IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : Aryansh

S. No.	RFP page no.	RFP clause No.	Clause Details	Query/Suggestion/Clarification	**Response by IGR**
1	31	5.1.1	The prime consortium should have 51% stake in the consortium in the capacity to get together as a company	As the scope of Tender is vast and have different components which not many companies can do alone and if the lead bidder must have 51 % stake than the interest of the other bidder in consortium get reduced , request to kindly review the clause and may be you can say lead bidder must have maximum stake in the consortium	As per tender condition
2	32	5.1.1	positive net worth of at least 10 crores	In case bidder have only 5 cr turn over in last 3 financial years than that company can qualify for turn over clause but fail to fulfill net worth criteria, we think company who have 5 cr turnover cannot have 10 cr as net worth kindly review the clause, our request is to make this clause as company must have positive net worth till date of submission of tender.	Not acceptable

3	32	5.1.1	The Bidder (Prime or Consortium Partner) must have experience in successfully **completing at least one project for Registration Department** with any state government in last 5 years as on 31st March 2014 The project must include at least the following services : i) Infrastructure deployment (Desktop, LAN, Printer, Scanner etc.) ii) Scanning/Digitalization services of at least 10 Lakh pages iii) Application Software development/ customization iv) Maintenance of server/ Data centre	Kindly relax the clause as consortium as a whole can meet the criteria. It would be difficult for any one company to fulfill the criteria.	**Not tenable**
4	5	1.2	**Cost of Tender 17 cr**	Would like to know how department have reached to this figure	Estimated Cost is only approximate, which has been arrived at looking to the various components of the tender
5	55	6.13.	Project Phasing & Payment Terms :- 6.13.2. Payment will be worked out on the basis of per printed page per document.	Payment terms and conditions are not clear, would like to have details understanding on it.	No clarification required

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : HP

Query / Clarification Sought:					Response by IGRS
Sl No	**REF Page No**	**REF Clause No**	**Clause Details**	**Queries / Suggestion / Clarification**	
1	21	RFP Volume II/ Annexure-7	**Server configuration** minimum technical specifications for compliance/ specification for sever configuration	Specification of blade server is there but the specification of blade enclosure is missing. Request you to include the specifications of blade enclosure in the tender document	Branded Chasis of any make which can be installed in Chhattisgarh State data centre.

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : **ILFS**

Query / Clarification Sought:					Response by IGRS
Sl No	**REF Page No**	**REF Clause No**	**Clause Details**	**Queries / Suggestion / Clarification**	
1	6	Section I	Bid Submission Date	Two different dates for bid submission are provided. Point 4 mentions 10th December, 2014 while Point 7(e) mentions 15th December, 2014. Please clarify	the date is 15-12-2014 corrigendum will be issued
2	11	3.2	Capability to integrate with Franking machines and e-stamping procedure	We are assuming franking machine will be provided by Department. Application of BOT operator will have the necessary capability to integrate with franking machines. Please confirm.	yes
3	11	3.2.1 (c	ICT enabled service delivery with SMS based application status review	What is the envisaged process/touchpoints for sending SMS? Will the SMS be sent to citizen automatically based on service completion or does the citizen need to send SMS based queries for application status? Please clarify	yes
4	11	3.2.1 (c	ICT enabled service delivery with SMS based application status review	In case functionality needs to be provided where citizen can send SMS based query for application status, it is assumed that the concerned citizen will bear the charges for sending SMS. Please clarify	The BOT operator
5	11	3.2.1 (c	ICT enabled service delivery with SMS based application status review	If SMS gateway integration is required, who shall bear the expenses related to SMS gateway?	By the BOT operator
6	11	3.2.1 (c	Registration and return of registered document in single visit	Considering the volume of transactions at the SROs and DROs and approval processes in the transaction, it is not possible to provide same day return of registered document. We request you to consider return of registered document in second visit.	Not Tenable
7	11	3.2.1 (c	Registration and return of registered document in single visit	If same day return of registered document is envisaged, what is the requirement of SMS based application status tracking?	The process is initiated from issue of token no. and will be completed after delivery of the document. In order to have a real time update to citizen SMS update is must.

Query / Clarification Sought:					Response by IGRS
8	11	3.2.2 (e)	Implement systems and processes for secure maintenance and updating of data.	We assume that all necessary security components for security of data will be provided by Department. Please confirm.	The standard security arrangement of the data is availabe at state data centre. Rest is to be taken care of by the BOT operator.
9	13	3.3.4	Documents Registered & Revenue generated by the department	We understand that the Revenue includes the stamp duty collection also. How much fee per page/ document is charged today as convenience fee from citizen.Also, 2010 onwards there is no increase in the number of docs registered, please share the departments view on the same.	At present Rs 25/- per document is charged by the department
10	15	4.1.1, Point 2	The application will be first tested & implemented on pilot basis.	Please confirm the scope and spread of the pilot implementation.	As per tender clauses of document
11	15	4.1.1, Point 3	Provide for open source Application Software and all the Hardware and Peripherals required to meet the desired service standards as per Annexure-7	What does open source application software here refer to? Is it the underlying technology such as Java or does it refer to supporting system software such as OS, database, etc.?	It basically refers to OS
12	15	4.1.1, Point 10	Provide for electronic Token display system	It is assumed that one token display system will need to be provided at each SR, DR and IGR office. Please confirm	Only at SR office
13	15	4.1.1, Point 13	Provide electric cabling from main distribution box & make power arrangement	We assume that Department already has electricity connections with electric meters and the cost of electricity expenses will be borne by the Department during operations. Please confirm.	Yes
14	15	4.1.1, Point 15	The SR/DR/IGR offices will be connected to central server via 2 Mbps link on MPLS VPN Network with a concentration of 20% at points of concentration. Network Service provider will provide the network and the payment of the establishment of network/rent will be the responsibility of BOT operator. The network service provider should have valid NLD licence from DOT to provide service in India.	Is it required to have the last mile connectivity to SROs and DROs on wired medium. Can the BOT operator carry out last mile integration through wireless?	Only if it is non feasible on wireline

Query / Clarification Sought:					Response by IGRS
15	15	4.1.1, Point 15	The SR/DR/IGR offices will be connected to central server via 2 Mbps link on MPLS VPN Network with a concentration of 20% at points of concentration. Network Service provider will provide the network and the payment of the establishment of network/rent will be the responsibility of BOT operator. The network service provider should have valid NLD licence from DOT to provide service in India.	Considering 2 Mbps links from each SR, DR office to SDC, is the backhaul connectivity expected to be around 56 Mbps?	As per tender conditions 20% concentration
16	15	4.1.1, Point 15	The SR/DR/IGR offices will be connected to central server via 2 Mbps link on MPLS VPN Network with a concentration of 20% at points of concentration. Network Service provider will provide the network and the payment of the establishment of network/rent will be the responsibility of BOT operator. The network service provider should have valid NLD licence from DOT to provide service in India.	Can we consider VPNoBB for SRO and DRO bandwidth Connectivity?	Not Tenable
17	15	4.1.1, Point 15	The SR/DR/IGR offices will be connected to central server via 2 Mbps link on MPLS VPN Network with a concentration of 20% at points of concentration. Network Service provider will provide the network and the payment of the establishment of network/rent will be the responsibility of BOT operator. The network service provider should have valid NLD licence from DOT to provide service in India.	Is SWAN available at all locations in the State? If available, can the same be utilized for network connectivity at the SROs and DROs?	Not Tenable

Query / Clarification Sought:					Response by IGRS
18	17	4.1.1, Point 19	In case of SR/DR/IGR office is declared unfeasible by network service provider or there is more than 1 month delay or unstable local lead, the concerned SR/DR/IGR office will be connected to the nearest feasible node on RF (Radio Frequency) Link . The supply and installation of RF Link along with payment of licence fee, if applicable, will be the sole responsibility of the BOT Operator.	How many such locations are required to be connected on RF?	As per tender condition, no clarification required
19	16	4.1.1, Point 23	Ensure battery back-up of 8 hours or at least during working hours in all offices of the Sub- Registrar's. Maintenance of the same for consistency shall be the responsibility of the concerned agency.	For providing 8 hours battery backup, number batteries required will be very high which will also require a large number of space for installation of such batteries. We request you to consider 1 hour battery backup and remain power backup support on DG Set.	4 hours backup required, corrigendum will be issued
20	16	4.1.1, Point 23	Ensure battery back-up of 8 hours or at least during working hours in all offices of the Sub- Registrar's. Maintenance of the same for consistency shall be the responsibility of the concerned agency.	What is the expected monthly power cuts expected at SROs?	Should be found from CSPDCL
21	16	4.1.1, Point 28	Provide hardware, software, and data entry operators to newly - created SR offices during the contract period, within two weeks from the date of opening of such office, at the bidders cost.	How such offices may come up during the contract period. How many such have been created in the last 5 years.	• Please refer to clause 4.3.5 of tender document. • In last 10 year 11 offices created. List enclosed
22	16	4.1.1, Point 30	The bidder should provide facility for linkage between the Registration Department and Land Records Department at each SRO.	Who maintains the Land records data as of now. What will be our scope in terms of linkage.	Revenue department with help of NIC. Necessary data sharing can be decided in coordination with NIC

Query / Clarification Sought:					Response by IGRS
23	17	4.1.1, Point 32 (h)	Provide for searching of e-stamps and its locking after registration of the document as and when e-stamp system is introduced.	Is e-stamp system required to be part of the application? If not, who shall provide for the same. Integration? Franking	E-stamping is being implemented by SHCIL (Stock Holding Corporation of India Limited). The integration with e-stamping and franking machines to be done by the operator
24	17	4.1.1, Point 35	Site Preparation: The premises for offices will be provided by the department at respective locations. The list of Sub-Registrar Offices is mentioned in Annexure-1.	We assume that no civil, electrical, earthing and painting activites need to be carried out as part of site preparation at the SR, DR and IGR offices. Kindly confirm. If such activities are need to be carried out, kindly clarify the scope of such activities for the BOT operator.	Will be done by the department
25	17	4.1.1, Point 35	Site Preparation: The premises for offices will be provided by the department at respective locations. The list of Sub-Registrar Offices is mentioned in Annexure-1.	What are the number of operators expected to be seated in each SR and DR? Is the BOT operator expected to provide operators as per the diagram shown or can the BOT operator provide operators based on transactions?	Details given at annexure 23
26	17	4.1.1, Point 35	Site Preparation: The premises for offices will be provided by the department at respective locations. The list of Sub-Registrar Offices is mentioned in Annexure-1.	What is the estimated area of each SR, DR and IGR office?	No specific data can be given
27	18	4.1.1, Point 36 (1)	Ensure adequate power points with proper electric-earthing at all locations at no extra cost.	Kindly provide details of existing infrastructure at SRO and DRO.	It is suggested to visit the offices for details
28	18	4.1.1, Point 36 (2)	Providing display boards & visuals will as directed by IGR will be the responsibility of BOT operator.	What is the scope of such work? Are display boards required to be provided at each SR, DR and IGR office? Is it a manual display board?	As per tender clause
29	18	4.1.1, Point 36 (2)	Providing display boards & visuals will as directed by IGR will be the responsibility of BOT operator.	What is meant by visuals? Does department mean LCD Displays? If yes, where shall such displays be installed?	• Yes, at Sub Registrar office, • **Corrigendum will be issued**
30	18	4.1.1, Point 36 (4)	IGRS reserves the right to ask BOT OPERATOR to add counter windows and front desk BOT OPERATOR's in those Sub-Registrar Offices that show high rise in volume of business. The requirement for additional counter windows and	Kindly provide details of transactions at all SROS and DROs (SRO and DRO wise) for the last 5 years.	**List enclosed**.

Query / Clarification Sought:					Response by IGRS
			resources will solely be assessed by department/ IGRS and no additional payments will be made in this regard i.e. for additional counter windows and resources.		
31	18	4.1.1, Point 36 (5)	The Sub Registrar offices/ DR offices may be shifted to other locations in future, and the BOT OPERATOR will be responsible for the entire shifting arrangements of installation under the scope of work of BOT operator without any additional cost to the department. It will include transportation expense, establishment and Installation expenses of IT infrastructure and other relevant expenses.	How many SRO and DRO locations are being operated on rental space/building? What is the expected percentage of such shifting required to be carried out?	**Out of 92 SR offices mentioned at Annexure-1 following SR offices are in rented building :-** • Tilda (Sr. No. 2 of annexure-1) • Kasdol (Sr. No. 6 of annexure-1) • Arang (Sr. No. 4 of annexure-1) • Rajim (Sr. No. 12 of annexure-1)
32	18	4.3	Scope of Work	We are assuming that BOT operator does not have to carry out digitization of legacy records? If digitization of legacy records need sto be carried out, please provide details of such scope (no. of pages, type of pages, etc.)?	Not in the scope of work of BOT operator
33	19	4.3.1, Point 3	The assigned users (IGR, DIG, District Registrar, Sub Registrar and Administrator of web site) should use SSL (Secure Socket Layer) with user ID and Password to login to the portal.	Is the bidder required to provide end-user digital certificates/PKI tokens for identified users to login? If yes, what is the expected number of such certificates to be provided?	Yes, as per the list of offices enclosed in Annexure-1
34	20	4.3.1, Point 10	Payment Gateway: Payment Gateway for online payment as and when required by the department is to be provided by the vendor.	Who shall bear the expenses related to payment gateway? Can any payment gateway be used for integration or is there any existing payment gateway that needs to be utilized?	By BOT operator
35	21	4.3.1, Point 14	Installation and configuration of Web Portal/ Application at State Data Center / Central Server	We assume that SDC will provide for the required networking, storage, security components, tape cartridges as well as bandwidth for hosting the IGR application. Please confirm	Yes

Query / Clarification Sought:					Response by IGRS
36	21	4.3.1, Point 14	Installation and configuration of Web Portal/ Application at State Data Center / Central Server	We assume EMS and backup software for monitoring and backup of services and data will be provided by Department/SDC. Please confirm	To be provided by BOT operator
37	23	4.3.3	Pilot Run	Which and how many locations where pilot run will be carried out?	as per tender clause
38	23	4.3.5	Department has a policy to open new Sub Registrar Offices either based on the workload of documents per year or some specific administrative reasons, such asformation of new tehsils etc. The Bidder has to provide all the support as specified in the scope of the work to the newly created offices	What is the benchmark increase in transaction that leads to creation of new SROs? What is the scope of work for the BOT operator in case a new SR office is opened?	• **Kindly refer to to clause 4.3.5 of tender document** • **Broad guidelines for opening new offices are annexed herewith**
39	24	4.3.6, Point 5	The BOT OPERATOR would setup a Helpdesk at IGRS (IGRO, Location) with at least minimum one toll free telephone line for the entire contract period	Is the BOT operator expected to provide the toll-free number and bear all associated expenses or the same will be provided by Department? What is the expected no. of calls per month on the helpdesk?	Yes, No specific data can be given
40	24	4.3.6, Point 5	The BOT OPERATOR would setup a Helpdesk at IGRS (IGRO, Location) with at least minimum one toll free telephone line for the entire contract period	What is approximate total number of working days in a year for SR, DR and IGR operations (required for calculating operational expenditure)?	All working days of State Government.
41	25	4.3.6, Point 7	The BOT OPERATOR shall be responsible to provide all type of consumables required for the Project like stationery, toner cartridges, plastic breakables and backup media etc.	In case of printer toners, can the BOT operator carry out toner refills for a toner or a new tones is to be used everytime toner is empty?	No, only new toners
42	25	4.3.6, Point 8	Training Services	What is the expected number of trainees required to be trained?	As per direction of IGR and tender clause
43	32	5.1.1	A minimum total turnover over INR 5 crores each for the last 3 years ending 31st March of previous financial year.	We request you to increase the Turnover requirement to atleast 50 Cr to ensure credible bid participation.	Not acceptable

Query / Clarification Sought:					Response by IGRS
44	36	5.2.7	the Bidder shall furnish, as part of its bid, a Earnest Money Deposit in the form of a DD	We request the allowance of Bank Guarantee as EMD	Not acceptable
45	43	5.5.4	Final Evaluation of Bids	We request for a 70:30 QCBS selection criteria to ensure a good technical bid selection	Not acceptable
46	47	6.2.2	After receipt of document for registration, 30 minutes turnaround time for Registratio.n This time will include only the computerization process.	We assume that any verification or approval processes required in the form of human intervention are excluded from the service delivery turnaround time. Please confirm	Not acceptable
47	48	6.3.4	The clerk sends the entire document for scanning which shall be done by the BOT operator.	What are the no. of pages present in the registration deed that needs to be scanned? What is the quality of scanning required (200 dpi, 300 dpi or higher)?	• 600 dpi or higher • Average no. of pages 8-10
48	53	6.5.4, Point 2	DMS shall also provide an option for configuring any required workflow as the need may be.	What workflows are referred to as part of this clause? Does department require a workflow management system since DMS generally does not provide workflow configuration options?	The clause refers to workflow related to management of scanned document.
49	55	6.13	Project Phasing & Payment Terms	We request to change the timeline for completion of Phase I to 24 weeks instead of 12 weeks since initial pilot run and stabilization will take time. Kindly consider.	Not acceptable
50	77	Prequalification Criteria, Point 11	Copy of all the OEMs against supply & Support Services.	We assume that Manufacturer's Authorization Form is required against this point. Please confirm	Yes
51	Annexures, Page 16	Annexure 7	Specifications of Desktop	Two specifications are mentioned in the table for desktop. Which is to be considered?	As appropriate
52	Annexures, Page 16	Annexure 7	Specifications of Desktop Preloaded with Windows 7 Professional 64 bit with Certificate of Authenticity Recovery/ restore media CD along with patches and updates for 3 years.	We request you to allow Linux (SUSE/Redhat/Ubuntu) also for Desktop OS.	Minimum specification is given; BOT operator can supply higher specification with any OS.

Query / Clarification Sought:					Response by IGRS
53	Annexures, Page 16	Annexure 7	Specifications of Desktop OEM Mother board with 2 PCI, PCI Express x 16 downward compatible to PCI Expressx1, 1-Serial, 1-RJ45, 1-VGA, 4-USB, Line in lineout, mic, Integrated graphics and sound device	We reques tyou to remove 2 PCI since it is old technology.	Minimum specification is given; BOT operator can supply higher specification.
54	Annexures, Page 16	Annexure 7	Specifications of Desktop Intel Core™i5-550 Processor@3.2 GHz	Considering the scope of operations, we request you to modify the specifications as "Intel Dual Core Processor@3.2GHz"	Minimum specification is given; BOT operator can supply higher specification.
55	Annexures, Page 17 & 18	Annexure 7	Specifications of ADF and Flatbed Scanner Dimensions	Dimensions clause cannot be fixed as with different make the same type of scanners will vary a bit in dimensions. We request you to remove the same	• It will be deleted, • **Corrigendum will be issued**
56	Annexures, Page 17 & 18	Annexure 7	Specifications of ADF and Flatbed Scanner Weight	Weight clause also cannot be fixed as again with different make of scanner the weight might vary. We request you to remove the same	• It will be deleted, • **Corrigendum will be issued**
57	Annexures, Page 17	Annexure 7	Specifications of ADF Scanner Bundled Software	Different make of scanner bundle different software's, the mention of Capture Perfect 3.0, CaptureOnTouch, Adobe Acrobat 9, OmniPageSE, BizCardReader and PaperPortStd restricts other key brands to participate. We suggest to remove this and instead put generic driver software's that are present in all the scanners i.e. TWAIN, ISIS, etc.	• It will be modified • **Corrigendum will be issued**
58	Annexures, Page 18	Annexure 7	Specifications of Flatbed Scanner	Some details under power consumption specifications are not visible. Please clarify	to be read as **"OFF (USB buspower model; Suspend)"**
59	Annexures, Page 18	Annexure 7	Specifications of Flatbed ScannerLight Source: 3-Colour (RGB) LED	Request to modify the clause as"Light Source: 3-Colours"	Not accepted
60	Annexures, Page 18	Annexure 7	Specifications of Flatbed Scanner Scanner Buttons(EZ Buttons): 4 buttons (PDF, AUTOSCAN, COPY, E-MAIL)	Request to modify the clause as "Scanner Buttons(EZButtons): 4 buttons"	Not accepted
61	Annexures, Page 18	Annexure 7	Specifications of Flatbed Scanner Temperature: 5 -35°C	Request to modify the clause as "Temperature: Maximum 35°C"	Not accepted
62	Annexures, Page 19	Annexure 7	Specifications of Laser Printer (Monochrome) Resolution in DPI(print and scan): 1200	Request to change resolution for print to 600x600 dpi. Also since it is a single function printer, we request you to remove resolution for scan	• Scan will be deleted, • **Corrigendum will be issued**

Query / Clarification Sought:					Response by IGRS
63	Annexures, Page 25	Annexure 7	Specifications of UPS (3 KVA)	Backup of 4 hours will require a lot of batteries and accordingly space. We request you to consider 1 hour battery backup and the remaining on DG Set. Kindly also specify battery rating required.	Not accepted
64	Annexures, Page 25	Annexure 7	Specifications of UPS (3 KVA) 3 Years warranty as per DGS&D rate contract +2 years extended warranty for UPS	Kindly clarify warranty terms. As per DGSD rate contract warranty terms are One year on UPS and Batteries. In-case extended warranty is required, kindly specify warranty for both UPS & batteries.	2 years extended warranty for UPS
65	Annexures, Page 25	Annexure 7	Specifications of UPS (3 KVA)	Request to add Amar Raja, HPL, Amaron , Okaya Rocket, U-PLUS, Base or equivalent to ensure competitive rates because out of the 2 brands specified, Panasonic batteries are not readily available and the only option left is Exide which would restrict competetion and lead to a monopolistic situation	• Panasonic/ Exide or any make of that standard. • **Corrigendum will be issued**
66	Table 2 Bill of Material (BoM),81	Table 2 Bill of Material (BoM)	Central Servers, with Chassis	Kindly confirm weather 1 chassis with 4 servers required or 4 chassis and 4 servers are required?	No clarification required

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : INSPIRA

Query / Clarification Sought:					Response by IGRS
Sl No	REF Page No	REF Clause No	Clause Details	Queries / Suggestion / Clarification	
1	89		BIOMETRIC DEVICE : Auto-OnTM (Automatic Finger Placement Detection)	Request to remove the Auto-OnTM specification as it not a generic feature available in all biometric devices instead it is a feature of a specific vendor	Not tenable
2	87	3	(Anti virus - Open source compatible)	Please confirm whether antispam & Antivirus solution need to be installed at the gateway of mail server as well as endpoints.	Yes
3	48	6.3.3	The document is placed serially on S.R.'s table who does the physical scrutiny to determine type of article and its input form/barcode print is placed on the clerk's table who does the data entry/auto scrutiny on the PC, checks forvaluation, calculates fees with the help of the manpower provided by the agency and then passes on the document to the SR. The SR does the physical scrutiny of papers, collects/verifies duty/fee payments, generates and issuesfee receipt, takes thumb impression & photographs on the digital equipments with the help of the agency's manpower, gives computerized order for all the 4 stamps (electronic watermarks), generates printouts, puts signature & then generates the 5th stamp.	How will the proposed solution will restrict people from forging?In addition to electronic Watermark feature , we suggest that department should include the following security feature as well: Micro Print: The proposed solution should use tiny imprints of text that is dynamically generated based on the value provided. The tiny imprint of text will appear as a line to normal eyes and will be distorted when an attempt is made to duplicate the document optically.CryptoMark: It will help in providing a mechanism to detect forgery using a random pattern. In this feature, system will print a random pattern on the document to encrypt the information visually in a secure way and It can be decoded by the use of a lens to reveal the hidden information. SecureCode: This will securely store the sensitive information within the document in a secure form within a standard information carrying structure such as standard barcode like QRCode, It will not be decodable by un-authorized parties, it will be tamper proof and protected by PKI technology, the key used for signing the data will be protected using a Hardware Security Module. This security feature will be able to embed up to 1500 bytes of dynamic data.	Not tenable

Query / Clarification Sought:					Response by
4	49	6.3.10	The final registered deed is sent to the central server with Optical watermarking engine. This engine shall emboss the Invisible OWM (Optical watermark) on the document that needs to be printed.	How will the IGRS department will control the number of copies of approved documents that can be printed by the SRO's? We suggest that system should have a control mechanism to control printing of original documents, which can be changed at any time as desired by IGRS authorized personnel and number may differ for each type of documents & each SRO.	Not tenable

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : IT Solution

Query / Clarification Sought:					Response by IGRS
Sl No	**REF Page No**	**REF Clause No**	**Clause Details**	**Queries / Suggestion / Clarification**	
1.	16	Section 4.1.1-30	The bidder should provide facility for linkage between the Registration Department and Land Records Department at each SRO.	Is it mean LAN connectivity. If so, then what would be average distance need to be covered ?	It is not physical linkage
2.	24	4.3.6-5 second bullet	The Helpdesk persons should be accessible to all the SRO BOT OPERATORs on telephone/ e-mail/ chat.	Is there any definitive no. of helpdesk operator ?	No
3.	26	4.3.6-9 first bullet & third bullet	The BOT OPERATOR will be responsible to feed the accurate Market Value Rates (Guidelines) data and related data to the central database for the entire State and the same should be verified by the concerned Sub Registrar office/ DR office.	Market value rates are dependant and derived on multiple parameters. If it is only average of 5 highest transactions for any particular land category for any particular mauza or wards for previous calendar year then that can be accurately calculated through software. But, since besides this it may also consider urbanization trends, land utilization pattern in future prospective and also on site inspection, will it be possible for any IT firm to judge for feeding accurate market value rate. BOT operator can only assist and support departmental officer in this respect.	The market rates guideline will be provided by the department which has to be updated in the database

			In case it is found that Government is at loss due to improper market value Rates (guidelines) in the software and online calculation of the same. The entire amount of the loss will be recovered from the Bot Operator.	**Suggestion:-** The open ended recovery of loss in such case may be considered to be waived once market value feeding is certified by SR/DR office	
4.	31	Section 5.1.1 b	A consortium of not more than 4 companies out of which at least 2 as an entity should be in IT business service.	Is consortium of 4 company means incorporated joint venture registered under companies act with minimum of 51% equity stake to prime bidder and such incorporation or at least memorandum of understanding to be entered before the date of submission of the bid. If not, then is it unincorporated joint venture among four firms through stamp notarized consortium agreement with mention of intent of investment notionally equivalent of minimum of 51% of the capital and operating expenditure by prime bidder.	**As per tender condition**
5.	31	Section 5.1.1.-b-2	The prime consortium should have 51% stake in the consortium in the capacity to get together as a company.		**As per tender condition**
6.	32	Section 5.1.1. table point 2	The Bid can be submitted by an individual company or a consortium. i. In case of consortium the same shall not consist of more than FOUR companies/ corporations in total i.e. including the prime bidder. ii. The consortium partners can't be a member of another consortium that is also participating in this tender.		**As per tender condition**

			Note :- i. Prime bidder shall wholly and severally be liable for the project and shall be single point of contact for the project.	If the second one is meant in the RFP, then how can department judge and ensure notional intent of investment minimum of 51% of prime bidder and how the corresponding revenue will be realized by the consortium partner. Is it to be mentioned in terms of activity responsibility matrix as given in annexure - 6 and the notional value of activities declared in the bids will be considered as a stake. **Suggestion**: - As the kind good office of IG, Dept. of Registration and Stamps, Govt. of Chattisgarh desire to ensure a real term consortium with appropriate level of responsibility and liability of consortium partner instead of just marks scoring arrangement, following may kindly be considered :- 1. Financial strength of only Prime bidder may be considered for evaluation 2. The performance bank guarantee to be submitted by prime bidder	

				and forfeiture if any, would be on that only. 3. Prime bidder has to furnish a stamped notarized affidavit towards financially underwriting the projects. 4. Prime bidder has to be liable for minimum of one major activity, like software development, infrastructure creation, network management, database server maintenance, logistics supply, manpower supply and day to day operation.	
7.	32	Section 5.1.1. table point 5	The Bidder (Prime) should have for the each of the **last three consecutive financial years i.e. FY: 2011-2012, FY: 2012-2013 FY: 2013- 2014** i. A minimum total turnover over INR 5 crores each for the last 3 years ending 31st March of previous financial year. ii. positive net worth of at least 10 crores iii. Bidder (prime) should have 40% of total turnover from the Software Development & Implementation for each of the last 3 years.	It is difficult that a company of 5 crore turnover will have 10 crore networth. May we suggest to review it.	**Not acceptable**

8.	32	Section 5.1.1. table point 7 and Section 5.5.2 point no. 4	The Bidder (Prime or Consortium Partner) must have experience of having successfully completed similar work during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following:- i) Three similar work of value not less than Rs 7 Crore OR ii) Two similar work of value not less than Rs 10 Crore OR iii) One similar work of value not less than Rs 13.5 Crore The scope of such project includes infrastructure/ Software /System integration /operational and Maintenance services.	Since the total work value is considered as 17 crore. So the yearly work value would be 3.4 crore. Under the circumstances, rightfully turnover desired is 5 crore. But work value desired is much above. Under the circumstances, turnover clause seems to contradict these clause. **Suggestion:-** Work value can be rightfully considered to be kept at 3.4 crore instead of 13.5 crore.	**Not acceptable, the condition is as per CVC instructions**
9.	33	Section 5.1.1. table point 8	The Bidder (Prime or Consortium Partner) must have experience in successfully completing at least one project for Registration Department with any state government in last 5 years as on 31st March 2014 The project must include at least the following services :	The computerized registration in the country in various state got started only in last 10 years. There will be hardly any such company which will have experience of association in computerized registration in more than 2 states. Moreover, in computerized registration projects are generally	Not tenable

			i) Infrastructure deployment (Desktop, LAN, Printer, Scanner etc.) ii) Scanning/Digitalization services of at least 10 Lakh pages iii) Application Software development/ customization iv) Maintenance of server/ Data centre	spanned over more than 5 years and these are operational in nature after initial installation and commissioning in first year. Hence, in the stricter sense project completion will take place only after 5 or more years. Therefore, completion may be considered as completed or as ongoing. **<u>Suggestion:-</u>** Scale of marks under this head may be considered full i.e., 10 for any completed or ongoing projects for computerized registration in any state.	
10.	41	Section 5.5.2 point no. 5 of the table	The Bidder (Prime or Consortium Partner) must have experience in successfully completed project of IT Computerization for Registration Department with any state government in last 5 years in India will be awarded marks as below No of Projects = 5 projects = 10 marks No of Projects = 4 projects = 8 marks No of Projects = 3 projects = 6 marks No of Projects = 2 projects = 4 mark No of Projects = 1 projects = 2 mark		**Not acceptable**

	40	Section 5.5.2 point no. 3 of the table	The Bidder (prime) having IT professionals (ITPs) with prior experience of more than 2 years in software development as on 31st March 2014, will be awarded marks as below >=300 ITPs = 10 marks >=250 ITPs but < 300 ITPs = 8 marks >=200 ITPs but < 250 ITPs = 6 marks <200 = 0 mark	The project scope is a combination of software development, infrastructure creation, logistic supply, network management, manpower supply and day to day services. Hence, the synergy of software development skill required in the projects would be of average to small size company and such company would not have such a large no. of software development professional in their role. **Suggestion:-** The scale of the marks may kindly be considered to be started from 50 instead of 200.	**Not acceptable**
11.	33	Section 5.1.1. table point 9	The Bidder (Prime) should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Rupee Fifty Lacs)	May we request it to be allowed to be furnished through bank guarantee also. **Justification:-** Since on award same will be converted as performance BG.	**Not acceptable**
12.	33	Section 5.1.1. table point 11	The bidder (Prime or consortium Partner) should have a valid CMM level 3 Certificate or above.	Many of the service provider in computerized registration domain are not CMM level 3 vendor as they are mainly into IT enabled service field. **Suggestion:-** This clause may kindly be considered to be waived as pre qualification. However, same may be written in evaluation matrix.	**Not acceptable**

13.	33	Section 5.1.1. table point 12	Bidder or if consortium each of the consortium partner must have VAT/TAN/PAN registration & Tax Clearance Certificate from the Competent Authority upto March 2013.	If consortium is joined by hardcore software developer, they would not have VAT. Since they are in service category and will be having service tax registration in state. **<u>Suggestion:-</u>** Either of the VAT or service tax may be consider.	**Not acceptable**
14.	49	6.3.10	Timeline and step wise detail of registration process	Timeline of such activities are at too microlevel. Whether application to be developed has to capture time for every micro activities as mentioned and cumulative of times of this micro activities will be considered as a performance against 30 minute time limit or separately all micro activities has to confirm time limit given therein? There are few micro activities which are inter dependant with timely performance of other stake holder like departmental clerks, sub registrar, presenter, etc. If delay is in the part of other stake holder instead of service provider even then service providers time based performance will get affected. For example, in Jharkhand total performance to be completed is within 45 minutes out of which 10 minutes is allotted for "admission" and "identification". But in the application it has been	**Time line as defined in Tender document**

				taken care in such a manner that if these activities takes more than 10 minutes even then it is recorded as 10 minutes but if less then actual. Similarly "technical scrutiny and check on support document" is also an inter dependant activity **Suggestion:-** The overall timeline may be increased to 45 minutes with allotting sufficient time to above described three inter dependant activity and also party description.	
15.	52	Section 6.4.11 point no. 2	The documents thus entered shall be available for document search and shall be maintained as transaction history for a given property.	Database updation based on guidelines and any other master data feeding which will form the base of running of the application is the liability of service provider. Does this liability also includes legacy data entry and scanning as a provision for entry and scanning of such data has been asked to be provided in the application?	Legacy data entry and scanning is not in the scope of BOT operator.
16.	54	Section 6.9.4	The validity of the Performance Security will be for a period of TEN years.	Since the project is of 5 years and including the provision of extension it would be of 7 years, the validity of Performance Security may kindly be reviewed.	Not acceptable
17.	55	Section 6.13.2.	Payment will be worked out on the basis of per printed page per document.	Payment would be made on the basis of printed page. Whether the no. of printed page will be considered as a cumulative number of pages to be printed by BOT operator as per the provision of 6.5.6 (point no. 6) at page no. 53-54?	**yes**

18.	58	Section 6.16.2 d	In case the system or network is down for one day or above the following penalties will be levied on the bidder for the same	When the system or network is down beyond BOT operator control like strikes, theft, fire or natural calamity, what would be the provision of relaxation on penalties	In such cases decision of IGR will be final
19.		Any other 1	Continuous power failure	If the power failure is continuous under any circumstances for more than a day then what would be the liability of the backup	In such cases decision of IGR will be final
20.		Any other 2	Liability of electrical consumption	Whose liability will be for electrical consumption or computerized registration	It will be borne by the department
21.		Any other 3	Marriage registration	What would be the provision of marriage registration. Will it be considered as routine registration and BOT operator would be paid accordingly.	It is not in the scope of Registration department.
22.		Any other 4	Search and certified copy	What would be the liability of BOT operator for search and printing of certified copy. Will BOT operator provide the stationary of such printing and will BOT operator will be compensated for that?	Yes printing by BOT operator, No extra payment will be made
23.		Any other 5	Bounded Volumes	What would be the liability of BOT operator for bounded volume of printed scanned deeds?	Binding will be done by the department
24.		Any other 6	Printing of index I and II	What would be the liability of BOT operator for printing of index I and II and its binding	printing of index is liability of the BOT operator and binding will be done by the department.

25.		Any other 7	Sub Vendoring	As the kind good office of IG, Dept. of Registration and Stamp, Chattisgarh desires to have real term involvement of BOT operator (Prime bidder and consortium partner) in the actual operation, is sub vendoring of activity like manpower outsourcing, etc will be allowed?	Not allowed
26.	64	6.31.2	Compliance of statutory laws vis-à-vis deployed manpower	Obviously the minimum wages need to be complied but presently minimum wages of Chattisgarh do not have any mention of Computer Operator. Whether such employee will be considered as skilled/semi-skilled/unskilled? Whether with the bid copy of the PF and ESI certificates and ECR(Electronic Stamp Challan) copy need to be submitted?	As per laws prevailing in the state

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : RELIANCE

Query / Clarification Sought:					Response by IGRS
Sl No	REF Page No	REF Clause No	Clause Details	Queries / Suggestion / Clarification	
1		MPLSVPN	2Mbps links with 20% Concentration	Solution attached which is having Business Continuity and Back Up included in network design . MPLSVPN services amy be taken from Companies having Unified Access Service Licence	Not acceptable
2		Disaster Recovery Site		We recommend the department to consider DR site for this application to be hosted in a professional data center in another seismic zone (either now or at a later date)	Not in scope of work
3	87	Server Configuration	Minimum Configuration of one Server Blade Enclosures with Half height Blade server having 8 core, 128 GB Memory with 2 processors having 2x300GB SAS drives. The servers should meet requirements of State Data Center.	Minimum Configuration of one Server Blade Enclosures with Half height Blade server having 8 core, 128 GB Memory scalable upto 768GB with 2 processors having 2x300GB SAS drives. Server should support FCoE. The servers should meet requirements of State Data Center.	Tender condition should be followed
4	87	Server Configuration	Addition Requested	Server vendor should be in the in the list of top 3 server brands as per Gartner report published for the year 2013	As mentioned in the tender document
5	90	NETWORK SWITCH	MAC address table supports up to 8000 MAC address entries	MAC address table supports up to 16000 MAC address entries. There might be many users/devices	It is the minimum configuration

Query / Clarification Sought:					Response by IGRS
				connecte dto these switches. Hence more number of MAC support is required.	
6	90	NETWORK SWITCH	Two shared 10/100/1000 mini Gigabit Interface Converter (mini-GBIC) ports	Two shared 10/100/1000 mini Gigabit Interface Converter (mini-GBIC) ports for uplink purpose. Uplink port should be separate from 24 10/100/1000 access ports.	It is the minimum configuration
7	90	NETWORK SWITCH	Switching capacity :- delivers wire-speed performance at 48 Gbpsnonblocking capacity	Switching capacity: - delivers wire-speed performance at 48 Gbps non blocking capacity with support for stacking using dedicated stacking bandwidth of 26 Gbps & 8 switches into a single stack.	It is the minimum configuration
8	90	NETWORK SWITCH	Addition Requested	Swithch should be EAL2/NDPP certified.	It is the minimum configuration
9			Addition Requested: Routers	Router that would be required at each location to terminate MPLS VPN links should be EAL2/NDPP certified.	--

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : **Ricoh India Ltd.**

Query / Clarification Sought:					Response by IGRS
Sl No	**REF Page No**	**REF Clause No**	**Clause Details**	**Queries / Suggestion / Clarification**	
1	32	point no.5	**Eligibility criteria** The Bidder (Prime) should have for the each of the last three consecutive financial years i.e. FY: 2011-2012, FY: 2012-2013 FY: 2013-2014 i. A minimum total turnover over INR 5 crores each for the last 3 years ending 31st March of previous financial year. iii. Bidder (prime) should have 40% of total turnover from the Software Development & Implementation for each of the last 3	i. A minimum total turnover over must be **INR 17.5** crores each for the last 3 years ending 31st March of previous financial year iii. Bidder (prime) should have 40% of total turnover from the Hardware/Software **or** Implementation for each of the last 3	Not acceptable
2	Page .33, point 7		**Eligibility criteria** The Bidder (Prime or Consortium Partner) must have experience of having successfully completed similar work during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following:- i) Three similar work of value not less than Rs 7 Crore OR ii) Two similar work of value not less than Rs 10 Crore OR iii) One similar work of value not less than Rs 13.5 Crore.	The Bidder (Prime or Consortium Partner) must have experience of having successfully completed similar work during last 3 years	Not acceptable

IGRS BID NO. IGR- 03/COM/2014

CLARIFICATION OF QUERIES RAISED BY : M/S TERA SOFTWARE LIMITED

Query / Clarification Sought:					Response by IGRS
Sl No	**REF Page No**	**REF Clause No**	**Clause Details**	**Queries / Suggestion / Clarification**	
1	4	1.2. INVITATION FOR BID Point No - 4	The Bids can be submitted on all working days during office hours and up to 13:00 hrs on **10-12-2014**.	Different dates are given in different page nos. Please mention the correct date of submission of sealed bids.	The date is 15-12-2014, corrigendum will be issued
2	5	1.2. INVITATION FOR BID Point No – 7 (e)	Last date, time and place for **Submission** of Sealed Tenders - **15-12-2014** till **1.00** pm, at Registration & Superintendent of Stamps, CG, Raipur, In front of State Election Commission Office, Old Mantralaya Road, Raipur (C.G.) 492001.	Different dates are given in different page nos. Please mention the correct date of submission of sealed bids.	The date is 15-12-2014, corrigendum will be issued
3	5	1.2. INVITATION FOR BID Point No – 8	The Technical Bids will be opened on **10-12-2014** at 16:30 hrs and in the presence of designated representatives of the bidder.	Please mention the correct date of technical bid opening as bid submission in page 5 is given as 15.12.2014.	The date is 15-12-2014, corrigendum will be issued
4	32	5.1. Qualifying Criteria 5.1.1. ELIGIBILITY CRITERIA **Pre-Qualification Criteria – Point No - 5**	The Bidder (Prime) should have for the each of the **last three consecutive financial years i.e. FY: 2011-2012, FY: 2012-2013 FY: 20132014** i. A minimum total turnover over INR 5 crores each for the last 3 years ending 31st March of previous financial year. ii. positive net worth of at least 10 crores iii. **Bidder (prime) should have 40% of total turnover from the Software Development & Implementation for each of the last 3 years.**	As this is a huge tender with complex tasks involved, we request you to increase the total turnover criteria and amend it as follows: i. A min. turnover of Rs.100 Cr. for each of the last three financial years. ii. Positive net worth of at least Rs.80 Cr. for each of the last three financial years. iii. **Should have 40% of the total turnover from System Integration, Software Development & Implementation for each of the**	Not acceptable

Query / Clarification Sought:					Response by IGRS
				last 3 years.	
5	32	5.1. Qualifying Criteria 5.1.1. ELIGIBILITY CRITERIA **Pre-Qualification Criteria – Point No - 6**	The bidder (prime or any of the consortium partner) must have an overall IT related staff strength of at least 200 personnel with prior experience of more than two years on their payroll as on 31st March 2014. Bidder should submit HR Head Certificate.	Please relax this criterion and minimize the IT staff strength to 100 personnel to have maximum participation in the bid.	Not acceptable
6	32	5.1. Qualifying Criteria 5.1.1. ELIGIBILITY CRITERIA **Pre-Qualification Criteria – Point No - 8**	The Bidder (Prime or Consortium Partner) must have experience in successfully **completing at least one project for Registration Department** with any state government in last 5 years as on 31st March 2014. The project must include at least the following services: i) Infrastructure deployment (Desktop, LAN, Printer, Scanner etc.) ii) Scanning/Digitalization services of at least10 Lakh pages **iii) Application Software development/ customization** **iv) Maintenance of server/ Data centre.**	Only CDAC & NIC has developed application software for Registration Dept. We request the dept. relax this clause and delete software development from this criterion to allow more bids with competitive price in the tender.	Not acceptable
7	33	5.1. Qualifying Criteria 5.1.1. ELIGIBILITY CRITERIA **Pre-Qualification Criteria –**	The Bidder (Prime) should furnish, as part of its bid, an **Earnest Money Deposit (EMD)** of Rs. 50,00,000/- (Rupee Fifty Lacs) The EMD should be denominated in Indian Rupees, and should be in the form of **Demand Draft** issued by a nationalised / scheduled bank drawn in favour of Inspector General of Registration& Superintendent of Stamps, Chhattisgarh, Raipur and payable at RAIPUR.	Please allow us to submit the EMD in the form of Bank Guarantee as the EMD is of high value of Rs.50 lakhs.	Not acceptable

Query / Clarification Sought:					Response by IGRS
		Point No - 9			
9	40	5.5. Evaluation Process 5.5.2. Evaluation Criteria Sl. No - 3	The Bidder (prime) having IT professionals (ITPs) with prior experience of more than 2 years in software development as on 31st March 2014, will be awarded marks as below >=300 ITPs = 10 marks >=250 ITPs but < 300 ITPs = 8 marks >=200 ITPs but < 250 ITPs = 6 marks <200 = 0 mark	As system integration companies may have a tie-up with software development partner (in consortium), request you to please allow this criterion to be satisfied combinedly (put together) by all the members of consortium and allow us to show IT staff strength instead of exclusive software development professionals alone.	Not acceptable
10	41	5.5. Evaluation Process 5.5.2. Evaluation Criteria Sl. No - 5	The Bidder (Prime or Consortium Partner) must have experience in successfully completed project of IT Computerization for Registration Department with any state government in last 5 years in India will be awarded marks as below No of Projects = 5 projects = 10 marks No of Projects = 4 projects = 8 marks No of Projects = 3 projects = 6 marks No of Projects = 2 projects = 4 marks No of Projects = 1 project = 2 marks	Request you to relax this clause and minimize the no. of registration projects to a max. of 2 projects to allot total 10 marks so that more bidders can participate in the bid resulting in competitive price to the dept.	Not acceptable
11	42	5.5. Evaluation Process 5.5.2. Evaluation Criteria Sl. No - 7	CMMi Level 3 and ISO 9001:2008 (6 marks) CMMi Level 5 and ISO 9001:2008 (10 marks)	Request you to relax this clause and allot the marks as follows to allow more competition in the bid. CMMi Level 3 and ISO 9001:2008 (10 marks) Only ISO 9001:2008 (5 marks)	Not acceptable
12				Addition of Clause in Pre-qualification criteria: As this tender involves IT services	Not acceptable

Query / Clarification Sought:					Response by IGRS
				to be rendered for 5 years project period, you may please add a point in Pre-qualification criterion as: Bidder (Prime or Consortium) should have valid ISO / IEC 20000-1:2011 Certification for IT Service Management.	
13	16	4.1.1.17 – Role & responsibility of BOT operator	The VPN network will also have internet connectivity and will be provided by BOT operator. The Service provider should also have ISP licence to provide internet service.	How much bandwidth is required and how many users would be accessing the same? Please specify to consider appropriate requirement for calculation of price.	For all offices as mentioned in annexure1, bandwidth to be decided by the operator
14	16	4.1.1.19 – Role & responsibility of BOT operator	In case of SR/DR/IGR office is declared unfeasible by network service provider or there is more than 1 month delay or unstable local lead, the concerned SR/DR/IGR office will be connected to the nearest feasible node on RF (Radio Frequency) Link. The supply and installation of RF Link along with payment of licence fee, if applicable, will be the sole responsibility of the BOT Operator.	How many such sites would be there to provide RF link in the project? Please specify the same to consider RF costing in the price.	As per tender condition, no clarification required
15	16	4.1.1.23 – Role & responsibility of BOT operator	Ensure battery back-up of 8 hours or at least during working hours in all offices of the Sub-Registrar's. Maintenance of the same for consistency shall be the responsibility of the concerned agency.	As consistency will not be there in the battery backup of UPS and as the cost involved for the same would be high, we request you to amend this clause as follows: Ensure power backup of 8 hours during SROs working hours by providing requisite power backup such as UPS & Genset.	• Battery backup of 4 hours is desired. • **Corrigendum will be issued.** • No Genset
16	16	4.1.1.28 – Role & responsibility of BOT operator	Provide hardware, software, and data entry operators to newly -created SR offices during the contract period, within two weeks from the date of opening of such office, at the bidders cost. No claims towards the cost of data entry operator	How many new SR offices will be created in the project period, pl specify.	In last 10 year 11 offices created. List enclosed

Query / Clarification Sought:					Response by IGRS
			will be entertained.		
17	16	4.1.1.30 – Role & responsibility of BOT operator	The bidder should provide facility for linkage between the Registration Department and Land Records Department at each SRO.	What type of link to be provided between Registration Dept. and Land Records Dept.? Are both the offices in the same premises / location or do we have to connect IGRS Central Server to Land records Dept. central server? How much bandwidth required for the same?	Yes, connectivity is to be provided between IGRS Central Server to Land records Dept. central server with a bandwidth ensuring congestion free data Transfer.
18	17	4.1.1.31 – Role & responsibility of BOT operator	The bidder has to provide one printout copy of scanned registered document to SRO office till the tendering authority so direct after getting audit certification.	After Go-Live, how many days will it take to get the audit certification, please specify for calculating the printing cost.	It will be decided by IGR.
19	18	4.1.1.36.4 – Role & responsibility of BOT operator	IGRS reserves the right to ask BOT OPERATOR to add counter windows and front desk BOT OPERATOR's in those Sub-Registrar Offices that show high rise in volume of business. The requirement for additional counter windows and resources will solely be assessed by department/ IGRS and no additional payments will be made in this regard i.e. for additional counter windows and resources.	Are any civil works involved to provide additional counter windows in SROs? Any partition to be done in site preparation work in all the SR Offices?	• Civil work not required • Rest is to be done by the operator.
20	18	4.1.1.36.5 – Role & responsibility of BOT operator	The Sub Registrar offices/ DR offices may be shifted to other locations in future, and the BOT OPERATOR will be responsible for the entire shifting arrangements of installation under the scope of work of BOT operator without any additional cost to the department. It will include transportation expense, establishment and Installation expenses of IT infrastructure and other relevant expenses.	How many SROs are located in the Govt. premises & how many in rental? How many times shifting would be required during the project period, pl specify to consider the same in costing.	**Out of 92 SR offices mentioned at Annexure-1 following SR offices are in rented building :-** • Tilda (Sr. No. 2 of annexure-1) • Kasdol (Sr. No. 6 of annexure-1) • Arang (Sr. No. 4 of annexure-1) • Rajim (Sr. No. 12 of annexure-1) • No shifting done till date.

Query / Clarification Sought:					Response by IGRS
21	18	4.2. 5 ARCHITECTURE	SAN/NAS storage will be provided by the State Government required servers will be provided by the BOT operator.	How many no. of SAN / NAS storage boxes will be provided? What is the interface that would be given? Is the dept. providing SAN Switches also for connectivity? Please share the specifications, make & model of the storage box that would be supplied.	It should be verified from State Data Centre
22	23	4.3.6.1.b.i. Operation & Mangeability	The Data entry operator should possess minimum qualification of Graduate in any discipline from a recognized college.	Please allow intermediate qualification for the data entry operator to have easy recruitment.	As per tender condition
23	55	6.13 – Project phasing & payment terms	Phase -1: Deployment of all Hardware and Network Infrastructure and successful running the Application Software at IGR and one Sub Registrar and DR office – Timeline – 12 weeks from the date of award of contract.	As software development / customization takes considerable time, we request the dept. to extend the timeline to 4 months from the date of award of contract; Phase-2 timeline to 2 months from Phase-1 Go-Live and Phase-3 timeline to additional 2 months from the date of Phase-2 Go-Live.	Not acceptable
24	57	6.16.2 – Service Levels for System Uptime	a) Service Levels for implementation at SRO, DRO & IGRO: Penalty of 5% per week can be calculated as: = (Unit cost) X (No. of units where the deployment, installation and commissioning is delayed beyond specified period) X (5% per week).	What is the Unit cost that would be arrived for calculating the penalty?	As per BOM
25	57	6.16.2 – Service Levels for System Uptime	b) In case the uptime for Network is less than the prescribed standard time – the penalty for 95% to 90% would be - 1% of the total amount due in the month.	Network uptime depends on the factors such as service provider network. Also as there is no redundant line that would be provided as per your RFP, we request you to kindly delete this clause of penalty for network connectivity.	Not acceptable
26	57	6.16.2 –	c) In case the average document registration	Request you to reduce the penalty	Not acceptable

Query / Clarification Sought:					Response by IGRS
		Service Levels for System Uptime	process is not completed within the stipulated time penalties will be levied.	to 1%, 2% & 3% for different levels of service category of average document registration process.	
27	57 & 58	6.16.2 – Service Levels for System Uptime	d) In case the system or network is down for one day or above the following penalties will be levied on the bidder for the same - for service category of computerized registration activities halted – penalty of 5% of the total amount due corresponding to documents pending due to halt.	In case of minor problems like OS crash, application / config problems, the same can be rectified within one day. However, in case of part failure, request you to give us minimum time of one-two business days to make the office operational and accordingly amend the penalty clauses to a minimum level.	Not acceptable
28	55	6.13 – Project phasing & payment terms	6.13.2. Payment will be worked out on the basis of per printed page per document.	Will the payment be made per printed page or per scanned page? Please clarify. Do we have to print CC & ECs? If yes, how will the payment be made? Please provide the list of CC & EC transactions list. On an average, how many pages would be there per document?	• as per scanned document which is to be printed • Yes BOT operator has to print all report no extra charges to be paid • It varies from document to document and type of documents, Average 8-10 pages per document
29				Due date for submission of Bid – Please give us an ample time of 15 working days for submission of the bid after uploading pre-bid minutes in the website.	Not acceptable