing of monitor by one technician within 30 seconds without using any tools.	As per RFP
361	Vol II	15	1.18	d) In the case of a successful bidder, if the Bidder fails to sign the Contract or	Request modification as below: "d) In the case of a successful bidder, if the	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				to furnish Performance Bank Guarantee within specified time	Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time and the proposal is accepted by the department".	
362	Vol II	17	1.28	Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution.	To achieve overall ALM with defect free, it becomes essential to utilize enterprise class ALM tool which can help develop and maintain the Khanij Online application. Kindly confirm if our understanding is correct.	Bidder to propose to fulfil requirements as per RFP
363	Vol II	17	1.27	The bids with deviation(s) are liable for rejection.	Request deletion of this clause.	As per RFP
364	Vol II	18	1.32	Right to reject any or all Proposals, notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.	We request that any rejection of proposal is accompanied with valid reasons for rejection.	As per RFP
365	Vol II	20	1.37	The Selected Bidder would not be allowed to sub-contract work, except for the following: a) Cloud services b) Training & Deployment of	Requesting you to also allow sub-contracting of Civil work, Interior, electrical, mechanical, Furniture (Table, Chair, Cupboard, white board etc.)	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Handholding Staff at District Office c) Helpdesk staff		
366	Vol II	20	1.38.1	a) It is the responsibility of Selected Bidder to provide the necessary system and tools (version Control and software management tool) to enable implementation of this strategic control framework ownership of the project.	Release Management / control becomes very important. SI need to include Release automation software which can help Khanij Online 2.0 software to release new version in optimize way and with strict timeline. Kindly confirm if our understanding is correct.	Bidder to propose to fulfil requirements as per RFP
367	Vol II	22	1.39	Right to vary quantity	The variation in quantities should be restricted to 5-10%. If the upper end is not capped, and the OEM increases prices then there is unlimited liability to the SI. Kindly clarify.	BoQ has been designed based on the current requirement, however, any enhancement in the requirement shall be communicated and selected bidder shall supply the equipment/service accordingly.
368	Vol II	22	1.39	c) Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding document, on the rates and conditions given in the contract.	Kindly clarify the upper limit and also the time duration up to which the order will be placed. Price quoted in 2020 will not remain the same in 2022. Requesting to limit the time and limit the quantities of the items which can vary.	As per RFP
369	Vol II	24	2.4.2 (b)	TEC may seek additional information and clarifications from any or all the Bidders on the Technical Proposal. Any of the additional information or clarifications submitted by the Bidder on the technical proposal should not have any commercial implications	The bidder may be allowed to revise the specific commercial detail during any such clarification related correspondence(s). The price modification may lead to either addition or reduction in the relevant cost component	The clarification will be asked based on the documents submitted in Prequalification and Technical bid, therefore there is no point to change the commercial bid. No change is allowed after submission of commercial bid

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
370	Vol II	24	2.4	The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.	Request deletion of this clause.	As per RFP
371	Vol II	25	2.4.3 (d)	The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately	The bidder shall quote considering the existent slab/rate of taxation at the time of bid submission. However, in case of a revision in the concerned tax component the selected bidder/consortium shall be reimbursed to the tune of the revised tax rate	Yes, any change in applicable taxes will be borne by DGM
372	Vol II	26	2.4.5	Prequalification Criteria: Detailed Criteria: Turn over - The bidder should have a minimum average Annual Turnover of INR 75 Crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware /Cloud with application in last three financial years (FY 2016-17, 2017-18 and 2018-19).	We request to amend the clause as: Detailed Criteria: Turn over- the bidder should have a minimum average Annual Turnover of INR 100 Crore in last three financial years (FY 2016-17, 2017-18 and 2018-19).	As per RFP
373	Vol II	26	2.4.4	Technical Marks (TM) = Bidders actual Technical Score (ATS) / Highest Technical Score (HTS)	In pg. 25, Technical marks is defined as (ATS/HTS) *100. Kindly clarify which will be the correct one.	Technical marks is defined as (ATS/HTS) *100 is correct
374	Vol II	27	2.4.5	Bidder should have positive net worth as on 31.03.2019. (Certificate from statutory auditor)	Request you to consider an independent CA Certificate/ Audited financial accounts in place of statutory auditor's certificate.	CA certificate is also acceptable

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
375	Vol II	27	2.4.5	Prequalification Criteria: 1. The bidder should have a minimum average Annual Turnover of INR 75 Crore from System Integrator (SI) related activities including design, development, implementation, maintenance, integration of IT hardware /Cloud with application in last three financial years (FY 2016-17, 2017-18 and 2018-19).	a) ANTRIX is a CPSE under the Dept Of Space wholly owned by the Govt Of India having an average annual turnover of greater than ₹1500 crores for the past three years from different space related activities. The customer base of Antrix includes diverse agencies from Indian govt. agencies to private users to foreign customers. b) Antrix has experience in implementing turn-key solutions involving satellite data acquisition, hardware integration and extensive data processing for IMD. c) Considering that the project duration is for a period of five years, the annual average turnover sought in the RFP w.r.t SI related activities is very much on a higher side. d) Assuming preliminarily the total project cost be around ₹100-₹125 crores for 5 years, the average annual cost would be around ₹15-20 crores. Hence, it is requested to relax the criterion of annual average turnover from SI related activities to ₹15 crores in place of ₹75 crores which has been stipulated in the RFP document. However, the minimum annual average turnover from all operations maybe maintained at ₹75 crores. e) It is also requested that for consortium	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					participants, the relevant experience of all the consortium partners should be considered collectively and not the experience of the prime bidder only.	
376	Vol II	27	2.4.5	Prequalification Criteria: During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	We request to amend the clause as: During the last Five years (till the date of bid submission), the bidder must have Designed /Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations Natural Resources/Utilities for any State Government in India;	As per RFP
377	Vol II	27	2.4.5	During the last Five years (till the date of bid submission), The Bidder must have either Designed/Developed and Implemented any Application software project for any Central/ State Govt./ PSU or Government Organizations in India; OR Supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU or Government Organizations in India; The project value should be - a) One project of similar nature not less	Kindly amend the clause as under: The Bidder must have either executed or is executing any turnkey based IT solution consisting of Application software, Manpower, Operation and maintenance as a part of project for any Central/ State Govt./ PSU or Government Organizations in India; OR Supplied and configured / customized ICT solution including implementation and services support for any Central/ State Govt./ PSU or Government Organizations in India; The project value should be - a) One project of similar nature not less than	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				than the amount 48 Crores OR b) Two projects of similar nature not less than the amount 30 Crores each OR c) Three projects of similar nature not less than the amount 24 Crores each	the amount 30 Crores OR b) Two projects of similar nature not less than the amount 20 Crores each OR c) Three projects of similar nature not less than the amount 10 Crores each	
378	Vol II	27	2.4.5	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	Kindly amend the clause as under: The bidder must have Designed / Developed and Implemented or is implementing any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	Project which is under Operation & Maintenance phase during the last 5 years from the date of bid submission is also acceptable.
379	Vol II	27	2.4.5	Please add: The chose CSP should have an average turnover of 200 crores from cloud services for the last 3 financial years.	CSP should support this clause with a declaration on their letterhead.	As per RFP
380	Vol II	28	2.4.5	Pre-Qualification Criteria- Technical Capability (Sl. No. 6) During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	This will restrict participation of potential bidders and will encourage only specific companies engaged in state level mining /mineral projects Suggestion - The clause may be amended as "Experience in Developing & Implementing IT Applications in Mineral Sector may be considered"	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
381	Vol II	28	2.4.5	Pre-Qualification Criteria- Certifications (Sl. No. 8) Certifications The bidder should have valid CMMi 3 or above as on date of submission of bid. Note: The criteria will not be applicable for any Government/PSU Body	Potential bidders in IT application development who have been appraised at Level 5 for at least 5 years may be allowed in such critical Project. Suggestion - The clause may be amended as "The bidder should have valid CMMi 5 certification for at least 5 years as on date of submission of bid."	As per RFP
382	Vol II	28	2.4.5	The Bidder should be registered under the relevant corporate laws in India such as Companies Act 1956 or 2013 or LLP Act / Partnership Act 1932 and should be in continuous operation for at least 5 years as on 31.03.2019	Looking at the Project value and criticality, we suggest to change this criterion as follows: *The Bidder should be registered under the relevant corporate laws in India such as Companies Act 1956 or 2013 or LLP Act / Partnership Act 1932 and should be in continuous operation for at least 10 years as on 31.03.2019*	As per RFP
383	Vol II	28	2.4.5	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	Since Khanij 2.0 is a core mining domain project we suggest to limit this criterion to Prime/Sole member only as a prior experience of mining domain is critical for the success of this project.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Applicable to: Sole Bidder or Any Consortium Member (In case of Consortium)		
384	Vol II	28	2.4.5	Prequalification Criteria: 5. The bidder must have designed/developed and implemented any application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Govt in India	1. Request you to relook into condition of more than one mineral operations. (i) Different State Govts have different policies and not necessarily shall have more than one mineral on a single platform. Therefore, experience in Mining only should be considered. (ii) All the mineral management system has the similar process flow and stakeholders recognized and approved by Indian Bureau of Mines (IBM) and the State Directorates of Mining & Geology/NGT/ through guidelines and policies. Hence, one mineral management would be adequate for gauging the system capability. 2. The participants of our Consortium have undertaken similar Projects wherein their respective Local Partners/Franchisees have front-ended the execution/implementation. In such cases, there is a legally binding agreement between the two parties. In this context, following supporting documents can be submitted:	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					i. Legal partnership agreement between Consortium partner and their local partner. ii.Work order issued by the end-user in the name of local partner. iii. Declaration by local partner on the implementation by the Consortium partner.	
385	Vol II	28	2.4.5	6. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	Request to remove this clause, as this is restricting the competition to few specific companies only.	As per RFP
386	Vol II	28	2.4.5	6. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India;	Request to modify the clause as below: "During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level regulations for any State Government in India"; This will ensure bidder has adequate exposure of working in state government regulatory projects.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
387	Vol II	29	2.4.5	The bidder must furnish, as part of its proposal, an EMD of INR 1,25,00,000 (One Crore twenty-five lakhs only).	We request you to kindly allow MSME/SSI Exemption for MSME registered firms.	Please refer corrigendum
388	Vol II	30	2.4.5	A power of attorney / Board resolution in the name of the person signing the bid by Sole Bidder and in case of consortium Signed by all consortium partners.	As per the RFP terms the original Power of Attorney or Board Resolution is to be submitted. However, since those are kept as a single original record in the company, Request the Tendering Authority to accept a notarised attested true copy of the same.	As per RFP
389	Vol II	30	2.4.5	Note: A maximum of three consortium partners including prime bidder shall be allowed.	We strongly recommend that for such critical projects not more than 2 parties should be allowed to form a consortium for bid participation. As more the number of members in a consortium increases complexity of the project increases. Also a turnover criterion of the consortium member should be kept at minimum 25 Cr turnover from IT / ITES projects only. Also, the company should have been registered since last 7 years at least.	As per RFP
390	Vol II	31	2.4.6	(a) Relevant Past Experience, Point No 1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining	This will restrict competition of potential bidders will enable only specific companies engaged in state level mining /mineral projects in scoring. Suggestion - The clause may be amended as "During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				regulations operations for any State Govt in India;	any Application software project pertaining to Mineral Sector in India"	
391	Vol II	31	2.4.6	Additional Clause	We suggest you include following criteria of the Technical Manpower to measure capabilities of Organization: The Sole/Prime bidder should have at least 300 technically trained employees on its payroll as on 31.01.2019. Out of them 50 employees should be in the Design, development and integrated IT Solution, implementation support, configuration, customization, testing, user acceptance, training, O&M activities, hand holding and application support activities in the Mining vertical	As per RFP
392	Vol II	31	2.4.6	Technical evaluation of eligible bidders shall be carried out on the basis of the following criteria:	In RFP, one of the major components in the scope of work for Khanij 2.0 RFP is ICCC deployment including ICCC platform application which requires technical know-how and expertise to implement such solutions. However, there is no parameter in technical evaluation to evaluate bidder's prior expertise. We strongly recommend to include the same for Technical evaluation looking at the scope and weightage of ICCC in overall project.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
393	Vol II	31	2.4.6	Technical Evaluation Criteria: 1. Bidder must have designed/developed and implemented any application software project pertaining to State mining regulations operations for any State Govt. in India C. Designed implementing, operating application handling multiple types (minimum 3 minerals)	1. Projects undertaken for State/Central PSUs also should be considered as relevant experience. 2. Please remove - minimum 3 minerals types - There is no standard policy that mandates State Govts. to have multiple Mineral types on a single platform. In several States, minerals are being managed separately on different platform. It'll be unfair to evaluate the bid based on non-standard parameters. We request you to please remove the condition of minimum 3 minerals. This also gives advantage to companies who may have worked only in one market/State. 3. Request you to consider Experience in Mining in 3 markets/States for 5 marks.	As per RFP
394	Vol II	31	2.4.6	General	The Bidder/ Lead Bidder in case of consortium should have sound financial performance and resources i.e. the firm should have minimum average annual turnover in any one of the last three financial years (2016-17, 2017-18 and 2018-19) of at least Rs 100 crore. >120 Crores=10 marks 100-120 Crores= 5 marks	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					<100 Crores=0 marks Considering the estimated value of the project and the substantial financial investment required for development & maintenance, the bidder should have minimum financial credentials to successfully execute the project.	
395	Vol II	31	2.4.6	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India;	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project. *Preference will be given to projects in Minerals operations/Natural Resources/Utilities >= 3 projects-10 marks 2 projects-5 marks 1 project-3 marks Additional 5 marks will be given to any of the project from Minerals operations/Natural Resources/Utilities . Considering the estimated value of the project, the value of the experience in design, development and implementation should be one of the technical criteria.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
396	Vol II	31	2.4.6	During the last Five years (till the date of bid submission), the bidder must have experience in Design/Development and Implemented any Application software project related to Vehicle Tracking System (VTS) in India;	During the last Five years (till the date of bid submission), the bidder must have experience in location-based services using Vehicle Tracking System (VTS)/GPS technologies in India. Justification: When Knowledge Sharing/Knowledge Transfer is considered, it is in the best interest of the department that instead of existing vendor, the concerned people from the department/client end should perform this duty as future development of the project, project management related activities, methodology and technicalities of the project operation solely depends upon the Knowledge Transfer sessions. Also, to evaluate one's technical capability, the department should be the sole authority and the transition process may not be the technical evaluation criteria. So, requesting the department to re-consider the clause.	As per RFP
397	Vol II	31	2.4.6	During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India;	During the last Five years (till the date of bid submission), the bidder must have completed Knowledge Sharing/Capacity Building/Training in GIS based projects for Central/ State Govt./ PSU or Government body/institution in India. Looking at the scope of work which is basically to track & monitor the location of the vehicles along	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	with resources, GPS technology should also be considered for technical qualification as GPS technology is fundamentally the basic principle behind VTS technology.	
398	Vol II	31	2.4.6	During the last Five years (till the last date of bid submission), the bidder must have completed / executed any IT Infrastructure deployment projects like Data Centre / Network Operation /Command Centre / Security Operation Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India;	During the last Five years (till the last date of bid submission), the bidder must have completed / executed any IT Infrastructure deployment projects like Data Centre / Network Operation /Command Centre / Security Operation Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India;	As per RFP
399	Vol II	31	2.4.6		During the last Five years (till the last date of bid submission), the bidder must have experience of GIS analysis and integration of state-wide field data for Government of Chhattisgarh. Since the Khanij 2.0 application will be setup in the state of Chhattisgarh and it will be integrating data from the existing GIS modules and GIS data, experience of GIS analysis and integration of the data becomes a mandatory requirement for technical evaluation criteria. Also, knowledge about	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					the geography and technicalities of the territory is must. Requesting the client to consider the same.	
400	Vol II	31	2.4.6	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India;	We have Mining Experience of last 12 years with multiple major and minor minerals. Please note that Government can give extensions of existing orders only twice, but they have to retender for further extensions. So, please count the total value of the project when the project is in continuation. The eligibility mentioned is very stringent. kindly amend the clause as under: The bidder or its consortium Partner must have Designed / Developed and Implemented or is implementing any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India; Maximum Marks = 25 (Projects with any of the below mentioned experience) A. Mining Operations project (Maximum 10 marks) i. At least INR 6 Cr. = 10 Marks ii. At least INR 4 Cr. = 8 Marks iii. At least INR 2 Cr. = 5 Marks B. Experience of Vehicle Tracking System integrated with State Mining regulations	Order value of one or more than one number of extensions will be counted in the total project cost of the respective project. All supporting documents need to be submitted.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					operations in a single platform - 10 Marks C. Designing, implementing, operating application handling multiple mineral types (minimum 3 minerals) -5 Marks	
401	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; B. Experience of Vehicle Tracking System integrated with State Mining regulations operations in a single platform	Kindly clarify the meaning of single platform.	Single platform means where Mining operation is integrated with VTS in a single project by the same bidder. Bidder will provide Work Order copies of both the solutions for the same state.
402	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; Maximum Marks = 25 (Maximum one Project with below experience) A. Mining Operations project (Maximum 10 marks) i. At least INR 6 Cr. = 10 Marks	Request to modify the clause as below: During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State regulations for any State Govt in India; Maximum Marks = 25 (Maximum one Project with below experience) A. State Regulations project (Maximum 15 marks) i. At least INR 15 Cr. = 15 Marks	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				ii. At least INR 4 Cr. = 8 Marks iii. At least INR 2 Cr. = 5 Marks B. Experience of Vehicle Tracking System integrated with State Mining regulations operations in a single platform - 10 Marks C. Designing, implementing, operating application handling multiple mineral types (minimum 3 minerals) -5 Marks	ii. At least INR 6 Cr. = 10 Marks iii. At least INR 4 Cr. = 8 Marks iv. At least INR 2 Cr. = 5 Marks B. Experience of Vehicle Tracking System integrated and operating in a single platform - 10 Marks	
403	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; Maximum Marks = 25 (Maximum one Project with below experience) C. Designing, implementing, operating application handling multiple mineral types (minimum 3 minerals) -5 Marks	Most states have done implementation of 1-2 minerals only, but their operations are far more extensive. Requesting to modify the clause to: "C. Designing, implementing, operating application minerals -5 Marks"	As per RFP
404	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software	Kindly clarify the meaning of Mining Operations project.	State Mining regulation operation includes regulation of different mineral concessions, assessment and levy of royalty etc, transportation/processing/storage/use and all

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				project pertaining to State mining regulations operations for any State Govt in India; Maximum Marks = 25 (Maximum one Project with below experience) A. Mining Operations project (Maximum 10 marks)		related activities with respect to minerals as per Mining Act and Rules
405	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; B. Experience of Vehicle Tracking System integrated with State Mining regulations operations in a single platform	Requesting to remove the "VTS integrated with State Mining regulations operations". Multiple states have done it in different fashion. Since the expertise required is different, many states have not integrated it to a single platform. Kindly modify the clause to: "B. Experience of Vehicle Tracking System integrated and operating in a single platform"	As per RFP
406	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India;	Most states have done the VTS separately from the core application, and hence a separate project for VTS. Kindly clarify how will the committee decide whether the VTS integrated with State Mining regulations operations in a single platform. Does this also cover integration with State Mining Application? If yes, kindly clarify what	Single platform means where State Mining regulation application is integrated with VTS in a single project by the same bidder. Bidder will provide Work Order copy of both the solutions for the same state.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				B. Experience of Vehicle Tracking System integrated with State Mining regulations operations in a single platform	functionality will be considered as "integrated".	
407	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; Maximum Marks = 25 (Maximum one Project with below experience) C. Designing, implementing, operating application handling multiple mineral types (minimum 3 minerals) -5 Marks	Requesting to remove the "(minimum 3 minerals)" from the criteria, and modify the clause to: C. Designing, implementing, operating application handling multiple mineral types - 5 Marks	As per RFP
408	Vol II	31	2.4.6	1. During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State mining regulations operations for any State Govt in India; B. Experience of Vehicle Tracking System integrated with State Mining	Requesting to remove the "B" clause, as the same has been asked in technical evaluation criteria 2 (B) as well. Criteria 2 (B) states that " Experience in Mineral Vehicle tracking System", which is equivalent to criteria 1 (B) as mentioned. A vehicle tracking system integrated with State Mining regulations platform means a Mineral Vehicle Tracking System only.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				regulations operations in a single platform		
409	Vol II	32	2.4.6		The bidder should have quality & security level certifications i. At least CMMi Level 3 ii.ISO 27001 iii.ISO 9001 All three certifications=5 marks Else 0 marks Considering the vast scope of work, security level certifications should be mandatorily required. Also, as per GoI standards, implementation of any application must be done as per standards quality practices to ensure the data quality and security. Requesting the client to consider the same.	As per RFP
410	Vol II	32	2.4.6		The bidder should have at least 30 full time technical and permanent Staff on its rolls as on 31st May 2019. HR declaration on Company letter head with designation of employee should be submitted. >=30 professionals-5 marks 20-30 professionals-3 marks the success of the project will depend on the organizational capability, process maturity, quality and security process, domain	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					knowledge, organization's project management, program management capability. Technical experts will have a major role in success of the project which will be driven by the bidder organization. So, the evaluation should be holistic giving due weightage to organizational credential in terms of manpower deployment.	
411	Vol II	32	2.4.6		We request to consider the requisite key-professionals for the project since the major chunk of the project is manpower oriented and related to software application development.	As per RFP
412	Vol II	32	2.4.6		Technical Proposal & Presentation The proposed solution, technical approach and methodology should be feasible enough to justify the scope of work.	As per RFP
413	Vol II	32	2.4.6	2. During the last Five years (till the date of bid submission), the bidder must have experience in Design/ Development and Implemented any Application software project related to Vehicle Tracking System (VTS) in India; B. Experience in Mineral Vehicle tracking System - 5 Marks	Requesting to remove the "B. Experience in Mineral Vehicle tracking System - 5 Marks", as this point has already been asked in technical evaluation criteria no.-1 (B). This is repetition of the same.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
414	Vol II	32	2.4.6	2. During the last Five years (till the date of bid submission), the bidder must have experience in Design/ Development and Implemented any Application software project related to Vehicle Tracking System (VTS) in India; C. Experience in monitoring of Vehicles in a single platform with number of vehicles (Maximum 5 Marks) i. At least 5000 Vehicles = 5 Marks ii. At least 2000 but less than 5000 Vehicles =3 Marks iii. At least 1000 Vehicles but less than 2000 Vehicles = 2 Marks	Requesting to modify the clause as below: "C. Experience in monitoring of Vehicles in a single platform with number of vehicles (Maximum 5 Marks) i. At least 500 Vehicles = 5 Marks ii. At least 200 but less than 500 Vehicles =3 Marks iii. At least 100 Vehicles but less than 200 Vehicles = 2 Marks". We believe by increasing the no. of vehicles, it is only the technical capabilities of the VTS platform which gets tested, and not the capabilities of the SI.	As per RFP
415	Vol II	33	2.4.6	Technical Evaluation Criteria - (a) Relevant Past Experience, Point No 1. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software	This will restrict competition of potential bidders. Suggestion - This point may be omitted	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.		
416	Vol II	33	2.4.6	Technical Evaluation Criteria -(a) Relevant Past Experience, Point No 4. During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud for any project of any Central/ State Govt./ PSU or Government body/institution in India;	This will restrict competition of potential bidders as many of the Central/ State Govt./ PSU or Government applications are still hosted at MeitY empanelled Data Centres. Suggestion - The clause may be amended as "During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud or Data Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India;"	As per RFP
417	Vol II	33	2.4.6	(a) Relevant Past Experience, Point No 1. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e.	This will restrict competition of potential bidders. Suggestion - This point may be omitted	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Software transition, knowledge Transfer, Project Handover etc.		
418	Vol II	33	2.4.6	(a) Relevant Past Experience, Point No 4. During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud for any project of any Central/ State Govt./ PSU or Government body/institution in India;	This will restrict competition of potential bidders as many of the Central/ State Govt./ PSU or Government applications are still hosted at MeitY empanelled Data Centres. Suggestion - The clause may be amended as "During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud or Data Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India;"	As per RFP
419	Vol II	33	2.4.6	During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	We suggest to remove this criterion. Kindly also clarify how would the transition having been undertaken by the bidder be validated. Work order/completion certificate would not have transition being undertaken be specifically mentioned in most cases. Defining Transition is a subjective parameter. Majority of the e-Gov projects undergo migration or upgradation. The other Technical criteria specified in the RFP are already stringent and would ensure	Certificate from Client along with Work Order copy will be considered

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					that a capable SI is able to come on onboard who would be able to also undertake the transition requirement. Hence, we suggest technical weightage should instead be given to specific component of this project such as ICCC which is a critical system as it integrates multiple systems/subsystems on a single platform.	
420	Vol II	33	2.4.6	Technical Evaluation Criteria: 3. Experience in Transition	1. Please consider projects undertaken for Private users with a Certificate from Client. Experience in transition can also be validated through Private projects of the similar nature. Obtaining letters from Govt. agencies for old projects is difficult due to transfers/movement of concerned officials. The following should be accepted as sufficient proof: i. Old work order of the previous vendor + new work order in bidder's name or ii. New work order in bidder's name with a letter from concerned Authority stating transition/taking over/handover/knowledge transfer 2. This is an unusual yardstick as in most	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					cases Govt. agencies float new tenders, so we recommend this clause to be removed.	
421	Vol II	33	2.4.6	Technical Evaluation Criteria: 4. Experience in Cloud	Please modify the condition to include: 1. Work orders do not always explicitly mention about hosting applications on Cloud. Experience of hosting Govt. Projects on Cloud should be evaluated through a live demo of the application and access to Cloud Infra. 2. Project Experience for Private clients should also be considered for evaluation.	As per RFP. Certificate from Client (Central/ State Govt./ PSU or Government body/institution in India) along with Work Order copy will be considered
422	Vol II	33	2.4.6	During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud for any project of any Central/ State Govt./ PSU or Government body/institution in India;	We request you to kindly amend the clause as under: During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud or State Data centre for any project of any Central/ State Govt./ PSU or Government body/institution in India;	As per RFP
423	Vol II	33	3.2, (Point B, iii)	During the last Five years (till the last date of bid submission), the bidder must have experience of deployment and management of application on MeitY empanelled Cloud for any project	We request you to kindly accept Non-Governmental projects against this criterion	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				of any Central/ State Govt./ PSU or Government body/institution in India;		
424	Vol II	33	2.4.6	3. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	Kindly clarify the meaning of IT operations. We believe only application software transition project will be considered under this criterion.	Yes, Bidders understanding is correct
425	Vol II	33	2.4.6	3. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	We believe that network and data centre transition projects (which includes NMS software, EMS software, etc.) will not be considered under this criterion. Kindly clarify.	Yes, Bidders understanding is correct

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
426	Vol II	33	2.4.6	3. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	Kindly add the word "application" along with the software project, as only mentioning software project is misleading.	Please read it as : During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over application software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.
427	Vol II	33	2.4.6	3. During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc.	Request to modify the clause as: "During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider of application software in any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: The SI should have the experience of taking over application software project through a transition process i.e. Application software transition, knowledge Transfer, Project Handover etc."	same as above
428	Vol II	34	2.4.6	Technical Evaluation Criteria: 5. Experience in IT Infrastructure	1. Please also consider Projects involving Data Centre Migration to Cloud as relevant experience under this Clause as such an	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					activity is envisaged in the RFP. Please modify the clause as follows: During the last Five years (till the last date of bid submission), the bidder must have completed / executed any IT Infrastructure deployment projects like Data Centre/ Data Centre Migration to Cloud/ Network Operation / Command Centre / Security Operation Centre which involves projects related with any Central/ State Govt./ PSU or Government body/institution in India. 2. Request on-going Projects also to be considered.	
429	Vol II	34	2.4.6	During the last Five years (till the last date of bid submission), the bidder must have completed / executed any IT Infrastructure deployment projects like Data Centre / Network Operation / Command Centre / Security Operation Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India; Note1: Please refer to the note below	We request you to kindly amend clause as under: The bidder must have completed / executed any IT Infrastructure deployment projects (till the last date of bid submission) like Data Centre / Network Operation / Command Centre / Security Operation Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India; Note1: Please refer to the note below this	Project which is under O&M phase during the last 5 years from the date of bid submission is also acceptable.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				this table for details of IT Infrastructure deployment Projects Maximum Marks = 10 Experience in IT Infrastructure i. At least 5 projects = 10 Marks ii. At least 3 projects = 8 Marks iii. At least 1 project = 5 Marks	table for details of IT Infrastructure deployment Projects Maximum Marks = 10 Experience in IT Infrastructure i. At least 5 projects = 10 Marks ii. At least 3 projects = 8 Marks iii. At least 1 project = 5 Marks	
430	Vol II	35	2.4.6	7. iii. Live Demonstration. Proof of Concept for the Integrated Command & Control operation and solution framework capabilities for multiple system/ application (including use cases, system dashboard, incident management, operational insights, Analytics and KPIs)-	Since the given statement cover the end-to-end process, would request to please provide us the specific process script/scenario to develop POC	Demonstration/ Proof of Concept of the ICCC Platform shall be on the basis of its capabilities and system functionalities. The bidder is free to suggest the best suited solution complying the RFP requirement.
431	Vol II	35	2.4.6	7. iii. Live Demonstration. Proof of Concept for the Integrated Command & Control operation and solution framework capabilities for multiple system/ application (including use cases, system dashboard, incident management, operational insights, Analytics and KPIs)-	At what stage of the bidding process, the POC outcomes need to be demonstrated. Could you please provide the details for POC evaluation	The Date of Technical presentation/demonstration shall be intimated to the eligible bidders officially.
432	Vol II	35	2.4.6	7. iii. Live Demonstration. Proof of Concept for the Integrated Command &	Since POC setup and integration would take some time, requesting to at least provide duration of 15 working days for the same.	It will be intimated to the eligible bidders

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Control operation and solution framework capabilities for multiple system/ application (including use cases, system dashboard, incident management, operational insights, Analytics and KPIs)-		
433	Vol II	36	2.4.6	Note: With reference to the Technical Evaluation Criteria, the projects with IT Infrastructure deployment like Data Centre, Network operation Centre, Command Centre, Security Operation Centre may be understood as the projects with components like deployment of Servers, Storage, Backups/ Network components like Routers, L3-L2 Switches, Load Balancers and Security components like Network Firewall, UTMs, IPS Server Security etc. and Infrastructure control components like EMS/ NMS, Integrated Platforms, Video Management. BMS etc. With centralized monitoring system and associated components like console platforms, centralized framework/platform as per standards & Guidelines by MeitY, Govt. of India.	With more & more applications getting hosted on cloud, physical data centre and its components are rarely being used. In this RFP, as well, instead of physical data centre, cloud hosting has been asked. Requesting you to modify the clause as per the requirement of the department, as no physical servers & storage have been asked in the RFP.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
434	Vol II	36	2.4.6	5. During the last Five years (till the last date of bid submission), the bidder must have completed / executed any IT Infrastructure deployment projects like Data Centre / Network Operation / Command Centre / Security Operation Centre for any project of any Central/ State Govt./ PSU or Government body/institution in India; Note: With reference to the Technical Evaluation Criteria, the projects with IT Infrastructure deployment like Data Centre, Network operation Centre, Command Centre, Security Operation Centre may be understood as the projects with components like deployment of Servers, Storage, Backups/ Network components like Routers, L3-L2 Switches, Load Balancers and Security components like Network Firewall, UTMs, IPS Server Security etc. and Infrastructure control components like EMS/ NMS, Integrated Platforms, Video Management. BMS etc. With centralized monitoring system and associated components like console	Kindly clarify whether all these components mentioned in the note need to be present in the Work Order. If not, requesting to clarify the minimum number of items which should be present in the work order to be considered for scoring under this criterion.	Minimum 4 components are required

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				platforms, centralized framework/platform as per standards & Guidelines by MeitY, Govt. of India.		
435	Vol II	37	3.2	Performance Bank Guarantee shall be for an amount equivalent to 10% of total contract value	We request you to amend this clause for Performance Bank Guarantee (PBG) for an amount equivalent to 10% of total Capex value, valid till Go-Live+3 months. Also, separate irrevocable Performance Bank Guarantee (PBG) for an amount equivalent to 10% of total Opex value, valid till O&M period + 3 months to be submitted on Go-Live. As payment for the O&M duration will be payable to SI only after completion of Quarter, performance of the system will not be compromised at any cost with this amended clause	As per RFP
436	Vol II	37	3.2	This Performance Bank Guarantee shall be for an amount equivalent to 10% of total contract value. PBG shall be forfeited by CHiPS, in the event the Bidder:	We request you to kindly allow MSME/SSI Exemption for MSME registered firms.	As per RFP
437	Vol II	37	3.2	10 % PBG	We request you to lower this to 5%.	As per RFP
438	Vol II	38	3.5	b) The DGM shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to CHiPS, at least 3 months	Kindly clarify the operating conditions, associated financial value & duration of the extension.	Please refer Addendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				before the expiration of the term thereof, whether it shall grant the SI an extension of the term.		
439	Vol II	39	4	Also, the bidders having purchased the tender/ RFP document will only be responded to i.e. their pre-bid queries will be entertained and responded.	Request to consider Prebid queries without purchase of RFP document. The DSC mapped to eproc portal is kept in office & there is city wide lockdown due to corona.	As per RFP
440	Vol II	58	7.4	ICCC setup Operation & Maintenance 30. Internet Connectivity with required bandwidth – 2 (Including Redundancy)	As per TRAI guidelines, internet bandwidth cannot be sold by third parties. Requesting to remove this line item from the financial bid.	Provision of connectivity will be the responsibility of SI. However, a tripartite agreement can be facilitated and subsequently executed between the ISP, Selected SI and DGM and payment to be made accordingly to concerned ISP by SI.
441	Vol II	68	10	ANNEXURE 7: FORMAT FOR POWER OF ATTORNEY	Kindly allow us to submit the Power of Attorney in our standard format.	As per RFP
442	Vol II	69	11	ANNEXURE 8: FORMAT FOR POWER OF ATTORNEY FOR CONSORTIUM We hereby confirm that we are jointly and severally liable, together with the other member(s) of the said consortium, to CHiPS for all obligations of the consortium in respect of all matters related to, or arising from, the said nit.	As per RFP Vol.3 section 1.8 (b), The Prime bidder shall be jointly and severally responsible for complete scope, whereas consortium partners shall be severally responsible only for its respective scope. Requesting to apply the same in Annexure 8 as well.	Please refer corrigendum
443	Vol II	78	Annexure 4	Bill of Quantity (BOQ)	Request you to please re-look into the Bill of Quantity (BoQ) part as there more than 80+	As per RFP.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					resources for 5 years at onsite are been asked	
444	Vol II	170	6.1	Penalty for delay in deployment of resources	Very heavy penalty imposed on all the items for delay in deployment of resources, kindly consider to lower the penalty.	Please refer corrigendum
445	Vol II	173	6.2.4	Post Implement Service Level	All the penalties mentioned in this section are very high. Request to lower the penalties. Especially penalties for replacement of resources and unauthorised absence of resources is very high. Also, response time penalty is very high.	Please refer corrigendum
446	Vol II	NA	General		We request for addition of below Clauses: The firm/JV should have quality & security level certifications i. At least CMMi Level 3 ii.ISO 27001 iii.ISO 9001	As per RFP.
447	Vol II	NA	General		The firm /JV must have successfully completed of satellite images/Base Map/Land Base of at least 75,000 Sq. Km of procurement and digitization (Preferably empanelled with State RSAC or NRSC)	As per RFP.
448	Vol II	NA	General		Manufacturer's Authorisation Form (MAF) – The Bidder should submit MAF from respective OEMs. Bidder must fulfil the criteria. In case of consortium, all consortium members must meet the total	MAF should be in the name of Primer Bidder only

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					MAF criteria jointly. i.e. MAF of OEM can be issued in the name of any of the Consortium Partner.	
449	Vol II	NA	General		Please clarify as to whether Existing bidder can participate as sole bidder or in consortium or as sub-contractor for the bid.	As per eligibility criteria
450	Vol II	NA	General		Office in Chhattisgarh – Bidder should have an office in Chhattisgarh or should give undertaking to open office within 1 month of award of project.	Please refer Section 4.4 of RFP Vol 1.
451	Vol II	NA	General		During the last Three years , the bidder must have completed / executed any IT or ITES Infrastructure deployment projects like Decision Support Systems / Dashboards / Network Operation for any project of any Central/ State Govt./ PSU or Government body/institution in India; Since the application would be a complex platform involving multiple stakeholders, integration of different technology stacks, migration of older system, use of evolving technologies the challenges involved can only be managed by a bidder/consultancy having executed similar project of a sizable value, so due weightage should be given to the bidder with similar project execution experience.	As per RFP.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
452	Vol II	NA	General	The Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement.	Since the bidder / contractor would be investing heavily in the Project by deputing highly skilled resources and also incurring huge expenditure on the same, any cancellation of project on account of termination for convenience would have a detrimental impact on its financials. Hence, we request for deletion of this clause.	As per RFP.
453	Vol II	NA	General	Liquidated Damages for delay in case of delay in completion of Services, liquidated damages not exceeding an amount equal to 0.2% (zero-point two percent) of the Agreement Value per day, subject to a maximum of 10% (ten percent) of the Agreement Value will be imposed and shall be recovered by appropriation from the Performance Security or otherwise. However, in case of delay due to reasons beyond the control of the Consultant, suitable extension of time shall be granted.	We request that the penalty is applied against unfinished portion of each milestone instead of total order value.	As per RFP.
454	Vol II	NA	General	Termination for Convenience: The Purchaser may by prior written notice sent to the SI at least 3 months in advance terminate the Contract in whole or in part at any time for its convenience. The notice of termination	Since the bidder / contractor would be investing heavily in the Project by deputing highly skilled resources and also incurring huge expenditure on the same, any cancellation of project on account of termination for convenience would have a	As per RFP.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				shall specify that termination is for the Purchaser convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	detrimental impact on its financials. Hence, we request for deletion of this clause.	
455	Vol III	8	1.7	1.7. Approvals and Required Consents a) The Purchaser shall extend necessary support to SI to obtain, maintain and observe all relevant and customary regulatory and governmental licenses, clearances and applicable Chhattisgarh Infotech Promotion Society RFP for Selection of System Integrator for Khanij Online 2.0 Volume III: Terms and Conditions approvals (hereinafter the "Approvals") necessary for SI to provide the Services. The costs of such Approvals shall be borne by SI. Both parties shall give each other all co-operation and information reasonably.	Please clarify the Cost of Approval	For any project related activities if SI required permission/approval from any other department the same will be facilitated by DGM/CHiPS. However, if cost is incurred it will be borne by selected SI. For e.g.: For laying cable for internet connectivity, any construction or civil work etc
456	Vol III	9	1.9.	SI shall ensure that none of the Key Personnel (refer staffing requirement of RFP Volume I) and manpower exit from the project. In such cases of exit, a penalty for such replacement shall be	Manpower exit, or attrition is not controllable or planned by an Organization. We request you to provide relaxation on replacement penalty and provide at least one recruitment	Please refer corrigendum

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				imposed on SI as per the service level agreement.	cycle (45 days) time before imposing replacement penalty.	
457	Vol III	10	1.9	p) It must clearly be understood by SI that warranty and O&M of the system, products and services incorporated as part of system would commence from the day of Go-Live of the respective phase including all the solutions proposed. The annual maintenance support shall include patches and updates the application, hardware components (if any) and change requests.	Please provide change request in man days efforts to be done at no extra cost.	As per RFP
458	Vol III	10	1.9	q) All the software licenses (if any) that SI proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should have the flexibility to use the software licenses for other requirements.	Please define that particular software licenses which will be used for other requirements are within the project or outside of the project.	Software including in Cloud services and ICCC software may be on SaaS; Other software like mining, VTS should be perpetual
459	Vol III	10	1.9	q) All software licenses will be in the name of Purchaser only.	Please confirm about Purchaser. Either it will be DGM or CHiPS?	The Purchaser is DGM. However, for any clearance, approvals, compliances, consent from both CHiPS & DGM will be required.
460	Vol III	10	1.9	q) All the software licenses (if any) that SI proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the Purchaser should	Query: For ICCC software, Bidder need to provide Software as a service (SaaS) in Pay as you grow model. Tender clause is not applicable	The clause may be amended as: All the subscription-based software licenses (if any third party) that SI proposes should be valid for the entire tenure of the Project. The software licenses shall not be restricted based

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				have the flexibility to use the software licenses for other requirements.	for Cloud Hosted model. Pls confirm our understanding.	on location. The third-party software for this project like Firewall, End Point protection, NMS, DSC application, etc. The type of licences and quantity proposed should be clearly mentioned in the Technical Bid.
461	Vol III	11	1.9	h) At any time during the course of the Contract, the Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by SI of its obligations/functions in accordance with the standards committed to or required by the Purchaser and SI undertakes to cooperate with and provide to the Purchaser/any other agency appointed by the Purchaser, all Documents and other details as may be required by them for this purpose. Such audit shall not include Bidder's books of accounts.	We suggest that standards should be approved before implementation for any software or hardware and accordingly third-party auditor should audit.	As per RFP
462	Vol III	11	1.9	k) In case during execution of works, the progress falls behind schedule or does not meet the Tender requirements, SI shall deploy extra manpower/resources to make up the progress or to meet the RFP requirements. Plan for deployment of extra manpower/resources shall be	Does the extra resource is also need to be approved as per the standard approval process? Also, we understand that if any extra resource is demanded by purchaser in any case, the resource shall be paid by purchaser as per the matching with the staffing requirements mentioned in RFP.	In case if progress falls behind schedule, SI can deploy additional resources as per project requirement for which no additional payment will be made. However, in case if additional manpower is required by purchaser then payment will be made as per rate derived in the price bid.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				submitted to the Purchaser for its review and approval. All time and cost effect in this respect shall be borne, by SI within the contract value.	Kindly Confirm	
463	Vol III	12	1.8	a) During the tenure of this Contract nothing shall be done by SI or his team including consortium in contravention of any law, act and/or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard.	Request modification of clause as below: "During the tenure of this Contract nothing shall be done by SI or his team including consortium in contravention of any applicable law, act and/or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard."	As per RFP
464	Vol III	13	1.10	b) Purchaser shall ensure that timely approval is provided to SI as and when required, which may include approval of project plans, implementation methodology, design documents, specifications, or any other document necessary in fulfilment of this contract.	In case the approval is not received in time from the Purchaser then execution timeline will also be extended accordingly. Also, it should be accepted by the purchaser and no payment shall be impacted for the same.	Payment shall be made as per the payment milestone mentioned in RFP. However, delay not attributable to SI shall be considered for exclusion for computing liquidated damages. Please refer section 6.2.12 of RFP Vol I.
465	Vol III	13	1.10	c) The Purchaser's representative shall interface with SI, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. Purchaser shall provide adequate cooperation in providing details, coordinating and obtaining of approvals	In case the project team from the Purchaser side is not available for providing the requirement then timeline shall get extended and which should also be accepted by Purchaser and no payment impact should be there due to this.	Payment shall be made as per the payment milestone mentioned in RFP. However, delay not attributable to SI shall be considered for exclusion for computing liquidated damages. Please refer section 6.2.12 of RFP Vol I.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				from various governmental agencies, in cases, where the intervention of the Purchaser is proper and necessary.		
466	Vol III	13	1.10	d) Purchaser may provide on SI's request, particulars/information /or documentation that may be required by SI for proper planning and execution of work and for providing services covered under this contract and for which SI may have to coordinate with respective vendors.	In case the Purchaser is unable to provide the required documents in time then timeline may get extended which should also be accepted by Purchaser and no payment impact should be there due to this.	Payment shall be made as per the payment milestone mentioned in RFP. However, delay not attributable to SI shall be considered for exclusion for computing liquidated damages. Please refer section 6.2.12 of RFP Vol I.
467	Vol III	13	1.10	e) Purchaser shall provide to SI only sitting space and basic infrastructure not including, stationery and other consumables at the Purchaser's office locations.	We request you to provide Basic infrastructure for the deployed resources and consumables	Please refer section 4.11 of Volume I of RFP
468	Vol III	13	1.10	f) In case, the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works by the stipulated time, or is in deviation to Tender requirements/standards, the Purchaser's representative shall so notify SI in writing.	We understand that Purchaser will timely provide requirements/approvals/ documents as required. Also, delay caused due these reasons shall be taken into consideration for the delay. Please confirm.	Payment shall be made as per the payment milestone mentioned in RFP. However, delay not attributable to SI shall be considered for exclusion for computing liquidated damages. Please refer section 6.2.12 of RFP Vol I.
469	Vol III	13	1.10	i) Purchaser shall make payments to SI at the times and in the manner set out in the Payment schedule as specified	1. Please confirm that who will provide the approval of each milestone documents and who will provide the payment?	1. Approval for each Project Milestone shall be given by officer authorized by DGM/CHiPS 2. The document format shall be proposed by

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				Payment Milestones in RFP Volume III subject to the penalties (Service level agreements) as mentioned in RFP Volume I. Purchaser shall make all efforts to make payments to SI within 45 days of receipt of invoice(s) and all necessary supporting documents.	2. The document formats for payment should be clearly defined for each payment milestone during project plan phase. 3. Please confirm that once the approved artefacts submitted with invoice then in any case the payment should be released within 45 days as per RFP. There should not be any further requirement of artefact to be submitted. 4. In any case if the payment is not getting released to SI within 45 days then purchaser has to intimate in writing to SI in advance.	the selected SI and shall be vetted and approved by DGM/CHiPS 3. As per requirement
470	Vol III	13	1.10	iii) No invoice for extra work / change order on account of change order shall be submitted by SI.	Please quantified Change request in man days efforts for any module. Also, we understand that any new module (which is not part of existing SOW) should be payable as per mutually agreed with SI & Purchaser. Please confirm	As per RFP
471	Vol III	13	1.10 (h)	No invoice for extra work / change order on account of change order shall be submitted by SI.	We suggest that separate quote from bidder to be taken in financial bid for some approximate change request.	As per RFP
472	Vol III	14	1.10	iv) All payments to SI shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and	We understand that a payment advice shall be given in writing to SI after every payment done by Purchaser.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				deductions as provided for under any law, rule or regulation. All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, SI is liable, the same shall be deducted by Purchaser from any dues to SI. All payments to SI shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the Purchaser to SI on chargeable basis.	Please confirm	
473	Vol III	16	1.14	iii. Regardless of anything contained (except for SI's liability for bodily injury arising out of gross negligence or wilful misconduct for which it is legally liable and its liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of SI, is restricted to the total value of the contract.	Requesting to modify the clause as below: "Regardless of anything contained (except for SI's liability for bodily injury arising out of gross negligence or wilful misconduct for which it is legally liable and its liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of SI, is restricted to the total undelivered value of the contract." This is required as certain deliverables delivered to the client will be property of the client.	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
474	Vol III	16	1.14	v. The indemnity shall be to the extent of 100% of project cost in favour of the Purchaser.	Requesting to modify the clause as: "The indemnity shall be to the extent of 100% of the undelivered portion of the project cost in favour of the Purchaser."	As per RFP
475	Vol III	22	1.23	a) SI must transfer all titles to the assets and goods procured for the purpose of the project to the Purchaser at the time of Acceptance of System. This includes all licenses, titles, source code, certificates, hardware, devices, equipment etc. related to the system designed, developed, installed and maintained by SI. SI is expected to provide source code, transfer IPR and ownership right of only those solutions which would be customized by System Integrator for the use of Directorate of Geology & Mining, Mineral Resources Department, Govt. of Chhattisgarh (DGM). For any pre-existing work, SI and Chhattisgarh Infotech Promotion Society (CHiPS) / DGM shall be held jointly responsible and its use in any other project by SI shall be decided on mutual consent.	We recommend to delete the said Clause. Any experience bidders who are in existing business will not be able to accept the clause. As this project requires built up software platform. Also, we seek clarification regarding the applicability of this clause to the COTS product/s.	As per RFP
476	Vol III	22	1.21	In case model quoted by the System Integrator becomes obsolete in market, then System Integrator may provide	We request you to change the clause as follows:	Please refer corrigendum.

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				items with higher specification after approval from Purchaser.	In case model quoted by the System Integrator becomes obsolete in market, then System Integrator may provide items with similar/ higher specification after approval from Purchaser.	
477	Vol III	22	1.22	The Goods/Services supplied under this Contract shall be comprehensively insured, if applicable, by SI at its own cost, against any loss or damage, for the entire period of the contract. SI shall submit to the Purchaser, documentary evidence issued by the insurance company, indicating that such insurance has been taken.	We understand that certain IT/Non-IT components were provided under the Khanij Online 1.0 Project. Kindly Clarify that what will be the procedure for those components. Also, we seek clarity for the cost of warranty, service and/or replacement of after the expiry of warranty & End-of-Life for the supplied IT/Non-IT components by incumbent SI	Please go through the detailed scope under Section 4 of RFP Vol I for more clarity
478	Vol III	24	1.24	Support new SI or authorized representative for a minimum 6 months or a period as directed by DGM	We suggest you to keep these 6 months duration within the Contract period of 60 months.	As per RFP
479	Vol III	26	2.2	Payment Milestones- Vol 3	As per milestone, 60% of payment is going to disbursed in quarterly (open) mode where in 40% is under capex mode. This project is highly capex intensive, which required initial investment. We request to make at least 80% payment in 1st Year and rest 20% in subsequent years	As per RFP
480	Vol III	26	2.2	Payment Milestones	The project requires tremendous work during first year and large number of expert resources needs to be deployed to achieve	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					the project timeline. Even then the payment milestones are not consistent. For the taking over of Khanij Online and development of Khanij Online 2.0 only 38% of Total Project Cost is allotted whereas for the O&M of Khanij Online 2.0 60% of payment is allotted. We request you to kindly reverse the payment milestones and provide 60% payment for first activity and 38% payment for O&M.	
481	Vol III	30	2.5	The Purchaser shall own the Documents, prepared by or for SI arising out of or in connection with the Contract.	Please clarify if is there any other document to be prepared apart from the deliverables mentioned in the delivery section. If yes, all documents and formats to be finalized during project plan phase.	As per project requirement
482	Vol III	32	2.8	Security and Safety	All security and safety measures shall be finalised during project plan phase.	The clause mentioned in the RFP is self-explanatory
483	Vol III	33	2.9	n) The obligations of confidentiality under this section shall survive rejection of the contract.	Request modification as below: "In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time and the proposal is accepted by the department".	Query not relevant to the clause
484	Vol III	33	2.10		Request to add: In all cases of termination, the bidder shall be paid for all services rendered up to the effective date of termination	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
485	Vol III	34	2.11	a) The Purchaser may, terminate this Contract in whole or in part by giving SI a prior and written notice indicating its intention to terminate the Contract under the following circumstances:	We would recommend to add termination notice time duration (30 days) in the said clause.	As per RFP
486	Vol III	35	2.11	Termination for Convenience: The Purchaser may by prior written notice sent to the SI at least 3 months in advance terminate the Contract in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.	SI would be investing huge amount in the said project involving 40% CAPEX & 60% OPEX. Termination for Purchaser's convenience without taking SI in confidence shall not be acceptable by any SI. Henceforth, we request to strike-out the said clause.	As per RFP
487	Vol III	35	2.12	a) In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract or otherwise the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which SI shall be obliged to comply with and take all	Request modification in the clause as per below: " In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract or otherwise the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which SI shall be obliged to	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
				available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Purchaser and/or the successor agency/service provider, as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Contract.	comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Purchaser and/or the successor agency/service provider, as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Contract in consultation with the SI."	
488	Vol III	NA	General	Past Experience	We have a vast experience of mining. Low weightage has been given for Specific Mining Domain which is related to this RFP. Kindly give weightage to this experience specifically. 1. Generation of online transit passes. We are generating 3500000 transit pass per year for Rajasthan 2. We have a Desktop Based Application installed at 2000 number of Weighbridges which are integrated with online DMG system. 3. Our Application is integrated with VAHAN Application generating SMS overloaded	As per RFP

SN	RFP Volume (I / II / III)	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	CHiPS/DGM Response
					Vehicles going directly to RTO. Please give weightage to above.	
489	Vol III	NA	General	Application Uptime	Please also provide weightage to Bidder's experience on maintenance of Application uptime @ 99% at Data Centres	As per RFP.

II. Corrigendum:

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
1	Vol I	3.2 C(iv)	30	Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2) and ISO /IEC 27017:2015 certified	**Please read it as:** Cloud Service Providers shall be ISO 27001, ISO 20000, SOC 2(Type-1 &Type 2), SOC 3, ISO /IEC 27017:2015 and ISO/IEC 27018 certified
2	Vol I	4.6	46	The SI has to ensure at least four weeks of overlap period in such replacements. DGM will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost because of replacement has to be incurred by the SI only.	**Please read it as:** The SI has to ensure at least four weeks of overlap period for Lead Team and at least two weeks for all other project Team members deployed considered in such replacements. DGM will not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost because of replacement has to be incurred by the SI only.
3	Vol I	4.11 E	128	Certified design feature of Modular wall Paneling tile having secure locking arrangement for equidistant mounting.	**Please read it as:** Modular wall Paneling tile having secure locking arrangement for equidistant mounting.
4	Vol I	4.11 F(V)	131	The product used should be trademark registration certificate issued by Government of India for the console proposed in this tender. Trademark registration certificate to be submitted along with the technical bid.	The clause stands deleted
5	Vol I	4.11 F (ix)	131	The structure should be tested and certified for Seismic Zone 5 earthquake vibrations with monitor mounted on monitor arms of the console.	**Please read it as:** The structure should be tested and certified for Seismic Zone 5 earthquake vibrations with the console.
6	Vol I	4.11 G	132	Modular Control Desk-Structure: Made of heavy duty Extruded Vertical and Horizontal Aluminum profiles., The Extrusions shall be duly powder coated with 40+	**Please read it as:** Modular Control Desk-Structure: Made of heavy duty Extruded Vertical and Horizontal Aluminum profiles., The Extrusions shall be duly powder coated with

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
				micron over all surfaces. All sheet metal parts must be finished with a durable, black, electrostatic powder coating. Trademark registration certificate to be submitted along with the technical, Slat wall, Gland Plate, Monitor arms in extremely rigid manner.	40+ micron over all surfaces. All sheet metal parts must be finished with a durable, black, electrostatic powder coating. Slat wall, Gland Plate, Monitor arms in extremely rigid manner.
7	Vol I	4.11 G	132	Front Edge: High density Poly Urethane Foam moulded on industrial grade aluminum core to form minimum 50mm deep tapered edge to be installed on worktop. The edge shall be mechanically replaceable case of damage or wear without opening or removing the worktop.	**Please read it as:** Front Edge: High density Poly Urethane Foam moulded on industrial grade aluminum core/Wooden core to form minimum 50mm deep tapered edge to be installed on worktop. The edge shall be mechanically replaceable case of damage or wear without opening or removing the worktop.
8	Vol II	1.37	20	The Selected Bidder would not be allowed to sub-contract work, except for the following: a) Cloud services b) Training & Deployment of Handholding Staff at District Office c) Helpdesk staff	**Please read it as:** The Selected Bidder would not be allowed to sub-contract work, except for the following: a) Cloud services b) FMS & helpdesk Work c) Civil & Interior Work d) Electrical Work e) Mechanical Work f) LAN Cabling, Networking Work g) Furniture installation work h) House Keeping Work i) Security & any other such Non-IT Work SI shall also submit a confirmation letter regarding clearance of all previous dues with the agencies under consortium or sub-contracting (related to this project) each time during submission of tax invoice against each payment as per the payment milestone as mentioned in clause 2.2 of Volume 3.

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
9	Vol II	2.4.5	27	**Net worth** Bidder should have positive net worth as on 31.03.2019(Sole Bidder or All Consortium Members in case of Consortium) **Documents Required:** Certificate from statutory auditor	**Please read as: Net worth** Bidder should have positive net worth as on 31.03.2019 (Sole Bidder or All Consortium Members in case of Consortium) **Documents Required:** Certificate from CA or statutory auditor
10	Vol II	2.4.5	27	During the last Five years (till the date of bid submission), the bidder must have Designed / Developed and Implemented any Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India (Sole Bidder or Any Consortium Member in case of Consortium) **Applicability:** Sole Bidder or Any Consortium Member (In case of Consortium) **Documents Required:** Copy of work orders / contract agreement with client certificate Ongoing projects shall also be considered.	**Please read as:** During the last Five years (till the date of bid submission), the bidder must have Designed / Developed, Implemented and carried Operation and Maintenance for the same Application software project pertaining to State-level mining regulations with more than one Minerals operations for any State Government in India (Sole Bidder or Any Consortium Member in case of Consortium) **Note:** Projects which have received any extension of original work order during the last 5 years from the date of submission of bid shall also be considered for evaluation. Eg: If the work order issued in 2010 and project is still going on or completed or under extension/O&M in between FY 2015-16 to FY 2019-2020 will also be considered. **Applicability:** Sole Bidder or Any Consortium Member (In case of Consortium) **Documents Required:** Copy of work orders / contract agreement with client certificate Ongoing projects shall also be considered.

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
1	Vol II	2.4.5	27	During the last Five years (till the date of bid submission), The Bidder must have either Designed /Developed and Implemented any Application software project for any Central/ State Govt./ PSU or Government Organizations in India; OR Supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU or Government Organizations in India; The project value should be – a) One project of similar nature not less than the amount 48 Crores OR b) Two projects of similar nature not less than the amount 30 Crores each OR c) Three projects of similar nature not less than the amount 24 Crores each **Applicability:** Sole Bidder or Prime Bidder (In case of Consortium) **Documents Required:** Completion Certificates from the client OR Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	**Please read as:** During the last Five years (till the date of bid submission), the Bidder must have either Designed/Developed and Implemented any Application software which may also include provisioning of other incidental components such as IT hardware, **software, manpower support, Operation & Maintenance** for any Central/ State Govt./ PSU or Government Organizations in India; OR Supplied and configured / customized software solution including implementation and services support for any Central/ State Govt./ PSU or Government Organizations in India; The project value should be – a) One project of similar nature not less than the amount 48 Crores OR b) Two projects of similar nature not less than the amount 30 Crores each OR c) Three projects of similar nature not less than the amount 24 Crores each **Applicability:** Sole Bidder or Prime Bidder (In case of Consortium) **Documents Required:** Completion Certificates from the client OR Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client
12	Vol II	2.4.5	29	The bidder must furnish, as part of its proposal, an EMD of INR 1,25,00,000 (One Crore twenty-five lakhs only). **Applicability:** Sole Bidder or Prime Bidder (In case of Consortium)	**Please read as:** The bidder must furnish, as part of its proposal, an EMD of INR 1,25,00,000 (One Crore twenty-five lakhs only). **Applicability:** Sole Bidder or Prime Bidder (In case of

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
				Documents required: The EMD should be in the form Demand Draft in favour of CEO, CHiPS payable at Raipur or Bank Guarantee (BG) issued by Nationalized/Scheduled Bank as per format mentioned in the RFP on stamp paper of value required under law duly signed by authorized representative of Bank mentioning the concerned local branch in Raipur.	Consortium) **Documents required:** The EMD should be in the form Demand Draft in favour of CEO, CHiPS payable at Raipur or Bank Guarantee (BG) issued by Nationalized/Scheduled Bank as per format mentioned in the RFP on stamp paper of value required under law duly signed by authorized representative of Bank mentioning the concerned local branch in Raipur. **Note: Exemption of EMD shall only be given to MSME / NSIC registered bidders. Bidder has to provide copy of registration certificate with validity (along with the Prequalification Bid) clearly mentioning that it is exempted from submission of EMD for the purpose of Public Procurement.**
12	Vol II	2.4.6	33	During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body / institution in India; **Note:** The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc. **Marks:** Maximum Marks = 10 Experience in Transition i. At least 3 projects = 10 Marks	During the last Five years (till the date of bid submission), the bidder must have completed transition phase from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body / institution in India; **Note:** The SI should have the experience of taking over software project through a transition process i.e. Software transition, knowledge Transfer, Project Handover etc. **Marks:** Maximum Marks = 10 Experience in Transition i. At least 3 projects = 10 Marks ii. At least 2 projects = 8 Marks

SN	RFP Volume (I / II / III)	RFP Clause No.	RFP Page No.	Existing Clause Details as per RFP	Revised Clause
				ii. At least 2 projects = 8 Marks iii. At least 1 project = 5 Marks **Applicability:** Sole Bidder or any Consortium Member (In case of Consortium) **Supporting Documents:** Work order + Client completion certificates; OR Work order + Phase Completion Certificate from the client Submit project details as per format in Annexure-3 of this RFP.	iii. At least 1 project = 5 Marks **Applicability:** Sole Bidder or any Consortium Member (In case of Consortium) **Supporting Documents: Work order + Client completion certificates; OR Work order + Phase Completion Certificate from the client** **If the Work Order or Contract does not explicitly mention scope of transition, then the same should be mentioned in the client certificate and its completion status.** Submit project details as per format in Annexure-3 of this RFP.
13	Vol III	1.21(b)	22	In case model quoted by the System Integrator becomes obsolete in market, then System Integrator may provide items with higher specification after approval from Purchaser.	**Please read it as:** In case model quoted by the System Integrator becomes obsolete in market, then System Integrator may provide items with equivalent or higher specification after approval from Purchaser

A. The following corrigendum is to be read as mentioned at section **4.20** of **Volume 1** under **Project Timeline:**

SN	Milestones	Timeline
1	Date of acceptance of LOI/ Work Order/Signing of Agreement (whichever is earlier)	T0
2	Deployment and Availability of Manpower for transition on existing Khanij Online	T0 + 1 month
3	Handover of application code of Existing Khanij Online and all related documentation (applicable to incumbent SI)	T0 + 40 days
4	Takeover of complete As-Is business operations from incumbent System Integrator and deployment of manpower for helpdesk, handholding at site	T0 + 3 months
5	Set up HA and DR for existing Khanij Online	T0 + 4 months
6	Start of Application Maintenance phase (O&M) of existing Khanij Online after taking over the existing application, infrastructure and other services from incumbent SI	T0 + 1 month till Go-Live Declaration and stabilization (SN 17)
7	Requirement Gathering, Preparation & Submission of SRS of Khanij Online 2.0	T0 + 4 months
8	User Acceptance Testing for Major Mineral -Design, development / enhancement of Khanij Online 2.0 including Mobile Application, Establishment Module, Change Control, Management Dashboard and Analytics, Integrations and all other functionalities as per SRS on staging environment	T0 + 7 months
9	Go-Live for Major Mineral functionality in production environment (Cloud), Cutover (Migration of data) from existing application to Khanij Online 2.0 and stabilization in Production environment	T0 + 8 months
10	User Acceptance Testing for Minor Mineral - Configuration and Policy mapping in application for Minor Mineral, Management Dashboard and Analytics in staging environment	T0 + 8 months
11	Go live for Minor Mineral functionality in production environment (Cloud), Minimum 5 mines to be onboarded	T0 + 9 months
12	Launch of Mobile App for all stakeholders in Android and iOS platform	T0 + 9 months
13	User Acceptance Testing for Vehicle Tracking System in Staging environment	T0 + 9 months

SN	Milestones	Timeline
14	Configuration, pilot testing of VTS with all empaneled GPS devices (POC)	T0 + 10 months
15	Configuration, pilot testing of Desktop Application for minimum 5 mines with fluctuating and no internet (POC)	T0 + 11 months
16	STQC / Cert-in certification for complete Khanij Online 2.0 application	T0 + 12 months
17	Complete Rollout & Cutover (Migration of data) from existing application to Khanij Online 2.0 - Go-Live Declaration and stabilization	T0 + 12 months
18	Operation &Maintenance of Khanij Online 2.0 (Quarterly only after Khanij Online 2.0 is successfully declared Go-Live)	4 Years after Khanij Online 2.0 Go Live
19	Training on Khanij Online 2.0	From UAT to Go Live
20	Finalization / Approval of Site plan / layouts for ICCC	T1 + 10 days
21	Physical Infrastructure such as civil, electrical, cabling, BMS, furniture setup of ICCC as per the plan	T1 + 2 months
22	Supply of Equipment including Site Set up of Civil Infrastructure (Sr. No. 1 to 36 from Financial BoM Table for ICCC Set up)	T1 + 3 months
23	Successful Installation and Commissioning of ICCC Equipment (Sr. No.1 to 36)	T1 + 5 months
24	ICCC Operation and Go live	T1 + 6 months
25	AMC and Operation and Maintenance of ICCC (Quarterly after Go-live of ICCC)	4.5 Years after Go Live of ICCC

T0 - Date of acceptance of LOI/ Work Order/Signing of Agreement whichever is earlier,
T1 – Date of Site Handover (T1 will happen after T0)

B. The following corrigendum is to be read as mentioned at section **6.1 to 6.3** of **Volume 1** under **Service Level Agreements**

6 SERVICE LEVEL AGREEMENTS

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the System Integrator to DGM / CHiPS for the duration of this contract.

6.1 Implementation Service Levels (Liquidated Damages)

a) If SI fails to fulfil the project timelines as per milestones defined in RFP Vol 1, the Purchaser without prejudice to its other rights and remedies under the Contract, will

deduct 0.5% per week or part thereof from the milestone payment defined in RFP Vol 2 and as per the final contract value.

b) Please refer to the tables below for applicable penalty for implementation delays

SN	Milestones	Delivery Period T0 - Date of acceptance of LOI/Work Order/Agreement	Penalty
Khanij Online 1.0 (existing Khanij Online) Transition			
A	Takeover of complete As-Is business operations from incumbent System Integrator and deployment of manpower for helpdesk, handholding at site	T0 + 3 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
B	Set up HA and DR in Cloud for existing Khanij Online and Migration of existing Khanij Online with security certification	T0 + 4 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks

SLA Table 1 - Existing Khanij Online Transition

SN	Milestones	Delivery Period (T0 - Date of acceptance of LOI/Work Order/Agreement)	Penalty
Development and Implementation of Khanij Online 2.0			
A	Submission of SRS of Khanij Online 2.0	T0 + 4 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
B	User Acceptance Testing for Major Mineral - Design, development / enhancement of Khanij Online 2.0 including Mobile Application, Establishment Module, Change Control, Management Dashboard and Analytics, Integrations and all other functionalities as per SRS on staging environment	T0 + 7 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
C	Go-Live for Major Mineral functionality in production environment (Cloud), Cutover (Migration of data) from existing to Khanij Online 2.0 and stabilization in Production environment	T0 + 8 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks

SN	Milestones	Delivery Period (T0 - Date of acceptance of LOI/Work Order/Agreement)	Penalty
D	User Acceptance Testing for Minor Mineral - Configuration and Policy mapping in application for Minor Mineral, Management Dashboard and Analytics in staging environment	T0 + 8 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
E	Go live for Minor Mineral functionality in production environment (Cloud), Minimum 5 mines to be onboarded	T0 + 9 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
F	Launch of Mobile App for all stakeholders in Android and iOS platform	T0 + 9 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
G	User Acceptance Testing for Vehicle Tracking System in Staging environment	T0 + 9 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
H	Configuration, pilot testing of VTS with all empanelled GPS devices (POC)	T0 + 10 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
I	Configuration, pilot testing of Desktop Application for minimum 5 mines with fluctuating and no internet (POC)	T0 + 11 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks
J	STQC / Cert-in certification for complete Khanij Online 2.0 application	T0 + 12 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks

SLA Table 2 - Development and Implementation of Khanij Online 2.0

SN	Milestones	Delivery Period (T1 – Date of Site Handover)	Penalty
ICCC site setup of Khanij Online 2.0			
A	Supply of Equipment including Site Set up of Civil Infrastructure (Sr. No. 1 to 36 from Financial BoM Table for ICCC Set up)	T1 + 3 Months	Deduct 0.5% per week or part thereof from the milestone payment Maximum 8 weeks delay may be accepted

SN	Milestones	Delivery Period (T1 – Date of Site Handover)	Penalty
B	Successful Installation and Commissioning of ICCC Equipment (Sr. No.1 to 36)	T1 + 5 Months	Deduct 0.5% per week or part thereof from the milestone payment
			Maximum 8 weeks delay may be accepted
C	On ICCC Operation and GO Live from (T +6 Months)	T1 + 6 Months	Deduct 0.5% per week or part thereof from the milestone payment
			Maximum 8 weeks delay may be accepted

SLA Table 3 - ICCC site of Khanij Online 2.0

Additionally, in case of delayed deployment of resources, following Liquidated Damages shall be applicable:

SN	Resource Type	Measurement Methodology	Liquidated Damages
A	Delay in Deployment of Lead Team Member	The provider to deploy Lead team resources as per the deployment schedule.	Rs.2000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.
B	Delay in Deployment of (O&M)	The provider to deploy (O&M) team as per the deployment schedule.	Rs.2000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.
C	Delay in Deployment of (OSU) /Technical Helpdesk resource	The provider to deploy (OSU) /Technical Helpdesk resources as per the deployment schedule.	Rs.1000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.

SN	Resource Type	Measurement Methodology	Liquidated Damages
D	Delay in Deployment of ICCC Helpdesk and FMS for districts Resources	The provider to deploy ICCC Helpdesk and FMS for districts resources as per the deployment schedule.	Rs.500 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.

SLA Table 4 - Service level on delay in resource deployment

Note: Maximum 4 weeks delay in deployment may be accepted. If the deployment of personnel is not completed even within this extended four-week period, then the contract will be liable for termination, in part or whole, at the discretion of CHiPS/DGM and at the risk and cost of the selected Bidder.

The total deduction shall not in any case exceed 10% of the contract value. Also, in case penalty exceeds 10% of the contract value or more than 8 weeks delay, DGM / CHiPS may take appropriate action.

The Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to SI in its hands (which includes the Purchaser's right to claim such amount against SI's Bank Guarantee) or which may become due to SI. Any such recovery or liquidated damages shall not in any way relieve SI from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.

Delay not attributable to SI shall be considered for exclusion for computing liquidated damages.

6.2 Post Implementation of Service Level

a. Service levels shall be measured on quarterly basis after the end of the quarter.

b. SI is expected to provide the following Service Levels. In case these Service Levels cannot be achieved at Service Levels defined in the tables below, it shall invoke the related penalties. Payments to the SI are linked to the compliance with the SLA metrics laid down in the Table below in this section of the RFP.

SN	Description	Measurement Methodology	Target	Penalty
Performance of Khanij Online (existing) on Cloud Infrastructure				
A	Availability of Services for users for existing Khanij Online	Measured as availability of end-to-end services that when executed, cover the underlying solution components (Existing Khanij Online application, Integrations and Cloud infrastructure, EMS or SLA monitoring tool etc.) The services should be available 24×7	Uptime >=99.75%	No Penalty
			Uptime >= 95% and < 99.75%	2% will be deducted from QGR for the downtime
			Uptime >= 90% and < 95%	5% will be deducted from QGR for the downtime
			Uptime < 90%	10% will be deducted from QGR for the downtime
Performance of Kanji Online 2.0 Application on Cloud Infrastructure				
B	Availability of Services for users for Khanij Online 2.0	Measured as availability of end-to-end services that when executed, cover the underlying solution components (e.g. Khanij Online 2.0 application, Mobile App, VTS, Integration, Cloud, EMS or SLA monitoring tool, helpdesk etc.) The services should be available 24×7	Uptime >=99.75%	No Penalty
			Uptime >= 95% and < 99.75%	2% will be deducted from QGR for the downtime
			Uptime >= 90% and < 95%	5% will be deducted from QGR for the downtime
			Uptime < 90%	10% will be deducted from QGR for the downtime

SLA Table 5 - Existing Khanij Online Application and Cloud Infrastructure

SN	Description	Measurement Methodology	Target	Penalty
Resolution of tickets for Application & Infrastructure Components				
B	Resolution of tickets for Application & Infrastructure Components Tickets shall be categorised in Severity Level 1, 2 and 3 and Tickets do not include suggestions or enhancements.	Severity level 1: This level of Tickets has highest impact on the system functioning and to be taken up on most priority basis. In case similar issue is faced by multiple users it will be treated as Severity Level 1	Tickets should be resolved within 12 hours	For each instance, Rs. 5000 will be deducted from QGR for every 12 hours (or part thereof) below target.
		Severity level 2: This level of Tickets has a moderate impact on the system functioning and to be taken up on priority basis.	Tickets should be resolved within 24 hours	For each instance, Rs. 5000 will be deducted from QGR for every 24 hours (or part thereof) below target.
		Severity level 3: This level of Tickets has a lowest impact on the system functioning and to be taken up on comparatively less priority basis than Severity Level 1 & 2	Tickets should be resolved within 48 hours.	For each instance, Rs. 5000 will be deducted from QGR for every 48 hours (or part thereof) below target.

Note:

a) Tickets logged by DGM user including tickets logged through call, e-mail and self-service portal.
b) DGM / CHiPS may define the issue category and resolution timelines for L1, L2 and L3 support, if required.
c) Response / Resolution time is in calendar hours, i.e. regular full-day round-the-clock hours including weekly off and holidays.
d) Category of Tickets pertaining to the Severity levels shall be finalized during the engagement of SI and subsequent documentation shall be done during the finalization of the Standard Operating Procedure for the selected SI.
e) However, DGM/ CHiPS may decide and alter the severity levels for each component based on the need & impact on the system functioning

SLA Table 6 - Performance of Support

SN	Description	Measurement Methodology	Target	Penalty
Availability of ICCC Infrastructure				
A	Internet and network availability at ICCC site and ICCC equipment	Measured as internet availability at entire ICCC site and ICCC equipment. This will include network cabling, routers, switches, internet firewall, LAN Connection with Accessories, Wi -Fi Controller, Wi-Fi AP's and Load Balancer for Internet Connectivity etc. The services should be available on 24×7.	Availability >=99.50%	**0.1% will be deducted from QGR for every 0.5% drop in percentage (or part thereof) of availability below target**
Note: ICCC IT and Non-IT infrastructure shall be governed by SLA Table 6 - Performance of Support				

SLA Table 8 - Availability of ICCC Infrastructure

SN	Resource Type	Penalty for Unauthorised absence of Resources	Penalty for replacement of selected / deployed Resources
Service Level on Deployed Resources			
A	Lead Team Members	Rs.2000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Rs 1,00,000 for each instance will be deducted from SI payment.
B	Operations and Maintenance Team	Rs.2000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Rs 40,000 for each instance will be deducted from SI payment

SN	Resource Type	Penalty for Unauthorised absence of Resources	Penalty for replacement of selected / deployed Resources
C	Operational Support Unit (OSU) /Technical Helpdesk	Rs.1000 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Rs 20,000 for each instance will be deducted from SI payment
D	ICCC Helpdesk and FMS for districts Resources	Rs.500 will be deducted for each instance per day from SI payment. No payment will be made in the days a resource is absent.	Rs 5,000 for each instance will be deducted from SI payment below target.
E	Facility Management Resources - Security Staff	Rs 500 per day for each instance will be deducted from SI payment. SI shall mandatorily provide replacement in case of leave. No payment will be made in the days a resource is absent.	Not Applicable
F	Office Support Staff (Housekeeping and Office attendant)	Rs 200 per day for each instance will be deducted from SI payment. No payment will be made in the days a resource is absent.	Not Applicable

Note:

a) Resources shall be allowed maximum 15 days of leave in year. However, SI shall ensure smooth project operations in absence of resources.
b) Holidays shall be applicable as per Chhattisgarh Government holiday list. Holidays shall not be applicable to team deployed for 24 x 7 support.
c) Per day payment will be calculated by dividing man month rate by number of days in a month
d) In case of resignation by a particular resource after completion of one year, the penalty pertaining to resource replacement shall not be imposed. Replacement of the particular resource will be done within 15 days with approval of CHiPS/DGM.
e) In case of Medical or any other exigency beyond control of resource/SI, DGM/CHiPS may approve the additional leave of the resources if required and no penalty shall be imposed.
f) If DGM/CHiPS may issue a notice to SI for replacement of resource due to non-performance of resource, then SI will deploy the replacement resource within 30 days from the day of notice received by SI. In this case, no penalty shall be imposed.

SLA Table 9 - Service Level on Deployed Resources

6.3 Service levels for pre-HA Cloud and DR setup

Pertaining to availability of services of existing Khanij Online, the Selected Bidder has to ensure application uptime of 99% after takeover of existing Khanij Online from incumbent SI and till Cloud HA and DR are setup for existing Khanij Online. For every 1% drop in uptime, measured on monthly basis, a penalty of 0.5% of the QGR would be liable to be deducted.

After setup of Cloud HA and DR for existing Khanij Online, Post Implementation Service Level as per corrigendum under section 6.2.4 will be considered.

Note: Rest other clauses under **Section 6 – Service Level Agreements** will remain unchanged and will be applicable as per RFP.

C. The following corrigendum is to be read as mentioned at **Annexure-8 of Volume 1**

Format for Power of Attorney for Consortium

Whereas we, M/s. _____and M/s. _____ (names of members of the consortium of bidders as registered by the relevant registering authority under the deed relating to their respective incorporation) have formed a consortium named _____ to compete as a single consortium for the award of the work for which notice inviting tenders (nit) has been issued by the, chips vide its RFP no._____ dated __/__/____, M/s. _____ as a member of the said consortium and having its registered address as _____ is hereby duly authorized to fully represent and act on behalf of, and as 'lead bidder' of the said consortium to sign the tender proposal, conduct negotiation(s), sign agreement(s) / contract(s), incur liabilities and receive communication(s) for, and on behalf of, the consortium, and, further, to transact all other necessary affairs in connection with all matters related to, or arising from, with the said RFP.

We also hereby confirm that the Lead bidder shall be jointly and severally responsible for complete scope, whereas consortium member(s) shall be severally responsible only for its respective scope to CHiPS for all obligations of the consortium in respect of all matters related to, or arising from, the said RFP.

In witness whereof, we have hereunto set under our respective hands and seals this _____ day of _____, 2020.

Signing for and on behalf of, and under authority from, M/s. _____	Signing for and on behalf of, and under authority from, M/s. _____
(Name of Lead Bidder of consortium)	(Name of member of consortium)
(Signature)	(Signature)
Name of signatory	Name of signatory
Designation of signatory (Seal of member of consortium for and under whose authorization signing)	Designation of signatory (Seal of member of consortium for and under whose authorization signing)
Name of witness	Name of witness
Signature of witness	Signature of witness

III. Addendum:

1. Volume - 1: Scope of Services

A. The following addenda are to be read as mentioned at section 3.2 under Application hosting on cloud.

a. Technical Specification of Virtual Firewall

SN	Features	Minimum Specifications/Requirements	Compliance (Yes/No)
1.1	Standard Feature	Proposed Firewall should support Hypervisor like VMware, KVM and Hyper-V. and should support Restful API for integration with 3rd party solutions like Software Defined Networking	
1.2		The virtual appliance should support at least 6 Data vNICs	
1.3	Performance & Scalability	Firewall should support stateful inspection throughput of 2 Gbps	
1.4		Firewall should support at least 500,000 concurrent sessions	
1.5		Firewall should support at least 60,000 connections per second	
1.6		NGFW should support 3DES/AES IPSec VPN throughput of at least 200 Mbps	
1.7		Firewall should support at least VPN peers IPSec / SSL	
1.8		Firewall should support at least 100 VLANs	
1.9	Firewall Features	Firewall should provide application inspection for DNS, FTP, HTTP, SMTP, ESMTP, LDAP, MGCP, RTSP, SIP, SCCP, SQLNET, TFTP, H.323, SNMP	
1.10		Firewall should support creating access-rules with IPv4 & IPv6 objects simultaneously	
1.11		Firewall should support operating in routed & transparent mode. In transparent mode firewall should support arp-inspection to prevent spoofing at Layer-2	
1.12		Firewall should support static nat, pat, dynamic nat, pat & destination based nat	
1.13		Firewall should support Nat66 (IPv6-to-IPv6), Nat 64 (IPv6-to-IPv4) & Nat46 (IPv4-to-IPv6) functionality	
1.14		Should support Remotely Triggered Black Hole for Border Gateway protocol security	

SN	Features	Minimum Specifications/Requirements	Compliance (Yes/No)
1.15		Firewall should support RFC 6379 based Suite-B Cryptography Suites/algorithms like AESGCM/GMAC support (128-, 192-, and 256-bit keys), CH / ECDH support (groups 19, 20, and 21), ECDSA support (256-, 384-, and 521-bit elliptic curves) for enhanced VPN security.	
1.16		Should support pre-shared keys & Digital Certificates for VPN peer authentication	
1.17		Should support perfect forward secrecy, dead peer detection and Nat-T for IPSec VPN functionality	
1.18	Routing Features	Firewall should support IPv4 & IPv6 static routing, RIP, OSPF v2 & v3, PBR, PBR for IPv6 BGP and BGPv6	
1.19	Management Capabilities	Firewall should support management of firewall policies via CLI, SSH & inbuilt GUI management interface.	
1.20	Industry Certificate and evaluations	The Firewall OS should have certifications like NDPP / ICSA / EAL4 or more	

b. Technical Specification of Virtual Intrusion Prevention System (VIPS)

SN	Minimum Specifications/Requirements	Compliance (Yes/No)
2.1	Proposed NGIPS should support Hypervisor like VMware /KVM/Hyper-V	
Platform Requirement		
2.2	The detection engine must be capable of operating in both passive (i.e. monitoring) and inline (i.e., blocking) modes.	
2.3	Virtual appliance should support at least 5Gbps throughput with minimum 250,000 concurrent connection/sessions and 6 Data vNICs	
2.4	The device must accurately detect intrusion attempts and discerns between the various types and risk levels including unauthorized access attempts, pre-attack probes, suspicious activity, DoS/DDoS, vulnerability exploitation, brute force and zero-day attacks	
2.5	Should be capable of automatically providing the appropriate inspections and protections for traffic sent over non-standard communications ports.	
2.6	Should be capable of detecting and blocking IPv4 and IPv6 attacks and have at least 30,000 high fidelity (excluding custom signatures) IPS signatures or more	

SN	Minimum Specifications/Requirements	Compliance (Yes/No)
2.7	Solution must support IP reputation intelligence feeds from third party and custom lists of IP addresses including a global blacklist.	
2.8	Should support URL and DNS threat intelligence feeds to protect against threats. The device should have the ability to block connection to or from outside based on the reputation of the IP address that is trying to communicate with the network using threat intelligence.	
2.9	Solution must be capable of defending against IPS-evasion attacks by automatically using the most appropriate defragmentation and stream reassembly routines for all traffic based on the characteristics of each destination host.	
2.10	Solution must provide Signature-less intrusion detection technology which allows the IPS to identify network traffic and stops Zero-day attacks for which no signatures exist.	
2.11	Should support more than 4000 application layer and risk-based controls that can invoke tailored intrusion prevention system (IPS) threat detection policies to optimize security effectiveness.	
2.12	Appliance OEM must have its own threat intelligence analysis centre and should use the global footprint of security deployments for more comprehensive network protection.	
2.13	Should be able to identify attacks based on Geo-location and define policy to block on the basis of Geolocation	
2.14	The detection engine must incorporate multiple approaches for detecting threats, including at a minimum exploit-based signatures, vulnerability-based rules, protocol anomaly detection, and behavioural anomaly detection techniques. Identify and explain each type of detection mechanism supported.	
Management		
2.15	The management platform must be accessible via a web-based interface and ideally with no need for additional client software	
2.16	The management platform must be capable of integrating third party vulnerability information into threat policy adjustment routines and automated tuning workflows	
2.17	The management platform must be capable of role-based administration, enabling different sets of views and configuration capabilities for different administrators subsequent to their authentication.	
2.18	The management platform must provide robust reporting capabilities, including a selection of pre-defined reports and the ability for complete customization and generation of new reports.	
2.19	The management platform must risk reports like advanced malware, attacks and network	
2.20	The management platform must include an integration mechanism, preferably in the form of open APIs and/or standard interfaces, to enable events and log data to be shared with external network and security management applications, such as	

SN	Minimum Specifications/Requirements	Compliance (Yes/No)
	Security Information and Event Managers (SIEMs), and log management tools.	

Note:
Implementation charges for Virtual Firewall and IPS should be included in **Row No. 6** of **Table No. 7.2 (Khanij Online 2.0 Implementation)** for **Implementation including migration of existing application to Khanij online 2.0 on Cloud based Environment & Migration of including HA and DR** under **Annexure 4: Formats for Financial Bid** of **Volume 2**

B. The following addenda are to be read as mentioned at section **4.11 (B) Point No 4, 5, 6 & 13** under **Technical Specification of Network Router, Network Switch (L3), L2 Access Switch 48 Port & Wireless Access Point:**

"The Network Router, Network Switch (L3), L2 Access Switch & Wireless Access Point should be from a single OEM"

C. The following addenda are to be read as mentioned at section **4.11 (B) Point No 5 & 6** under **Technical Specification of Network Switch (L3), L2 Access Switch 48 Port:**

"Switches should be IPv6 Certified/IPv6 logo ready"

D. The following addenda are to be read as mentioned at section **4.11 (B) Point No 7** under **Technical Specification of Internet Firewall:**

"Firewall should be certified under EAL or NDPP"

E. The following addenda are to be read as mentioned at section **4.11 (B) Point No 7** under **Technical Specification of Internet Firewall:**

"Internet Firewall should be IPv6 Certified / IPv6 logo ready"

F. The following addenda are to be read as mentioned at section **4.11(B)** under **Minimum Functional Requirement of Network Management System (NMS):**

SN	Minimum Functional Requirement	Compliance (Yes/No)
1.1	Controller should provide central management from single dashboard, device lifecycle management like device discovery, topology, inventory, image upgrade for both for wired and wireless networks	
1.2	Controller should support multiple application to solve business problem like end to end path trace, automated end to end QoS deployment in the network, automation to create SD-LAN fabric etc.	

SN	Minimum Functional Requirement	Compliance (Yes/No)
1.3	With controller, it should possible to create SD-LAN fabric with following capabilities	
1.3.1	Automated provisioning of layer-3 routed access layer design for access switches	
1.3.2	User mobility (from one floor to another or anywhere in the campus) on layer-3 routed access architecture without change in ip address	
1.3.3	It should possible to create micro segmentation between floor users where we should able to restrict communication between users on the same segment/VLAN and communication between users will only be allowed based on policy. Vendor needs to provide details on how they are going to achieve it with their solution.	
1.3.4	Fabric should provide layer-3 overlay network using virtual networks (VRF) & VXLAN for end to end separation	
1.4	Communication between switches to switch should be encrypted at Layer 2. It also encapsulates and protects the metadata fields. It should use industry standard MKA. Communication should have AES-GCM (Galois/Counter Mode) symmetric encryption, which is capable of line-rate encryption and decryption and provides replay attack protection of every frame. Switches should support MAC-sec encryption for switch-to-switch (inter-network device) security using OEM proprietary and MKA-based key exchange protocol.	
1.5	Controller should able to integrate with NAC solution to provide integrated security with SD-LAN	
1.6	Controller should able to integrate with external services like DHCP, DNS, SNMP, AAA servers	
1.7	Controller should able to collect real time telemetry data from syslog, SNMP, flow etc. and should provide end to end visibility, network time travel, proactive and predictive information for troubleshooting	
1.8	Controller should provide following management and visibility capability	
1.8.1	Network and user health with top 10 issues	
1.8.2	Client health summary, Client on boarding in wireless, RF details, history of performance of each client device	
1.8.3	Capability to view historical events to check network status when issue occurred	
1.8.4	Troubleshooting issue along network path, checking if ACL, QoS affecting connectivity or performance issue	

SN	Minimum Functional Requirement	Compliance (Yes/No)
1.9	Proposed software and active components should be from same OEM	
1.10	Controller should support REST APIs to share data with third party applications	
1.11	Controller should have redundant power supplies	

Note:

Implementation charges for NMS should be included in **Row No. 13** of **Table no 7.4 (Establishment of Integrated Command & Control Centre (ICCC)** for **LAN Connection with Accessories** under **Annexure 4: Formats for Financial Bid** of **Volume 2**

G. The following addenda are to be read as **Volume 1, Annexure 1: List of existing Hardware, Subscriptions & Software licenses**:

a. Server Details

SN	Server Name	Model	Service Tag	OS Version	Physical/ Virtual	AMC Validity
1	Application Server	Dell-PWR Edge R630	D7NWQG2	Windows server 2016	Physical	07.03.2022
2	Staging Server		D7NZQG2		Physical	
3	STQC Server				Virtual	
4	Testing Server				Virtual	
5	DB Server		D7P3RG2		Physical	
6					Virtual	
7	Document server		D7P1RG2		Physical	

b. Database Licenses

SN	Product Description	Quantity	License Type/ Validity
1	Office standard edition 2016	40	Perpetual
2	WinSrvSTDCore 2016 SNGL OLP 2Lic NL Cor	32	
3	SQLSrvStdCore 2016 SNGl OLP 2Lic NL Core	6	

c. Server Licenses

SN	Server	Service Tag	OS Version	Physical/ Virtual	AMC Validity
1	Application Server	D7NWQG2	Windows server 2016	Physical	27th Dec 2021
2	Staging Server	D7NZQG2	Windows server 2016	Physical	27th Dec 2021
3	DB Server	D7P3RG2	Windows server 2016	Physical	1st Jan 2022
4	Document server	D7P1RG2	Windows server 2016	Physical	1st Jan 2022

d. Digital Signature Certificate

Digital Signature Certificate **(e-Mudra's emSigner for class 2 & 3)** has been integrated with existing Khanij Online application. The validity for the API is till 31st May 2020.

2. Volume - 2: Commercial & Bidding Terms

A. The following addendum is to be read as **Volume 2, Annexure 14: Letter of Undertaking for submission of documentary evidence.**

<<To be printed on prime / sole bidder's letterhead and signed by Authorized signatory>>

To,
Chief Executive Officer
Chhattisgarh infotech Promotion Society (CHiPS)
SDC Building, 02nd floor, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Phone: 0771-4014158, E-mail: ceochips@nic.in

Date:

Subject: RFP for the Project << >> in the State of Chhattisgarh.

Dear Sir,

This is with reference to the above RFP & requirements therein, we want to inform you that due to current lockdown situation because of wide spread of COVID-19, we are not able to submit below documents in our bid response.

(i) List of documents under Prequalification Criteria

SN	Name of the document	Submitted (Yes/No)
1		
2		

(ii) List of documents under Technical Qualification Criteria

SN	Name of the document	Submitted (Yes/No)
1		
2		

(iii) Other documents (if any)

SN	Name of the document	Submitted (Yes/No)
1		
2		

We hereby undertake that, we shall email the documents as mentioned above at the earliest and till the date of Technical presentation of the bidder, to ceochips@nic.in, otherwise our bid would be liable to be rejected as per RFP Vol 2 Clause 1.32 (e).

Date:
Place:

Signature of Authorized Signatory
Name:
Designation

B. The following addendum is to be read as mentioned at section **3.5 point 'e'** under **duration of contract of Volume 2.**

- The Selected Bidder shall provide operational support and maintenance services as per the timeline mentioned in the RFP. DGM/ CHiPS will have the option to ask the Selected Bidder to provide such operational support and maintenance services for a further period of up to 2 years (6^{th} & 7^{th} Year) after completion of the tenure of the project.
- In case the contract is extended for another 2 years, the rates for year 6 and 7 will be increased based on the mutually agreed terms between DGM/ CHiPS and the successful bidder.
- The Consumer Price Index (CPI) and Cost Inflation Index (CII) of India for the last 3 years will be taken as a base for the increment for 6^{th} & 7^{th} Year with a maximum capping of 10%.

3. Volume-3: Terms & Conditions

A. The following addendum is to be read as mentioned at section **2.7 Point 'c'** under **Records of Contract Documents**

"SI shall submit copies of signed agreement if executed with any other party as a part of consortium or sub-contracting as per Terms mentioned in RFP within seven days of issuance of LoI from DGM/CHiPS."