

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
1	15	4.1	In total there shall be around 15 applications for which APIs shall be developed for integration with DVAA and File Net in order to verify and authenticate around 20 documents.	We request RISL to please share the details about the mentioned 20 documents. Is this a category of document?	Please refer corrigendum.
2	24	4.4.9	API Roadmap, API high level Def, Monetization model	We request RISL to kindly share more details on the monetization model to be followed for the API's.	Please refer corrigendum.
3	72	ANNEXURE-3	3 factor authentication (login id & password, biometric and digital signature) shall be implemented by the selected Bidder for officials/employees involved in data authentication and validation.	As per the Login module user shall provide Login ID and password. Shall biometric approach be part of login module? Kindly clarify.	Login module and 3 factor authentication (login id & password, biometric and digital signature) is altogether two different things. Login module is for logging into the DVAA, while 3 factor authentication (login id & password, biometric and digital signature) shall be used by users for verification of documents which shall be attached in the DVAA for manual verification (verification through DVAA instead of Application to application by use of APIs).
4	72	1.2	The system should provide detailed information on the following to the user:	Shall the information to be captured in request module vary based on any selection? Kindly clarify.	Yes, the user shall select what information is to be verified based on the listed details which can vary.

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
5	72	1.2	The system should provide detailed information on the following to the user:	What shall be the criteria to identify the department against the uploaded request. Please clarify.	It shall be on the judgement of the requester for selecting the department for verification of uploaded document. Ex: - if driving license is to be verified than user shall select transport department from the drop down available in the proposed DVAA.
6	72	1.4	The authorized user(s) should be able to update the Document Verification & Authentication request/ document over the application but this information would not be viewable to the end user until the department head puts his digital signature, verifying its authenticity and correctness.	Is there any specific format for the requester to upload the document in request module. Is it possible to upload a PDF document in request? If yes, Shall authorized users(s) be able to update the uploaded PDF document as well.	Please refer corrigendum.
7	73	1.16	The system should auto generate grievances in case of HoD or authorized user(s) are not performing against their set SLAs.	We request RISL to please share details about handling the auto generated grievances and how shall system track the grievance status.	This hierarchy for this shall be provided to the project team of selected bidder at the time of requirement gathering.
8	73	2.3	The system should allow defined users (identified as forwarders) to login to the system for approving the service request through a valid user ID & password and bio-metric authentication.	We request RISL to please share details about the registration module for users. How shall system capture bio-metric details of users while registering.	Biometric authentication refers to e-Sign for verification of uploaded document. Devices for authentication shall be provided by user department or RISL, however proposed DVAA

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
					should be capable to allow verifier to e-sign the document by OTP as well as biometric authentication. RISL/DoIT&C is a registered AuA under UIDAI.
9	74	2.12	The system should be able to generate an auto-file number before the forwarder forwards the application to the approving authority.	Can there be multiple users in forward sequence before the approving authority? Kindly clarify.	Yes there shall be multiple users based on the department's hierarchy with a capping of 4 users.
10	76	9.12	Should not allow a user who forgets the password to access the password retrieval mechanism	We request RISL to share details about how user shall login if user forgets the password.	Please refer corrigendum.
11	29	8) Bid Security	h) The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.	We request to return Unsuccessful Bidder's EMD within 15 days after the selection of Successful Tenderer. We request you to kindly confirm.	As per RFP
12	37	22) Acceptance of the successful Bid and award of contract	g) As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period	For furnishing Security Deposit in form of Performance Bank Guarantee of large amounts, any banks take minimum 10 days of time, which is preceded by review of contractual documents/LoI by Organization's internal team. Hence we request RISL to kindly allow 30 working days for submission of the security deposit, after receipt of Letter of Intent (LOI)	As per RFP

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
			specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.	We request you to kindly confirm	

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
13	53	17) Extension in Delivery Period and Liquidated Damages (LD)	<p>d) In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete : -</p> <p>a. Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work: 2.5%</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work: 5%</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work:7.5%</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work: 10.0%</p>	<p>We request RISL to kindly change the clause as follows:</p> <p>a. Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work: 0%</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work: 1%</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work:1.5%</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work: 2%</p>	As per RFP

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
14	64	c) Service Level Standards during Operation and Maintenance Period (After Go-Live)	<p>Penalty for Downtime</p> <p>Number of hours the DVAE is non-functional / non-accessible /non-available/non-responsive in each case of outage</p> <p>0-4 hours: No Penalty 4-8 hours: 2% of applicable quarterly Payment for Operation and Maintenance of DVAE. 8-12 hours: 4% of applicable quarterly Payment for Operation and Maintenance of DVAE. 12-24 hours: 6% of applicable quarterly Payment for Operation and Maintenance of DVAE. 24-48 hours: 8% of applicable quarterly Payment for Operation and Maintenance of DVAE. >48 hours: 10% of applicable quarterly Payment for Operation and Maintenance of DVAE.</p>	<p>We request RISL to kindly change the clause as follows:</p> <p>Number of hours the DVAE is non-functional / non-accessible /non-available/non-responsive in each case of outage</p> <p>0-4 hours: No Penalty 4-8 hours: 0% of applicable quarterly Payment for Operation and Maintenance of DVAE. 8-12 hours: 1% of applicable quarterly Payment for Operation and Maintenance of DVAE. 12-24 hours: 2% of applicable quarterly Payment for Operation and Maintenance of DVAE. 24-48 hours: 3% of applicable quarterly Payment for Operation and Maintenance of DVAE. >48 hours: 4% of applicable quarterly Payment for Operation and Maintenance of DVAE.</p>	As per RFP
15	9	1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Least Cost Based Selection (LCBS)-L1	IEISL suggest given the fact that the RFP intends to shortlist technically competent and experienced firm, RISL may adopt a QCBS (80:20) scoring mechanism. This may enable selection of the most competent firm to deliver the intended scope.	Please refer corrigendum.

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
16	General Query	GCC & SCC	General Condition of Contract & Special Condition of Contract	We request to keep provision of contractual clause discussion (GCC & SCC) and change in any clause with mutual consent during negotiation and contract signing stages. We request you to kindly confirm.	As per RFP
17	General Query	Service Level Agreement	Service Level Agreement	We request to keep provision Service Level Agreement and change in any clause with mutual consent during negotiation and contract signing stages We request you to kindly confirm	As per RFP
18	General Query	Data Backup	Data Backup	We request you to kindly share the information related to Data Backup and Disaster Recovery mechanism. Also, specify if department already has a mechanism for data back up?	Data Backup shall be as per RSDC policy.
19	General Query	Security compliances	Security compliances	Please share the needful information for the security compliances or Security Audit for the system. Please provide details pertaining to Application Security and Database Security.	As per IT Act 2000

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
20	General Query	Integration with multiple applications	Integration with multiple applications	As per our understanding every application has its own user management. In SSO the user management credentials has to be passed through every existing applications and necessary changes is to be done. Do bidders will be responsible to do necessary change? Are these existing application servers are in single location or multiple. Please specify the details regarding numbers, volume of physical servers VM. Please confirm.	SSO is a medium to log in the various application of Govt. of Rajasthan. SSO login has no relation to functionality and process of the application. All the proposed applications to be integrated with DVAA are hosted at RSDC.
21	General Query	Web/ Desktop GIS Solution	Web/ Desktop GIS Solution	Is department expecting only web based integrated GIS Solution or desktop GIS Solution to modify/ Preprocessing Survey GIS Data?	As per RFP
22	23	4.4.8	The expected Contract/ Project Period is of 3 year & 5 months which includes 5 Months for development of Web application for authentication and validation (DVAA) & development of APIs and its Integration with 15 Applications and FileNet System and thereafter 3 year of Operation and Mainatenance period which shall commence from the date of Go-Live of DVAE (DVAA + Development of APIs for integration with 15 applications and file net).	We request you to extend the development period to 8 months	Please refer corrigendum
23				Firstly the project duration is of 5 months. Development of web application for document verification and authentication and development of APIs and its	Please refer corrigendum

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
				integration with 15 applications of different states/ central departments will require substantial effort and time and keeping in view the effort in the project, it would be difficult to develop the solution in such a short period. Therefore we request you for extension of project duration (development phase) from 5 months to 12 months.	
24				Secondly, looking at the quantum of work that needs to be executed and efforts involved, a tender value of Rs. 2.5 Crores seems to be on lesser side. We request the department to revisit the rational for setting the tender value. As per our understanding, the estimated value should be between Rs. 10.00 Crores to Rs. 12.00 Crores.	As per RFP
25		4.4.9	Project Deliverables, Timelines & Payment Terms- Where delivery timelines against each Sprint is very very less to execute the required work. Need additional 1 more month against each Sprint for successfully execution of work. i.e. for Sprint-1 to Sprint-5 total 10 months required in place of 5 months. Request you to consider our request accordingly so that we are able to participate in bidding process. Modules under Sprint-1 as defined in section 4.4 of RFP-	$T_1 = T_0 + 2$	Please refer Corrigendum

REPLY TO PRE-BID QUERIES

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Reply
			<p>Activity- Data Model Diagrams, ETL, ERD docs, Database Dev. Specification, Metadata · Architecture- Functional Specifications & Portal Architecture, Metadata ingestion · UI/UX Design- UML Diagrams, GUI, APIs and Interfaces, Wireframes, High Fidelity designs, Multi-layer files, Prototype · Design, Development, Beta version Testing, Deployment & UAT of Sprint-1 modules · Preparation of SRS for Sprint-1 modules of DVAA · Design, Development, Beta version Testing, Deployment & UAT of Sprint-1 modules.</p> <p>Database Design document · Architecture design document · UI/UX design document · Security implementation plan · Test Cases document · UAT Signoff report · SRS and Design document along with UI/UX design · Test Cases document · UAT Signoff report</p> <p>$T_1 = T_0 + 1$</p>		
26		4.49	<p>We have gone through the RFP documents in details and observed that the total duration given for the completion of the project is 5 months only which is insufficient for the entire scope of the RFP described under section 4.4.9 (Activity no. 1 to 7)</p>	<p>We have gone through the RFP documents in details and observed that the total duration given for the completion of the project is 5 months only which is insufficient for the entire scope of the RFP described under section 4.4.9 (Activity no. 1 to 7)</p>	<p>Please refer corrigendum</p>