

S.No.	RFP Page No.	RFP Rule No.	Category	Rule according to RFP	Query/ Suggestion/ Clarification	Response
1	15	3.1.5	Technical Capability -I	The bidder must be engaged on it's own or with other organizations related to e-Commerce/ e-Marketplace industry such as Amazon/ Flipkart/ Myntra/ Reliance Ajo/ Indiamart/ Shopclues/ Snapdeal/ Firstcry/ Nyka/ limeroad/ GEM or similar and has performed or is performing successfully e-commerce operations responsibilities related to promote/ market for their respective e-commerce/ e-marketplace portal since April 2017. Note: 1.If the contract start date or work order date is before 1st April 2017, then the bidder should have served to client for atleast two years during 1st April 2017 to last date of bid submission. 2.In case the bidder has served or serving more than two clients, then the period of service providing should be atleast one year per client during 1st April 2017 to last date of bid submission.	The bidder must be engaged on it's own or with other organizations related to e-Commerce/ e-Marketplace industry such as Amazon/ Flipkart/ Myntra/ Reliance Ajo/ Indiamart/ Shopclues/ Snapdeal/ Firstcry/ Nyka/ limeroad/ GEM or similar and has performed or is performing successfully e-commerce operations responsibilities related to promote/ market for their respective e-commerce/ e-marketplace portal since April 2017.	No Change.
2	21	4.1	Scope of work, Deliverables & Timelines	Detailed Scope of work	Does we need to establish delivery channels or only Software piece?	End to end operations and portal development & maintenance are in selected bidder's scope.
3	21	4.1	Scope of work, Deliverables & Timelines	Detailed Scope of work	Does bidder has to own the Photograpy activity, if no, who will bear the cost of this?	Please refer point no. 1 & 2 mentioned under Note section at page no. 35 of the RFP.
4	21	4.1.1.1.	Scope of work, Deliverables & Timelines	4.1.1.1. Integration with other applications/modules:	What are the 3rd party applications to be integrated ? Will the APIs be shared for these integrations by the department.	Please refer the respective section at page no. 24 of the RFP. The required APIs will be provided by the respective application owner.
5	23	4.1.1.2.	Scope of work, Deliverables & Timelines	4.1.1.1. Design & Development of modules/ submodules of application	Please clarify if any of the components are available for some of the requirements like data migration, cloud native infrastructure etc.	Please refer scope of RFP.
6	23	4.1.1.2.	Scope of work, Deliverables & Timelines	4.1.1.2.Design & Development of modules/ submodules of application	a) How much data is there to be migrated ? B) Will data cleansing be required ?	Data cleansing is part of migration process. Please refer scope of RFP.

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7	27	4.1.1.8.	Scope of work, Deliverables & Timelines	4.1.1.8.Training and Capacity Building	a) How many resources are to be trained ? B) Can training be done online ? C) What are the levels of training required ? D) Will training be an ongoing process. E) Will there be re-training required ?	Please refer scope of the RFP.
8	29	4.1.4.	Scope of work, Deliverables & Timelines	The selected bidder will be responsible for design and implementation of end-to-end management of the logistic operations considering them as backbone of any successful e-commerce ecosystem. The selected bidder will perform logistic operational role to cover following categories of critical processes of logistics.	What are the factors to be accounted for Logistic Management ? A) Mode of transport. B) GPS Tracking etc	Please refer scope and Annexure-19 of the RFP.
9	29	4.1.4	Logistics Management	The selected bidder will be responsible for design and implementation of end-to-end management of the logistic operations considering them as backbone of any successful e-commerce ecosystem. The selected bidder will perform logistic operational role to cover following categories of critical processes of logistics	Does bidder has to manage operational activities like warehouse management and deployment of bidder resource across multiple warehouses?	All backend and front end operational activities for e-bazaar 2.0 including logistic management will be responsibility of selected bidder.
10	36	4.1.8.1	Facility Management Services	The FMS services includes but not limited to coordination with various stakeholders of the project, the selected bidder will perform all activities defined in section 4.1.2. to 4.1.7 to enhance customer acquisition, engagement and retention during the entire period of contract for e-Bazaar 2.0 and ensure support and maintenance of the existing stakeholders of e-Bazaar 1.0 till the migration of existing application to new application.The selected bidder has to achieve following quarterly targets for end to end successfully delivered number of orders (without cancellation, return & delay in delivery) on e-Bazaar 2.0 portal should be achieved during the period of O&M	Q1 target (25000) orders are quite high, pl reconsider optimistic and realistic number , as total orders booked in Year 2022 with ebazaar V1.0 Portal is 1879 (12 Months)	Please refer updated RFP.

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11	36	4.1.8.2.D. a	Helpdesk	D.The bidder, with the help of the deployed manpower, shall be responsible for - (a)End to end management of the helpdesk by logging and resolving the complaints of the various locations to ensure that the solution is functioning as intended and that all the problems associated with the operations are resolved satisfactorily.	What medium will be followed to log the complaints? Do we need Inbound call center application here as well?	It will be through inbound calls, e-bazaar 2.0 portal, rajsampark, email or any other medium.
12	38	4.3	Resource Deployment	The selected bidder has to deploy the following technical manpower with laptops/ connectivity with of required experience and qualification at onsite as per Annexure-13	We suggest to have one technical manager and 2 co-ordinator at onsite for co-ordination activity with Stakeholders and Rest team should be from offsite to look for complete development post URS Signoff e.g. Program Manager, Project Management & Moderator Support, Catalog/Listing Expert, Sr Software Developer and Software Developer to be removed (onsite presence during development phase)	Please refer respective section of the RFP.
13	38	4.3	Resource Deployment	The selected bidder has to deploy the following technical manpower with laptops/ connectivity with of required experience and qualification at onsite as per Annexure-13	Do you need Legal Manager, Finance & Account Manager to be placed at onsite?	Bidder may deploy onsite or offsite.
14	39	4.3.h	Resource Deployment	The selected bidder will have to deploy more technical resources for documentation, development, designing, testing, database administration, deployment or any other activity of SDLC, the selected bidder may maintain sufficient manpower any time considering scope of the work and SLAs defined in the RFP without any additional cost to RISL/DOIT&C.	Only support of old application should be required as new application any way take place.	Please refer scope of RFP.
15	63	6.17.d	LD Clause	6.2. Extension in Delivery Period and Liquidated Damages (LD)	Penalty is very high , please consider for relaxation .	No Change.
16	70	8.1	Payment Terms & Schedule	Payment Terms and Schedule (Deliverable linked to Project Activity)	100% Payment terms are not defined for Phase 1, only 50% is mentioned inclusive of Sr. No 3 & 6	Please refer updated RFP.
17	70	8.1	Payment Terms & Schedule	Payment Terms and Schedule (Deliverable linked to Project Activity)	To develop such a large portal, which has capability like Amazon and Flipkart, development timeline needs to minimum 9-12 months	No Change.
18	73	8.2.2	Penalty on Delay	Penalty on Delay in Completion of Assigned Tasks in SPRINT/ Issue/ Bug Sheet •As mentioned in Scope of Work, the bidder is responsible to accomplish all task with in the specified timelines mentioned in finalised SPRINT/ Issue/ Bug Sheet. •In case of Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in SPRINT/Issue/Bug Sheet, penalty shall be deducted	Please realx this as this is high	No Change.
19	73	8.2.3	Penalty on Growth in Orders	Penalty on Growth in placed orders	Please consider to remove the penalty clause	No Change.
20	73	8.2.4	Penalty on Delay in Pickup	Penalty on Delay in Pickup/Delivery of Product	Please consider to remove the penalty clause	Please refer updated RFP.



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21	75	8.3	Special Condition of Bid	8.3.Special Conditions of the Bid Price Validity- The quoted rate will remain unchanged during the entire contract period. However the Contract may be extended further for another One (01) Year on the basis of same terms and conditions	If contract get extended for another 1 year, does price revision will take place for extended period?	No.Price revision will not take place for extended period.
22	75	8.2.5	Penalty for Replacement	Penalty for replacement / Exit of a resource	Please consider to remove the penalty clause	No Change.
23	110	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	1.1. System Actors	Who will own the management and operation of Warehouse, Logistics etc?	All backend and front end operational activities for e-bazaar 2.0 including logistic management will be responsibility of selected bidder.
24	117	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	1.5. Database Layer: This layer will have configuration files, database of transactions/ masters related to application, retail outlets/warehouse/ supplier database, transaction log & audit trails and service database of various third-party applications/ databases.	For any microservices application the underneath database design must be in-line and synchronous working with microservices application to provide data consistency, integrity and high performance. We suggest to have below considerations for database design, please clarify <ul style="list-style-type: none"> • Database to provide multitenant architecture allows microservices to have separate databases pluggable databases but still manage them as one Container database. • Advanced Queuing mechanism should simplify microservices design by providing transactional messaging for events • The Advanced Queuing should simplify SAGA design by allowing row and messaging commits as a single transaction • Database should provide a true Multi Model engine supporting Relational, OLAP, JSON, Document, XML, Graph, Spatial. • Database Views should provide multi-shard and cross-pluggable database queries to support real time analysis. 	Please refer scope of RFP.

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25	117	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	1.5. Database Layer: This layer will have configuration files, database of transactions/ masters related to application, retail outlets/warehouse/ supplier database, transaction log & audit trails and service database of various third-party applications/ databases.	<p>We understand that below database is high availability configuration inherently required for an enterprise application like e-Bazaar2.0, please clarify:</p> <ol style="list-style-type: none"> 1. Database to provide active-active cluster configuration for high availability, load balancing and scalability in a manner that all the nodes/servers in the cluster are able to perform all the read-write operations with load balancing simultaneously on a common centralized database without data partitioning or 3rd party tools. 2. Provide capability to handle human errors and failures like accidental deletion of data, deletion of table, able to repair corrupted blocks from DR without restoring data from backup. 3. Provide commands to retrieve historical data of a table for a specific time interval to view all the rows of a table that ever existed during a given time interval. 4. Allow to recover table and move database back point in time status with simple commands without restoring data from backup. 5. Database to have native storage management ability for creating redundancy, load balancing of data files across the available disks and provide striping and mirroring of datafiles. 6. Automated block corruption repair using the disaster recovery site 7. DML should be allowed to redirect from DR to DC. 8. Database native capability for providing zero data loss solution so as the near DR should be in synchronous mode with Data center and push the logs to far DR in asynchronous mode, once the logs are sent to far DR they should be deleted from near DR. 	Please refer scope of RFP.
26	117	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	1.5. Database Layer: This layer will have configuration files, database of transactions/ masters related to application, retail outlets/warehouse/ supplier database, transaction log & audit trails and service database of various third-party applications/ databases.	<p>We understand that below configuration is inherently required for e-Bazaar database security, please clarify:</p> <ol style="list-style-type: none"> 1. Provide data masking for transferring data to the test, acceptance and development environment. 2. Database administrators or high privileged users like DBA or system administrators should not be able to access the transactional data. 3. Ability to restrict data access through application by-pass. 4. Database should have native capability to encrypt the data with multiple capabilities like data in rest, specific columns, storage, backups, data in transit over the network. Also offers native capability and key vault to manage encryption keys. 5. Provide database firewall for prevention from sql injections and ability to create white and black lists for accepted and rejected DML operations. 6. Provide row level data security based on user credentials 7. Provide policy based auditing, for example that is based on a number of query attributes, including SQL category, program name, user, and IP address. 	Please refer scope of RFP.

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28	117	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	1.5. Database Layer: This layer will have configuration files, database of transactions/ masters related to application, retail outlets/warehouse/ supplier database, transaction log & audit trails and service database of various third-party applications/ databases.	Low Code /No code (LCNC) is one of the key programming paradigm that is evolving for very fast development and delivery for some of the specific functional requirements. please clarify if database should have native (free) LCNC platform.	The selected bidder will provide appropriate platform as per requirement of RFP.
29	118	Annexure 19	Indicative Requirements & Technical Specifications/ Standards	2.1. Indicative Technical Architecture: The proposed solution should be designed and developed considering the principles of Microservice architecture and standards & norms defined by MEITY, GIGW, WCAG & DOIT for services, meta data, configurable & modular customizable components etc.	We understand that this is an indicative architecture and bidders have option to design architecture based on the precise solution, adhering to the principles of Microservice architecture	Yes. This is indicative architecture. The selected bidder may propose design architecture as per RFP.

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