

Responses to Pre Bid Queries Received against SMART Project RFP, NIB No. F 3.3(514)/RISL/PUR/2024-02352/6933

S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
1	51	14) Evaluation of Bids e. Technical Scoring Criteria (3)	Technical Scoring Criteria	We would request you to please clarify that how the bidder can score maximum as the same is not very clear with the table and Annexure 22. Request is to kindly objectify the marking like 2 projects in Data Ingestion and Preparation to score 4 marks etc.	Refer Amended RFP
2	51	14) Evaluation of Bids e. Technical Scoring Criteria (3)	Relevant Experience in the Sub- Domains of the Bidder (number of Assignments in last 3 Yrs - on/ after 1 Apr'21)	Request you to kindly confirm if the projects whose deployments have completed before 1st April 21 but are still in O&M/ Support Phase will be considered for evaluation and kindly let us know to score maximum as per the table how many project experience needs to be submitted like to secure 4 marks for Data Ingestion & preparation (ELT & ETL). Please objectify the marking criteria	Refer Amended RFP
3	51	14) Evaluation of Bids e. Technical Scoring Criteria (3)	Relevant Experience in the Sub- Domains of the Bidder (number of Assignments in last 3 Yrs - on/ after 1 Apr'21)	Request you to kindly amend the clause by considering the experience in last 7 years as referring to point C of Annexure 22, department is seeking 15 projects or kindly consider the experience in last 5 years by considering the projects that are under O&M phase.	Refer Amended RFP
4	51	14) Evaluation of Bids e. Technical Scoring Criteria (4)	Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	Request you to kindly clarify that how many years experience will be required to score maximum and fall under the category of highly experienced. Please objectify the marking criteria	Refer Amended RFP
5	51	14) Evaluation of Bids e. Technical Scoring Criteria (4)	Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	Request you to kindly clarify how the quality of key assignments will be evaluated to score maximum and fall under the category of highly relevant. Please objectify the marking criteria	Refer Amended RFP
6	51	14) Evaluation of Bids e. Technical Scoring Criteria (5)	List of available resources against key Skillsets required (for Experts): Data Science, Big Data ETL/ELT Developers and Data warehouse / Data Lake Implementation. (as per Format Provided)	Referring to Annexure 22 table D where there is a categorization based on number of Resource category on payroll, where to fall under category E we need more than 500 resources. Considering such a huge resource count, we would request you to kindly allow the key skillsets of parent company/group company	As per RFP
7	51	14) Evaluation of Bids e. Technical Scoring Criteria (5)	List of available resources against key Skillsets required (for Experts): Data Science, Big Data ETL/ELT Developers and Data warehouse / Data Lake Implementation. (as per Format Provided)	Request you to kindly clarify that how the bidder can fall under the category of Highly resourced, Moderately resourced, Partially resourced and score accordingly. Please objectify the marking criteria	Refer Amended RFP
8	51	14) Evaluation of Bids e. Technical Scoring Criteria (6)	Quality of complete Proposed Team including Certifications (as per format provided)	Request to kindly clarify that how the quality of complete proposed team will be evaluated to score and fall under the respective category of Exceed Expectation, Meets Expectation, Below Expectation.	Refer Amended RFP
9	82	6.2.a.1	Overall SMART System Uptime i. < 99.5% & >= 99.0%; 1% of quarterly due payment ii. < 99.0% & >= 98.0%; 2% of quarterly due payment iii. For each additional drop of 1% below 98.0%; 3% of quarterly due payment	Request to kindly consider reducing the penalty. Amended clause is as under: Overall SMART System Uptime i. < 99.5% & >= 99.0%; 0.25% of quarterly due payment ii. < 99.0% & >= 98.0%; 0.5% of quarterly due payment iii. For each additional drop of 1% below 98.0%; 1% of quarterly due payment	As per RFP
10	82	6.2.a.3	Report Load: Time to fully load a report on the front end (for all reports developed by the bidder) <3 Seconds i. 5 such incidents in Quarter may lead to 5 Lakh Penalty ii. 10 such incidents in Quarter may lead to 15 Lakh Penalty	The design considerations will be such so that the expectation of report loads can be met, however it also depends on other factors like infra, connectivity. Considering the scenario we would request you to please reduce the penalty. Amended clause is as under: Report Load: Time to fully load a report on the front end (for all reports developed by the bidder) <3 Seconds i. 5 such incidents in Quarter may lead to 1 Lakh Penalty ii. 10 such incidents in Quarter may lead to 2 Lakh Penalty	Refer Amended RFP
11	82	6.2.a.4	Response time of API build and published by the bidder ** < 100ms for 99.5% of API calls **100ms to 200ms for 0.5% of API calls Rs. 1 Lakh Penalty for each such incident in a quarter	Request to kindly reduce this penalty to Rs. 25,000 Penalty for each such incident in a quarter	Refer Amended RFP
12	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Chassis: 2U Rack Mountable	Change To: 13U Requested storage capacity isn't possible in 2U configuration. Request to please change the same to 13U or higher for wider participation from all the OEM.	Refer Amended RFP
13	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	NVMe disks with multitiered architecture	NVMe/SSD (1DWPD or better) , SAS 10K, NLSAS disks with multitiered architecture As per the clause No. 4, Hybrid Storage is needed with 30% SSD. Hence request the please change the same in this specification for wider OEM participation. NVMe and Spinning drives in same storage is an OEM specific feature, that restricts other major Storage OEMs from participation. Request to kindly change the same to either NVMe SSD or SAS SSD for wider OE participation. Also please mention the Drive Endurance (1DWPD or better) to avoid any substandard drives that have higher failure rates.	1. Multitier architecture with NVMe is our requirement, bidder may propose the better solution to meet the RFP functional and technical requirements. 2. Drive endurance is applicable for NVMe SSD. Bidder should propose the overall storage solution accordingly
14	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Scale-Out /Scalable design to support additional controllers and disk drives	Scale-Out / Scalable-Up design to support controller-Upgrade /additional controllers and additional disk drives Each OEM has a different architecture for Storage scalability. Some OEMs support Controller Upgrade by replacing existing controller with higher-configuration controllers, while some other OEMs support addition of controllers. Request to please allow both Controller-Upgrade and Controller-Addition Options for wider OEM participation.	Refer Amended RFP
15	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	1. Auto-tiering, Thin Provisioning, Compression on SSD, Snapshot, restore snapshot, Cloning and application & VM aware backup. 2. Quality of Service Software for IOPS/Response Time and bandwidth.	1. Auto-tiering, Thin Provisioning, Compression on SSD, Snapshot, restore snapshot, Cloning and application & VM aware Snapshots for Backup. 2. Quality of Service Software for IOPS/Response Time and bandwidth. Backup is the responsibility of Backup Software / Appliance. Storage can take VM aware snapshots to be used for Backups. Please help with the requested modification for wider OEM participation.	Refer Amended RFP
16	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Latest Intel Xeon Server with Gold Socket	Query: Kindly share core count required	As per RFP. Bidders to propose solutions based on their technology stack, aligning with the RFP requirements.
17	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	5 Years OEM support with 4 Hour on-site response	Change request: 5 Years 24 x 7 telephonic and next business day onsite support from OEM as 4 Hrs. Onsite support at Jaipur may not be possible from OEM	As per RFP
18	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Should be compatible with GPU Chip	Query: Kindly share GPU details	As per RFP. GPU procurement is not part of current scope of project.
19	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (360o) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	It is our understanding that the Golden record, formed after verifying the correctness of information and addition of certain additional parameters if required for scheme validation, is only created for beneficiaries and potential beneficiaries based on the scheme validation rule. It need not to cover the entire population.	This may vary from scheme to scheme. However, Golden record needs to be created for all Jan Aadhaar enrolled citizens.
20	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (360o) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Please confirm if the Golden records are to be created for all the past, present and immediate future beneficiaries of specific schemes to not only support in enrollment to new schemes but also to challenge existing illegible beneficiaries or bring past illegible beneficiaries to department's notice.	Refer Response to Query SNo 19

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21	18	3.1.2.3	Further, the Bidder is also required to create a 360-degree (360o) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Income of the beneficiaries can only be ascertained unless provided through some 3rd party data sources like CBDT or GSTIN. We hope that the department understands that building AI/ML based model or creating logical rules for income inference may be prone to some amount of error. We will seek department's domain expertise and joint ownership on the inference, wherever required.	As per RFP
22	18	3.1.2.3	The bidder is also required to create 360 degree profile Businesses to identify employer - employee relationships and benefits derived from employment. The available information of employer and employment shall be provided by DoIT&C/ RISL	1) Will this be API enabled or data dump? 2) If it is going to be a data dump, what is the present size and growth rate of the data? 3) Will this have a salary column? 4) 360 degree profile is to be created only of beneficiaries and potential beneficiaries?	Data sources for 360 degree profile will continue to evolve. Details to be shared with selected bidder during implementation.
23	18	3.1.2.3	B. In addition to Individual 360-degree profile, to identify family entitlement, the bidder must also create a 360-degree Family profile encompassing the individual members as part of the family information available in Jan Aadhaar database. C. The bidder is also required to create a family tree based on the individual beneficiary and his/ her default family as per the Golden record, which shall enable to monitor the consolidated benefits paid at different levels i.e., at individual level and or family level.	Both B&C points seem to be communicating same requirement. Is there any difference in expectation?	"B" is the 360-degree profile of a citizen's family "C" is the family tree hierarchy (relationships) till root level
24	28	3.1.3	The bidder is required to work in parallel for Phase-1 and Phase-2 and the progress of each Phase shall be tracked separately. This is different from the additional GenAI use-cases as specifically asked in the financial bid.	Request to please elaborate what is different for GenAI use-cases.	Refer Amended RFP
25	98	Annexure 10	Information to be shared as part of Financial Bid	Request to please change column heading of the 4th column from License Type (Core/User) to License Type (Core/User/Others)	Refer Amended RFP
26	125	Annexure 18 (G)	- Total number of attributes in the Jan Aadhaar Golden Record: 66 - 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. - There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records	Does this mean that there will be total of 30 columns in the newly created Golden Record Table?	Refer Amended RFP
27	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Please confirm if the solution is expected to have an in-built features for Alert Management covering Governance, audit and compliance, prioritized queuing model (moving alerts to high-risk alerts or low risk alerts), automatic and manual linking of alerts to entities, alert creation, prioritizing alerts, assignment, deletion and suppression etc..	Refer Amended RFP
28	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Please confirm if the solution is expected to have an in-built feature of powerful search capabilities to explore the contents of the data repository, enabling the analyst or investigator to discover information. Some of the search functionalities include: - form based search, - free text search, - fuzzy search, - radial search - phonetic search - Boolean search - wildcard search - synonym search - parametric search - booster search	Refer Amended RFP
29	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Since the expectation is about creation of a family tree please confirm if the proposed solution is expected to calculate the risk score of a network (family tree) based on various metrics such as underlying entity risk, structure of the network, net flow of funds, and predictive models.	Refer Amended RFP
30			Volumetrics of all the schemes and other sources of data for validation.	Request you to please share volumetrics of all the data sources that will be part of the SMART ecosystem to help us size the solution accordingly.	As per RFP
31	16	3.1.1.	3.1.1. Supply, Installation, Commissioning, Configuration and Management As part of the implementation phase, the bidder is required to setup two different environments namely, Development/ UAT and Production environment. The requisite hardware infrastructure for Development/ UAT Environment shall be provided by DoIT&C/ RISL, whereas the requisite hardware infrastructure for the Production Environment needs to be provided by the bidder. Details pertaining to same are covered under section '3.3 Ecosystem, Infrastructure, Solutions to be provided by DoIT&C/ RISL' in Chapter 3.	1. During Phase 1, RISL will provide all the hardware infrastructure for Development/ UAT Environment - Is the provision of computers and laptops for the Developers are also considered ? 2. Whether RISL will provide required support & pre-requisites during the Phase 1 related to Hardware/Infrastructure ? 3. Out of provided hardware/infra, if anything extra or out of the box is required during Phase 1, who is the concerned party going to own the same ? 4. Whether the Dev environment which will be provided by RISL will remain for the entire Project Duration ?	Refer Amended RFP "RISL shall provide and support only Server side hardware, Operating System and Virtualization software in addition to list of softwares as mentioned in Annexure 18."
32	17	3.1.2.	3.1.2. Implementation and commissioning of SMART System 3.1.2.1. System Study & Requirement Gathering b. Study of Schemes and eligibility criteria DoIT&C/RISL shall share the information pertaining to the existing 34+ services and 171+ schemes integrated with the Jan Aadhaar Application; however, the selected bidder is required evaluate the accessibility and inclusivity of same.	1. Do we need to consider Non Jan Aadhaar integrated Schemes as well ? 2. Is Jan Aadhaar authenticated with Aadhaar Data Vault ? 3. Please provide list of Schemes integrated with Jan Aadhaar.	<1> No. As per RFP <2> Jan Aadhaar is integrated with Aadhaar Data Vault <3> Refer Annexure 17

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33	18	3.1.2.3.	3.1.2.3. Preparation of Golden Record, 360-degree profile of Citizen and Family Tree A record shall only be classified as a golden record after the collation of citizen data from Jan Aadhaar database and ensuring its data correctness by checking with validated data available in other systems of Govt. of Rajasthan (like department data from system of Education, Finance, Employment, Transport, Health, Revenue, etc.) and other external systems of Govt. of India including the Ministries, Departments & Agencies for data. For indicative example, in the case of 'Date of Birth', the system must look for same in Birth Records, Educational Certificates, Identity Certificates (Passport, PAN, etc.), Employment Certificates, or any other before classifying same as a Golden Record.	1.As per the understanding SMART will envisage to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. --- what about the Citizen who have not availed Scheme Benefits, whether Golden Record needs to be created or not and whether all the population of Rajasthan is having Jan Aadhaar ID? 2. List of Variables need to be validated with Jan Aadhaar Attributes & other Department Data Attribute	1. Refer response to Query SNo 19 2. To be shared with Selected Bidder
34	19	3.1.2.3.	3.1.2.3. Preparation of Golden Record, 360-degree profile of Citizen and Family Tree The bidder is also required to create 360 degree profile Businesses to identify employer - employee relationships and benefits derived from employment. The available information of employer and employment shall be provided by DoIT&C/ RISL.	1. Details required about the use case and Sources systems to be taken into consideration to implement the relation between Employer and Employees	As per RFP
35	19	3.1.2.5.1.	3.1.2.5.1. Solution Architecture A. Data Sources b. Other External systems: Apart from state government departments and agencies a lot of data also flows from central government ministries/ departments & autonomous agencies.	1.Are Central government department data integrated with Jan Aadhaar ? 2. If Yes what is the count of Scheme , If No whether those data will be considered during the validation of Jan Aadhaar Attributes and count of such departments	From time to time various Central Government Schemes are integrated with Jan Aadhaar as per scheme mandate
36	22		iii. AI/ML & Insights: The proposed solution shall have AI capabilities. In addition, the bidder shall propose 3 AI/ GenAI use-cases as part of its proposal which shall be related to the scope of RFP. The bidder shall also be required to demonstrate at least 2 GenAI use-cases as part of the formal Technical Evaluation.	1. Whether the Gen/AI use case need to be delivered during Phase 1 as same has not been highlighted when to be taken up ?	Refer response to Query SNo 24
37	29	3.1.3.	3.1.3. User Acceptance & Go-Live x. The department shall shortlist Five (5) & Ten (10) Jan-Aadhaar integrated schemes which are required to be delivered as part of the Go-live for Phase –1 and Phase -2 respectively.	1.Do we have the list of shortlisted Jan Aadhaar integrated Schemes along with the Volume of Data since the same can be envisaged during Sizing. 2.What are area of reports expected to be delivered during Phase 1 as Reporting Scope in RPF(3.1.4. Reporting & Dashboards)	To be shared with selected bidder
38	34	3.1.8.	3.1.8. Training and Capacity Building 6. The training shall be delivered by the manpower deployed by the bidder for the project as per need and no additional cost of training shall be factored for the same.	Training must be conducted by a qualified trainer. Therefore, it is recommended to allocate separate resource for training other than the team which will be deployed on project. Kindly consider this request.	As per RFP
39	36	3.2	3.2 Resource Requirement & Deployment Plan Education : BE/ BTech/ MCA + MBA	Restricting the educational qualifications sometimes poses a challenge in recruiting highly skilled individuals. Hence requesting to include B.Sc, BCA, or equivalent qualifications in the education criteria. We can have all due-diligence done, evaluation from department site as well before deploying to the site. Kindly consider the same.	As per RFP
40	42	3.4	3.4 Citizen Centric Interface for Government services to be delivered within 24 hours The broad list of functionalities (not limited to same) desired for the Citizen facing application (through Web & Mobile) are as under: - Validation through Jan Aadhaar ID & OTP	1. Citizen will login to Citizen portal with Jan Aadhaar ID & OTP - In that case no API service related to Aadhaar Data Vault is required in this case and Citizen is not required to login through Aadhaar Number	As per RFP
41	125		(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING · Total number of attributes in the Jan Aadhaar Golden Record: 66 · 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. · There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records · Tentative number of databases to be integrated: · Total number of schemes: 273 · Jan Aadhaar integrated schemes: 147 · Total number of departments: 117	1. whether only 30 Jan Aadhaar attributes shall be considered for Golden Record Creation or addition of more variables is envisaged ?	Refer response to Query SNo 26
42	17	3.1.2.1. System Study & Requirement Gathering b. Study of Schemes and eligibility criteria	The number of schemes and services are subject to change during the time of the project tenure.	We understand that the number of schemes and services may change during the project tenure. Such changes could impact infrastructure sizing, component selection, and licensing requirements, as these are directly tied to the scope and scale of services. To address this, we recommend a flexible approach that allows periodic review and adjustments to the solution design. This ensures scalability, cost optimization, and alignment with evolving requirements.	As per RFP
43	19	3.1.2.4. Solution Design in line with Indicative Architecture	Vendor/ OEM Agnostic	Is the ask for open standards and open formats as illustrated below. Please confirm --Use Open Standards: Support widely adopted, non-proprietary protocols and standards to enable interoperability and integration with other systems. --Leverage Open Formats: Ensure data portability and accessibility by using open data formats that are not restricted to specific vendors.	As per RFP
44	19	3.1.2.4. Solution Design in line with Indicative Architecture	High Availability – Active-Active mode in DC	High Availability can also be achieved through services in active and standby where in case of active node/service failure , automatic failover happens standby service is made the active. Request to please modify this to include Active/Standby option as well.	As per RFP
45	19	3.1.2.5.1. Solution Architecture A) Data Sources	In addition to Jan Aadhaar, the system shall also utilise other primary information from various state departments like education, health, labour etc.	Could you provide details on the data sources and data types from state departments (e.g., education, health, labor) to be integrated into the system? Specifically: Key data sources or systems involved. Data types (e.g., structured, unstructured) and formats. Any specific APIs, protocols, or security requirements for data sharing.	To be shared with selected bidder

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46	19	3.1.2.5.1. Solution Architecture A) Data Sources	Other External systems: Apart from state government departments and agencies a lot of data also flows from central government ministries/ departments & autonomous agencies.	Could you provide details on the data sources and data types from state departments (e.g., education, health, labor) to be integrated into the system? Specifically: Key data sources or systems involved. Data types (e.g., structured, unstructured) and formats. <u>Any specific APIs, protocols, or security requirements for data sharing.</u>	Refer response to Query SNo 45
47	21	b. Data Lake / Data Lakehouse	A robust storage and retrieval mechanism needs to be established to enable smooth handling of structured / semi structured / unstructured data. Thus, the selected bidder is required to implement a Data Lake/ Data Lakehouse as part of this assignment.	To ensure seamless storage, retrieval, and management of structured, semi-structured, and unstructured data, we recommend making the implementation of a Unified Data Platform mandatory for this requirement. A Unified Data Platform will: 1. Provide an integrated framework for managing diverse data types within a single architecture. 2. Ensure better data governance, lineage, and security. 3. Enable advanced analytics and AI/ML workloads through centralized access to clean, organized data. 4. Future-proof the solution by supporting scalability and interoperability across various tools and technologies. Request you to make it mandatory to include a Unified Data Platform with above points in RFP, as such a solution will deliver a more robust and streamlined approach to managing the complexity of modern data environments.	As per RFP
48	25	b. Data Lake / Data Lakehouse	The storage solution should cater block storage for managing analytics workflows data, handle large volumes of structured data (e.g., RDBMS), semi-structured data (e.g., JSON, XML), unstructured data (e.g., images, audio/video) efficiently and data lifecycle management as per below requirements. b. Block Storage: The SMART system will require high-performance block storage for managing analytics workflows and high-throughput data processing tasks. The bidder shall include block storage resources in the proposed solution, with sufficient IOPS (input/output operations per second) to meet the demands of analytics, AI model training, and inference operations. c. Storage for Unstructured Data: Given that the SMART system will process significant amounts of unstructured data (such as images, PDF files, and logs), the bidder shall <u>propose storage solutions that cater specifically to these data types.</u>	The Block Storage can also store unstructured data. The requirement for c. Storage for Unstructured Data is not very clear. Request to please clarify if a separate storage type is required or it should be simply called out that Data Platform should have capability to store structured , semi structured and unstructured data, without segregating b. Block Storage and c. Unstructured data.	Refer Amended RFP
49	26	d. Integrated Data Management and Storage Optimization:	Includes options for automatic data tiering, ensuring cost-effective storage of data based on its lifecycle stage.	What are the expected data volumes for each lifecycle stage (hot, warm, cold)? How frequently does data transition between tiers?	To be shared with selected bidder
50		3.1.2.5.2.4. Scalability and Future Growth Important Note	All the proposed components including application and infrastructure should be dual stack compliant. The components must have IPv4 – IPv6 (dual stack) and should be IPv6 enabled from Day-1.	IPv4 remains the most widely used protocol. Many critical enterprise applications, third-party services, and network devices may not yet fully support IPv6. Forcing IPv6 from Day-1 could lead to integration and compatibility issues, especially in environments that rely on established IPv4-based communication. Request to please exclude IPv6	As per RFP
51	27	3.1.2.5.2.3. Security and Governance Single Sign-On (SSO) and Multi-Factor Authentication (MFA):	Single Sign-On (SSO) and Multi-Factor Authentication (MFA): The bidder should use Single Sign-On (SSO) of DoIT&C to streamline user authentication across the SMART system. Details of same are covered in section 3.3 of the RFP.	Could you provide more details on the SSO solution currently in use by DoIT&C? Specifically, which Identity Provider (IdP) are you using for authentication (e.g., Active Directory, LDAP etc)?	To be shared with Selected Bidder
52	34	3.1.9. Seamless integration of SMART System with Rajasthan Data Exchange Platform	It is envisaged that the raw data from the data sources and departments shall be ingested into the SMART Data Lake/ Data Lakehouse via the Raj Dex. Once curated, the Data Lake/ Data Lakehouse shall itself become a Data Producer, providing refined datasets back to the Raj Dex for consumption by other departments.	This seems to imply that data from all sources including the ones mentioned in RFP Page 124 "(D). SIZING OF JAN AADHAAR APPLICATION & EVALUAT" will ingest into RajDex and RajDex will be single point of exchange from where all data needs to be ingested into DataLake/Lakehouse. Please confirm if this understanding is correct or data lake/lakehouse will need to integrate with other data sources as well	Raj Dex implementation is not in scope of current RFP. Once Raj Dex is in place, it would act as a single interface for Data exchange.
53	34	3.1.9. Seamless integration of SMART System with Rajasthan Data Exchange Platform	Additionally, the Raj Dex shall be designed to facilitate direct data exchange between departments. This shall be achieved by leveraging a Publish-Subscribe (PUB-SUB) model or an API-driven architecture, enabling seamless data sharing. The system shall also include a searchable Data Catalogue, allowing departments to easily discover and access available datasets.	What is the tech stack used for building Pub/Sub architecture for RajDex. This seems to imply that data ingestion tool proposed will need to subscribe to RajDex Pub/Sub architecture to pull the data from RajDex and similarly act as a Publisher while ingesting data back into RajDex through APIs. Please confirm if this understanding is correct	Tech stack of Raj Dex will be discussed during implementation of Raj Dex
54		3.3.3.2 Production Environment for SMART Solution	Data Backup Services to prevent data loss.	This suggests a separate storage is required and Bidder/OEM has to provide that. Is this understanding correct. If this is correct, then please share details like back up policy and storage type.	As per RFP
55	100	Table A: CAPEX Cost	Storage & Tiering Solution cost including 512 TB Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD)	We understand this is required to handle the data volumetrics (140 TB) and growth mentioned in RFP Page 124 "(D). SIZING OF JAN AADHAAR APPLICATION & EVALUAT" will. Please confirm. Also please share the data tiering strategy for this data . What kind of tiers are required and how much old data should go into each tier.	Mentioned Assumption is correct. Details to be shared with Selected Bidder.
56	100	Table A: CAPEX Cost	Additional 128 TB storage cost with 5 Year Warranty (as per proposed solution stack with 30% SSD)	Please elaborate the need or scenario for this additional storage.	On need basis incremental storage would be purchased by RISL in multiples of 128 TB
57	126	19) ANNEXURE: FUNCTIONAL REQUIREMENTS	Ingestion Layer Should provide Data modeling capabilities	Does this mean schema enforcement on the data being ingested ?	As per RFP
58	127	19) ANNEXURE: FUNCTIONAL REQUIREMENTS AI/ML & Insights	Should be able to calculate the risk score of a network based on various metrics such as underlying entity risk, structure of the network etc.	This requirement appears to be a specific use case for calculating the risk score of a network based on metrics such as underlying entity risk and network structure. As such, it should be treated as part of the business logic or solution design rather than a core functional requirement for the platform.	Refer response to Query SNo 29
59	123	Annexure 18	(A). List of Tools (Technology Stack):	Request you to please apprise us with the information of existing Operating System and Virtualization Layer that will be provided for development environment	Refer Amended RFP
60	17	3.1.2.1. System Study & Requirement Gathering b. Study of Schemes and eligibility criteria	The number of schemes and services are subject to change during the time of the project tenure.	We understand that the number of schemes and services may change during the project tenure. Such changes could impact infrastructure sizing, component selection, and licensing requirements, as these are directly tied to the scope and scale of services. To address this, we recommend a flexible approach that allows periodic review and adjustments to the solution design. This ensures scalability, cost optimization, and alignment with evolving requirements.	Refer response to Query SNo 42
61	19	3.1.2.4. Solution Design in line with Indicative Architecture	Vendor/ OEM Agnostic	Is the ask for open standards and open formats as illustrated below. Please confirm --Use Open Standards: Support widely adopted, non-proprietary protocols and standards to enable interoperability and integration with other systems. --Leverage Open Formats: Ensure data portability and accessibility by using open data formats that are not restricted to specific vendors.	Refer response to Query SNo 43
62	19	3.1.2.4. Solution Design in line with Indicative Architecture	High Availability – Active-Active mode in DC	High Availability can also be achieved through services in active and standby where in case of active node/service failure , automatic failover happens standby service is made the active. Request to please modify this to include Active/Standby option as well.	Refer response to Query SNo 44

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
63	19	3.1.2.5.1. Solution Architecture A) Data Sources	In addition to Jan Aadhaar, the system shall also utilise other primary information from various state departments like education, health, labour etc.	Could you provide details on the data sources and data types from state departments (e.g., education, health, labour) to be integrated into the system? Specifically: Key data sources or systems involved. Data types (e.g., structured, unstructured) and formats. Any specific APIs, protocols, or security requirements for data sharing.	Refer response to Query SNo 45
64	19	3.1.2.5.1. Solution Architecture A) Data Sources	Other External systems: Apart from state government departments and agencies a lot of data also flows from central government ministries/ departments & autonomous agencies.	Could you provide details on the data sources and data types from state departments (e.g., education, health, labour) to be integrated into the system? Specifically: Key data sources or systems involved. Data types (e.g., structured, unstructured) and formats. Any specific APIs, protocols, or security requirements for data sharing.	Refer response to Query SNo 45
65	21	b. Data Lake / Data Lakehouse	A robust storage and retrieval mechanism needs to be established to enable smooth handling of structured / semi structured / unstructured data. Thus, the selected bidder is required to implement a Data Lake/ Data Lakehouse as part of this assignment.	To ensure seamless storage, retrieval, and management of structured, semi-structured, and unstructured data, we recommend making the implementation of a Unified Data Platform mandatory for this requirement. A Unified Data Platform will: 1. Provide an integrated framework for managing diverse data types within a single architecture. 2. Ensure better data governance, lineage, and security. 3. Enable advanced analytics and AI/ML workloads through centralized access to clean, organized data. 4. Future-proof the solution by supporting scalability and interoperability across various tools and technologies. Request you to make it mandatory to include a Unified Data Platform with above points in RFP, as such a solution will deliver a more robust and streamlined approach to managing the complexity of modern data environments.	Refer response to Query SNo 47
66	25	b. Data Lake / Data Lakehouse	The storage solution should cater block storage for managing analytics workflows data, handle large volumes of structured data (e.g., RDBMS), semi-structured data (e.g., JSON, XML), unstructured data (e.g., images, audio/video) efficiently and data lifecycle management as per below requirements. b. Block Storage: The SMART system will require high-performance block storage for managing analytics workflows and high-throughput data processing tasks. The bidder shall include block storage resources in the proposed solution, with sufficient IOPS (input/output operations per second) to meet the demands of analytics, AI model training, and inference operations. c. Storage for Unstructured Data: Given that the SMART system will process significant amounts of unstructured data (such as images, PDF files, and logs), the bidder shall propose storage solutions that cater specifically to these data types.	The block storage can also store unstructured data. The requirement for c. Storage for Unstructured Data is not very clear. Request to please clarify if a separate storage type is required or it should be simply called out that Data Platform should have capability to store structured , semi structured and unstructured data, without segregating b. Block Storage and c. Unstructured data.	Refer response to Query SNo 48
67	26	d. Integrated Data Management and Storage Optimization:	Includes options for automatic data tiering, ensuring cost-effective storage of data based on its lifecycle stage.	What are the expected data volumes for each lifecycle stage (hot, warm, cold)? How frequently does data transition between tiers?	Refer response to Query SNo 49
68	27	3.1.2.5.2.4. Scalability and Future Growth Important Note	All the proposed components including application and infrastructure should be dual stack compliant. The components must have IPv4 – IPv6 (dual stack) and should be IPv6 enabled from Day-1.	IPv4 remains the most widely used protocol. Many critical enterprise applications, third-party services, and network devices may not yet fully support IPv6. Forcing IPv6 from Day-1 could lead to integration and compatibility issues, especially in environments that rely on established IPv4-based communication. Request to please exclude IPv6	Refer response to Query SNo 50
69	27	3.1.2.5.2.3. Security and Governance Single Sign-On (SSO) and Multi-Factor Authentication (MFA):	Single Sign-On (SSO) and Multi-Factor Authentication (MFA). The bidder should use Single Sign-On (SSO) of DoIT&C to streamline user authentication across the SMART system. Details of same are covered in section 3.3 of the RFP.	Could you provide more details on the SSO solution currently in use by DoIT&C? Specifically, which Identity Provider (IdP) are you using for authentication (e.g., Active Directory, LDAP etc)?	Refer response to Query SNo 51
70	34	3.1.9. Seamless integration of SMART System with Rajasthan Data Exchange Platform	It is envisaged that the raw data from the data sources and departments shall be ingested into the SMART Data Lake/ Data Lakehouse via the Raj DEX. Once curated, the Data Lake/ Data Lakehouse shall itself become a Data Producer, providing refined datasets back to the Raj DEX for consumption by other departments.	This seems to imply that data from all sources including the ones mentioned in RFP Page 124 "(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT" will ingest into RajDex and RajDex will be single point of exchange from where all data needs to be ingested into DataLake/Lakehouse. Please confirm if this understanding is correct or data lake/lakehouse will need to integrate with other data sources as well	Refer response to Query SNo 52
71	34	3.1.9. Seamless integration of SMART System with Rajasthan Data Exchange Platform	Additionally, the Raj DEX shall be designed to facilitate direct data exchange between departments. This shall be achieved by leveraging a Publish-Subscribe (PUB-SUB) model or an API-driven architecture, enabling seamless data sharing. The system shall also include a searchable Data Catalogue, allowing departments to easily discover and access available datasets.	What is the tech stack used for building Pub/Sub architecture for RajDex. This seems to imply that data ingestion tool proposed will need to subscribe to RajDex Pub/Sub architecture to pull the data from RajDex and similarly act as a Publisher while ingesting data back into RajDex through APIs. Please confirm if this understanding is correct	Refer response to Query SNo 53
72	41	3.3.3.2 Production Environment for SMART Solution	Data Backup Services to prevent data loss.	This suggests a separate storage is required and Bidder/OEM has to provide that. Is this understanding correct. If this is correct, then please share details like back up policy and storage type.	Refer response to Query SNo 54
73	100	Table A: CAPEX Cost	Storage & Tiering Solution cost including 512 TB Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD)	We understand this is required to handle the data volumetrics (140 TB) and growth mentioned in RFP Page 124 "(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT" will. Please confirm. Also please share the data tiering strategy for this data . What kind of tiers are required and how much old data should go into each tier.	Refer response to Query SNo 55
74	100	Table A: CAPEX Cost	Additional 128 TB storage cost with 5 Year Warranty (as per proposed solution stack with 30% SSD)	Please elaborate the need or scenario for this additional storage.	Refer response to Query SNo 56
75	126	19) ANNEXURE: FUNCTIONAL REQUIREMENTS	Ingestion Layer Should provide Data modelling capabilities	Does this mean schema enforcement on the data being ingested ?	Refer response to Query SNo 57
76	127	19) ANNEXURE: FUNCTIONAL REQUIREMENTS AI/ML & Insights	Should be able to calculate the risk score of a network based on various metrics such as underlying entity risk, structure of the network etc.	This requirement appears to be a specific use case for calculating the risk score of a network based on metrics such as underlying entity risk and network structure. As such, it should be treated as part of the business logic or solution design rather than a core functional requirement for the platform.	Refer response to Query SNo 29
77	20	3.1.2.5.1.B.a	Data Ingestion Layer	Is there any Data Integration Technology required other than API, SFTP and ODBC for the apps which are specific to departments or third party	As per RFP
78	20	3.1.2.5.1.B	B. SMARTSolution	Functional Requirements of Rule Engine is not mentioned. Please Specify.	Refer Amended RFP
79	20	3.1.2.5.1.B	B. SMARTSolution	Pls share few SAMPLE Rules from any potential schemes.	To be shared with selected bidder
80	20	3.1.2.5.1.B	B. SMARTSolution	Please clarify if there is requirement for Business Workflow Engine for the various schemes along with Rule Engine, which helps to Automate Business Workflow and trigger rules as required.	Refer Amended RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
81	79	6. SPECIAL TERMS AND CONDITIONS OF TENDERS & CONTRACT	1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	<p>1. Definition of Phase 1 and Phase 2 is different on Page 79 and Page 28. Pls update. Page 79: Phase 1 - 5 Schemes Phase 2 - 10 Schemes</p> <p>Page 28: Phase 1 - Rule Based Approach Phase 2 - AI/ML/NLP/Computer Vision</p> <p>2. As per plan on page 79: Phase 1 Schemes will become go-live during week 26; which will be running on environment provided for Dev (eventually this will get converted into PROD) Phase 2 Schemes has to go live on environment provided by bidders; In this case we will face a situation where we will have two Go-Live environments; one with 5 schemes and other with 10 schemes.</p> <p>Migration of Schemes from Phase 1 to Phase 2 shall be factored in plan as per Software development method. Pls note few software have different config and ops in Dev as compared to PROD. For example - ML, in PROD environment has only inferencing.</p> <p>3. Design of Solution (Hardware, Software and Services) for Phase 1, has to be done as per PROD (HA, Full capacity as of PROD) as this environment will become PROD during week 26</p>	Refer Amended RFP
82	28	3.1.3 User Acceptance and Go-Live	Phase 1 - Rule Based Approach Phase 2 - AI/ML/NLP/Computer Vision		Query not present
83	123	18) ANNEXURE: EXISTING ECOSYSTEM	(A). List of Tools (Technology Stack): 4 Sockets 128 cores		Query not present
84	123	18) ANNEXURE: EXISTING ECOSYSTEM	(A). List of Tools (Technology Stack):	IBM MDM, SAS DMA, Tableau etc - Will we get only Licences OR the pre-Implemented MDM/DMA/Tableau software on Server / VM. Do bidder need to factor the implementation of software.	Refer Amended RFP
85	123	18) ANNEXURE: EXISTING ECOSYSTEM	(A). List of Tools (Technology Stack):	IBM MDM, SAS DMA, Tableau etc - 1. This will be provided for Phase 1 or Phase 2 or Both Phases, pls clarify 2. Additional licences, if required (Both Phase 1 and Phase 2), will be provided by Rajcomp, Pls validate	Software Licenses provided by RISL will be for the Dev, UAT/Staging environment and for the entire project duration, as per the available capacity mentioned in Annexure 18.
86	123	18) ANNEXURE: EXISTING ECOSYSTEM	(A). List of Tools (Technology Stack):	1. Will Rajcomp also provide Backup Software, Library, Tapes and Storage Vault OR it will be on Bidder 2. If Hardware and Software is provided by Rajcomp, then role of Bidder will be limited to validate and co-ordinate backup and restoration activities, please clarify	Refer RFP Section 3.3.3.2
87	19	3.1.2.4 (i)	Key design considerations to be adhered by the SMART Solution are as under: i. High Availability – Active-Active mode in DC	As there is Availability SLA of >99.5%, High Availability shall be maintained as per SLA.	As per RFP
88	25	3.1.2.5.2.2	b. Virtualization and OS Management: For the Production Environment, the bidder is responsible for the supply, installation, commissioning, and management of virtualization platforms and operating systems required for the compute infrastructure. The proposed solution shall include the necessary licenses for virtualization software and operating systems, ensuring compatibility with RSDC's existing infrastructure.	Not all solution components are Active-Active, however there is concept of Primary / Secondary Failover which shall be allowed. Pls clarify on this, how can we derive compatibility? - The proposed solution shall include the necessary licenses for virtualization software and operating systems, ensuring compatibility with RSDC's existing infrastructure	Refer Amended RFP for details of OS and Virtualization Software
89	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Support - 5 Years OEM support with 4 Hour on-site response	Shall we consider 4 hour remote/telephonic response with resolution on next business day. 24 x 7 4hr telephonic response is possible, onsite response may be possible NBD only.	Refer response to Query SNo 17
90	35	Resource Requirement & Deployment Plan	3.2 Resource Requirement & Deployment Plan	Need Basis (Onsite) - Can we consider resource to work in On-site / Remote combination OR all resources has to be deployed on-premise	As per RFP
91	35	Resource Requirement & Deployment Plan	3.2 Resource Requirement & Deployment Plan	Dedicated (Onsite) - 9 resources are mentioned to support in 24*7 model. Do we need to factor more resources for solution management OR only 9 resources has to be factored	As per RFP
92	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	B.Storage: Form Factor:Chassis: 2U Rack Mountable	Requested storage capacity isn't possible in 2U configuration. Request to please change the same to 13U or higher for wider participation from all the OEM.	Refer response to Query SNo 12
93	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	B. Storage 5 Years OEM support with 4 Hour on-site response	Pls consider: 5 Years 24 x 7 telephonic and next business day onsite support from OEM	Refer response to Query SNo 17
94	134-136	22) ANNEXURE: FORMAT FOR SUBMITTING REQUIRED INFORMATION FOR EVALUATION	A. Partnership/ Commitments in the Technology Landscape B. Exposure in Technology Sub-Domains as covered in the scope of the RFP C. Details of key/ marquee assignments in the Technology Sub-Domain in the last 3 Years i.e on/ after 1 Apr'21 (not more than 15 Assignments) D. HR Certificate for Resource Pool for key Skillsets (on Bidder's Payroll) E. Quality of Team proposed for SMART project	SMART, a strategic initiative of the Government of Rajasthan's RajCOMP, should aim to leverage comprehensive solutions by integrating best-in-class approaches. Aligning with your vision of incorporating Original Equipment Manufacturer (OEM) resources in implementation and Operations & Maintenance (O&M) phases, including partnerships and joint ownership of services and resources, we propose that RajCOMP's evaluation matrix should explicitly consider and value OEM credentials and workforce strength along with bidder's Global credentials & CoE.	As per RFP
95	79	Section 6.1 - 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	Go-Live of Citizen Interface and Department Dashboard - payment terms	50% of cost provided in A3.2 is paid on the Go-live, when will be the other 50% paid? Payment Terms does not specify/	Refer Amended RFP
96	80	Section 6.1 - 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	Go-Live of Phase – 2 SMART System Payment terms	it is mentionef that 50% of cost provided in A3.1 of Price Bid with remaining 20% payment on equated quarterly instalments. This quarterly instalments spred over next 2 quarters or 4 or 16?	Refer Amended RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
97	80	Section 6.1 - 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	A3 Payment terms	Please specify A3.3 payment terms.	Refer Amended RFP
98	17, 122 & 125	section 3.1.2.1. System Study & Requirement Gathering Annexure 17 & Annexure 18	3.1.2.1. b. Study of Schemes and eligibility criteria ANNEXURE 17: TENTATIVE LIST OF DEPARTMENTS AND OVERALL SCHEMES annexure 18 : ANNEXURE: EXISTING ECOSYSTEM -- (G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	1. What is the correlation of 171+ schemes on page 17 and 273 schemes on page 122 & 123? And 348 schemes on https://jansoochna.rajasthan.gov.in/Scheme 2. what is the correlation of 117 departments on Page 125 and 38 departments in page 122	Refer Amended RFP
99	123	Annexure 18	(A). List of Tools (Technology Stack):	Are these software & Hardware capacity components available for Dev/UAT environments. If So, are these software stacks preferred OEMs for production environment too?	As per RFP
100	123	Annexure 18	(B). List of DoIT&C/RISL Ecosystem Applications	Please confirm if these 9 DoIT&C/RISL apps are API enabled to be leveraged? If all these apps are available with test harness data in test environment? What can of support we can expect from managed services provider of these applications like 1. Documentation: Comprehensive API documentation, SDKs (Software Development Kits), code samples, and integration guides 2. Dedicated support during the integration phase, including assistance with setup, configuration, and troubleshooting. 3. Option for code reviews to ensure proper integration and adherence to best practices. 4. Assistance with testing the integration, including performance testing, security testing, and user acceptance testing (UAT). 5. Ongoing Maintenance and Operational Support (a. Clearly defined SLAs for uptime, response times to support requests, and issue resolution times b. API changes and ensuring backward compatibility c. Access to a knowledge base, FAQs, d. Bug Fixes and Updates e. Monitoring and Alerting f. Defined channels for contacting support (e.g., phone, email, online portal) with clear escalation paths g. Ensuring compliance with relevant data privacy regulations h. provider's security practices i. incident response plan in case of security breaches j. knowledge transfer sessions	Mentioned applications are being used across multiple projects of GoR and have a proven record of seamless integration with all requisite documentations.
101	56	Section 4 : INSTRUCTION TO BIDDERS (ITB)	clause 24) Right to vary quantity	The price bid and terms are basis the given projection, in case of any changes the prices are also subject to changes, Any change in quantity will be based on mutual discussions by both party	As per RFP
102	68	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 16) Extension in Delivery Period and Liquidated Damages (LD)	Bidder requests LD shall be charged on value of delayed portion of scope and not on the project cost	As per RFP
103	71	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 20) Change Orders and Contract Amendments	Bidder Seeks Deletion of Clause . This should be basis the scope deliverables and mutually agreed prices and terms and conditions by both parties	As per RFP
104	71	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 21) Termination a) Termination for Default	Bidder seeks notice period to be atleast 30 days	As per RFP
105	72	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT -	- clause 21 - termination d. If the supplier/ selected bidder commits breach of any condition of the contract. If PE terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods, Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.	Bidder seeks deletion of the clause	As per RFP
106	72	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT -	c) Termination for Convenience	In any event of termination of this SoW/Agreement Client shall pay Bidder for all the products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses (AMC, Subscription, support) or value of unamortized investments made by Bidder and any expenses Bidder incurs through termination. Non-payment is also a material breach Bidder clarifies Bidder should also have a right to terminate for non payment with 30 days notice to Bank	As per RFP
107	76	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 25) Risk and Cost Clause	Bidder seeks deletion of the clause	As per RFP
108	77	Section 5 GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 28 Bid Prices/ Comparison of Rates (3) The prices under a rate contract shall be subject to price fall clause as per as per Rule 29 (2)(h) of RTTPP Rules 2013. Price fall clause is a price safety mechanism in rate contracts and it provides that if the rate contract holder quotes / reduces its price to render similar goods, works or services at a price lower than the rate contract price to anyone in the State at any time during the currency of the rate contract, the rate contract price shall be automatically reduced with effect from the date of reducing or quoting lower price. for all delivery of the subject matter of procurement under that rate contract and the rate contract shall be amended accordingly. The firms holding parallel rate contracts shall also be given opportunity to reduce their price by notifying them the reduced price giving them fifteen days' time to intimate their acceptance to the revised price. Similarly, if a parallel rate contract holding firm reduces its price during currency of the rate contract, its reduced price shall be conveyed to other parallel rate contract holding firms and the original rate contract holding firm for corresponding reduction in their prices. If any rate contract holding firm does not agree to the reduced price, further transaction with it, shall not be conducted.	Bidder seeks deletion of the clause	As per RFP
109	81	Section 6 - SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clasue 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS Note : d) In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute j) The payment of the last quarter shall be released only when the Exit Management Plan has been successfully executed to the satisfaction of the RISL. An undertaking to this regard is to be submitted by the bidder as per the "Annexure – 15".	Bidder proposes the following Billing Terms :- Supply of Hw/ Sw- Upon Delivery Implementation- On milestone basis O&M- Quarterly in advance AMC/ATS - Yearly in advance Bidder proposes the given below payment Terms :-Payments are due from date of receipt of invoice and payable within thirty (30) days of date of invoice. In the event of late payments, Bidder reserves the right to charge a late payment fee @ 2% per month on the overdue amounts, in addition to the right of suspension of services, till the overdue amounts are paid. Bidder proposes deletion of clause (d) on withholding of invoices & clause (J)	Refer Amended RFP

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110	84	Section 6 - SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 2) b.Resource SLA b) Penalty for Change of Resources: Change of resources post their selection and deployment is not desired. However, in cases where the resource changed is desired the applicable penalties shall be as under: S. No. Phase Penalty (INR) 1 During Implementation Phase • 50% of the Man-Month Rate respective category as quoted bidder in the Price Bid of by the the 2 During O&M Phase • 30% of the Man-Month Rate respective category as quoted bidder in the Price Bid of by the the	Bidder proposes the maximum penalty shall not be 5% of the monthly invoice value .	As per RFP
111	73	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 22 Exit Management	Bidder clarifies that any Transition services shall be provided upon payment for such services to bidder in advance	As per RFP
112	67	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 13 Copyright The copyright/ IPR in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser that has been developed/customized by the Selected Bidder for the project herein shall remain vested in the Purchaser, or, if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.	Bidder requests if the language can be amended as follows: The copyright/ IPR in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser any deliverable that has been developed/customized by the Selected Bidder for the project herein and identified as such in the applicable statement of work ("Project Materials") shall remain vested in the Purchaser, or, if they are furnished to the Purchaser directly or through the Supplier/Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party. Project Materials exclude Existing Works. Existing Works are works of authorship delivered to Purchaser, but not created, under the SOW, and includes any modifications or enhancements of such works made during the performance of the Services. Some Existing Works may be subject to a separate license agreement ("Existing Licensed Works"). A software program is an example of an Existing Licensed Work and is subject to its licensing terms. Supplier/ Selected Bidder grants Purchaser an irrevocable (subject to Purchaser's payment obligations), nonexclusive, worldwide license to use, execute, reproduce, display, perform and prepare derivatives of Existing Works that are not Existing Licensed Works. Supplier/ Selected Bidder retains an irrevocable, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works of Project Materials. Delivery Tools are software, hardware, and other Supplier/ Selected Bidder resources that Supplier/ Selected Bidder uses in connection with the Services. Supplier/ Selected Bidder has discretion in determining which Delivery Tools it uses. Purchaser may use Delivery Tools only in connection with use of the Services and in accordance with license terms, if any, specified in a SOW. As between Purchaser and Supplier/ Selected Bidder, Supplier/ Selected Bidder retains ownership of Delivery Tools, including any modifications or enhancements of Delivery Tools made in performance of the Services. Purchaser may not: i) reverse engineer any portion of the Services; ii) assign or resell direct access to the Services to a third party outside Purchaser's Enterprise; or iii) combine Services with Purchaser's value add to create a Purchaser-branded solution that Purchaser markets to its end user customers unless otherwise agreed by Supplier/ Selected Bidder in writing. Purchaser will provide hardware, software, and connectivity to access and use Services, including any required Purchaser-specific URL addresses and associated certificates, unless Supplier/ Selected Bidder agrees to provide hardware, facilities, personnel, software, connectivity or other resources as part of Services described in a SOW. Purchaser will comply with and perform, at no charge to Supplier/ Selected Bidder, Purchaser responsibilities to support Supplier/ Selected Bidder in its performance of Services and Purchaser-acquired Non-Supplier/ Selected Bidder Products.	As per RFP
113	68	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 14 Confidential Information	Bidder requests if the language can be amended as follows:a. The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not	As per RFP
114	68	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 16 Extension in Delivery Period and Liquidated Damages (LD)	Bidder requests LD shall be charged on value of delayed portion of scope and not on the project cost. Bidder also requests that this should be the sole and exclusive remedy in case of a service level default, and not 'without prejudice to all its other remedies'. Also, if an extension is granted for the delivery time period, the LD should not be charged.	As per RFP
115	70	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 17 Patent Indemnity	Bidder requests if the language can be amended as follows: a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with subclause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all third party suits, actions or administrative proceedings, or claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer and pay amounts finally awarded by a court against Purchaser or included in a settlement approved by supplier/ selected bidder as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods for their agreed purpose in the country where the Site is located; and ii. the sale in any country of the products produced by the Goods. Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract. b) If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. c) If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf, provided that Purchaser shall not admit any liability or settle any claim without supplier/ selected bidder's prior written approval, which shall not be unreasonably withheld. d) The Purchaser shall, at the supplier/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing. e) The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.	As per RFP

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116	71	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 17 Limitation of Liability	Bidder requests if the language can be amended as follows: Except in cases of gross negligence or wilful misconduct: - a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed any actual direct damages incurred by Purchaser up to the amount specified in the Contract in the preceding 12 months for the Services that is the subject of the claim, regardless of the basis of the claim, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to- i) third party payments related to patent infringement; and ii) damages that cannot be limited under applicable law.	As per RFP
117	71	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 20- Change Orders and Contract Amendments	Bidder requests if the language can be amended as follows: a) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended by mutual agreement between the parties. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier/ selected bidder's receipt of the Purchaser's change order. b) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.	As per RFP
118	71	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 21a Termination for Default	Bidder requests if the language can be amended as follows: The Procuring Entity Either party may, without prejudice to any other remedy for breach of contract, by a written notice of default by Notice of default giving two-weeksthirty days' time to the Supplier-other party , may terminate the contract in whole or in part: - a. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or b. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or c. If the other party supplier/ selected bidder/ authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract. d. If the supplier/ selected bidder- other party commits material breach of any condition of the contract. If PE terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.	As per RFP
119	72	5. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Clause 21b Termination for Insolvency	Bidder requests if the language can be amended as follows: PE may at any time terminate the Contract by giving a written notice of at least 30 90 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes is adjudicated bankrupt or otherwise insolvent by a court of competent jurisdiction . In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to PE.	As per RFP
120	123	18) ANNEXURE: EXISTING ECOSYSTEM	Tentative list of tools with the department that can be leveraged for development of SMART.	Can department also provide existing CI/CD Tools like Gitlab, Jenkins...this will help to department on cost optimization	As per RFP
121	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	3) ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21	Annexure 21 is: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS Pls confirm if references are required for the Infrastructure Projects (Hardware, OS, Virtualization, Monitoring etc)	As per RFP
122	35	3.2 Resource Requirement & Deployment Plan	Operations & Maintenance Phase (Onsite), Dedicated (Onsite)	What is the Service Window for Services - 9*5, 24*7 etc	Refer Amended RFP
123	36	3.2 Resource Requirement & Deployment Plan	Product SME* (OEM), Technical Specialist* (OEM)	1> Pla validate - OEM Resources required only for data and Advanced Analytics, not for Infra 2> We may have multiple OEM in our solution - So factoring OEM resources based on Majority of Tech stack will be ok - Pls validate	1.Refer Amended RFP 2. OEM resources are needed for each software solution component proposed by the bidder
124	37	3.2 Resource Requirement & Deployment Plan	Implementation Phase (Onsite)	As we do not have volumetrics / baselines for Schemes and Department in both Phase 1 and Phase 2, it will be difficult to calculate those efforts. Pls share common assumptions for all bidders.	As per RFP
125	39	6) ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING	Sub: Undertaking for manpower deployment in the project on company payroll.	Pls conder: Key roles of Project will be on company payroll, however few roles of developer and administrators can be onboarded from compant vendor. Overall responsibility of Project Governance, Execution, All Terms and SLA will be owned by company.	As per RFP
126	23	3.1.2.5.1. Solution Architecture	Data Operation & Data Management, Data Governance:	industry regulations - Is there any specific industry Regulation which we have to comly	Refer Amended RFP
127	89, 133-136	Annexure 3 , annexure 21	FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21	1. Annexure 21 mention is annexure 3 -please clarify the correlation of both 2. Bidders have submitted DETAILED PROJECT REFERENCES in the EOJ stage, do we need to submit again. If yes, will it carry any scoring as it is not referred at Technical Scoring criteria on page 51	Refer Amended RFP
128	51, 134	Chapter 4- INSTRUCTION TO BIDDERS (ITB) - clause - Evaluation of Bids & annexure 22 B. B. Exposure in Technology Sub-Domains as covered in the scope of the RFP	point 3 in evaluation criteria & annexure 22 B. B. Exposure in Technology Sub-Domains as covered in the scope of the RFP	please provide transparency on how scoring is done for info provided in the format in annexure 22 B. for example, what is weightage and value of "Years of Experience in the Sub-Domain" and "Number of Assignments in the Sub- Domain (in the last 3 Years on/after 1 Apr'21)" in scoring ?	Refer Amended RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
129	51, 135	Chapter 4- INSTRUCTION TO BIDDERS (ITB) - clause - Evaluation of Bids & annexure 22 C. Details of key/ marque assignments in the Technology Sub-Domain in the last 3 Years i.e on/ after 1 Apr'21 (not more than 15 Assignments)	point 4 in evaluation criteria - & format in annexure 22 C. Details of key/ marque assignments in the Technology Sub-Domain in the last 3 Years i.e on/ after 1 Apr'21 (not more than 15 Assignments)	please provide transparency on how scoring is evaluated for info provided in the format in annexure 22 C. for example, what is weightage and value of "Sub-Domain" and how it will be scored based on table inputs *7.5 – Highly Experienced * 5 - Average Experienced * 2.5 - Less Experienced*	Refer Amended RFP
130	51, 135	Chapter 4- INSTRUCTION TO BIDDERS (ITB) - clause - Evaluation of Bids & annexure 22 D. HR Certificate for Resource Pool for key Skillsets (on Bidder's Payroll)	point 5 in evaluation criteria & annexure 22 D. HR Certificate for Resource Pool for key Skillsets (on Bidder's Payroll)	please provide transparency on how scoring is done for info provided in the format in annexure 22 D a) there are 5 categories in the headcount in table D in page 135 while 3 categories on page 52 in scoring Highly Resourced 15, Moderately Resourced 12, Partially Resourced 8 How it is mapped? b) what is the formula to calculate the scoring - take weightage of skill sets, will be weightage average Or simple average of head count ranking all skills	Refer Amended RFP
131		Requesting - To be added	Contract Labour Act: The parties acknowledge that the provisions of the Contract Labour (Regulation and Abolition) Act, 1971 will be applicable to the services provided by Bidder under this SOW. If it is determined that such Act is applicable, procuring entity shall take necessary steps to enable Bidder to comply with its obligations under such Act, including issuing of relevant statutory forms to Bidder. In the event that procuring entity does not take such necessary steps, bidder reserves the right to immediately suspend services without any further liability.	Bidder requests the inclusion of this clause	As per RFP
132		Requesting - To be added	No Personal Information Procuring Entity agrees that no personal data that is subject to European General Data Protection Regulations (GDPR) requirements will be provided by Procuring Entity to Bidder under this transaction.	Bidder requests the inclusion of this clause	As per RFP
133		Requesting - To be added	Solicitation: Neither party shall (during the term of the Agreement), without the prior written consent of the other party, solicit any of the personnel, employees, consultants of the other Party, who have at any time been engaged in the performance of the Agreement. The foregoing undertaking shall not apply in respect of any person who (without having been previously approached directly or indirectly) responds to a general recruitment advertisement placed by (or on behalf of) either party.	Bidder requests the inclusion of this clause	As per RFP
134	36	3.2 Table 1	Product SME (OEM) -1 per OEM Technical Specialist (OEM) -1 per OEM	Technical specialists are typically function specific. Since many OEMs will have offerings across functions such as Data Lake, ETL, AI/ML etc pls specify for which functions the OEM experts are required. Further, Product SMEs are typically required for specific technical query/ design resolution and would not be required full time onsite. They contribute to the project's architecture, design, code validation, test strategy, deployment, and the sharing of best practices throughout the lifecycle but are not required onsite full time The Technical Specialist will serve as a Data Engineer and will be fully dedicated to the project as an onsite, full-time resource Please allow for only 1 Technical Specialist to be onsite full time and allow the Product SME to operate remotely.	Refer response to Query SNo 123
135	40	Sr No 19 of Table under 3.2	Technical Specialist Should have been on OEM payroll for 2+ years	We understand that the underlying spirit of the clause is that the OEM should take ownership of the tool and its performance in the solution. We request that the condition of 2+ years be removed and expert on full time contractual roles of OEM be allowed. The ownership and managing the expert will remain with OEM and the OEM will own the product and design of the solution. Request to change the requirement as - Should be on OEM payroll/ OEM - contract for the project	As per RFP
136	84	Penalty for change of resources	During Implementation phase – 50% of Man Month Rate	The penalty under the clause is prohibitive. There can be multiple reasons for change of a resource since the project duration is long. We request to remove this clause. There should be no penalty if a resource of similar experience is provided as a replacement	Refer Amended RFP
137	96	Annexure 21	Undertaking for Joint Ownership	Please allow for change in word joint ownership by OEM to Support by OEM. Since the project will be owned by the SI partner, joint ownership does not mean anything.	As per RFP
138	42	3.4	3.4 Citizen Centric Interface for Government services to be delivered within 24 hours	We understand that the Govt requires services to be delivered to Citizens within 24 hours. This requires multiple steps/ functionalities to be performed by the SMART system including validations by the system taking data from various data bases in real time basis. However we do not find any requirement/ specifications mentioned for Real Time CDC in the RFP. Real time CDC would be required to replicate data between data bases for quick decision making and dissemination. Please confirm if we need to bring data in real time in CDC mode from sources or batch is suffice. In case of realtime, please let us know what from which applications/DB sources	As per RFP
139	26	Clause 3.1.2.5.2.3	Clause 3.1.2.5.2.3	Please clarify if there a requirement for data encryption at rest across the databases as well as in transit. Is this across all applications and databases or just limited to the layer (AI/ML) which is exposing data to end users.	As per RFP
140		General		Does user/group-based data security, encryption, masking need to be implemented for Data platform? Please clarify if we have multilingual data (data in regional language) that needs to be processed or everything is in English?	Yes
141	123	Annexure 18	List of Tools Technology Stack available with RISL	RISL has given a list of tools and stack available with customer for use by the bidder for free. Providing and/ or procuring limited tools by RISL and making free availability to Bidders violates the level playing field for the Bidders who have prepared their architecture during EOI stage using better/ compatible/ other technologies. Either tools should not be provided for free or if such inventory is available then the price of such inventory should be added to the bid of bidders utilizing the inventory to bring everybody on level playing field.	As per RFP
142		General	General	What is the periodicity for movement of source data (real time/ hourly/ daily) and the corresponding file formats in Data Lake?	Periodicity for data movement will be on need basis.
143		General	General	Are Streaming / Real-time data integration expected? Will real-time reporting be enabled on top of streaming data? Do we need to provision for batch data enrichment of Streaming data at a later point of time? What is the proportion of the streaming and batch data to be ingested on daily basis?	As per RFP
144		General	General	How many years of historical data needs to be migrated to Data Lake? What is the volume of data in terms of GBs which is currently present in each of the data sources which needs to be integrated/migrated?	To be shared with selected bidder

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
145	no. 89/136	ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21	Please attach a copy of the work order/ installation certificate/ commissioning certificate/completion certificate/ letter from the customer for each project reference	We request department to allow bidders to submit Certificate from registered CA confirming the relevant point in case projects are under Non-Disclosure Agreement (NDA) Justification: - In Govt. tenders, a Chartered Accountant (CA) certificate is often requested to demonstrate the technical capability and credibility of an organization. The CA certificate can also include details about past projects and contracts, where the NDA is signed, showcasing the organization's experience in similar work. This is crucial for ensuring that the tendering organization has the necessary expertise and a track record of completing projects. Further, the involvement of a CA adds a layer of compliance and transparency to the tendering process. It assures the government that the information provided by the organization is accurate and has been audited by a professional.	Refer Amended RFP
146	no. 68/136		Sub-contracting of any services as covered in the scope of this RFP is not allowed. However, selective sub-contracting for supply of hardware components like servers and storage is permitted. As part of the technical proposal, the bidder shall declare if the hardware components are directly supplied by them or the sub-contractors. The bidder shall be completely responsible for the acts of the Sub-Contractor.	1. We request department NOT to allow the billing of any kind of hardware directly to the department unless they are formally part of a consortium agreement. 2. We also request the department to clearly specify the eligibility criteria for the consortium partner to supply hardware to prevent potential fraudulent activities. 3. Allowing sub-contractor to supply the hardware directly also doesn't give the level playing field for bidders who can directly bill to the customer. It is also equally important to ensure that the consortium partner (for the supply of hardware) is also an authorized sales and service partner to avoid any potential fraudulent activities. Sub contractor directly or indirectly may not comply to the necessary legal, regulatory and contractual obligations of the project. They may not also comply to the proper licensing, insurance and adhere to labor laws. If the payments are not paid to prime bidder directly, they are legally not liable for any compliances or activities for Hardware supply. In addition to the above, this is a complex project that may require competencies of various technical & functional nature. Timely sourcing such relevant SMEs becomes challenging hence, we request department to allow subcontracting for certain key areas like domain, AI/ML and Data science would surely help in terms of availability of desired & competent resources in case bidders find it difficult to get them internally.	As per RFP
147	no. 123/136	Annexure 18	18) ANNEXURE: EXISTING ECOSYSTEM (A). List of Tools (Technology Stack):	Please provide the existing configuration of IBM API Connect that can be leveraged for the data exchange portion for SMART Application. Since, the available quantity under Annexure 18 (Existing Ecosystem) is not available	To be shared with Selected Bidder
148	no. 100/136	Financial bid format:Table A: CAPEX Cost A1 Supply & Deployment of Hardware	1. Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack) 2. Storage & Tiering Solution cost including 512 TB Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD)	1. Can we assume that the compute & storage capacities are frozen by the department (Compute of 256 core and storage of 512 TB). 2. Is the given compute & storage is to be leveraged across all environment or it is only for production	1. Refer Annexure 10 and Annexure 23 in Amended RFP 2. Refer RFP section 3.3.3.1 and 3.3.3.2
149	no. 123/136	18) ANNEXURE: EXISTING ECOSYSTEM (A). List of Tools (Technology Stack):	For SAS,Tableau, IBM MDM, SAS DMA, IBM App Connect	Please share detailed BOQ of all the existing toolset including there version along with EOL (End of Life) details.	As per RFP
150	no. 123/136	18) ANNEXURE: EXISTING ECOSYSTEM (A). List of Tools (Technology Stack):	for SAS,Tableau, IBM MDM, SAS DMA, IBM App Connect	Are the existing tools available for Production and Non-Production Environment ?	As per RFP
151	no. 123/136	18) ANNEXURE: EXISTING ECOSYSTEM (A). List of Tools (Technology Stack):	for SAS,Tableau, IBM MDM, SAS DMA, IBM App Connect	Please confirm that the existing toolsets includes the licences of hypervisor and relevant OS	Refer response to Query SNo 59
152	As per EOI no. 36	ANNEXURE-8: LIST OF TOOLS & EXISTING ECOSYSTEM CAPABILITIES	ANNEXURE-8: LIST OF TOOLS & EXISTING ECOSYSTEM CAPABILITIES Tentative list of tools with the department that can be leveraged for development of SMART. (A). List of Tools (Technology Stack):	Please confirm as per EOI various flavours of database were available to be leveraged from the existing toolstack like Oracle. Can SI leverage the same in Production and non-production environment? OR bidder is require to bring RDBMS of its choice ?	As per RFP
153				In order to arrive accurate sizing of the infrastructure and software, Request you to kindly provide the volumetrics on the per day basis. For example, how many transactions from JAN AADHAAR APPLICATION & EVAULT is expected per day , what is the per transaction size on the storage,what is the growth pattern of storage on the per day basis. Also, provide relevant information of the expected growth and the associated peaks.	As per RFP (Annexure 18)
154	51 of 136	14) Evaluation of Bids	3. Relevant Experience in the Sub-Domains of the Bidder (number of Assignments in last 3 Yrs - on/ after 1 Apr'21)	Kindly accept the changes/modification mentioned below- 3. Relevant Experience in the Sub-Domains of the Bidder /OR OEM (number of Assignments in last 3 10 years - on/ after 1 Apr'21) as was allowed in the EOI We request department to allow bidders to submit Certificate from registered CA confirming the relevant point in case projects are under Non-Disclosure Agreement (NDA) We are aware the Data science & AI related projects got there acceleration in the last few years, hence it is not be advisable to ask bidders to provide their relevant experiences in the short duration of time of 3 years . Also, to remember COVID has also impacted and our taken few important years. Hence , our humble submission is to consider to enhance the number of years from 3 to 10 years, so all serious bidders will be able to able showcase , relevant experiences from their past projects.	Refer Amended RFP
155	51 of 136	14) Evaluation of Bids	4. Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	Request you to please consider the similar evaluation criteria as mentioned in the EOI to consider the credential of Bidder / OEM against each Technical scoring criteria 4. Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided). We request department to allow bidders to submit Certificate from registered CA confirming the relevant point in case projects are under Non-Disclosure Agreement (NDA)	As per RFP
156	89 of 136		3) ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21 Please attach a copy of the work order/ installation certificate/ commissioning certificate/completion certificate/ letter from the customer for each project reference	As per the format it desires lot of information that would be difficult to share due to the customer NDAs hence please allow bidders to submit Case studies with relevant details like scope of work, duration, domain of the client, location of client, country, project value etc. under signed by the Authorised signatory You have asked bidder to furnish project information in the given format "Annexure 21" that will be difficult due to NDAs as stated above but in addition to this issue you also asked the supporting work order/ installation certificate/ commissioning certificate/ completion certificate/letter from the customer. Any of these letters will not hold the information of the sub-domains while they usually carry the high level information of the scope of work or the name of the project. Hence, it would be nearly impossible for any serious bidder to align to your ask of furnishing the required documentation with the bid or even later. Hence, we request to allow self-certificate by Company Secretary/ Chartered Accountant is to be submitted	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
157	89 of 136		Relevant Experience in the Sub- Domains of the Bidder (number of Assignments in last 3 Yrs - on/after 1 Apr'21) Supporting document 3) ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21	Kindly accept the changes/modification mentioned below based on the same supporting documents asked during the EOI stage -Relevant Experience in the Sub- Domains of the Bidder/ OR OEM (number of Assignments in last 3 Yrs 10 years - on/after 1 Apr'21) Supporting document 3) ANNEXURE: FORMAT FOR SUBMISSION OF DETAILED PROJECT REFERENCES FOR PROJECTS COVERED UNDER ANNEXURE 21 (In case work order of OEM is submitted, self-certificate by company secretary is to be submitted).	Refer response to Query SNo 154
158	52 of 136	14.f clause number	Minimum technical score required for qualifying technical evaluation shall be 80 marks	We request department to reduce the qualification score to 60 instead of 80. As you are aware that it is complex solution hence bidder has to find the right mix of components that should be technical & functionally best while maintaining a suitable commercial balance to fall within the acceptable commercial boundaries. But if the technical qualification bar is placed too high , then bidders will be compelled to position those components that are backed by OEMs while those bidders who carry solutions with or based on Open Source components may be at a disadvantageous position in scoring marks and places them on a risk of disqualification. Hence 80 marks is not a right benchmark to quality a serious bidder and it is too stringent .	As per RFP
159	51 of 136	14) Evaluation of Bids	Relevant Experience in the Sub-Domains of the Bidder (number of Assignments in last 3 Yrs - on/after 1 Apr'21) 1. Data Ingestion & Preparation (ETL/ ELT) - Marks=4 2. Master Data Management (MDM) - Marks=2 3. Data Warehouse - Marks=2 4. Data Lake - Marks=3 5. Data Lakehouse - Marks=4 6. Data Analytics - Marks=2 7. Data Science (AI, ML,GenAI, etc.) - Marks=4 8. Data Quality & Data Governance - Marks=2 9. Data Visualization (BI, Reporting, etc.) - Marks=2	Kindly accept the changes/modification mentioned below Relevant Experience in the Sub-Domains of the Bidder (number of Assignments in last 3 years10 Yrs - on/after 1 Apr'21) 1. Data Ingestion & Preparation (ETL/ ELT) - Marks=4 2. Master Data Management (MDM) - Marks=2 3. Data Warehouse/Data Lake/Data Lakehouse - Marks=4 4. Data Analytics - Marks=4 5. Data Science (AI, ML,GenAI, etc.) - Marks=4 6. Data Quality & Data Governance - Marks=3 7. Data Visualization (BI, Reporting, etc.) - Marks=4 1) Please note , the Datawarehouse, Data Lake , Data Lake House are often used in the current and past RFPs synonymically. Hence, we request you please club these sub domains suggested above .Also aligned and suggested markings against each subdomain for your consideration. 2) Additionally AI/ML and GenAI related domains strongly entered in our lives and our Indian / Global IT projects in last couple of years only, hence it is not be advisable to ask bidders to provide their relevant experiences in these domains . Also to remember COVID has also impacted and our taken few important years. Hence, our humble submission is to consider to enhance the number of years from 3 to 10 years, so all serious bidders will be able to able showcase , relevant experiences from their past projects covering most of these domains , while those comparatively new (AI, ML , GenAI ..) , they should be allowed to showcase on-going relevant project references / case studies. .	Refer Amended RFP
160	51 of 136	14) Evaluation of Bids	Relevant Experience in the Sub-Domains of the Bidder (number of Assignments in last 3 Yrs - on/ after 1 Apr'21)	We suggest relevant experience of sub-domain of the bidder has to be considered atleast in the span of 10 years instead of 3 years as most of the subdomains existed & organizational capability can be showcased in a broader time span. Kindly consider below changes suggested in the clause- Relevant Experience in the Sub-Domains of the Bidder (Awarded/Completed/Ongoing Projects in 10 years) (number of Assignments in last 3 Yrs - on/ after 1 Apr'21 10 yrs)	Refer response to Query SNo 154
161	51 of 136	14) Evaluation of Bids	Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided) Overall Experience in Sub-Domains (Total Marks=7.5) · 7.5 – Highly Experienced · 5 - Average Experienced · 2.5 - Less Experienced Quality of Key Assignments submitted (Total Marks=7.5) · 7.5 - Highly Relevant · 5 - Moderately Relevant · 2.5 - Partly Relevant	Kindly accept the changes/modification mentioned below- Overall years of relevant experience in Sub domain (ETL/data warehouse/ data lake/ data analytics, etc. as per format provided) Bidder can select any of the 5 domain from below list 1. Data Ingestion & Preparation (ETL/ ELT) 2. Master Data Management (MDM) 3. Data Warehouse/Data Lake/Data Lakehouse 4. Data Analytics 5. Data Science (AI, ML,GenAI, etc.) 6. Data Quality & Data Governance 7. Data Visualization (BI, Reporting, etc.) Overall Experience in Sub-Domains (Total Marks=7.5) · 7.5 – Highly Experienced · 5 - Average Experienced · 2.5 - Less Experienced Quality of Key Assignments submitted (Total Marks=7.5) · 7.5 - Highly Relevant · 5 - Moderately Relevant · 2.5 - Partly Relevant Please note, AI/ML and GenAI related domains strongly entered in our lives and our Indian / Global IT projects in last couple of years only, hence it is not be advisable to ask bidders to provide their relevant experiences in all these sub domains . Also to remember COVID has also impacted and our taken few important years. Instead, we request the department to allow bidders to showcase there years of experience in 4-5 subdomains of their choice from the overall list of subdomains In case, department would like to seek specific experience of bidder in any of the subdomain and would not like give choice to bidder to avoid that subdomain, it can selectively mention it before giving choice to bidder.	As per RFP
162	51 of 136	14) Evaluation of Bids	Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	Kindly allow OEM projects in addition to bidder project credentials as asked during EOI stage for evaluation Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided) (Note: Project reference can be shared by Bidder/OEM for evaluation) Since department allowed bidders to qualify based on OEM credentials at EOI stage, we request department to replicate the same in the rfp as well.	As per RFP
163	17	3.1.2.1 a	However, after analysing the information shared by DoIT&C/RISL, if the bidder finds a gap or needs additional information, then it must augment additional efforts to perform data analysis, study of existing applications, data formats that can be leveraged in conjunction with the proposed solution architecture, data integration requirements and reporting requirements	While SI will envisage additional efforts to perform mentioned tasks, however, overall ownership of data availability will be with DoIT and any delay in enabling the master data will not be accountable to SI and will not impact the delivery milestones.	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
164	17	3.1.2.2	The selected bidder is required to on-board schemes as per the preference provided by DoIT&C/RISL. The list of schemes and their preference shall be shared by DoIT&C/RISL with the selected bidder	We request department to consider - In case of non-readiness of underlying data, delay will not be accountable to SI and will not impact the delivery milestones.	As per RFP
165	18	3.1.2.3	A record shall only be classified as a golden record after the collation of citizen data from Jan Aadhaar database and ensuring its data correctness by checking with validated data available in other systems of Govt. of Rajasthan	There may be a possibility that the desired fields that are expected to be populated in golden record may not be timely available from the respective department data source due to various reasons in that situation we request department to confirm and sign off the golden record against the data available at that point of time without waiting the data from the delayed departments as it will potentially hamper the overall timeline of the project	As per RFP
166	86		Maximum penalty per quarter will be capped at 10% of quarterly bill value for the respective quarter.	Suggest revision of this clause: Maximum penalty per quarter will be capped at 10% 5% of quarterly bill value for the respective quarter.	As per RFP
167	85	2b	Manpower leaves	No. of leaves allowed is roughly 1 per month and during the festival seasons resources can club the leaves and avail them together. There should be a provision to club the leaves or no. of leaves without penalty exposure should be 2 per resource in a quarter.	As per RFP
168	70 of 136	16) Extension in Delivery Period and Liquidated Damages (LD)	The maximum amount of liquidated damages shall be 10% of the total value of the items to be supplied in the particular phase.	Suggest revision of this clause: The maximum amount of liquidated damages shall be 5% 10% of the total value of the items to be supplied in the particular phase.	As per RFP
169	69 of 136	16) Extension in Delivery Period and Liquidated Damages (LD)	the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract.	Suggest revision of this clause: the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the 0.2% of the delayed component percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract.	As per RFP
170	71 of 136	18) Limitation of Liability	Except in cases of gross negligence or wilful misconduct: - a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.	Except in cases of gross negligence or wilful misconduct:- a) neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser, and b) the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.	As per RFP
171	72 of 136	21) Termination	c) Termination for Convenience i. The Contract may terminate, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	Suggest deletion of this clause: c) Termination for Convenience i. The Contract may terminate, in whole or in part, at any time for its convenience by giving 90 days written notice to supplier . The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	As per RFP
172	76 of 136	25) Risk and Cost Clause	If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may be entitled to terminate the contract and procure the remaining unfinished goods, services, or works through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR. In such cases, the defaulting contractor bears the risk associated with their failure to fulfill their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority. The Risk & Cost amount payable by the contractor or recoveries in lieu of Risk Purchase may be recovered from supplier by encashing/invoking Bank Guarantee, Security Deposits available with PE against the same or any other contract or may be adjusted against dues payable to supplier by PE against other purchase orders/contracts/work orders etc. by any unit/region etc. of PE.	Suggest deletion of this clause: If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may be entitled to terminate the contract and procure the remaining unfinished goods, services, or works through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR. In such cases, the defaulting contractor bears the risk associated with their failure to fulfill their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority. The Risk & Cost amount payable by the contractor or recoveries in lieu of Risk Purchase may be recovered from supplier by encashing/invoking Bank Guarantee, Security Deposits available with PE against the same or any other contract or may be adjusted against dues payable to supplier by PE against other purchase orders/contracts/work orders etc. by any unit/region etc. of PE-	As per RFP
173	86 of 136	2) SLA PARAMETERS	Suggest revision of Service Level penalties	Notwithstanding anything contained under this Agreement, maximum aggregate deduction of SLA and Service Credit Amount and penalties shall be capped at 5% of monthly invoice value.	As per RFP
174	81 of 136	1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	Suggest addition of this clause:	All the Payments shall be made within a period of 30 days from the date of submission of invoice.	As per RFP
175	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (360s) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	It is our understanding that the Golden record, formed after verifying the correctness of information and addition of certain additional parameters if required for scheme validation, is only created for beneficiaries and potential beneficiaries based on the scheme validation rule. It need not to cover the entire population.	Refer Response to Query SNo 19
176	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (360s) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Please confirm if the Golden records are to be created for all the past, present and immediate future beneficiaries of specific schemes to not only support in enrollment to new schemes but also to challenge existing intelligible beneficiaries or bring past intelligible beneficiaries to department's notice.	Refer Response to Query SNo 19
177	18	3.1.2.3	Further, the Bidder is also required to create a 360-degree (360s) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Income of the beneficiaries can only be ascertained unless provided through some 3rd party data sources like CBDT or GSTIN. We hope that the department understands that building AI/ML based model or creating logical rules for income inference may be prone to some amount of error. We will seek department's domain expertise and joint ownership on the inference, wherever required.	Refer response to Query SNo 21
178	18	3.1.2.3	The bidder is also required to create 360 degree profile Businesses to identify employer - employee relationships and benefits derived from employment. The available information of employer and employment shall be provided by DoIT&C/ RISL	1) Will this be API enabled or data dump? 2) If it is going to be a data dump, what is the present size and growth rate of the data? 3) Will this have a salary column? 4) It is our understanding that 360 degree profile is to be created only of beneficiaries and potential beneficiaries. Please confirm.	Refer Response to Query SNo 22
179	18	3.1.2.3	B. In addition to individual 360-degree profile, to identify family entitlement, the bidder must also create a 360-degree Family profile encompassing the individual members as part of the family information available in Jan Aadhaar database. C. The bidder is also required to create a family tree based on the individual beneficiary and his/ her default family as per the Golden record, which shall enable to monitor the consolidated benefits paid at different levels i.e., at individual level and or family level.	Both B&C points seem to be communicating same requirement. Is there any difference in expectation?	Refer Response to Query SNo 23
180	28	3.1.3	The bidder is required to work in parallel for Phase-1 and Phase-2 and the progress of each Phase shall be tracked separately. This is different from the additional GenAI use-cases as specifically asked in the financial bid.	Request to please elaborate what is different for GenAI use-cases.	Refer response to Query SNo 24

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
181	98	Annexure 10	Information to be shared as part of Financial Bid	Request to please change column heading of the 4th column from License Type (Core/User) to License Type (Core/User/Others) as also mentioned in Annexure 10 A2 - Supply & Installation of Software License (Page 101)	Refer response to Query SNo 25
182	125	Annexure 18 (G)	- Total number of attributes in the Jan Aadhaar Golden Record: 66 - 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. - There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records	Does this mean that there will be total of 30 columns in the newly created Golden Record Table?	Refer response to Query SNo 26
183		ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Please confirm if the solution is expected to have in-built features for Alert Management covering Governance, audit and compliance, prioritized queuing model (moving alerts to high-risk alerts or low risk alerts), automatic and manual linking of alerts to entities, alert creation through an interactive GUI for defining rule sets and setting up thresholds, dynamic risk scoring of alerts, prioritizing alerts, assignment, deletion and suppression etc..	Refer Response to Query SNo 27
184		ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Since the expectation is about creation of a family tree please confirm if the proposed solution is expected to calculate the risk score of a network (family tree) based on various metrics such as underlying entity risk, structure of the network, net flow of funds, and predictive models.	Refer Response to Query SNo 29
185	79	6. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS:- As per RFP	We request department to modify the timeline & payment terms as suggested in the separate worksheet "Payment Milestone" enclosed with this excel. Justification:- Payment terms play a crucial role in ensuring a fair and competitive bidding process. Hence, we request the department to kindly modify the payment terms so that the bidders can manage their cash flow effectively. Establishing comfortable payment terms in government tenders is essential for fostering a healthy bidding environment, encouraging participation, ensuring financial stability for bidders, and ultimately leading to successful project execution.	Refer Amended RFP
186	11	1	INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB): End date for the submission of Bids	Request to extend the last date of bid submission by 2 weeks after publication of corrigendum	As per RFP
187	15	3	Scope of Work	The RFP mentions about requirement of DevOps and MLOps resources but there is no mention of functional/technical requirement of DevOps and MLOps solutions in the RFP. Please include the same.	As per RFP
188	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it necessary for the solution to regularly track various business processes and offer an integrated dashboard that combines features for monitoring both activity and performance?	Refer Amended RFP
189	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution possess the ability to detect and report inefficient workflows or operations, especially those prone to frequent errors or omissions?	As per RFP
190	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Are automated routing capabilities required in the solution to manage message and information flow, using predefined rules such as sequential, parallel, or rule-driven routing?	As per RFP
191	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need to include mechanisms for task allocation and distribution, such as random or round-robin assignments, as well as options for delegation and collaborative task models?	As per RFP
192	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it essential for the escalation and notification features within the BPM solution to integrate with platforms like: a) Email systems b) SMS gateways c) Alerts and notification centers, or other reporting tools d) Other messaging platforms?	As per RFP
193	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution feature a modeling tool that enables the creation of User Interface (UI) collections, templates, or custom views?	As per RFP
194	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is the ability for the process engine to handle both asynchronous and synchronous message communication a critical requirement?	As per RFP
195	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need functionality for scheduling future steps, events, sub-processes, or process executions?	As per RFP
196	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution support the execution of sub-processes through both synchronous and asynchronous methods?	As per RFP
197	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it important for the solution to provide visualization tools, such as dashboards, graphs, simplified process diagrams, and interactive web forms, for a better user experience?	As per RFP
198	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution allow seamless integration of UI forms with workflows, while ensuring that data is displayed only to users with the appropriate access permissions?	As per RFP
199	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need to handle a broad spectrum of business rules, from basic to highly intricate workflows?	As per RFP
200	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it necessary for the solution to include a rule engine and management platform that allows users to adjust workflow and risk rules directly online without requiring system redeployment?	Refer Amended RFP
201	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the rule engine support defining various types of rules, such as: Calculation and computation rules Rules for task allocation and work assignment Delegation and substitution rules Rules for runtime events (e.g., leave processes, ad hoc workflows) Approval workflows Escalation matrices Applicability and conditional tables Data transformation rules?	Refer Amended RFP
202	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution require capabilities to expose web services that comply with the latest W3C standards and provide REST/API-based integrations to seamlessly interact with other systems?	As per RFP
203	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution support predefined mechanisms for routing messages and information automatically, including sequential, parallel, and rule-driven workflows?	As per RFP
204	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution incorporate functionality to validate rules as they are authored, immediately flagging any syntax errors for correction?	As per RFP
205	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is the ability to implement advanced decision tables for making business determinations based on multiple criteria required in the solution?	As per RFP
206	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution include a feature to search and retrieve rules efficiently, with the ability to restrict search results based on user access levels?	Refer Response to Query SNo 28
207	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Would a user-friendly, web-based rule editor that allows non-technical personnel to design and update rules independently be a valuable feature?	Refer Amended RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
208	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it essential for the solution to offer natural language syntax or vocabulary, enabling non-technical users to create and maintain rules with minimal technical assistance?	Refer Amended RFP
209	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is role-based creation and access to rule-related components (e.g., rule sets, decision tables, and applicability tables) necessary, along with maker-checker verification processes to ensure quality before publication?	Refer Amended RFP
210	16	3.1.1	Supply, Installation, Commissioning, Configuration and Management: The requisite hardware infrastructure for Development/ UAT Environment shall be provided by DoIT&C/ RISL	Please provide the details on the hardware infrastructure for Development/ UAT Environment which shall be provided by DoIT&C/ RISL.	Refer response to Query SNo 88
211	16	3.1.1	Supply, Installation, Commissioning, Configuration and Management	We request you to please exclude the supply of hardware infrastructure for the Production Environment from the Scope of Work of this RFP.	As per RFP
212	17	3.1.2.1 (b)	The selected bidder shall also assist and suggest improvements in the scheme eligibility criteria, inclusion and exclusion criteria and other proactive improvisation being performed by DoIT&C/RISL for citizens to avail scheme benefits.	Most of the schemes and services are being implemented by various line departments of GoR. What if the suggested improvements are not approved & incorporated within the given project timelines? Please clarify.	As per RFP
213	18	3.1.2.3	Preparation of Golden Record, 360-degree profile of Citizen and Family Tree	Does golden record for each individual is expected to have unstructured data like images and documents as well or just the data from Jan Aadhaar is only expected?	Creation of Golden records might require validation from other structured/unstructured data sources as well.
214	18	3.1.2.3 (A)	For indicative example, in the case of 'Date of Birth', the system must look for same in Birth Records, Educational Certificates, Identity Certificates (Passport, PAN, etc.), Employment Certificates, or any other before classifying same as a Golden Record.	In case of difference in DoB of an individual in various databases, how will the Golden record be ascertained ? Please clarify.	Preference Criteria to be shared with Selected bidder
215	18	3.1.2.3 (B)	The available information of employer and employment shall be provided by DoIT&C/ RISL.	Is this information updated in real-time ?	As per RFP
216	18	3.1.2.3 (C)	The bidder is also required to create a family tree based on the individual beneficiary and his/ her default family as per the Golden record	This will be possible only after real time exchange of data from Jan Aadhaar. Is the understanding correct ? Please clarify.	As per RFP
217	19	3.1.2.5.1	Solution Architecture	We suggest to include following components: 1. Rules based engine (functional requirements) for mapping of citizen eligibility with scheme requirements, assessment of eligible beneficiaries for a new scheme, estimation of gap of beneficiaries in a existing scheme, change in beneficiaries if criterias are modified etc. 2. Work flow solution requirements for enabling Citizen, department user to update data, take consent, publish list of beneficiaries, categorize fraudulent transactions, etc. 3. Considering that API gateway will be provided by RISL what is solution expectation from data ingestion/intergration.	1.Refer Amended RFP 2.Refer Amended RFP 3. Bidder may leverage API gateway provided by RISL. Also, they need to provision for data ingestion/integration through non-API interface.
218	19	3.1.2.5.1	Solution Architecture	We request to provide detailed volumetrics for bidder to do fair and comparative evaluation of proposed solution stack.	As per RFP
219	19	3.1.2.5.1	Solution Architecture	The current RFP in-directly prompt SI to opt for COTS products. We request to give equal emphasis on Open Source products with Enterprise support	As per RFP
220	19	3.1.2.4	Solution Design in line with Indicative Architecture	Have you subscribed to any existing technology platforms & any preference on the cloud technology platform?	As per RFP
221	19	3.1.2.4	Solution Design in line with Indicative Architecture	What kind of manual intervention currently we are following to enroll the beneficiaries in relevant schemes?	To be shared with selected bidder
222	19	3.1.2.4	Solution Design in line with Indicative Architecture	Whats are the existing technology architecture and operational challenges that we are currently facing?	As per RFP
223	19	General	General	What is the periodicity for movement of source data (real time/ hourly/ daily) and the corresponding file formats in Data Lake?	Refer Response to Query SNo 142
224	19	General	General	Are Streaming / Real-time data integration expected? Will real-time reporting be enabled on top of streaming data? Do we need to provision for batch data enrichment of Streaming data at a later point of time? What is the proportion of the streaming and batch data to be ingested on daily basis?	Refer Response to Query SNo 143
225	19	General	General	How many years of historical data needs to be migrated to Data Lake? What is the volume of data in terms of GBs which is currently present in each of the data sources which needs to be integrated/migrated?	To be shared with selected Bidder
226	22	3.1.2.5.1 (c) (iii)	In addition, the bidder shall propose 3 AI/ GenAI use cases as part of its proposal which shall be related to the scope of RFP. The bidder shall also be required to demonstrate at least 2 GenAI use-cases as part of the formal Technical Evaluation.	We request you to provide the data required for demonstrating the GenAI use cases. This will also create an level playing field for all bidders.	Bidder can demonstrate implemented Gen AI use cases on previous/ongoing projects, which are close to the solution requirements mentioned in RFP.
227	24	NA	General Requirements	High availability and disaster recovery related RTO and RPO values to be adhered to for the solution and HA/DR options for each sub component. RTO and RPO values in case of a disaster ? Storage based replication to be considered ? BCP plan to be considered ?	As per RFP
228	26	Clause 3.1.2.5.2.3	Security and Governance	Please clarify if there a requirement for data encryption at rest across the databases as well as in transit. Is this across all applications and databases or just limited to the layer (AI/ML) which is exposing data to end users. Does user/group-based data security, encryption, masking need to be implemented for Data platform?	Refer RFP Annexure 19, Section G point 3
229	27	3.1.2.5.2.3. Security and Governance	This section details the data auditing & governance requirement. As this is a citizen centric RFP there is a need of AI governance, security & explainability. E.g. How did the AI model reach to a conclusion about a particular citizen eligibility? What were the specific steps/decisions the model took to reach the particular decision etc. We would advice to add a section on AI/Model Governance in both scope of work & functional specifications	This section details the data auditing & governance requirement. As this is a citizen centric RFP there is a need of AI governance, security & explainability. E.g. How did the AI model reach to a conclusion about a particular citizen eligibility? What were the specific steps/decisions the model took to reach the particular decision etc. We would advice to add a section on AI/Model Governance in both scope of work & functional specifications	Refer Amended RFP
230	30	Indicative Reports	Forecasted reports	What would be the user count to access the dashboard for the forecasted reports? We're assuming 2 users each for 60 departments.	It may be assumed that 10 users per department may access the reports. This number may increase in future.
231	30	Indicative Reports	Forecasted reports	We're assuming the what-if analysis would be needed for these forecasted reports and would require atleast 10 users from the department heads to strategically look at the data.	Refer response to Query SNo 230
232	33	3.1.8	Training and Capacity Building	We request you to provide detailed scope of training with number of training, session and geographical spread of such trainings.	As per RFP
233	34	3.1.9	Seamless integration of SMART System with Rajasthan Data Exchange Platform.	Will personal data be also shared with Raj DEX? Please clarify.	Any personal data to be shared outside the solution will be as per Digital Personal Data Protection Act 2023

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
234	34	3.1.9	Currently, the scope of this RFP is only limited on the implementation of SMART system.	We understand that integration of SMART with Raj DEX is not included in the Scope of this RFP. Please confirm.	As per RFP
235	36	3.2	Resource Requirement & Deployment Plan	We also request to ask for minimum hours/man month from OEM rather than full time resources. This will create issues with back to back arrangement with SI and will add to unnecessary cost to the project. You can refer other National level RFPs for this.	As per RFP
236	36	3.2	Resource Requirement & Deployment Plan	We suggest to estimate work based on projections and ask for Man Month against such positions and whenever such requirement arises, ask SI to submit the proposal for development and consumption of Man-Month. Blocking such man-power for entire duration may not be feasible and ensuring same resource will not be possible.	As per RFP
237	36	3.2	Resource Requirement & Deployment Plan (Table 1): Product SME* (OEM) - One per OEM Technical Specialist* (OEM) - One per OEM	We suggest to ask for Man Month commitment from OEM rather than full deployment. This will avoid unnecessary issues between SI and OEM manpower and full utilization of OEM resource.	As per RFP
238	36	3.2	Resource Requirement & Deployment Plan (broad Educational & Experience Criteria of the resources to be deployed at DoT&C/ RISL) : Project Manager Role Certifications (Column): Project Management Professional (PMP)/ Certified ScrumMaster (CSM)	We suggest please also consider PRINCE2 certification in project management and request you to modify the clause as following: Project Manager Role Certifications (Column): Project Management Professional (PMP)/PRINCE2/ Certified ScrumMaster (CSM)	Refer Amended RFP
239	36	3.2 Table 1	Product SME (OEM) -1 per OEM Technical Specialist (OEM) -1 per OEM	Technical specialists are typically function specific. Since many OEMs will have offerings across functions such as Data Lake, ETL, AI/ML etc pls specify for which functions the OEM experts are required. Further, Product SMEs are typically required for specific technical query/ design resolution and would not be required full time onsite. They contribute to the project's architecture, design, code validation, test strategy, deployment, and the sharing of best practices throughout the lifecycle but are not required onsite full time The Technical Specialist will serve as a Data Engineer and will be fully dedicated to the project as an onsite, full-time resource <u>Please allow for only 1 Technical Specialist to be onsite full time and allow the Product SME to operate remotely.</u>	Refer response to Query SNo 123
240	40	Sr No 18 of Table under 3.2	Product SME Should have been on OEM payroll for 3+ years	We understand that the underlying spirit of the clause is that the OEM should take ownership of the tool and its performance in the solution. We request that the condition of 3+ years be removed and expert on full time contractual roles of OEM be allowed. The ownership and managing the expert will remain with OEM and the OEM will own the product and design of the solution. Request to change the requirement as - Should be on OEM payroll/ OEM - contract for the project	As per RFP
241	40	Sr No 19 of Table under 3.2	Technical Specialist Should have been on OEM payroll for 2+ years	We understand that the underlying spirit of the clause is that the OEM should take ownership of the tool and its performance in the solution. We request that the condition of 2+ years be removed and expert on full time contractual roles of OEM be allowed. The ownership and managing the expert will remain with OEM and the OEM will own the product and design of the solution. Request to change the requirement as - Should be on OEM payroll/ OEM - contract for the project	Refer response to Query SNo 135
242	41		General	Please clarify if we have multilingual data (data in regional language) that needs to be processed or everything is in English?	Refer response to Query S No 140
243	42	3.4	Around 25 such services have been identified for now to be onboarded as part of this engagement.	Please share the list of 25 services identified for onboarding.	To be shared with Selected Bidder
244	42	3.4	3.4 Citizen Centric Interface for Government services to be delivered within 24 hours	We understand that the Govt requires services to be delivered to Citizens within 24 hours. This requires multiple steps/ functionalities to be performed by the SMART system including validations by the system taking data from various data bases in real time basis. However we do not find any requirement/ specifications mentioned for Real Time CDC in the RFP. Real time CDC would be required to replicate data between data bases for quick decision making and dissemination. Please confirm if we need to bring data in real time in CDC mode from sources or batch is suffice. In case of realtime, please let us know what from which applications/DB sources	Refer response to Query SNo 138
245	50	12	Selection Method	We request to use QCBS selection method for selection of SI. As this is new initiative and experience and expertise of bidder in delivering similar solution should be given more weightage for ensure successful and quality delivery.	As per RFP
246	51	14 (e)	Technical Scoring criteria: 1. Compliance of Functional Requirements (wrt to solution readiness for Out-of-Box VS Customization VS Needs to be developed) & Compliance of Technical Specification	Please elaborate the evaluation criteria and how it is linked with the break-up of marks.	Refer Amended RFP
247	51	14 (e)	Technical Scoring criteria: 2. Centre of Excellence/ Other Investments/ Partnerships with OEM	1.) CoE/ Partnerships etc. with a single OEM shall be evaluated or the bidder needs to submit CoE/Partnerships for all the OEMs proposed in the Technical proposal. 2.) Please elaborate the evaluation criteria for better clarity on the marks to be assigned.	Refer Amended RFP
248	51	14 (e)	Technical Scoring criteria: 3. Relevant Experience in the Sub-Domains of the Bidder (number of Assignments in last 3 Yrs - on/ after 1 Apr'21)	1.) Please elaborate the evaluation criteria and how it is linked with the Number of Assignments in the Sub-Domain and the marks to be assigned. 2.) We understand that Private sector projects will also be eligible for this criteria. Please confirm.	Refer Amended RFP
249	51	14 (e)	Technical Scoring criteria: 4. Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)	1.) Please elaborate the evaluation criteria and how it is linked with the Number of Assignments in the Sub-Domain and the marks to be assigned. 2.) We understand that Private sector projects will also be eligible for this criteria. Please confirm.	Refer Amended RFP
250	51	14 (e)	Technical Scoring criteria: 5. List of available resources against key Skillsets required (for Experts): Data Science, Big Data ETL/ELT Developers and Data warehouse / Data Lake Implementation. (as per Format Provided)	Please elaborate the evaluation criteria and how it is linked with the Number of available resources.	Refer Amended RFP
251	51	14 (e)	Technical Scoring criteria: 6. Quality of complete Proposed Team including Certifications (as per format provided)	Please elaborate the evaluation criteria and how it is linked with the Proposed resources.	Refer Amended RFP
252	51	14 (g)	The Technical Evaluation may also include Technical Presentation & GenAI usecase demonstration.	We suggest to include the Technical presentation and GenAI usecase demonstration in the Technical Scoring criteria.	Refer Amended RFP
253	54	19(d)	The bidder must submit a fresh MAF from the same OEM as submitted during the EOI stage. As this is a two-stage evaluation, any change in OEM is not permitted at this stage and may lead to disqualification due to non-compliance.	We request to allow to change the OEM based on the best fitment for the proposed Functional and Technical requirements. As during the EOI phase lack of clarity for Technical requirements restricted bidder to evaluate OEM solution and propose a most effective solution.	Refer Amended RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
254	66	5(4)	Joint Venture, Consortium or Association	Considering the solution requirement where bidder has to supply and install Hardware components. We request to allow Consortium/Sub Contracting for managing Hardware delivery. Installation and Commissioning will be Prime Bidder responsibility.	As per RFP
255	79	6(1)	MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	We request to have minimum 18 Months as Implementation time period and 2 Years for O&M.	As per RFP
256	79	6(1)	MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	We request you to release at least 5% payment at the time of submission of SRS.	Refer Amended RFP
257	79	6(1)	3. As-Is Study	Please increase the timelines to T3 = TO + 12 weeks	Refer Amended RFP
258	79	6(1)	5. Go-Live of Citizen Interface and Department Dashboard	Please increase the timelines to T5 = TO + 30 weeks	As per RFP
259	81	6(2)	SLA PARAMETERS	The overall SLA penalties are very stringent. We request you to kindly reduce the penalties.	As per RFP
260	82	6(2) (b)	Resource SLA	We request you to please remove the penalties on resources as this is an implementation RFP.	As per RFP
261	83	Point 5 System SLA	The platform should be able to handle the concurrency of upto 1000 users without any user experience impact	We're assuming the concurrency mentioned specified is for the citizens who would access the portal only for visualisation layer.	Refer Amended RFP
262	84	Penalty for change of resources	During Implementation phase – 50% of Man Month Rate	The penalty under the clause is prohibitive. There can be multiple reasons for change of a resource since the project duration is long. We request to remove this clause. There should be no penalty if a resource of similar experience is provided as a replacement	Refer response to Query SNo 136
263	87	7(1)B	FOR SMART IT INFRASTRUCTURE	We need detailed volumetrics on one time data ingestion from different sources with data type & size, incremental data load, internal concurrent users for reporting/dashboards and data provisioning. Please share.	As per RFP (Annexure 18)
264	93	ANNEXURE: UNDERTAKING FROM SOFTWARE MANUFACTURER (OEM) FOR JOINT OWNERSHIP OF SUCCESSFUL IMPLEMENTATION & QUALITY OF SERVICE	ANNEXURE: UNDERTAKING FROM SOFTWARE MANUFACTURER (OEM) FOR JOINT OWNERSHIP OF SUCCESSFUL IMPLEMENTATION & QUALITY OF SERVICE	Joint Ownership Declaration: The obligation to undertake successful implementation and quality of service of the named products, is to be undertaken by the Bidder. The OEM will provide the standard products as per applicable end user licensing terms and conditions. We request that the joint ownership declaration as provided in Annexure 9 of the RFP be provided solely by the Bidder and not by the OEM.	As per RFP
265	95	ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING	ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING	Manpower Deployment Undertaking: We note from Annexure 6 of the RFP that the OEM is required to provide a declaration on the resources deployed under the project being on the OEM's payroll and such resources being full time employees of the OEM. As stated above, the obligation to undertake successful implementation and quality of service of the named products, is to be undertaken by the Bidder. As the OEM will provide the standard products as per applicable end user licensing terms and conditions. Our request would be to have this Manpower Deployment Undertaking being provided by the Bidder and not by the OEM.	As per RFP
266	96	Annexure 21	Undertaking for Joint Ownership	Please allow for change in word joint ownership by OEM to Support by OEM. Since the project will be owned by the SI partner, joint ownership does not mean anything.	Refer response to query SNo 137
267	100	Capex Costs	Point 1, Table A1 Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack)	What is the minimum quantity of these servers required? We're assuming this is changed to a new figure of 128 GB with multiplier of 8.	Refer Annexure 10 and Annexure 23 in Amended RFP
268	100	Table A: CAPEX Cost, Supply & Deployment of Hardware	Additional 128 TB storage cost with 5 Year Warranty (as per proposed solution stack with 30% SSD)	Please specify why this additional storage is required. This storage is not mentioned in "Minimum Technical Specifications". Please clarify the requirement of this storage.	Refer Response to Query SNo 56
269	123	Annexure 18	List of Tools Technology Stack available with RISL	RISL has given a list of tools and stack available with customer for use by the bidder for free. Providing and/or procuring limited tools by RISL and making free availability to Bidders violates the level playing field for the Bidders who have prepared their architecture during EO stage using better/ compatible/ other technologies. Either tools should not be provided for free or if such inventory is available then the price of such inventory should be added to the bid of bidders utilizing the inventory to bring everybody on level playing field.	Refer response to Query SNo 141
270	123	Annexure 18	IBM MDM	Golden record creation and entity relationship under the new database of SMART; We're assuming the client will provide the license and infrastructure for the same. For the entities mentioned in the RFP, do you require an entity relationship database like Graph database?	As per RFP
271	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	<ul style="list-style-type: none"> Total number of attributes in the Jan Aadhaar Golden Record: 66 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records Tentative number of databases to be integrated: Total number of schemes: 273 Jan Aadhaar integrated schemes: 147 Total number of departments: 117 	<p>These volumetrics are not enough to optimize the sizing of the proposed ETL, Streaming, Data lakehouse components Kindly provide - What is the total raw size of the data to be ingested into lakehouse ?</p> <p>How many users would be querying the lakehouse and expected peak concurrency and duration of heavy load ?</p> <p>How much data on Hot storage (latest 6 month's or 1 year) and cold storage (> 6 month's or 1 year to be queried relatively less) ?</p> <p>Workload in terms of percentage (simple query % , medium query % , complex query % ?</p> <p>Please provide the structured, unstructured and semi structured data in terms of volume in TB and whether each needs to reside in the lakehouse.</p> <p>Apart from the data sources mentioned in the RFP, what are the other source feeding systems and their details? RFP mentions different schemes that are running, kindly provide approximate data size of each scheme.</p> <p>How many CPU cores on which source DB are running?</p>	Detailed volumetrics cannot be defined at this stage and will evolve during Implementation and basis schemes to be onboarded.
272	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	<ul style="list-style-type: none"> Total number of attributes in the Jan Aadhaar Golden Record: 66 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records Tentative number of databases to be integrated: Total number of schemes: 273 Jan Aadhaar integrated schemes: 147 Total number of departments: 117 	<p>Our architecture envisions to use SPARK, what are the approximate source table sizes that would need to be loaded on the SPARK notebooks? And what is the expected execution time for Spark Jobs?</p> <p>The number of expected concurrent request on SPARK.</p> <p>Is the ingestion to be performed in a batch mode or batch + real time mode ?</p> <p>Is there any streaming data requirement for ingestion purpose ?</p> <p>What is the total data for transformation per day to be processed and in how many hours would this batch job need to be completed ?</p>	To be shared with selected bidder
273	126	19 (A)	ANNEXURE: FUNCTIONAL REQUIREMENTS : Ingestion Layer	Request for addition of below points for wider participation of tools and platforms proposed by various OEMs: 1. The ETL tool should have data quality module and related components for data standardization. 2. Tool should provide capability for business users to define data quality rules 3. Tool should provide deduplication, Data Stewardship and data cleansing capability.	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/Suggestion	Final Response
274	127	Annexure 19 Section C point 3	Should have popular capabilities like Auto ML, Auto Feature Engineering, Open Source Integration (R, Python, Lua, Scala etc.), Pre Built Model templates, Machine Learning Model interpretation (Shapley/ PD/ ICE/ LIME), AI Generated Data Preparations suggestions, AI Generated predictions, AI Generated explanations which ease the usage of technology and generate quick insights.	Open source Integration for popular data science language are generally limited to R, Python, Java. Lua and Scala are niche programming languages which are not used in data science/AI/ML use cases. This clause is proprietary & will limit OEM participation. Request you to change this to - Should have popular capabilities like Auto ML, Auto Feature Engineering, Open Source Integration (R, Python, Java etc.). Pre Built Model templates, Machine Learning Model interpretation (Shapley/ PD/ ICE/ LIME), AI Generated Data Preparations suggestions, AI Generated predictions, AI Generated explanations which ease the usage of technology and generate quick insights.	Refer Amended RFP
275	127	Annexure 19 Section D point 3	Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Delta, Images,PDF files etc.	Though Delta is open source, it is still governed by Databricks which can result in open source licensing changes and can lead to delta becoming a closed source platform which can result in licensing changes & cost/support implications. We would advice to add another OTF format Iceberg which is an opensource format backed by Apache foundation & is similar in functionality to Delta. This may also result in limiting OEM participation. Request you to modify the point - Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Open Table Formats like Delta / Iceberg, Images, PDF files	Refer Amended RFP
276	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Does this mean that the workflow should have mechanism for seamless process definition with easy configuration and maintenance of workflows and need based modifications, addition or alteration of the steps and its support process modelling, based on Business Process Modeling Notation (BPMN2 or higher) and other notation standards.	As per RFP
277	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Is there an expectation to setup human workflows / integration workflows / decision centric workflows / event based workflows / case management based workflows / document centric workflow / any other workflow?	As per RFP
278	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Is the solution expected to implement orchestration of the process based on the model.	As per RFP
279	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Should the solution be able to handle navigation, authorization, notification, and critical-path analysis of defined business processes? Should the workflow solution have Architecture modelling capabilities and ability to share and publish various processes?	As per RFP
280	128	Annexure 19 Section F point 1	Should provide GUI interface to monitor application performance of all SMART components as per defined SLAs	Application monitoring & observation is a separate technology. Current departmental technology of EMS will be leveraged for this requirement, this point is out of context. We request you to place it in a separate section.	As per RFP
281	129	Annexure 19 (H). Data Governance, Management & Data Quality	General	Metadata Import & Enrichment: How many tables, no of columns in each table, no of records per table? No of Concurrent users accessing - Browse, search, view functionality for data governance Is OCR engine as a capability required ? Total number of reports to be deployed ? Total number of users to access the reports with peak number for the sizing perspective. Also total logged in sessions .	To be shared with selected bidder
282	133	1) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Storage should be supplied with 0.5 PB (30 % SSD) of usable space upgradable up to 2 PB in same ratio with same drives excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration formatting and hot spare disk (Required min. disk size of 7.4 TB)	Please specify how sizing of 0.5TB capacity is done. Capacity required will depend on storage requirement given by various stakeholders. Also, please explain if Object storage will be the part of this storage or separate storage is required.	Refer reponse to Query SNo 55
283	133	Annexure 21	IT Infrastructure	Is there a requirement for GPUs? Would that be provided by the department when the need arises?	Refer response to Query SNo 18
284	10, 50	Bid Evaluation Criteria 12	Least Cost Based Selection (LCBS)	Considering the strategic importance of this project for the state, the complexities involved, and the quality of solution expected, we request that the evaluation criteria be changed to a QCBS 80:20	As per RFP
285	10	Bid Evaluation Criteria	Least Cost Based Selection (LCBS)	In case the L1 bidder's financial quote is greater than the budget mentioned in the RFP, how does the Department plan to take up this scenario forward?	As per RFP
286	25	3.1.2.5.2.2. Compute and Storage Resources	Availability of Virtualization Software with the department (VMWare)	We understand that the Department has VMWare licenses already available under a EULA. Please clarify: 1. if the bidder can re-use this existing VMWare EULA at no additional cost. 2. if so, please share the EULA Terms and Conditions with us.	For Production Environment bidder needs to provision these licenses independently.
287	36	b. Virtualization and OS Management:	3.2 The broad Educational & Experience Criteria of the resources to be deployed	Please include the following qualifications as well in the resource profiles: a) Masters in (CS/Data Science/IT/Stats/Maths) b) Bachelors in (CS/Data Science/IT/Stats/Maths) + PG Diploma (CS/IT/Data Science/AI/ML)	Refer Amended RFP
288	41	3.3.3.1	Development/UAT Environment for SMART Solution	The Development/UAT Environment for SMART Solution will be required for the entire tenure of the project (i.e. Implementation and O&M Phase). Please confirm the following: 1. Department will provision the Development/UAT Environment for SMART Solution for the entire tenure of the project (i.e. Implementation and O&M Phase). 2. There is no cost attributable to the Vendor (including ATS) on account of Development/UAT Environment for SMART Solution 3. Department will provide the Development/UAT Environment as per the sizing submitted by the selected bidder.	1. Yes, As per RFP 2. ATS will be provided by RISL 3. Size of Dev/UAT environment will be provisioned as mentioned in the RFP, however if need arises additional provision may be done after mutual discussion with selected bidder
289	41	3.3.3.1	The necessary switches and cable for interconnectivity between the solution infra shall be the responsibility of the	Incomplete Sentence. Please clarify.	As per RFP
290	51	14 a) e.	The technical bids shall be evaluated as per the below Technical Scoring criteria: <Table>	The Technical scoring criteria is extremely subjective. Objective assessment criteria is sought for each evaluation criteria from Table Sr. No 1. to 6.	Refer Amended RFP
291	51	14 a) e.	The technical bids shall be evaluated as per the below Technical Scoring criteria: <Table>	Please share a detailed breakup and methodology of how the scoring will be arrived at for each of the sub-criteria.	Refer Amended RFP
292	52	14 a) e.	The technical bids shall be evaluated as per the below Technical Scoring criteria: Table Sr. No 5	The Technical scoring criteria does not seem to be right. Comparing all profiles against the same benchmark of Count of resources is not correct. For e.g. Solution Architect with 10 years experience vs. Data Engineers with 3 years experience vs. DevOps / MLOps with 5+ Years experience All of the above cannot be measured against the same availability count range of A to E as detailed on page 135 of the RFP under point no D. HR Certificate for Resource Pool for key Skillsets (on Bidder's Payroll)	Refer Amended RFP
293	54	4. 19)	19) Exclusion of Bids/ Disqualification d) The bidder must submit a fresh MAF from the same OEM as submitted during the EOJ stage. As this is a two-stage evaluation, any change in OEM is not permitted at this stage and may lead to disqualification due to non-compliance.	Given that the RFP suggests functional requirements and Data Compute / Storage requirements, that are manifold compared to the requirements listed in the EOJ (almost 8-10 times that stated in the EOJ), we request the department to allow for a change in the proposed OEM stacks. This will allow the qualified bidders to provide a better suited stack to meet the RFP requirements and provide a holistic and cost-effective solution. The bidder may be asked to justify and prove why the newly suggested stack may be of more relevance to the Department and how would it help meeting the objectives as stated in the RFP in a better way at the same time also help in an overall TCO reduction.	Refer Response to Query SNo 253

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
294	68	15	Sub-Contracting: Sub-contracting of any services as covered in the scope of this RFP is not allowed. However, selective sub-contracting for supply of hardware components like servers and storage is permitted. As part of the technical proposal, the bidder shall declare if the hardware components are directly supplied by them or the sub-contractors. The bidder shall be completely responsible for the acts of the Sub-Contractor.	Requested to be changed to: Sub-contracting of any services as covered in the scope of this RFP is not allowed. However, selective sub-contracting for supply of hardware components like servers, storage etc. is permitted along with the related hardware management services. As part of the technical proposal, the bidder shall declare if the hardware components are directly supplied and serviced by them or the sub-contractors. The bidder shall be completely responsible for the acts of the Sub-Contractor.	As per RFP
295	79, 80,81	6	6. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	The payment terms stated in the RFP are not amenable to the software industry and has major repercussions on the overall cash flows of the Selected Bidder. We hence request a detailed discussion and walkthrough of the payment terms by the Department as a separate in-person meeting / online VC so that the concerns can be taken on-board as this is one of the most important aspect. At a very high level, we have the following requests: 1. An advance payment of atleast 10% of overall project cost should be awarded to allow the bidder to place the Orders to the respective Hardware and Software vendors. 2. The Hardware and Software Tool CAPEX cost should be paid upfront in full on delivery and commissioning on the respective servers. 3. As per the industry norm, the Hardware and Software Tool OPEX cost is paid upfront and in a yearly fashion to the OEMs. This should be paid to the selected bidder on a yearly basis in advance after they provide the proof of ATS purchase from the OEM.	Refer Amended RFP
296	82	6.2)	SLA PARAMETERS	Some SLA Parameters have been put without providing any details on the volume of data / transactions. This would lead to a lot of confusion and also will not help with right sizing of the hardware and software licence requirement from the bidder: e.g. the following SLAs need to be well explained and quantified: * Parallel batch Jobs * Report Load * API Latency	To be shared with selected bidder
297	83	6.2)	SLA PARAMETERS	5) Concurrency: Please clarify: By Concurrency, do you mean a) 1000 Active users (logged in plus performing system operations) Or, b) 1000 Active users (all performing concurrent system operations like executing reports, dashboards, querying etc)	Refer response to Query SNo 261
298	83	6.2)	SLA PARAMETERS	5) Concurrency: Is the concurrency for Department users of Citizens? Please detail out different concurrency requirements for Department Users and Citizen portal as both cannot be clubbed together. Two different Concurrency requirements should be stated in such a case.	Refer response to Query SNo 261
299	83	6.2)	SLA PARAMETERS	6: Incident Resolution: Separate TATs should be defined for Incident Recording Vs/. Resolution. Right now these seems to be very stringent and need to be changed to: * High Severity Incidents should be resolved by < =6 hours; * Medium Severity Incidents should be resolved by <= 24 hours; * Low Severity Incidents should be resolved by <= 40 hours	Refer Amended RFP
300	83, 84	6.2)	Resource SLA : Non-Deployment/ Delayed Deployment of resources during Implementation as well as O&M Phase: This penalty shall be applicable in case the selected bidder fails to deploy suitable number of resources on-site as per the RFP Timelines.	For implementation phase,, since it is a fixed cost bid, the SLA and penalty should not be applicable as the overall delivery responsibility of the solution is with the bidder. For implementation phase, please remove the SLA on the following: * Delayed resource deployment * Change of deployed resources	Refer Amended RFP
301	83, 84	6.2)	Resource SLA : Non-Deployment/ Delayed Deployment of resources during Implementation as well as O&M Phase: This penalty shall be applicable in case the selected bidder fails to deploy suitable number of resources on-site as per the RFP Timelines.	For O&M phase, the SLAs are very stringent. The same are requested to be changed to: Delay in Resource deployment: 1000 Rs per working day delay in resource deployment. Change of deployed resources: 10,000 Rs per change in resource deployment subject to a maximum of 25% resources being changed in a O&M calendar year. This penalty will not be applicable in case of an employee resigning, marriage of a female employee requiring her to shift location, maternity, major emergencies such as critical diseases / accidents requiring mandatory bed rest, bereavement in the immediate family.	Refer Amended RFP
302	83, 84	6.2)	Resource SLA : Penalty for Non-Availability of Resources: In scenarios where a deployed resource has availed leaves beyond the stipulated ones, the following penalties may apply:	For implementation phase,, since it is a fixed cost bid, the SLA and penalty should not be applicable as the overall delivery responsibility of the solution is with the bidder. For implementation phase, please remove the SLA on the following: * Non-availability of resources	Refer Amended RFP
303	100	10) ANNEXURE: FINANCIAL BID COVER LETTER & FORMAT	Table A: CAPEX Cost A1 - Supply & Deployment of Hardware Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack)	We understand that the Department wants atleast 256 cores to be provisioned by the bidder for this complex solution. However, please change the language to reflect the above maybe something on these lines: Compute solution cost for CPU Cores including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty as per proposed solution stack. (At a minimum at-least a total of 256 Cores need to be provisioned by the SI for the entire solution). Any additional Cores required may be stated in multiples of 16 Cores.	Refer Annexure 10 and Annexure 23 in Amended RFP
304	100	10) ANNEXURE: FINANCIAL BID COVER LETTER & FORMAT	Table A: CAPEX Cost A1 - Supply & Deployment of Hardware Solution cost including 512 TB Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD)	We understand that the Department wants atleast 512 TB to be provisioned by the bidder for this complex solution. However, please change the language to reflect the above maybe something on these lines: Solution cost for Storage with 5 Year Warranty (as per proposed solution stack with 30% SSD). At a minimum at-least 512 TB of Storage need to be provisioned by the SI for the entire solution. Any additional storage required may be stated in multiples of 32 TB.	As per RFP
305	123	ANNEXURE: EXISTING ECOSYSTEM	Tentative list of tools with the department that can be leveraged for development of SMART. (A). List of Tools (Technology Stack):	Kindly clarify the following, If the bidder plans to re-use the 5 tools listed in the Table (A). List of Tools (Technology Stack): a) Does the department have Perpetual licenses for these software tools available? b) Are all these software tools covered under ATS for the next 5 years of project duration? c) Would the department continue to bear the ATS cost of all these software tools?	Refer response to Query SNo 85

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
306	124	ANNEXURE: EXISTING ECOSYSTEM	(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT	We noticed that the sizing of JAN AADHAAR APPLICATION & EVAULT remains intact as per the EOI specifications: Structured Data: Approx. 15 TB Unstructured Data: Approx. 125 TB While in the storage requirements, the department has asked for almost 2 PB of storage. Please share similar details of other systems (Data size and Transactional Volume) to ascertain the right Compute size to ctare to a planned 2 PB of storage overall.	Refer response to Query SNo 271
307	66	Joint Venture, Consortium or Association	Not allowed under this RFP	We request allowing a consortium with OEMs / Resellers / Vendors for Software and Hardware resale.	As per RFP
308	66	Joint Venture, Consortium or Association	Not allowed under this RFP	We request if the payments for the hardware and software licenses can be made directly by RISL to the OEMs/3rd Party and a tri-partite agreement is signed between RISL, Bidder and OEMs/ 3rd Party for reselling of hardware and software licenses. The OEMs / 3rd party would be identified and named by the bidder in its technical bid response and cost of the tools in the financial bid. A tri-partite agreement will be executed between all three parties in this regard. It may be noted that all obligations related to Hardware and Software (Licenses and Support) would be taken up by the OEMs / 3rd Party and the payment will be released directly by RISL to the agency who will supply the tools as per the Financial bid and payment terms & conditions.	As per RFP
309	79	MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	S.No. 2, MileStone: Project Initiation Payment Terms: NA	Minimum payment of 10% of the total project/bid cost shall be released against submission of deliverbles under milestone "Project Initiation".	As per RFP
310	79	MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS	S.No. 3, MileStone: Project As-Is Study Payment Terms: NA	Payment of 10% of the total project/bid cost shall be released against submission of deliverbles under milestone "As-Is study".	Refer Amended RFP
311	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (3600) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	It is our understanding that the Golden record, formed after verifying the correctness of information and addition of certain additional parameters, if required for scheme validation, is to be created only for the existing and potential beneficiaries based on the scheme validation rule. The entire population of tate state is not expected to be covered.	Refer response to Query SNo 19
312	18	3.1.2.3	SMART envisages to use the beneficiary data enrolled to different department schemes that are integrated with Jan Aadhaar to create a golden record. Further, the Bidder is also required to create a 360-degree (3600) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Please confirm that the Golden records are to be created for all the past, present and immediate future beneficiaries of specific schemes to not only support in enrollment into new schemes but also to bring inelligible beneficiaries to department's notice.	Refer response to Query SNo 19
313	18	3.1.2.3	Further, the Bidder is also required to create a 360-degree (3600) Social Benefit profile of the citizen, based on all the available and significant information (in addition to the Golden Records) through multiple sources to create a unified ledger of scheme entitlements, expenditure and income.	Income of the beneficiaries can only be corroborated through some 3rd party Government data sources like CBDT / Land Revenue / GSTN / Electricity Dept / Income Certificates uploaded etc. We hope that the department understands that building AI/ML based model or creating logical rules for income inference through indirect means may be prone to some amount of error. We will seek department's domain expertise and joint ownership on the inference, wherever required.	Refer response to Query SNo 21
314	18	3.1.2.3	The bidder is also required to create 360 degree profile Businesses to identify employer - employee relationships and benefits derived from employment. The available information of employer and employment shall be provided by DoIT&C/ RISL	Please clarify: 1) Will this information be shared through APIs or as a data dump? 2) If it is going to be a data dump, what is the present size and growth rate of the data? 3) Will this data have columns for Employer Name, Employer ID, Employee Name, Employee ID, Employee salary, Salary period etc? 4) 360 degree profile is to be created only of beneficiaries and potential beneficiaries?	Refer response to Query SNo 22
315	18	3.1.2.3	B. In addition to individual 360-degree profile, to identify family entitlement, the bidder must also create a 360-degree Family profile encompassing the individual members as part of the family information available in Jan Aadhaar database. C. The bidder is also required to create a family tree based on the individual beneficiary and his/ her default family as per the Golden record, which shall enable to monitor the consolidated benefits paid at different levels i.e., at individual level and or family level.	Both B&C points seem to be communicating same requirement. Is there any difference in expectation?	Refer response to Query SNo 23
316	28	3.1.3	The bidder is required to work in parallel for Phase-1 and Phase-2 and the progress of each Phase shall be tracked separately. This is different from the additional GenAI use-cases as specifically asked in the financial bid.	Request to please elaborate by when are the GenAI use-cases expected to be implemented. We presume that the GEN AI use cases are to be implemented in Phase 2 on Production Environment and not before that.	Implementation of AI/Gen AI use case is required in Phase 2.
317	98	Hardware Infra	Information to be shared as part of Financial Bid	Request to please change column heading of the 4th column from License Type (Core/User) to License Type (Core/User/Others) as also mentioned in Annexure 10 A2 - Supply & Installation of Software License (Page 101)	Refer response to Query SNo 25
318	125	Annexure 18 (G)	* Total number of attributes in the Jan Aadhaar Golden Record: 66 * 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. * There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records	Does this means that there will be total of 30 columns in the newly created Golden Record Table?	Refer response to Query SNo 26
319	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Please confirm if the solution is expected to have an in-built features for Alert Management covering Governance, audit and compliance, prioritized queuing model (moving alerts to high-risk alerts or low risk alerts), automatic and manual linking of alerts to entities, alert creation through an interactive GUI for defining rule sets and setting up thresholds, dynamic risk scoring of alerts, prioritizing alerts, assignment, deletion and suppression etc..	Refer response to Query SNo 27
320	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Please confirm if the solution is expected to have an in-built feature of powerful search capabilities to explore the contents of the data repository, enabling the analyst or investigator to discover information. Some of the search functionalities include: - form based search, - free text search, - fuzzy search, - phonetic search - Boolean search - wildcard search - synonym search - parametric search etc	Refer response to Query SNo 28
321	126	ANNEXURE 19	There seems to be a requirement of Rule Based Engines for alert triaging to identify risky beneficiaries and follow a kind of investigation process to accumulate relevant digital information leading to increase in threat level as well following departmental SOP for next action.	Since the expectation is about creation of a family tree please confirm if the proposed soultion is expected to calculate the risk score of a network (family tree) based on various metrics such as underlying entity risk, structure of the network, net family funds etc.	Refer response to Query SNo 29
322		GENERAL	Volumetrics of all the schemes and other sources of data for validation.	Request you to please share volumetrics of all the data sources that will be part of the SMART ecosystem to help us size the solution accordingly.	Refer response to Query SNo 30

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323	14	2.1.3 About SMART Project	A golden record is a verified & authentic information of a citizen w.r.t to the key parameters that are critical to define beneficiaries' eligibility for scheme(s) as well as other parameters defined by RISL. These parameters must be validated from various available data sources and the information that is most accurate, complete version as of date, and up to date only shall be classified as part of the Golden Record. This Golden Record shall act as Single Source of Truth. Further, the 360-degree profile of a citizen is a holistic view of all available and significant information (in addition to the Golden Records) through multiple sources, to create a unified ledger of scheme entitlements, expenditure and income.	1) How does RISL/Department plan to verify and validate the results thus generated through the Golden record formation process? Does RISL plan to take a confirmation on this profile data generated from the citizens? 2) Please specify the number of parameters to be considered for 360 profile view display and matching.	To be discussed with Selected Bidder
324	17	a. Study of existing ecosystem – As is Study	* DoIT&C/RISL shall provide the available information on departments, schemes, data formats, etc. as a starting point to the selected bidder. * However, after analysing the information shared by DoIT&C/RISL, if the bidder finds a gap or needs additional information, then it must augment additional efforts to perform data analysis, study of existing applications, data formats that can be leveraged in conjunction with the proposed solution architecture, data integration requirements and reporting requirements. * Any additional information unearthed as part of this exercise must also be shared with DoIT&C/RISL.	a) Please share how many Departments are expected to be covered under the project scope? b) Has RISL yet identified respective SPOCs from each of these departments?	a) As per RFP b) To be shared with selected bidder during Implementation
325	17	b. Study of Schemes and eligibility criteria	The selected bidder shall also assist and suggest improvements in the scheme eligibility criteria, inclusion and exclusion criteria and other proactive improvisation being performed by DoIT&C/RISL for citizens to avail scheme benefits.	We understand that RISL has set up a PMU for SMART project which has an overlapping scope of work with respect to this requirement. Please share the entry criteria fro the SI - What kind of approved documents will be shared by the SMART PMU team with the SI for these requirements. What would be the scope for the functional consultants from the PMU team for suggesting improvements in the scheme eligibility criteria, inclusion and exclusion criteria and other proactive improvisation!	As per RFP
326	19	3.1.2.4. Solution Design in line with Indicative Architecture	Key design considerations to be adhered by the SMART Solution are as under: i. High Availability – Active-Active mode in DC ii. Scalability – Horizontal & vertical scalability iii. Security – Security for the application and the endpoints iv. Support Open source and open standards v. Vendor/ OEM Agnostic	Please clarify: 1) Active-Active configuration is required only for the Production environment. 2) Which all components of the solution are expected to be in Active - Active? 3) Please explain what exactly comes under the requirement of being Vendor/OEM agnostic?	1 Yes 2 All critical components which have impact on business continuity are expected to be in Active-Active mode 3 Solution components proposed by Bidder should be Vendor/OEM Agnostic
327	19	3.1.2.5.1. Solution Architecture A. Data Sources SMART system	SMART system shall have multiple data sources which can be broadly classified to: a. Primary data source: The SMART system shall leverage State Resident Data Hub (SRDH) popularly known as Jan Aadhaar. In addition to Jan Aadhaar, the system shall also utilise other primary information from various state departments like education, health, labour etc. The information of these departments may or may not be currently integrated with the Jan Aadhaar system. b. Other External systems: Apart from state government departments and agencies a lot of data also flows from central government ministries/ departments & autonomous agencies.	Please clarify: 1) Connectivity of these data sources will be provided by RISL ? 2) Any subscription or any other cost for connection or data utilisation will be borne by RISL 3) Respective department MOUs will be signed by RISL. The SI will have no role to play in this. 4) SI will expect that the desired data is shared with them during the design phase of respective department integration. Any delay in non-provisioning of the respective departments attributes, data dictionary and data in design phase would mean that the department will not be on-boarded in the expected timeline and such a delay will not be attributable to the SI.	As per RFP
328	20	a. Data Ingestion Layer	The SMART Project shall rely on multiple datasets from multiple data sources. These datasets may be structured, semi-structured or un-structured in nature. The selected bidder is required to design and create data pipelines which shall move the data from various data sources to the Data Lake/ Data Lakehouse which shall constitute the Data Ingestion Layer.	Please provide the following details: 1) Number of sources 2) Current Technology 3) Frequency of Update 5) Data Format	As per RFP
329	24, 25	3.1.2.5.2.2. Compute and Storage Resources	i. Compute Resources a. Multicore Servers: b.Virtualization and OS Management:	Please provide the details of existing Servers and Virtualization tools	Refer response to Query SNo 88
330	26	ii. Data Encryption:	The bidder shall ensure that required data, whether at rest or in transit, is encrypted using industry-standard encryption algorithms. The encryption must be integrated with RSDC's existing security framework, ensuring that sensitive data is protected against unauthorized access or breaches. Encryption would be applied to structured, semi-structured, and unstructured data, especially in the AI/ML processing pipelines where large datasets are transmitted between compute nodes and storage resources.	Please provide the details of existing security solution	To be shared with Selected Bidder
331	33	3.1.7. Adherence to Standards	The selected bidder shall provide compliance and adherence to the standards prevalent in the industry and all other Acts/ rules/ policies/ standards/ guidelines as applicable to the project that are issued by the Government of India or Government of Rajasthan. As and when any new Acts/ rules/ policies/ standards/ guidelines are introduced by the Government, the Selected Bidder shall have to adhere/ comply with those standards, as applicable. The list provided in the below table is not to be treated as exhaustive. Areas Compliance Information Technology IT Act 2000, IT (Amended) Act 2008 GoICompliance to regulations Digital Personal Data Protection Act, 2023	RISL already has guidelines for Compliance to regulations Digital Personal Data Protection Act, 2023?	As per RFP
332	33	3.1.8. Training and Capacity Building	Implementation of SMART project that involves setup of a Data Lake/ Data Lakehouse and AI/ML tools and techniques requires a comprehensive training of the technical team members deputed by the department to ensure they are fully proficient with the tools, techniques, and methodologies involved.	Please specify how many batches and participants?	As per RFP
333	35	The broad Functionalities of Raj DEX may be stated as:	2. Provide a searchable Data Catalogue, allowing the departments to easily discover and access available datasets.	Please specify how many users will access this?	Refer response to Query SNo 53
334	36	Table1	Product SME* (OEM) One per OEM Technical Specialist* (OEM) One per OEM	a) Is this required from each of the core software products OEM? b) If the bidder plans to utilize the software components proposed as available by RISL, this requirement may become a challenge and advantageous to certain OEMs.	a) Refer response to Query SNo 123 b) As per RFP
335	41	3.3.3.2 Production Environment for SMART Solution	1. Data Back-up as per standard Rule and Policies of the RSDC	Please share the details to check the feasibility of such an integration.	To be shared with Selected Bidder
336	41	3.3.3.2 Production Environment for SMART Solution	Power, Cooling, Racks, and Rack Space for hosting the underlying IT infrastructure.	Please share the details.	To be shared with Selected Bidder
337	41	3.3.3.2 Production Environment for SMART Solution	9. Database Activity Monitoring (DAM) services	Please share the details of current DAM tool	To be shared with Selected Bidder
338	41	3.3.4 Monitoring and Management of entire SMART system	The selected bidder shall leverage existing EMS tool provided by DoIT&C/ RISL for monitoring and management of system and SLAs.	Please share the details of current EMS tool	To be shared with selected bidder
339	80	General	Production Hardware and software	When the Production hardware and Software is expected?	Refer RFP Section 3.1.3 3.User Acceptance & Go-Live and Section 6.1

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340	82	a. SMART SYSTEM/ SOLUTION SERVICE LEVEL AGREEMENT	2) Parallel batch Jobs Time taken to load data batches in Ingestion Layer Ability to run atleast 100 batch jobs in parallel within 120 minutes i. 5 incidents of < 100 Jobs may lead to 1% of quarterly due payment ii. 10 incidents of < 100 Jobs may lead to 2% of quarterly due payment	a) Please define these jobs. b) What is expected size of each?	a) Data Ingestion, Curation and Transformation b) To be shared with Selected Bidder
341	82	a. SMART SYSTEM/ SOLUTION SERVICE LEVEL AGREEMENT	3 Report Load Time to fully load a report on the front end (for all reports developed by the bidder) < 3 seconds i. 5 such incidents in Quarter may lead to 5 Lakh Penalty ii. 10 such incidents in Quarter may lead..	a) Please define Report Load? b) Is this a Server Level SLA or a user end report rendering SLA? c) If it is a user end report rendering SLA, how would RISL ensure that the users are on a reliable and sufficient network bandwidth while accessing the reports? d) would the reports be accessed only by the Department Officers?	a) 10 users per department may be assumed to access the reports. This number may increase in future. b) This is a Server SLA c) NA d) Yes
342	82	a. SMART SYSTEM/ SOLUTION SERVICE LEVEL AGREEMENT	4 API Latency Response time of API build and published by the bidder * < 100ms for 99.5% of API calls * 100ms to 200ms for 0.5% of API calls Rs 1 Lakh Penalty for each such incident in a quarter	Please define what do mean by API latency, is this end to end?	As per RFP
343	100	Table A: CAPEX Cost	Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack)	The total duration of the program is for 5 years (1 year development and 4 years O&M). Why is a 5 year warranty expected and not 4 years as per O&M duration. The delivery of Production environment is also not expected on Day 1.	As per RFP
344	101	Table A: CAPEX Cost	A2.1 For Development/ UAT Environment: Smart Solution, application licenses including Data ingestion, Job Orchestration workflow, Data Lake/ Data Lakehouse, Data Management, Data Analytics & Data Visualization etc. in line with RFP solution requirement	In case SI decide to reuse the existing Infra and Software ? What would be the impact on this table?	As per RFP. No impact on this table, as it is designed assuming Bidder will use existing infra and softwares provided by the Department for Dev/UAT environment.
345	123	(A). List of Tools (Technology Stack):	(A) List of Tools (Technology Stack):	a) Would all these licenses listed will be dedicated and made available as per the license specifications for the SMART project? b) What if these licenses are required in larger number from a Development perspective and the OEM refuses to extend the licenses validity for the 5 year development period or just refuses to provide ATS?	As per RFP
346	123	(A). List of Tools (Technology Stack):	(A) List of Tools (Technology Stack):	Please share the existing ATS support details for all these available tools and Dev/UAT infrastructure	As per RFP
347	123	(A). List of Tools (Technology Stack):	(A) List of Tools (Technology Stack):	If the Development Environment is used for Go live of Phase 1 activities, how would the development of Phase 2 happen and in which environment?	Refer Amended RFP
348	123	(A). List of Tools (Technology Stack):	4. SAS DMA Data Management SAS Institute 9.4 12 cores	How would this version will be supported for 5 years by RISL / OEM if we plan to use it for SMART project? Does RISL have the commitment from this OEM to provide 5 years Technical Support without any interruption?	As per RFP
349	124	ANNEXURE: EXISTING ECOSYSTEM	(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT	Sizing totals to : 15 TB structured data and 125 TB of Unstructured data. How about the other sources?	Refer response to Query SNo 271
350	126	19) ANNEXURE: FUNCTIONAL REQUIREMENTS A Ingestion Layer	Should allow configuration of data ingestion processes from single or multiple source systems and single or multiple operational input files (e.g. excel, flat-files, pdf, images, files with delimiters, JSON, ORC, JSON, XML, Parquet, Data Streaming etc.)	Why ORC is required? Please specify "etc"	Refer Amended RFP
351	127	C) AI/ML & Insights	12) Should support On-Premise LLM models/GenAI capabilities to fulfill common use cases identified by the Department	Please specify these use cases	As per RFP
352	127	D) Data Lake/ Data Lakehouse	3) Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Delta, Images, PDF files etc.	Why Delta, ORC are required? Please specify "etc"	Refer Amended RFP
353	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	Total number of attributes in the Jan Aadhaar Golden Record: 66 * 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. * There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records * Tentative number of databases to be integrated: * Total number of schemes: 273 * Jan Aadhaar integrated schemes: 147 * Total number of departments: 117	Please confirm the following: Structured data of 15 TB and Unstructured data of 125 TB to be considered for sizing?	Refer response to Query SNo 271
354	126	(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT	Size provided in RFP : 1. Structured 15 TB 2. Unstructured 125 TB	1) Please provide data size for year 1 and incremental data size for all the data types: Structured, Semi-structured and Un-structured	Refer Annexure 18
355	126	(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT	Size provided in RFP : 1. Structured 15 TB 2. Unstructured 125 TB	Is this the overall data to be considered initially for processing and compute for implementation phase?	As per RFP
356	126	(D). SIZING OF JAN AADHAAR APPLICATION & EVAULT	Size provided in RFP : 1. Structured 15 TB 2. Unstructured 125 TB	Is this the current size of data to be ingested in Data Lakehouse?	As per RFP

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357	133	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	<p>A. Compute</p> <p>1 Processor Latest Intel Xeon Server with Gold Socket</p> <p>2 Form Factor Chassis: 2U Rack Mountable</p> <p>3 Memory Min. 1TB RAM scalable upto 6 TB</p> <p>4 Storage 2 x 480GB RI SSD</p> <p>5 Operating System</p> <ul style="list-style-type: none"> · Windows Server · Red Hat Enterprise Linux (RHEL) · SUSE Linux Enterprise Server (SLES) · VMware ESXi · Ubuntu · Oracle Linux and Oracle VM · Citrix <p>Or equivalent to meet solution requirement</p> <p>6 Support 5 Years OEM support with 4 Hour on-site response</p> <p>7 Certificates</p> <p>The offered server should have certification with latest OS version of Microsoft, VMWare, RHEL, SUSE and CITRIX.</p> <p>8 Power</p> <p>Redundant hot-swappable power supplies for fault tolerance. Power Rating shall be 2.5 KVA or lower</p> <p>9 GPU Compatibility Should be compatible with GPU Chin</p>	<p>a) Please clarify why is this particular infra specification stated in the RFP?</p> <p>B) Please confirm that the SI is allowed to propose the Infra suitable to their solution which may be different than the one specified by RISL here.</p>	These are the minimum technical specifications. Bidder may propose equivalent or higher solution.
358	15	3.1	12 months of implementation duration	<p>Please clarify:</p> <p>Does this include any AI/ML use case implementation or limited to demonstration of the AI/ML capabilities?</p>	As per RFP
359	25	a. Multicore Servers:	The bidder is required to propose high-performance multicore servers to manage general-purpose compute tasks. These tasks include handling structured and semi-structured data, managing database operations, and processing microservices-based applications. The compute nodes shall be scalable to accommodate growing data volumes and complex workloads.	High performance multi core compute servers - does this also include GPU compute, or only CPUs?	Refer response to Query S No 18
360	127	C) AI/ML & Insights	2 The proposed solution should provide interactive graphical user interface (GUI) to create Analytical Use case	Interactive GUI to create Analytical use cases - is this a compulsory requirement? As the data science team of the vendor will be well versed in using open source languages like R/Python for AI/ML model building, may not need for a GUI tool.	As per RFP
361	67, 70	Sr. no 13) Copyright (Page 67) Sr. No 12 of page 70	<p>Sr. no 13) Copyright (Page 67)</p> <p>The copyright/ IPR in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser that has been developed / customized by the Selected Bidder for the project herein shall remain vested in the Purchaser,</p> <p>or,</p> <p>if they are furnished to the Purchaser directly or through the Supplier/ Selected Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.</p> <p>Sr. No 12 of page 70</p> <p>Source code, IPR or customized IPR of SMART ecosystem will be owned by DoITC.</p>	<p>Request for addition of the Intellectual Property Rights clause below:</p> <p>Bidder may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that the Bidder owns in performing the Services. Notwithstanding the delivery of any Reports, the bidder retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that the bidder compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement."</p>	As per RFP
362	75	22) Exit Management e) ii. Right of Access to Premises:	<p>Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.</p>	<p>Since the entire IT infra (including hardware, software and data) is situated at the RISL premises, the offshore team will work only through VPN access.</p> <p>No RISL assets would be located at the selected bidder's premises. Hence, please remove this clause.</p>	As per RFP
363	85	Key Considerations for SLA: S.No. 1	<p>The Selected Bidder will be required to submit Monthly SLA report to DoIT&C/RISL.</p> <p>The Selected Bidder shall prepare and submit service-level performance reports in an agreed format by the 5th working day of each month. The report should detail "actual versus target" performance of service level metrics, along with variation analysis and discussion of any relevant issues or significant events.</p>	Should be Quarterly submission.	As per RFP
364	78	Clause No. 30	As a general rule all the quantities of the subject matter of procurement shall be procured from the bidder, whose bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the bidder, whose bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided among the L1, L2, L3 bidders. If quantity is divided between L1 and L2, the ratio shall be 60:40. If quantity is divided among L1, L2, L3, the ratio shall be 50:30:20 or deemed appropriate by Purchase Committee.	Pl clarify on the applicability of this clause.	Refer Amended RFP
365	36	3.2 (8)	All resource deployment and replacements have to be prior approved by DoIT&C/RISL.	Approval of DoIT&C/RISL shall not be applicable in case of resources deployed under the Implementation phase looking to the stringent timelines for implementation.	As per RFP
366	35	3.1.9	In the near future, the selected bidder shall also be responsible to seamlessly integrate the SMART system with the Raj Dex. Platform. The Raj Dex. shall leverage the data being processed and generated through the SMART System for a wider citizen, public and government benefit.	The SLA of the RFP shall not be applicable for this scope	SLA related to Raj Dex shall be specified separately.
367	34	3.1.8 (6)	The training shall be delivered by the manpower deployed by the bidder for the project as per need and no additional cost of training shall be factored for the same.	Under the O&M phase, the should be a definite no of resources (trainers) for providing training to the stakeholders.	As per RFP
368	59, 68	27) Confidentiality 14) Confidential Information	Confidentiality	<p>Request for addition of the confidentiality clause below:</p> <p>"Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 1 year from the date of termination of this Agreement."</p>	As per RFP

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369	59	27) Confidentiality	Disclosure of Information	Please add this clause: Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement ("Reports"), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and consultant shall not be required to update its Final Report.	As per RFP
370	71	21) Termination	Termination	Please add this clause: Either party may terminate this Agreement, or any particular Services, immediately upon written notice to each other if any of them reasonably determines that they can no longer provide/continue the Services in accordance with applicable law or professional obligations. These instances shall be clearly discussed and agreed between the senior management of both the parties, before an agreement is reached. It would be prudent for each party to inform the other in as much advance as possible, of any development / expected development that may lead to such an eventuality, with or without sharing the exact circumstances and on such an intimation by any party, both the parties shall develop a mutually acceptable resolution plan including a transition plan in accordance with the timelines and probability of occurrence of such an eventuality.	As per RFP
371	71	19) Force Majeure	Force Majeure	It is recommended to add below clause to under Force Majeure: (i) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services. (ii) Where Personnel are required to be in present at MPSEDC premises, PMU will use reasonable efforts to provide the Services on-site at MPSEDC offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent: 1.) any government or similar entity implements restrictions that may interfere with provision of onsite Services; 2.) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or 3.) an EY resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.	As per RFP
372		General	General	Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement ("Reports"), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and consultant shall not be required to update its Final Report	As per RFP
373	127	Annexure 19 Section C point 3	Should have popular capabilities like Auto ML, Auto Feature Engineering, Open Source Integration (R, Python, Lua, Scala etc.), Pre Built Model templates, Machine Learning Model interpretation (Shapley/ PD/ ICE/ LIME), AI Generated Data Preparations suggestions, AI Generated predictions, AI Generated explanations which ease the usage of technology and generate quick insights.	Open source Integration for popular data science language are generally limited to R, Python, Java. Lua and Scala are niche programming languages which are not used in data science/AI/ML use cases. This clause is proprietary & will limit OEM participation. Request you to change this to - Should have popular capabilities like Auto ML, Auto Feature Engineering, Open Source Integration (R, Python, Java etc.), Pre Built Model templates, Machine Learning Model interpretation (Shapley/ PD/ ICE/ LIME), AI Generated Data Preparations suggestions, AI Generated predictions, AI Generated explanations which ease the usage of technology and generate quick insights.	Refer response to Query S No 274
374	127	Annexure 19 Section D point 3	Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Delta, Images,PDF files etc.	Though Delta is open source, it is still governed by Databricks which can result in open source licensing changes and can lead to delta becoming a closed source platform which can result in licensing changes & cost/support implications. We would advice to add another OTF format Iceberg which is an opensource format backed by Apache foundation & is similar in functionality to Delta. This may also result in limiting OEM participation. Request you to modify the point - Should support wide range of industry wide used file types - Text (JSON, XML, CSV and open files), Parquet, ORC, Open Table Formats like Delta / Iceberg, Images, PDF files	Refer response to Query S No 275
375	128	Annexure 19 Section F point 1	Should provide GUI interface to monitor application performance of all SMART components as per defined SLAs	Application monitoring & observation is a separate technology. Current departmental technology of EMS will be leveraged for this requirement, this point is out of context. We request you to place it in a separate section.	Refer response to Query S No 280
376	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Does this mean that the workflow should have mechanism for seamless process definition with easy configuration and maintenance of workflows and need based modifications, addition or alteration of the steps and its support process modelling, based on Business Process Modeling Notation (BPMN2 or higher) and other notation standards.	Refer response to Query S No 276
377	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Is there an expectation to setup human workflows / integration workflows / decision centric workflows / event based workflows / case management based workflows / document centric workflow / any other workflow?	Refer response to Query S No 277
378	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Is the solution expected to implement orchestration of the process based on the model.	Refer response to Query S No 278
379	127	Annexure 19 Section B point 6	Should support implementation of Decision Model and Notation based business rules.	Should the solution be able to handle navigation, authorization, notification, and critical-path analysis of defined business processes? Should the workflow solution have Architecture modelling capabilities and ability to share and publish various processes?	Refer response to Query S No 279
380	27	3.1.2.5.2.3. Security and Governance	This section details the data auditing & governance requirement. As this is a citizen centric RFP there is a need of AI governance, security & explainability. E.g. How did the AI model reach to a conclusion about a particular citizen eligibility? What were the specific steps/decisions the model took to reach the particular decision etc. We would advice to add a section on AI/Model Governance in both scope of work & functional specifications	This section details the data auditing & governance requirement. As this is a citizen centric RFP there is a need of AI governance, security & explainability. E.g. How did the AI model reach to a conclusion about a particular citizen eligibility? What were the specific steps/decisions the model took to reach the particular decision etc. We would advice to add a section on AI/Model Governance in both scope of work & functional specifications	Refer response to Query S No 229

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381	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	<ul style="list-style-type: none"> Total number of attributes in the Jan Aadhaar Golden Record: 66 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records Tentative number of databases to be integrated: Total number of schemes: 273 Jan Aadhaar integrated schemes: 147 Total number of departments: 117 	<p>These volumetrics are not enough to optimize the sizing of the proposed ETL, Streaming, Data lakehouse components Kindly provide - What is the total raw size of the data to be ingested into lakehouse ?</p> <p>How many users would be querying the lakehouse and expected peak concurrency and duration of heavy load ?</p> <p>How much data on Hot storage (latest 6 month's or 1 year) and cold storage (> 6 month's or 1 year to be queried relatively less) ?</p> <p>Workload in terms of percentage (simple query % , medium query % , complex query % ?</p> <p>Please provide the structured, unstructured and semi structured data in terms of volume in TB and whether each needs to reside in the lakehouse.</p> <p>Apart from the data sources mentioned in the RFP, what are the other source feeding systems and their details? RFP mentions different schemes that are running, kindly provide approximate data size of each scheme.</p> <p>How many CPU cores on which source DB are running?</p>	<ol style="list-style-type: none"> Refer response to Query SNo 271 Refer SLAs in Amended RFP
382	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING	<ul style="list-style-type: none"> Total number of attributes in the Jan Aadhaar Golden Record: 66 22 Jan Aadhaar attributes are authenticated either through Aadhaar or other source systems via API, FTP etc. There are 8 additional Jan Aadhaar attributes that shall also be considered as Golden Records Tentative number of databases to be integrated: Total number of schemes: 273 Jan Aadhaar integrated schemes: 147 Total number of departments: 117 	<p>Our architecture envisions to use SPARK, what are the approximate source table sizes that would need to be loaded on the SPARK notebooks? And what is the expected execution time for Spark Jobs?</p> <p>The number of expected concurrent request on SPARK.</p> <p>Is the ingestion to be performed in a batch mode or batch + real time mode ?</p> <p>Is there any streaming data requirement for ingestion purpose ?</p> <p>What is the total data for transformation per day to be processed and in how many hours would this batch job need to be completed ?</p>	Refer response to Query SNo 272
383	NA	NA	General Requirements	<p>High availability and disaster recovery related RTO and RPO values to be adhered to for the solution and HA/DR options for each sub component. RTO and RPO values in case of a disaster ?</p> <p>Storage based replication to be considered ?</p> <p>BCP plan to be considered ?</p>	Refer response to Query SNo 227
384	129	Annexure 19 (H). Data Governance, Management & Data Quality	General	<p>Metadata Import & Enrichment: How many tables, no of columns in each table, no of records per table?</p> <p>No of Concurrent users accessing - Browse, search, view functionality for data governance</p> <p>Is OCR engine as a capability required ?</p> <p>Total number of reports to be deployed ? Total number of users to access the reports with peak number for the sizing perspective. Also total logged in sessions .</p>	Refer response to Query SNo 281
385	83	Point 5 System SLA	The platform should be able to handle the concurrency of upto 1000 users without any user experience impact	We're assuming the concurrency mentioned specified is for the citizens who would access the portal only for visualisation layer.	As per RFP
386	30	Indicative Reports	Forecasted reports	What would be the user count to access the dashboard for the forecasted reports? We're assuming 2 users each for 60 departments.	Refer response to Query SNo 230
387	30	Indicative Reports	Forecasted reports	We're assuming the what-if analysis would be needed for these forecasted reports and would require atleast 10 users from the department heads to strategically look at the data.	Refer response to Query SNo 230
388	100	Capex Costs	Point 1, Table A1 Compute solution cost for 256 Core including Virtualization Software, OS, compute node security with all necessary licenses and accessories with 5 Year Warranty (as per proposed solution stack)	What is the minimum quantity of these servers required? We're assuming this is changed to a new figure of 128 GB with multiplier of 8.	Refer response to Query SNo 267
389	133	ANNEXURE 21: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	Storage should be supplied with 0.5 PB (30 % SSD) of usable space upgradable up to 2 PB in same ratio with same drives excluding all overhead configuration like RAID (RAID 6 or equivalent) configuration formatting and hot spare disk (Required min. disk size of 7.4 TB)	<p>Please specify how sizing of 0.5TB capacity is done.</p> <p>Capacity required will depend on storage requirement given by various stakeholders.</p> <p>Also, please explain if Object storage will be the part of this storage or separate storage is required.</p>	Refer response to Query SNo 55
390	100	Table A: CAPEX Cost, Supply & Deployment of Hardware	Additional 128 TB storage cost with 5 Year Warranty (as per proposed solution stack with 30% SSD)	<p>Please specify why this additional storage is required. This storage is not mentioned in "Minimum Technical Specifications".</p> <p>Please clarify the requirement of this storage.</p>	Refer response to Query SNo 56
391	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it necessary for the solution to regularly track various business processes and offer an integrated dashboard that combines features for monitoring both activity and performance?	Refer response to Query SNo 188
392	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution possess the ability to detect and report inefficient workflows or operations, especially those prone to frequent errors or omissions?	Refer response to Query SNo 189
393	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Are automated routing capabilities required in the solution to manage message and information flow, using predefined rules such as sequential, parallel, or rule-driven routing?	Refer response to Query SNo 190
394	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need to include mechanisms for task allocation and distribution, such as random or round-robin assignments, as well as options for delegation and collaborative task models?	Refer response to Query SNo 191
395	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it essential for the escalation and notification features within the BPM solution to integrate with platforms like: <ul style="list-style-type: none"> a) Email systems b) SMS gateways c) Alerts and notification centers, or other reporting tools d) Other messaging platforms? 	Refer response to Query SNo 192
396	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution feature a modeling tool that enables the creation of User Interface (UI) collections, templates, or custom views?	Refer response to Query SNo 193
397	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is the ability for the process engine to handle both asynchronous and synchronous message communication a critical requirement?	Refer response to Query SNo 194
398	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need functionality for scheduling future steps, events, sub-processes, or process executions?	Refer response to Query SNo 195
399	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution support the execution of sub-processes through both synchronous and asynchronous methods?	Refer response to Query SNo 196
400	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it important for the solution to provide visualization tools, such as dashboards, graphs, simplified process diagrams, and interactive web forms, for a better user experience?	Refer response to Query SNo 197
401	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution allow seamless integration of UI forms with workflows, while ensuring that data is displayed only to users with the appropriate access permissions?	Refer response to Query SNo 198
402	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Does the solution need to handle a broad spectrum of business rules, from basic to highly intricate workflows?	Refer response to Query SNo 199
403	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it necessary for the solution to include a rule engine and management platform that allows users to adjust workflow and risk rules directly online without requiring system redeployment?	Refer response to Query SNo 200

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404	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the rule engine support defining various types of rules, such as: Calculation and computation rules Rules for task allocation and work assignment Delegation and substitution rules Rules for runtime events (e.g., leave processes, ad hoc workflows) Approval workflows Escalation matrices Applicability and conditional tables Data transformation rules? Does the solution require capabilities to expose web services that comply with the latest W3C standards and provide REST/API-based integrations to seamlessly interact with other systems?	Refer response to Query SNo 201
405	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution support predefined mechanisms for routing messages and information automatically, including sequential, parallel, and rule-driven workflows?	Refer response to Query SNo 202
406	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution incorporate functionality to validate rules as they are authored, immediately flagging any syntax errors for correction?	Refer response to Query S No 203
407	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Should the solution include a feature to search and retrieve rules efficiently, with the ability to restrict search results based on user access levels?	Refer response to Query S No 204
408	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Would a user-friendly, web-based rule editor that allows non-technical personnel to design and update rules independently be a valuable feature?	Refer response to Query S No 205
409	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is it essential for the solution to offer natural language syntax or vocabulary, enabling non-technical users to create and maintain rules with minimal technical assistance?	Refer response to Query S No 206
410	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Is role-based creation and access to rule-related components (e.g., rule sets, decision tables, and applicability tables) necessary, along with maker-checker verification processes to ensure quality before publication?	Refer response to Query S No 207
411	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Joint Ownership Declaration: The obligation to undertake successful implementation and quality of service of the named products, is to be undertaken by the Bidder. IBM as the OEM will provide the IBM standard products as per applicable end user licensing terms and conditions. We request that the joint ownership declaration as provided in Annexure 9 of the RFP be provided solely by the Bidder and not by the OEM	Refer response to Query SNo 208
412	15	Scope Of Work	Business rules and scheme information with eligibility criteria, inclusion, exclusion and the intended stakeholders	Manpower Deployment Undertaking: We note from Annexure 6 of the RFP that the OEM is required to provide a declaration on the resources deployed under the project being on the OEM's payroll and such resources being full time employees of the OEM. As stated above, the obligation to undertake successful implementation and quality of service of the named products, is to be undertaken by the Bidder. IBM as the OEM will provide the IBM standard products as per applicable end user licensing terms and conditions. Our request would be to have this Manpower Deployment Undertaking being provided by the Bidder and not by the OEM. OEM resource liability falls under whose obligation?	Refer response to Query S No 209
413	93	ANNEXURE: UNDERTAKING FROM SOFTWARE MANUFACTURER (OEM) FOR JOINT OWNERSHIP OF SUCCESSFUL IMPLEMENTATION & QUALITY OF SERVICE	ANNEXURE: UNDERTAKING FROM SOFTWARE MANUFACTURER (OEM) FOR JOINT OWNERSHIP OF SUCCESSFUL IMPLEMENTATION & QUALITY OF SERVICE	Golden record creation and entity relationship under the new database of SMART; We're assuming the client will provide the license and infrastructure for the same. For the entities mentioned in the RFP, do you require an entity relationship database like Graph database?	Refer response to Query S No 264
414	95	ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING	ANNEXURE: MANPOWER DEPLOYMENT UNDERTAKING	Is there a requirement for GPUs? Would that be provided by the department when the need arises?	Refer response to Query S No 265
415	123	Annexure 18	IBM MDM	Bidder requests the parties mutually agree on any varying of quantities.	Refer response to Query S No 270
416	133	Annexure 21	IT Infrastructure		Refer response to Query S No 18
417	56	Section 5 - Instruction to Bidders (ITB) 24. Right to vary quantity	a. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents. b. Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract. c. Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. d. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under :- a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and b. 50% of the value of goods or services of the original contract.		As per RFP
418	57	Section 5 - Instruction to Bidders (ITB) 27. Confidentiality	a. Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: - a. impede enforcement of any law; b. affect the security or strategic interests of India; c. affect the intellectual property rights or legitimate commercial interests of bidders; d. affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity. b. The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information. c. The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above. d. In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information. The successful bidder shall be required to execute Non-Disclosure Agreement (NDA) with RISL as per Annexure- 14	Bidder requests that confidentiality obligations are set out in a separate agreement or in the alternative that the terms are made mutual.	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
419	60	Section 5 - Instruction to Bidders (ITB) 29. Code of Integrity for Bidders (a) to (b)	<p>a. No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.</p> <p>b. The code of integrity include provisions for: -</p> <p>a. Prohibiting</p> <p>i. Any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;</p> <p>ii. any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;</p> <p>iii. any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;</p> <p>iv. improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;</p> <p>v. any financial or business transactions between the bidder and any officer or employee of the procuring entity;</p> <p>vi. any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;</p> <p>vii. any obstruction of any investigation or audit of a procurement process;</p> <p>b. disclosure of conflict of interest;</p> <p>c. disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.</p>	Bidder can only agree to comply with such code of integrity where it has been provided to Bidder.	As per RFP
420	64	Section 5 - Instruction to Bidders (ITB) 35) Monitoring of Contract	<p>a) An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.</p> <p>b) During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.</p> <p>c) If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.</p> <p>d) Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.</p> <p>e) No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.</p> <p>f) The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.</p>	Bidder can only agree to provide access to routinely prepared records and reports on written notice. Bidder's standard position is that it does not agree to broad audit access rights, which are in addition to Bidder's routine record-keeping arrangements.	As per RFP
421	67	Section 6 – General Terms and Conditions of Tender & Contract 10. Contract Price	<p>a. The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.</p> <p>b. Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract</p>	<p>Bidder can only agree to setoff or deduction rights where the Parties mutually agree to this and on the amount and it is in the instance of administrative convenience. Bidder requests that the Parties mutually agree on prices and the variation of prices.</p> <p>Bidder requests the following amendments:</p> <p>a. The Contract Price shall be paid as specified in the contract. subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.</p> <p>b. Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid where the Parties mutually agree to this or , with the exception of any price adjustments authorized in the special conditions of the contract.</p>	As per RFP
422	67	Section 6 – General Terms and Conditions of Tender & Contract 11. Recoveries from Supplier/ Selected Bidder/Authorised partner	The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.	Bidder cannot agree to setoff or deduction rights. Bidder only agrees to setoff or deduction rights where the parties mutually agree on the amount and it should be in the interest of administrative convenience.	As per RFP
423	53	Section 6 – General Terms and Conditions of Tender & Contract 15. Sub-contracting	Sub-contracting of any services as covered in the scope of this RFP is not allowed. However, selective sub-contracting for supply of hardware components like servers and storage is permitted. As part of the technical proposal, the bidder shall declare if the hardware components are directly supplied by them or the sub-contractors. The bidder shall be completely responsible for the acts of the Sub-Contractor.	<p>Bidder requires the right to subcontract freely or in the alternative the parties agree on a list of pre-approved subcontractors.</p> <p>Bidder requests the following amendment:</p> <p>a. The bidder shall freely not assign or sub-let contract his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority. Neither party may assign this contract, in whole or in part, without the prior written consent of the other. Assignment of selected bidder's rights to receive payments and by selected bidder in conjunction with the sale of the portion of selected bidder's business that includes the product or service is not restricted.</p> <p>b. If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.</p> <p>c. Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.</p>	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
424	68	Section 6 – General Terms and Conditions of Tender & Contract 16. Liquidated damages (LD)	a. In case of extension in the delivery period with liquidated damages the recovery shall be made on the basis of following percentages of value of Stores with the bidder has failed to supply/ install/ complete:- Sr. Condition LD %* a. Delay up to one fourth period of the prescribed delivery period & completion of Goods and Services. 2.5 % b. Delay exceeding one fourth but not exceeding half of the prescribed delivery period & completion of Goods and Services. 5.0 % c. Delay exceeding half but not exceeding three fourth of the prescribed delivery period & completion of Goods and Services. 7.5 % d. Delay exceeding three fourth of the prescribed delivery period, & completion of Goods and Services. 10.0 %	Bidder agrees to comply with timelines mutually agreed upon and set out clearly in the Contract. Liquidated Damages should only be applicable where there has been a material delay which is solely attributable to Bidder and provided Bidder has been given a reasonable time period to remedy.	As per RFP
425	68	Section 6 – General Terms and Conditions of Tender & Contract 28. Liquidated damages (LD)	b. Fraction of a day in reckoning period of delay in supplies shall be eliminated if it is less than half a day. c. The maximum amount of liquidated damages shall be 10% of the contract value. d. If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply. e. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods is on account of hindrances beyond the control of the bidder.	Liquidated Damages should be subject a total liability cap. Bidder requests that Liquidated Damages be subject to a cap of 5%TCV instead of 10%. b. Fraction of a day in reckoning period of material delay in supplies shall be eliminated if it is less than half a day. c. The maximum amount of liquidated damages shall be 105% of the contract value provided that a reasonable cure period is provided to the Supplier. d. If the supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply. e. Delivery period may be extended with or without liquidated damages if the material delay in the supply of goods is on account of hindrances beyond the control of the bidder. Liquidated Damages should only be applicable where the material delay is solely attributable to Bidder.	As per RFP
426	70	Section 6 – General Terms and Conditions of Tender & Contract 17. Patent Indemnity	a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: i. the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and ii. the sale in any country of the products produced by the Goods. Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract. b. If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.	Bidder agrees to provide an indemnity in respect to third party claims regarding patent and copyright infringement on the following terms: a) The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify by defending and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, third party claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may be suffered as a result of any infringement or alleged infringement of any patent or , utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: i. the installation of the Goods acquired under this Agreement by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and ii. the sale in any country of the products produced by the Goods. Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract. Supplier/selected bidder has no responsibility for claims based, in whole or part, on Non-Supplier products/ Goods, items not provided by Supplier, or any violation of law or third party rights caused by Purchaser's content, materials, designs, specifications, or use of a non-current version or release of an Supplier's product/ Goods when an infringement claim could have been avoided by using a current version or release. b. If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, supplies information requested by Supplier and the allows supplier/ selected bidder may at its own expense and in the Purchaser's name conduct to control, and reasonably cooperates such proceedings or claim and any negotiations for their the defense and settlement of any such proceedings or claim, including mitigation efforts.	As per RFP
427	70	Section 6 – General Terms and Conditions of Tender & Contract 36. Patent Indemnity	c. If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. d. The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing. e. The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser	Bidder cannot agree to provide the indemnity set out at (e). Bidder requests the following amendments: d. The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim.	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
428	71	Section 6 – General Terms and Conditions of Tender & Contract 18. Limitation of Liability	<p>Except in cases of gross negligence or willful misconduct: -</p> <p>a. neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and</p> <p>b. the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.</p> <p>The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.</p>	<p>Bidder requests the following amendments to the limitation of liability clause:</p> <p>Except in cases of gross negligence or willful misconduct: -</p> <p>a. Neither party shall be liable to the other party for any special. Incidental, exemplary, indirect or economic consequential loss or damages, loss of use, loss of production, or loss of profits or interest costs, , business, value, revenue, goodwill or anticipated savings provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and</p> <p>b. the aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract of any actual direct damages incurred by the Purchaser up to the amounts paid (if recurring charges, up to 12 months’ charges apply) for the product or service that is the subject of the claim, regardless of the basis of the claim. This limit applies collectively to IBM, its subsidiaries, contractors, and suppliers., provided that this limitation shall not apply to damages to real property and tangible personal property the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to make third party payment in respect to the indemnity the Purchaser provides with respect to patent or copyright infringement.</p> <p>The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement.</p>	As per RFP
429	71	Section 6 – General Terms and Conditions of Tender & Contract 19. Force Majeure	<p>a. The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default and to the extent that its delay in performance or other failure to perform its obligations under the Contract if the result is of an event of Force Majeure.</p> <p>b. For purposes of this Clause—Force Majeur means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.</p> <p>c. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>d. If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.</p> <p>e. In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.</p>	<p>Bidder requests that the position on force majeure set out here be made mutual and applicable to both parties. Further force majeure terms are only applicable non-monetary obligations.</p> <p>Bidder requests the following amendments:</p> <p>a. The SupplierNeither Party shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default and to the extent that of their its delay in performance or other failure to perform its their non-monetary obligations under the Contract if the result is of an event of Force Majeure.</p> <p>b. For purposes of this Clause—Force Majeur means an event or situation beyond the control of the Supplier party that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.</p> <p>c. If a Force Majeure situation arises, the Suppliereither Party shall promptly notify the Purchaser other party in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplierthe parties shall continue to perform its their non-monetary obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>d. If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.</p> <p>e. In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.</p>	As per RFP
430	71	Section 6 – General Terms and Conditions of Tender & Contract 20. Change Orders and Contract Amendments	<p>a) The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause “Notices” above, to make changes within the general scope of the Contract in any one or more of the following: -</p> <p>i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;</p> <p>ii. the method of shipment or packing;</p> <p>iii. the place of delivery; and</p> <p>iv. the related services to be provided by the supplier/ selected bidder.</p> <p>b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier’s/ selected bidder’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier’s/ selected bidder’s receipt of the Purchaser’s change order.</p> <p>c) Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.</p>	<p>Bidder requests that changes take place via a mutually agreed change control mechanism.</p> <p>Bidder requests the following amendments:</p> <p>a) The PurchaserEither Party may request at any time order the supplier/ selected bidderother party through Notice in accordance with clause “Notices” above, to make changes within the general scope of the Contract in any one or more of the following: -</p> <p>i. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;</p> <p>ii. the method of shipment or packing;</p> <p>iii. the place of delivery; and</p> <p>iv. the related services to be provided by the supplier/ selected bidder.</p> <p>b) If any such change causes an increase or decrease in the cost of, or the time required for, the supplier’s/ selected bidder’s performance of any provisions under the Contract, the Parties may mutually agree on an equitable adjustment shall to be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier’s/ selected bidder’s receipt of the Purchaser’s change order.</p> <p>c) Prices to be charged by the supplier/ selected bidder for any related services that the Parties mutually agree to which might be needed but which were not included in the Contract shall be agreed upon in advance mutually by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.</p>	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
431	72	Section 6 – General Terms and Conditions of Tender & Contract 21. Termination	<p>a. Termination for Default - The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two weeks' time to the Supplier, may terminate the Contract in whole or in part</p> <p>I. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or</p> <p>II. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</p> <p>III. If the supplier/ selected bidder/authorised partner, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.</p> <p>IV. If the supplier/ selected bidder commits breach of any condition of the contract.</p> <p>If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity.</p>	<p>Bidder requests that termination rights for Default should be for a material breach of obligations provided the one who is not complying is given a reasonable time period to remedy. Further Bidder requests that termination rights be made mutual. Step-in rights should only take place on mutual agreement of the parties.</p> <p>Bidder requests the following amendments:</p> <p>a. Termination for Default - The Procuring Entity, Either Party without prejudice to any other remedy under the provisions of the Act, the Rules or for material breach of Contract, by Notice of default giving two weeks' thirty days time to the Supplier/other party, may terminate the Contract in whole or in part</p> <p>I. If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by PE; or</p> <p>II. If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or</p> <p>III. If the supplier/ selected bidder/authorised partner/other Party, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.</p> <p>IV. If the supplier/ selected bidder commits breach of any condition of the contract.</p> <p>If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate mutually agreed terms, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity. If Selected Bidder/Supplier terminates with cause, Purchaser will meet all minimum commitments and pay termination or adjustment charges specified in the SOW or TD and any additional costs Supplier/ Selected Bidder reasonably incurs because of early termination, such as costs relating to subcontracts or relocation.</p>	As per RFP
432	71	Section 6 – General Terms and Conditions of Tender & Contract 21. Termination	<p>b. Termination for Insolvency PE may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to PE.</p>	<p>Bidder requests that termination rights for insolvency be made mutual.</p> <p>Bidder requests the following amendments: PE Either party may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder/other party, if the supplier/ selected bidder/that party becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to PE.</p>	As per RFP
433	71	Section 6 – General Terms and Conditions of Tender & Contract 21. Termination	<p>c) Termination for Convenience</p> <p>I. The contract may terminate, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.</p> <p>II. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.</p> <p>III. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:- a.To have any portion completed and delivered at the Contract terms and prices; and/or To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.</p>	<p>Bidder requests that termination rights for convenience are mutual.</p> <p>Bidder requests the following amendments: c) Termination for Convenience</p> <p>I. The contract may terminate, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Party terminating's Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.</p> <p>II. Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.</p> <p>III. The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may select:- a.To have any portion completed and delivered at the Contract terms and prices; and/or To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder. If Purchaser terminates without cause, Purchaser will meet all minimum commitments and pay termination or adjustment charges specified in the SOW or TD and any additional costs Supplier/ Selected Bidder reasonably incurs because of early termination, such as costs relating to subcontracts or relocation.</p>	As per RFP
434	76	Section 6 – General Terms and Conditions of Tender & Contract 24. Verification of Eligibility Documents by RISL	<p>RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RPPP Act 2012.</p>	<p>Bidder agrees to provide access to routinely prepared records and reports on written notice.</p>	As per RFP
435	109	ANNEXURE-12: DRAFT AGREEMENT FORMAT	<p>5. In case of extension in the delivery period and/or completion period is granted with liquidated damages, the recovery shall be made on the basis of following percentages of value of Goods and Services which the selected bidder has failed to supply or complete the work:-</p> <p>**See table in RFP</p> <p>Note: i. Fraction of a day in reckoning period of delay in services shall be eliminated if it is less than half a day. ii. The maximum amount of agreed liquidated damages shall be 10%. The percentage refers to the payment due for the associated milestone. iii. If the Successful Bidder requires an extension of time in completion of services on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of services and it shall be discretion of the authority to extend the same or not. iv. Delivery completion period may be extended with or without liquidated damages on the will of authority if the delay in the service/ delivery in on account of hindrances beyond the control of the Successful Bidder. 6. The Penalties shall be implemented and deducted as per the SLAs defined in the RFP.</p>	<p>Bidder submits that liquidated damages only be invoked for a material delay/default which is solely attributable to the bidder, after providing the bidder with a reasonable cure period. Liquidated Damages should be subject a total liability cap. Bidder requests that Liquidated Damages be subject to a cap of 5%TCV instead of 10%.</p>	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
436	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>WHEREAS</p> <p>a. The RISL wishes to appoint an agency for Yojana Bhawan, Jaipur for a period of years. For the purpose there will be a requirement to exchange certain information related to or hosted in Rajasthan State Data Centre (RSDC) which is proprietary and confidential information.</p> <p>b. The RISL is willing to disclose such information to successful bidder only on the terms and conditions contained in this Agreement. The successful bidder agrees to hold the Covered Data and Information in strict confidence. Successful bidder shall not use or disclose Covered Data and Information received from or on behalf of Government of Rajasthan/RISL except as permitted or required by the Agreement, or as otherwise authorized in writing by RISL.</p> <p>NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:</p>	<p>WHEREAS</p> <p>a. The RISL wishes to appoint an agency for Yojana Bhawan, Jaipur for a period of years. For the purpose there will be a requirement to exchange certain information related to or hosted in Rajasthan State Data Centre (RSDC) which is proprietary and confidential information ("the Purpose"). Parties are individually referred to as a "Party" or collectively as "Parties". The Party disclosing Confidential Information will be referred to as the Disclosing Party and the Party receiving Confidential Information will be referred to the Receiving Party.</p> <p>b. The RISL The Disclosing Party is willing to disclose such information to successful bidder the Receiving Party only on the terms and conditions contained in this Agreement. The successful bidder Receiving Party agrees to use reasonable care to hold the Covered Data and Confidential Information in strict confidence. Successful bidder the Receiving Party shall not use or disclose Covered Data and Confidential Information received from or on behalf of Government of Rajasthan/RISL the Disclosing Party except as permitted or required by the Purpose of the Agreement, or as otherwise authorized in writing by RISL for the benefit of the Disclosing Party.</p>	As per RFP
437	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:</p> <p>1. Definition: In this agreement unless the contest otherwise requires:</p> <p>1.1. "Confidential Information" shall mean</p> <p>a) any and all information concerning Rajasthan State Data Centre (RSDC) or any other successor,</p> <p>b) any and all trade secrets or other confidential or proprietary information related and hosted in State Data Centre (SDC)</p> <p>c) Passwords of IT/Non IT equipments of SDC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/Non IT equipments, policies of firewall/IDs/IPS /routers /switches and information hosted on IT equipments in Rajasthan State Data Centre (RSDC)</p>	<p>1. Definition: In this agreement unless the contest otherwise requires:</p> <p>1.1. "Confidential Information" shall mean</p> <p>a) any and all information marked with a restrictive legend or identified as confidential information at the time of disclosure and is disclosed after the execution of this agreement and includes the following: concerning Rajasthan State Data Centre (RSDC) or any other successor,</p> <p>b) any and all trade secrets or other confidential or proprietary information related and hosted in State Data Centre (SDC)</p> <p>c) Passwords of IT/Non IT equipments of SDC, user identifications, or other information that may be used to access information systems, networking diagrams, technical specifications of IT/Non IT equipments, policies of firewall/IDs/IPS /routers /switches and information hosted on IT equipments in Rajasthan State Data Centre (RSDC) Where the information was orally disclosed it must be identified as confidential at the time of disclosure and subsequently reduced to written summary within 30 days and marked with a restrictive legend.</p>	As per RFP
438	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>1.2. Proprietary Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related or hosted with Rajasthan State Data Centre (RSDC) and is disclosed or delivered by the First Party to the Second Party, whether by means of written or oral disclosure or otherwise.</p>	<p>Bidder requests the following amendments:</p> <p>1.2. Proprietary Confidential Information shall mean as technical data and other information (including but not limited to digital data, products, substances, organisms, technology, research results or plans, system processes, workflows, know-how, reports, descriptions, drawings, design, compositions, strategies, trade secrets, business and financial information, and computer software) in whatever form, which is related or hosted with Rajasthan State Data Centre (RSDC) and is disclosed or delivered by the First Disclosing Party to the Second Party, whether by means of written or oral disclosure or otherwise.</p>	As per RFP
439	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>2. Limitations on Use and Disclosure of Confidential and Proprietary Information</p> <p>2.1. Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU whose data are hosted in Rajasthan State Data Centre (RSDC) shall be used by the successful bidder solely for the purpose of fulfillment of the obligation and work assigned to it as per order no. and shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. Successful bidder shall not share, record, transmit, alter, or delete information residing/hosted in the information systems except as required in performance of the job duties.</p> <p>2.2. Confidential and Proprietary Information shall not be copied or reproduced by the successful BIDDER without the express written permission of the RISL, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. .</p> <p>2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees of the successful bidder who have a 'need to know' in connection with the purpose stated above, and who additionally agree to the nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the successful bidder shall be treated as a breach of this Agreement by the successful bidder.</p> <p>2.4. Confidential and Proprietary Information shall not be disclosed by the successful bidder to any third party without the prior written consent of the First Party.</p> <p>2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:</p> <p>a. was in the public domain at the time of disclosure or thereafter enters the public domain through no breach of this Agreement by the successful bidder; or</p> <p>b. was, at the time of receipt, otherwise known to the successful bidder without restriction as to use or disclosure; or</p> <p>c. becomes known to the successful bidder from a source other than the RISL and/or other departments/PSU without a breach of this Agreement by the successful bidder; or</p> <p>d. is developed independently by the successful bidder without the use of Proprietary Information disclosed to it hereunder; or</p> <p>e. is otherwise required to be disclosed by law.</p>	<p>2. Limitations on Use and Disclosure of Confidential and Proprietary Information</p> <p>2.1. Confidential and Proprietary Information disclosed by the RISL and/or other departments/PSU Disclosing Party whose data are hosted in Rajasthan State Data Centre (RSDC) shall be used by the successful bidder Receiving Party solely for the purpose of fulfillment of the obligation purpose and work assigned to it as per order no. and for the benefit of the Disclosing Party shall not otherwise be used for his benefit or otherwise. All information encountered in the performance of duties shall be treated as confidential unless and until advised otherwise by RISL or its representative. Successful bidder Receiving Party shall use reasonable care not share, record, transmit, alter, or delete confidential information residing/hosted in the information systems except as required in performance of the job duties in this agreement.</p> <p>2.2. Confidential and Proprietary Information shall not be copied or reproduced by the successful BIDDER Receiving Party without the express written permission of the RISL Disclosing party, except for such copies as may be reasonably required for accomplishment of the purpose stated in the tender no. .</p> <p>2.3. Confidential and Proprietary Information shall be disclosed only to the Director or employees/Authorised Representatives (see below definition) of the successful bidder Receiving Party who have a 'need to know' in connection with the purpose stated above, and who additionally agree to substantially the same nondisclosure requirements of this Agreement. Any further disclosure of confidential and Proprietary Information by the successful bidder shall be treated as a breach of this Agreement by the successful bidder. the aggrieved party is entitled to seek injunctive relief. Authorised Representatives means employees and employees of any legal entity that it controls, controls it, or with which it is under common control, or subcontractors, financial and legal advisors, who have a need to know. Control means to own or control, directly or indirectly, over 50% of voting shares.</p> <p>2.4. Confidential and Proprietary Information shall not be disclosed by the successful bidder Receiving Party to any unauthorised third party without the prior written consent of the First Party. Disclosing Party.</p> <p>2.5. This Agreement shall not restrict disclosure or use of Confidential and Proprietary Information which:</p> <p>a. was in the public domain at the time of disclosure when received or thereafter subsequently enters the public domain through no breach of this Agreement by the successful bidder Receiving Party; or</p> <p>b. was, at the time of receipt, otherwise known to was in the possession the successful bidder Receiving Party without restriction as to use or disclosure an obligation of confidentiality; or</p> <p>c. becomes known to the successful bidder Receiving Party from a source other than the RISL and/or other departments/PSU Disclosing Party without a breach of this Agreement by the successful bidder Receiving Party; or</p> <p>d. is developed independently by the successful bidder Receiving Party without the use of Proprietary Information disclosed to it hereunder; or</p> <p>e. is otherwise required to be disclosed by law. Is disclosed by the Disclosing Party to another without the obligation of confidentiality.</p>	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
440	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>3. Business Obligation:</p> <p>3.1. During the complete contract period and even after 3 years of the expiry of the agreement, the successful bidder shall not</p> <p>a. Disclose Confidential Information in any manner or form to any person other than its own employees for the limited purpose stated herein, or</p> <p>b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL, without the prior written consent of the RISL .</p> <p>3.2. Whereas, the RISL as a matter of policy and with a view to operate and maintain SDC has given order to the successful bidder Work Order Nofor at Yojana Bhawan, Jaipur for a period of year as specified in the service level agreement (SLA).</p> <p>3.3. Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of successful bidder), had entered into an agreement with the successful BIDDER that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.</p> <p>3.4. Whereas, the successful bidder has agreed to fully abide by the terms of this non- disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the successful bidder shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.</p> <p>3.5. whereas, the successful bidder having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the successful bidder shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the risl and if this is violated, the risl shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.</p> <p>3.6. Whereas, the RISL shall have the entire control over the functioning of the Successful bidder and the</p>	<p>3. Business Obligation:</p> <p>3.1. During the complete contract period and even after Each disclosure of confidential information is subject to this Agreement for 3 5 years following each initial date of disclosure of the expiry of the agreement., The successful bidder Receiving Party shall use reasonable care to not</p> <p>a. Disclose Confidential Information in any manner or form to any person other than its own employees Authorised Representatives for the limited Purpose stated herein, or</p> <p>b. Use Confidential Information for its own benefit or for the benefit of any person or entity other than the RISL Disclosing Party, without the prior written consent of the RISL Disclosing Party .</p> <p>3.2. Whereas, the RISL as a matter of policy and with a view to operate and maintain SDC has given order to the successful bidder Work Order Nofor at Yojana Bhawan, Jaipur for a period of year as specified in the service level agreement (SLA).</p> <p>3.3. Whereas, the RISL under the circumstances referred, herein before, wants to protect itself from any misuse of the confidential and proprietary information by the third party i.e. person or persons (employees of successful bidder), had entered into an agreement with the successful BIDDER that the second party shall not divulge such information either during the course of the life of this agreement or even after the expiry of the agreement.</p> <p>3.4. Whereas, the successful bidder has agreed to fully abide by the terms of this non- disclosure agreement and it has also been agreed by the parties that if there will be any breach or violation of the terms of agreement vis-à-vis non-disclosure clause, the successful bidder shall not only be liable for consequential costs and damages but in addition to that will also be liable for criminal prosecution in accordance with the prevailing laws.</p> <p>3.5. whereas, the successful bidder having in his possession or control any secret official code or password or digital data or any sketch, plan, model, article, note, document or information which falls within the purview of confidential or proprietary information, the successful bidder shall not part with any part of such information to anyone under any circumstances, whatsoever, without the prior approval of the risl and if this is violated, the risl shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.</p> <p>3.6. Whereas, the RISL shall have the entire control over the functioning of the Successful bidder and the successful bidder shall work according to the instruction of the RISL and in case if this is violated by the successful bidder in any mode or manner, the RISL shall have the legal right to initiate civil and criminal proceeding against it under the provisions of the relevant law.</p>	As per RFP
441	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>3.7. Whereas, if the successful bidder permits any person or persons without permission of the RISL to have –</p> <p>a. Access or secures access to such computer, computer system or computer network which has the connectivity with the confidential and proprietary information or;</p> <p>b. Downloads, copies or extracts any data, computer data base or information from such Database Server, Web Server, Computer System, networking equipments or Computer Network including information or data held or stored in any removable storage medium which has the connectivity with the confidential and proprietary information or;</p> <p>c. Damages any Database Server or causes to damage any Database Server, Web Server, computer system, computer network, data, data base or any other programmes residing in such Server, computer system or computer network;</p> <p>d. Denies or causes the denial of access to any authorized person of the RISL to have access to any computer system or computer network by any means;</p> <p>Shall be liable to pay damages by way of compensation and would also be liable for criminal prosecution in accordance with the prevailing laws.</p>	The Bidder requests deletion of this clause. Bidder can only agree to the remedy of injunctive relief for breach of this NDA.	As per RFP
442	113	Annexure 14: INDICATIVE CONFIDENTIALITY AND NON DOSCLOSURE AGREEMENT	<p>3.8 successful bidder shall report to RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL. Successful bidder shall make the report to RISL within not less than one (1) business day after successful bidder learns of such use or disclosure. Successful bidder's report shall identify:</p> <p>a) The nature of the unauthorized use or disclosure,</p> <p>b) The confidential and/or proprietary information/data used or disclosed,</p> <p>c) Who made the unauthorized use or received the unauthorized disclosure,</p> <p>d) What successful bidder has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and</p> <p>e) What corrective action successful bidder has taken or shall take to prevent future similar unauthorized use or disclosure.</p> <p>SUCCESSFUL BIDDER shall provide such other information, including a written report, as reasonably requested by RISL.</p> <p>3.9 The successful bidder hereby agrees and consents that temporary or permanent injunctive relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief.</p>	<p>The Bidder requests the deletion of this clause or the following mitigation.</p> <p>3.8 successful bidder The Receiving Party shall endeavour to report to the Disclosing Party RISL any use or disclosure of confidential and/or proprietary information/data not authorized by this Agreement in writing by RISL the Disclosing Party . Successful bidder The Receiving Party shall make the report to RISL Disclosing Party within not less than one (1) business day after successful bidder learns of such use or disclosure. Successful bidder's The Receiving Party's report shall identify:</p> <p>a) The nature of the unauthorized use or disclosure,</p> <p>b) The confidential and/or proprietary information/data used or disclosed,</p> <p>c) Who made the unauthorized use or received the unauthorized disclosure,</p> <p>d) What successful bidder The Receiving Party has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and</p> <p>e) What corrective action successful bidder the Receiving Party has taken or shall take to prevent future similar unauthorized use or disclosure.</p> <p>SUCCESSFUL BIDDER The Receiving Party shall provide such other information, including a written report, as reasonably requested by RISL the Disclosing Party.</p> <p>3.9 The successful bidder hereby agrees and consents that temporary or permanent injunctive relief and/or an order of specific performance may be granted in lieu of, or in addition to other available relief in any proceeding brought by RISL to enforce this Agreement, without the necessity of proof of actual damages and without posting bond for such relief. The parties agree that any breach may cause irreparable harm and the aggrieved party is entitled to seek injunctive relief.</p> <p>Disclosing Party will not be liable for any damages arising out of the use of Confidential Information disclosed under this Agreement.</p>	As per RFP
443				<p>Termination</p> <p>Either party may terminate this Agreement by providing at least one month's written notice to the other. Any terms of this Agreement which by their nature extend beyond its termination remain in effect until fulfilled, and apply to respective successors and assignees.</p>	As per RFP
444				<p>Import/Export Laws</p> <p>Each party will comply with all applicable export and import laws and associated embargo and economic sanction regulations, including those of the United States.</p>	As per RFP

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S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
445				<p>Recipient of Confidential Information will not acquire any right or license under any trademark, copyright or patent now or subsequently owned or controlled by Discloser.</p> <p>Confidential Information is disclosed without warranties of any kind and is on an "as-is" basis.</p> <p>The receipt of Confidential Information under this Agreement does not preclude the Receiving Party from: (1) Developing, manufacturing, marketing or providing products or services which may be competitive with products or services of Disclosing Party, or entering into any business relationship with any other party; or (2) assigning its employees in any way it may choose.</p> <p>Neither party may assign, or otherwise transfer, its rights or delegate its duties or obligations under this Agreement without prior written consent except as part of the divestiture of a business line where the acquirer agrees to be bound by the terms of this Agreement. Any attempt to do so is void.</p>	As per RFP
446	68	15) Sub-contracting		Kindly allow sub-contracting of services too. It can be with prior permission of Purchaser.	As per RFP
447	42	3.4 Citizen Centric Interface for Government services to be delivered within 24 hours		If the Web application can be responsive to be displayed on mobile app. Then a separate mobile app may not be required? Please clarify.	As per RFP
448	79	1) MILESTONES, DELIVERABLES, TIMELINES AND PAYMENT TERMS		Request RISL to simplify payment terms, by paying 100% for hardware & software on delivery. The complicated percentage-breakup can be on Services milestones.	As per RFP
449	125	(G). ESTIMATED VOLUMETRIC DATA FOR SOLUTION SIZING		More details on volumetrics would be required for sizing; is it required for 273 use-cases or for initial 10 use-case; jan aadhar data only given; each attribute is of what bytes/KB, etc. size in GB/TB, etc.	Refer response to Query SNo 271
450	28	3.1.3. User Acceptance & Go-Live		If Phase 2 Go-live would require 10 use-case; then would the hardware/software/sizing/services is required for 10 use-cases initially. Would the 273 use-case be part of Change request at later time.	As per RFP
451	29	3.1.3. User Acceptance & Go-Live		Is GenAI use-cases required only for Tech evaluation or are they part of the delivery scope. Please clarify. Also please mention AI/GenAI at all places to maintain symmetry.	Refer response to Query SNo 316
452	35	3.2 Resource Requirement & Deployment Plan		As the bidder has to comply to SLAs, so kindly allow the bidder to execute without OEM resources. At best bidder should factor necessary efforts of OEM resources during build phase.	As per RFP
453	35	3.2 Resource Requirement & Deployment Plan		During implementation, the bidder request to allow to have a team mix of 'dedicated basis' as well as 'need basis' to be deployed on-site.	As per RFP
454	96	9) Annexure		Please re-check if the OEM's will comply to the format.	Refer response to Query SNo 264
455	123	18) ANNEXURE: EXISTING ECOSYSTEM		If the existing licenses is to be leveraged in the new SMART project. Then in case of any additional licences required for production, can the dept. procure the proposed software directly from OEMs along with ATS. Please confirm.	Refer response to Query SNo 85
456	General			Is this rate card deal? If not, the RFP should not have conditions and penalties around resource location and availabilities. If yes, RFP should not have the ask of fixed scope for fixed duration - viz. develop SMART platform in 12 months by selected vendor	Refer Amended RFP
457	22	The proposed solution shall have AI capabilities. In addition, the bidder shall propose 3 AI/ GenAI use-cases as part of its proposal which shall be related to the scope of RFP. The bidder shall also be required to demonstrate at least 2 GenAI use-cases as part of the formal Technical Evaluation.		Can you please provide little more guidelines so that use cases are similar and consistent from different bidders . Also, the PoC and demo should be there as part of overall evaluation exercise	<ol style="list-style-type: none"> 1. Refer response to Query SNo 226 2. Refer Amended RFP
458	50	Bidder would be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in "Financial Evaluation Criteria" of clause titled "Evaluation & Tabulation of Financial Bids", wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rates / quote would be selected for the implementation of the project.		Purely evaluating based on cost will not help bring the right talent & experience required to deliver the SMART platform	As per RFP
459	84	Non-Deployment/ Delayed Deployment of resources during Implementation as well as O&M Phase: This penalty shall be applicable in case the selected bidder fails to deploy suitable number of resources on-site as per the RFP Timelines.		<p>Again - Is this leaning towards rate card deal?</p> <p>The RFP seems to have the ask of visibility on resources, their exp, availability etc. and at the same time has defined asks/ SLAs which are typical to a managed service model, viz. system uptime etc.</p>	As per RFP
460				The onsite role requirement does not align with a typical operations support	As per RFP
461	41	3.3.3.2	Production Environment for SMART Solution IT Infrastructure to be provided by DoIT&C/ RISL	<ol style="list-style-type: none"> 1) Interconnectivity Between Deployed Hardware means TOR or L2 Switches only , please confirm? 2) we are Assuming OS and database licenses would also be provisioned by RISL, please confirm 	As per RFP
462	133	3.1	21) ANNEXURE: IT INFRASTRUCTURE MINIMUM TECHNICAL SPECIFICATIONS	<ol style="list-style-type: none"> 1) Minimum of 1TB RAM per Server can be applicable for the data storage platform like HDFS. please mention that explicitly, for other workloads it may be an overkill. 2) 500TB of Storage is the minimum ask for unified storage with NVMe, however for your requirement data storage should be on scaleout architecture like HDFS or object storage with mostly HDD and SSD for caching. Only NVMe with 0.5PB would be an expensive solution and wont bring much benefits to your workload 	<ol style="list-style-type: none"> 1. Capacity as per RFP 2. Refer Amended RFP. Design and type of storage - HDFS and/or SAN is bidders' architectural decision
463	General	General		Please suggest current Virtualization technology used, for the production workloads it may be prudent and beneficial to put some workloads on a hypervisor	As per RFP
464	14	2.1.3 About SMART Project		How would be existing beneficiary be treated in SMART? Would they be auto-enrolled as well?	To be discussed with Selected Bidder

Responses to Pre Bid Queries Received against SMART Project RFP, NIB No. F 3.3(514)/RISL/PUR/2024-02352/6933

S. No.	RFP Page No.	RFP Clause /Rule/ Section/Annexure/Chapter	RFP Clause Details	Query/Clarification/ Suggestion	Final Response
465	18	3.1.2.3. Preparation of Golden Record, 360-degree profile of Citizen and Family Tree		What is the difference between Golden record and Citizen 360. Ideally we would suggest that we have just one type of record for citizen which is validated through multiple sources. This will ensure 'single source of truth'	As per RFP
466	17	3.1.2.2. Scheme Onboarding		Would the schemes be on-boarded through consultation between DoIT&C/RISL and Bidder? Apart from the technical considerations, we would like to propose some business considerations to phase out the on-boarding.	As per RFP
467	35	3.2 Resource Requirement & Deployment Plan		We would strongly recommend to have involvement of Social Services SME who has experience of executing such large scale business transformation. Current most of the profiles are technical in nature and the project is as much a business transformation as it is a technical transformation	As per RFP
468	51	3.2 Resource Requirement & Deployment Plan		In alignment to above point, there should be an evaluation criteria which captures the bidders experience in executing such programs in the Social Services industry in India and Globally. From our perspective this is a major business and technical transformation program and just not technical Project	As per RFP
469	General	Value Realization		Our experience suggests that such programs ideally should have a baseline with clear KPIs. A detailed value realization program should be run to realize the benefits of the program	As per RFP
470	General	Co-Existence		Co-existence between the existing solution and SMART is a very critical component of this program. How do you envision the co-existence to happen	To be discussed with Selected bidder
471	45	* Security Audit shall be performed regularly for the web as well as mobile application*		Bidder understands that this refers to SAST/DAST/App Testing for the Web and Mobile App. - What is the expected frequency of Security audit for web & mobile apps after go live? - Is the supplier expected to do or will RISL organize and perform it? - Is the bidder expected to bring the tools to perform this audit or will RISL provide it?	Cost of Security Audit at the time of Go live will be borne by the Bidder.
472	43	"Production Environment for SMART Solution "		Bidder understands that technology such as NGFW, WAF, SOC, DAM, SSO, DDOS will be provided by RISL. Please clarify if the tools such as EDR/AV, Vulnerability scanners, Privilege Access Management, key management system etc, will also be provided or not. Is the bidder expected to provide these security tools? Please share the required specifications.	As per RFP. Refer to sections "3.3.1Existing tools available with RISL to be leveraged as part of SMART System" and "3.3.3IT Infrastructure to be provided by DoIT&C/ RISL"
473	122	List of DoIT&C/RISL Ecosystem Applications	List of DoIT&C/RISL Ecosystem Applications	Supplier understands that Raj SSO& MFA, will be used as the single point of access for users of the SMART system. Please confirm.	As per RFP
474	122	List of DoIT&C/RISL Ecosystem Applications	List of DoIT&C/RISL Ecosystem Applications	Does RISL have solution in place for privileged access management for the infrastructure administrators that can be leveraged as part of the solution, or should the supplier bring it?	Refer response to Query SNo 472
475	122	List of DoIT&C/RISL Ecosystem Applications	SIZING OF JAN AADHAAR APPLICATION & EVAULT	Will RISL provide Key Management system for storage and management of Encryption keys?	Refer response to Query SNo 472
476	51	Technical Scoring - weightage distribution changes suggested		1) For point 4 criteria: <i>Overall years of relevant experience in Sub domain (ETL/ data warehouse/ data lake/ data analytics, etc. as per format provided)</i> >> Proposing to increase the weightage from 15 to 25. The platform setup forms the core of SMART project and a successful implementation will directly impact the success of implementing the analytical and AI/ML / GenAI use cases 2) For point 5 and point 6 criteria on resource availability and skills >> Proposing to decrease to adjust the increase for point 4 (adjust from 15 to 10). Heavy weightage on point 4 ensures resource availability as well. For vendors who have good experience on delivering similar work successfully, will automatically have the required skills sets and right certifications.	Refer Amended RFP
477	51	Technical Scoring - Criteria details and suggested updates around the specific sub bullet points		Please refer Tab "Accenture - Tech Scoring" for detailed observations and requests	Query not present
478	35		At multiple places in RFP, manpower quantity, deployment details are being sought. Also key resources - * The bidder shall have following skillsets/ experts/ SMEs as a part of the payroll namely Responsible AI, Policy expert, Legal expert, Integration specialist, RPA specialist, Change Management, Data Scientist, QA Engineer, Software Developers (Python/Java/.NET), BI Developer, DevOps, MLOps etc.	While these resources are importantly however the RFP is lacking in terms of highlighting enough resources citations and their verifiable involvement in Indian Projects is being sought as evaluation marks	As per RFP
479	General		Bidder's revenue	We request the Evaluation criteria with marks to be added for Bidder's evaluation - More than2000 Cr-1 marks, More than 3000 marks -2 & more than 5000 - 3 marks	As per RFP