

Sno	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remark
1	7	Section 3: QUALIFICATION/ ELIGIBILITY CRITERIA Financial: Turnover from IT/ ITeS	As per published audited balance sheets, the Average Annual Turnover of the bidder from IT/ ITeS for last three financial years i.e. 2019-20 to 2021-22, should be at least Rs. 75 crores.	In order to invite healthy competition among the bidders, we request you to kindly reduce the Average Annual Turnover to 60 crores instead of 75 crores.	As per revised RFP.
2	39	Section 7: SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	Payable Amount: In equated instalments* of the quoted/agreed amount of Si No (ii) of BoQ, at the end of each quarter for two years.	As per rfp, we will get o&m amount equally divided in 8 qtr, we request to change to provide yearly advance as OEM will take advance payment.	As per RFP.
3	42	ANNEXURE-1 BILL OF MATERIAL (BoM)	Audit Server 1 * Intel Xeon Octa Core or higher 64GB RAM 4 * 600 GB HDD or higher Oracle Enterprise Linux, Oracle VM	Please share the make and model for the server hardware and hardware details	As per RFP.
4	19	Section 5.24: Performance Security	Additional Performance Security	As the successful bidder is submitting a performance security of 2.5% of the total bid amount, We request you to kindly remove the Additional Performance Security.	As per RFP.
5	27	Section 6.10: GENERALTERMS AND CONDITIONS OF TENDER &CONTRACT- Delivery & Installation	Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.	In case of shifting the place of Installation, the charges associated with shifting shall be beared by the client.	As per RFP.
6	61	ANNEXURE-11 UNDERTAKING ON AUTHENTICITY OF COMPUTER EQUIPMENTS	UNDERTAKING ON AUTHENTICITY OF COMPUTER EQUIPMENTS	Kindly clarify whether Annexure 11 shall be provided by bidder or OEM.	As per revised RFP.

7	7	Section 3: QUALIFICATION/ ELIGIBILITY CRITERIA	<p>Technical Capability:</p> <p>(1) The bidder must have successfully completed one project of ATS of IT infra of value not less than the amount of Rs. 20 Crore in India during the period from 01/04/2018 onwards.</p> <p>OR</p> <p>(2) The bidder must have successfully completed two project of ATS of IT infra of combined value not less than the amount of Rs. 25 Crore in India during the period from 01/04/2018 onwards.</p> <p>OR</p> <p>(3) The bidder must have successfully completed three project of ATS of IT infra of combined value not less than the amount of Rs. 30 Crore in India during the period from 01/04/2018 onwards.</p> <p><b>Documents Required:</b> Copies of Work Order + Work completion / Phase Completion report from client. (Phase Completion report must clearly state the amount for work completed in terms of rupees)</p>	<p>Request you to kindly modify the clause as mentioned below:</p> <p>(1) The bidder must have executed one project worth Rs 10 Crore successfully in India after April 1, 2018, having IT Infra along with components of ATS/ AMC/ Software Assurance/Technical Support/ Warranty Support.</p> <p>OR</p> <p>(2) The bidder must have executed two projects with combined value of Rs 15 Crore successfully in India after April 1, 2018, having IT Infra along with components of ATS/ AMC/ Software Assurance/Technical Support/ Warranty Support.</p> <p>OR</p> <p>(3) The bidder must have executed three projects with combined value of Rs 20 Crore successfully in India after April 1, 2018, having IT Infra along with components of ATS/ AMC/ Software Assurance/Technical Support/ Warranty Support.</p> <p><b>Documents Required:</b> Copies of Work Order + Work completion / Phase Completion report from client. (Phase Completion report must clearly state the amount for work completed in terms of rupees)</p>	As per revised RFP.
8	40	Section 7.2 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT Service Level		Request you to changes SLA terms as per Oracle Standard terms as per below table	As per RFP.
<b>1. Hardware</b>					
		Severity Level	Response Time Goal	Update or Resolution	
		Severity 1	5 minutes	1 hour	

		Severity 2	2 hours	6 hours	
		Severity 3	8 hours	24 hours	
		Severity 4	24 hours	48 hours	
Note:					
☑ Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system					
☑ Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as:					
☑ Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping					
☑ Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability,					
<b>2. Software</b>					
	Severity Lev	Response Time	REMOTE RESTORATION TIME	RESOLUTION TIME	
	Severity 1	15 minutes	6 hours	30 calendar days	
	Severity 2	15 minutes	48 hours	30 calendar days	
	Severity 3	N/A	N/A	180 calendar days	
Note:					
☑ Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.					
☑ Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you					
☑ Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.					
9	7	Section 3: QUALIFICATION/ ELIGIBILITY CRITERIA- Technical Capability	Copies of Work Order+ + Work completion / Phase Completion report from client. (Phase Completion report must clearly state the amount for work completed in terms of rupees)	In lieu of the work completion certificate or phase completion report, we can provide the CA certificate stating the total amount received by the client, (the certificate also attested by Director of the Company)	As per RFP.

10	39	Section 7: Payment Terms and Schedule	Technical support, subscription & Maintenance and Providing updates, patches & upgrades for a period as specified in Bill of Material (Annexure-1) and Scope of Work  Timeline - Quarterly for a period of two years	Oracle payment terms is annually in advance hence request you to kindly change the payment terms to annual in advance from Quarterly.	As per RFP.
11	39 & 40	Section 7.2: Service Level Standards/ Requirements/ Agreement	Time taken for resolving the issue	Issue resolution will be govern by the Oracle technical support policy and SLA can be derived as per that. Link to down the copy is below.  For hardware plz refer the policy as per - <a href="https://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf">https://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf</a>  For software plz refer the policy as per - <a href="https://www.oracle.com/us/support/library/057419.pdf">https://www.oracle.com/us/support/library/057419.pdf</a>	As per RFP.
12	7	Section 3.1: QUALIFICATION/ ELIGIBILITY CRITERIA	Financial: Turnover from IT/ ITeS - As per published audited balance sheets, the Average Annual Turnover of the bidder from IT/ ITeS for last three financial years i.e. 2019-20 to 2021-22, should be at least Rs. 75 crores.	Kindly note that the approximate cost of the project is Rs 30 Cr for 2 years with a maximum outflow in 1 year of around 15 crores . Thus turnover requirement of 75 crores is almost 5 times that of yearly outflow of the project. Also, the RTPP Act itself says that the Bidder should have an average turnover of minimum of 100% project cost in the last three financial years. So, the average turnover requirement of 75 crores is not justified and should be amended to a maximum of 30-40 crores.	As per revised RFP.

13	7	Section 3.1: QUALIFICATION/ ELIGIBILITY CRITERIA-Technical Capability	<p>Technical Capability: (1) The bidder must have successfully completed one project of ATS of IT infra of value not less than the amount of Rs. 20 Crore in India during the period from 01/04/2018 onwards. OR (2) The bidder must have successfully completed two project of ATS of IT infra of combined value not less than the amount of Rs. 25 Crore in India during the period from 01/04/2018 onwards. OR (3) The bidder must have successfully completed three project of ATS of IT infra of combined value not less than the amount of Rs. 30 Crore in India during the period from 01/04/2018 onwards.</p> <p>Copies of Work Order+ + Work completion / Phase Completion report from client. (Phase Completion report must clearly state the amount for work completed in terms of rupees)</p>	<p>Due to 2 pandemic years falling in the period asked by you we request you to amend the clause as under:- (1) The bidder must have successfully completed one project of ATS of IT infra of value not less than the amount of <b>Rs. 20 Crore</b> in India during the period from <b>01/04/2017</b> onwards. OR (1) The bidder must have successfully completed one project of ATS of IT infra of value not less than the amount of <b>Rs. 15 Crore</b> in India during the period from <b>01/04/2018</b> onwards.</p> <p>We request you to also consider CA certificate mentioning total payment received from the client instead of work completion certificate or phase completion report from client.</p>	As per revised RFP.
14	39	Section 7.1: Payment Terms and Schedule	<p>Technical support, subscription &amp; Maintenance and Providing updates, patches &amp; upgrades for a period as specified in Bill of Material (Annexure-1) and Scope of Work</p> <p>Timeline - Quarterly for a period of two years</p>	<p>Payment Terms &amp; Timelines:- Oracle takes ATS charges as annually advance &amp; not quarterly in arrears so we request you to consider the same amend the payment terms as quarterly advance.</p>	As per RFP.
15	39	Section 7.1: Payment Terms and Schedule	General	<p>Looking to the payment, the budgeted price worked out for the RFP seems to be lower side than Transfer price expected from OEM, please re-evaluate and correct the budgeted cost in RFP for the project.</p>	As per RFP.

16	18	Section 5.24: Performance Security	The amount of performance security shall be 2.5% OR as per prevailing rules of Govt. of Rajasthan, of the amount of supply/work order.	The exemption is granted in RTTP act under rule 52 subrule 2 till 31st March 2023 for charging 0.5% amount of contract value in case of Micro Small and Medium Enterprise of Rajasthan. Please clarify on the same.	As per RFP.
17	39	Section 7.2: Service Level Standards/ Requirements/ Agreement	Time taken for resolving the issue	We request you to kindly amend this clause as per Oracle standard Hardware & Software support SLA as per below table:	As per RFP.
<b>1. Hardware</b>					
		Severity Level	Response Time Goal	Update or Resolution	
		Severity 1	5 minutes	1 hour	
		Severity 2	2 hours	6 hours	
		Severity 3	8 hours	24 hours	
		Severity 4	24 hours	48 hours	
Note:					
<input checked="" type="checkbox"/> Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system					
<input checked="" type="checkbox"/> Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as:					
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Note:					
<input checked="" type="checkbox"/> Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.					
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<input type="checkbox"/> Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.					