

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
1	12	2.2	SI need to provide 6 months of technical support post Go-Live of the DR environment.	This point mentions post Go-live support after Go-Live of DR environment. Request you to change this to Post Go-Live support after Production (DC) environment.	As per RFP
2	12	2.2 Post Go-Live support	SI need to provide 6 months of technical support post Go-Live of the DR environment.	This point mentions post Go-live support after Go-Live of DR environment. Request you to change this to Post Go-Live support after Production (DC) environment.	As per RFP
3	12	Post Go-Live support	SI need to provide 6 months of technical support post Go-Live of the DR environment.	This point mentions post Go-live support after Go-Live of DR environment. Request you to change this to Post Go-Live support after Production (DC) environment.	As per RFP
4	13	Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2019-20 to 2021-2022 should be at least Rs. 20 Crore.	<p>We have implemented some of the largest projects using IBM technologies in this space and have a very good set of referenceable customers in PSU/Govt like ONGC Videsh, Numaligarh Refinery, NTPC, and the National Housing Bank. All of them are live as on today and under maintenance by us. The same can also be validated by IBM as well.</p> <p>We also have successfully executed large defence projects in similar technology In Indian Navy and Indian Airforce. As we are an MSME and work in a niche area, our revenue turnover is currently not at Rs 20 Cr. Request you to please consider reducing the required turnover to an average of Rs 10cr for the last 3 years, and we assure you that we will be able to bring great value at a minimal cost.</p>	Please refer amended RFP.
5	13	Technical Capability	<p>The bidder should have experience in IT/ITes projects during the last five financial years till October 31st, 2022, having order value as given below:1) The bidder must have successfully completed one IBM (OEM) products/ services based IT/ITeS project of value not less than the amount of 2 Crores in India during the period from 01/04/2017 onwards.</p> <p>OR</p> <p>2) The bidder must have successfully completed two IBM(OEM) products/services based IT/ITeS projects of combined value not less than the amount of Rs. 3 Crores in India during the period from 01/04/2017 onwards..</p>	<p>Request to change the clause as:The bidder should have experience in IT/ITes projects during the last five financial years till October 31st, 2022, having order value as given below:</p> <p>1) The bidder must have successfully completed two IBM(OEM) products/services based IT/ITeS project of value not less than the amount of 2 Crores in India during the period from 01/04/2017 onwards.</p> <p>OR</p> <p>2) The bidder must have successfully completed Three IBM (OEM) products/ services based IT/ITeS projects of combined value not less than the amount of Rs. 3 Crores in India during the period from 01/04/2017 onwards..</p>	Please refer amended RFP.
6	14	Technical Capability Point 4	1)Procurement of 369 (No.) IBM Cloud Pak For Integration (CP4I) licenses (perpetual) for Production, DR and Staging Environments with 1 years of The Annual Maintenance and Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19).	For Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19). This will be for one (1) year from the date of delivery of licenses. Is this the correct understanding ?	As per RFP

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7	15	4.1	1)Procurement of 369 (No.) IBM Cloud Pak For Integration (CP4I) licenses (perpetual) for Production, DR and Staging Environments with 1 years of The Annual Maintenance and Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19).	For Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19). This will be for one (1) year from the date of delivery of licenses. Is this the correct understanding ?	As per RFP
8	15	4.1 scope of work	1)Procurement of 369(No.) IBM Cloud Pak For Integration (CP4I) licenses (perpetual) for Production, DR and Staging Environments with 1 years of The Annual Maintenance and Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19).	For Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19). This will be for one (1) year from the date of delivery of licenses. Is this the correct understanding ?	As per RFP
9	15	scope of work	1)Procurement of 369(No.) IBM Cloud Pak For Integration (CP4I) licenses (perpetual) for Production, DR and Staging Environments with 1 years of The Annual Maintenance and Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19).	For Support Services (including Updates/Upgrades /Patches etc) from date of delivery of licenses (as per Annexure-19). This will be for one (1) year from the date of delivery of licenses. Is this the correct understanding ?	As per RFP
10	15	4.1	1) Hence, all these hosted services need to be migrated to Raj Sewa Dwaar 2.0 platform with publishers & subscribers details, customization, and all other information in staging, production and DR environments.	Need details on customizations done on the platform. Kindly share list of customizations and do we have source code and documentation available.	It is suggested that bidder may visit the BSDC to get more information on customization of Raj Sewa Dwaar platform.
11	15	4.1 scope of work	1) Hence, all these hosted services need to be migrated to Raj Sewa Dwaar 2.0 platform with publishers & subscribers details, customization, and all other information in staging, production and DR environments.	Need details on customizations done on the platform. Kindly share list of customizations and do we have source code and documentation available.	Please refer sr. no 10
12	15	scope of work	1) Hence, all these hosted services need to be migrated to Raj Sewa Dwaar 2.0 platform with publishers & subscribers details, customization, and all other information in staging, production and DR environments.	Need details on customizations done on the platform. Kindly share list of customizations and do we have source code and documentation available.	Please refer sr. no 10
13	15	4.1	3)Published 1100 + services. (Services number may change in future)	1.There is a reference of 1100 Services, is this 1100 Services are combination of existing Staging, PROD and DR Environment or its only for either of one of the environment	1100+ services are in production environment
14	15	4.1 scope of work	3)Published 1100 + services. (Services number may change in future)	1.There is a reference of 1100 Services, is this 1100 Services are combination of existing Staging, PROD and DR Environment or its only for either of one of the environment	Please refer sr. no 13

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15	15	scope of work	3)Published 1100 + services. (Services number may change in future)	1. There is a reference of 1100 Services, is this 1100 Services are combination of existing Staging, PROD and DR Environment or its only for either of one of the environment	Please refer sr. no 13
16	15	4.1	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments.	Post 24 weeks of implementation, Post Go live work will be part of the scope. This point creates confusion between 6 months support resources. For Post Go Live support, will this be onsite or remote support. Are we considering one resource for post Go Live support. During Go Live no new development will be expected from the support resource. Kindly clarify the query.	Please refer amended RFP.
17	15	4.1 scope of work	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments.	Post 24 weeks of implementation, Post Go live work will be part of the scope. This point creates confusion between 6 months support resources. For Post Go Live support, will this be onsite or remote support. Are we considering one resource for post Go Live support. During Go Live no new development will be expected from the support resource. Kindly clarify the query.	Please refer sr. no 16
18	15	scope of work	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments.	Post 24 weeks of implementation, Post Go live work will be part of the scope. This point creates confusion between 6 months support resources. For Post Go Live support, will this be onsite or remote support. Are we considering one resource for post Go Live support. During Go Live no new development will be expected from the support resource. Kindly clarify the query.	Please refer sr. no 16
19	15	4.1	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments. Vendor may deploy additional manpower as per project requirements.	One side we are asking for fixed payment terms for migration services and other side you are asking resource count. You don't see this as contradiction. Request you to remove resource ask for migration services and their attendance etc criteria for penalty clause. There are penalty clause related to resource deployment and also on milestone if missed by the vendor.	As per RFP
20	15	4.1 scope of work	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments. Vendor may deploy additional manpower as per project requirements.	One side we are asking for fixed payment terms for migration services and other side you are asking resource count. You don't see this as contradiction. Request you to remove resource ask for migration services and their attendance etc criteria for penalty clause. There are penalty clause related to resource deployment and also on milestone if missed by the vendor.	As per RFP

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21	15	scope of work	6)At least following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments. Vendor may deploy additional manpower as per project requirements.	One side we are asking for fixed payment terms for migration services and other side you are asking resource count. You don't see this as contradiction. Request you to remove resource ask for migration services and their attendance etc criteria for penalty clause. There are penalty clause related to resource deployment and also on milestone if missed by the vendor.	As per RFP
22	15	4.1 item 6 - Minimum manpower	Atleast following manpower needs to be deployed at onsite till 1 month post Go Live of staging, production and DR environments. Vendor may deploy additional manpower as per project requirements.	You have asked for 1 solution architect and 2 administrators for a duration of 3 months. What is the duration of the SLA because on page 62 you have said the SLA penalties for 6 months and after 6 months till end of contract are different. So what is the total duration of the contract	Please refer sr. no 16
23	15	scope of work	Integration with SSO and other DoIT&C/RISL/Government of India systems/applications.	Need details on third party authentication system (IDAM) for SSO	Please refer sr. no. 10
24	15	4.1	Integration with SSO and other DoIT&C/RISL/Government of India systems/applications.	Need details on third party authentication system (IDAM) for SSO	Please refer sr. no. 10
25	15	4.1 scope of work	Integration with SSO and other DoIT&C/RISL/Government of India systems/applications.	Need details on third party authentication system (IDAM) for SSO	Please refer sr. no. 10
26	15	4.1 #5 Required hardware shall be provided	Required Loadbalancer,Hardware servers and Storage will be provided which will be supported by container based deployment	Please consider, Openshift based deployment,supported VMs and storage should be in place	Please refer amended RFP.
27	15	4.1 #5	Required Loadbalancer,Hardware servers and Storage will be provided which will be supported by container based deployment	Please consider, Openshift based deployment,supported VMs and storage should be in place	Please refer sr. no. 26
28	15	Required hardware shall be provided	Required Loadbalancer,Hardware servers and Storage will be provided which will be supported by container based deployment	Please consider, Openshift based deployment,supported VMs and storage should be in place	Please refer sr. no. 26
29	15	47	Sub-contracting is not allowed under this RFP	Request to include, sub contracting by OEM. OEM will be responsible for delivery and may subcontract certain roles / resources to their subcontractors.	As per RFP
30	16	4.3	ii. Training and all other documentation will be in English, Training location will be in DoIT&C/RISL office	Same query raised in point 8. There will only one location under single batch for 10 participants 10 days of training. Need confirmation	As per RFP
31	16	4.3 Documentation	ii. Training and all other documentation will be in English, Training location will be in DoIT&C/RISL office	Same query raised in point 8. There will only one location under single batch for 10 participants 10 days of training. Need confirmation	As per RFP

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32	16	Documentation	ii. Training and all other documentation will be in English, Training location will be in DoIT&C/RISL office	Same query raised in point 8. There will only one location under single batch for 10 participants 10 days of training. Need confirmation	As per RFP
33	16	scope of work	7) Provide minimum 80 hours of training to RISL/DoIT&C nominated staff/resources(approx. 10)	Kindly confirm Training will be organized in Jaipur location on single site for 10 participants for single batch.	As per RFP
34	16	4.1	7) Provide minimum 80 hours of training to RISL/DoIT&C nominated staff/resources(approx. 10)	Kindly confirm Training will be organized in Jaipur location on single site for 10 participants for single batch.	As per RFP
35	16	4.1 scope of work	7) Provide minimum 80 hours of training to RISL/DoIT&C nominated staff/resources(approx. 10)	Kindly confirm Training will be organized in Jaipur location on single site for 10 participants for single batch.	As per RFP
36	16	4.1	8) Any other project related work assigned by DoIT&C/RISL.	Kindly elaborate on what other work assignments will be considered by DOIT&C/RISL which is over and above the migration scope	As per RFP
37	16	4.1 Scope of work	8) Any other project related work assigned by DoIT&C/RISL.	Kindly elaborate on what other work assignments will be considered by DOIT&C/RISL which is over and above the migration scope	As per RFP
38	16	Scope of work	8) Any other project related work assigned by DoIT&C/RISL.	Kindly elaborate on what other work assignments will be considered by DOIT&C/RISL which is over and above the migration scope	As per RFP
39	16	4.1	9) Installation, migration, customizations, optimization, fine tuning, DR sync up, training and handover activities must be finished with in 24 weeks from issue of work order.	If due to any reason like issue in hardware, network, previous source code which we migrated, some software bug led to delay from 24 weeks. What will be the provision in those cases of delay?	As per RFP
40	16	4.1 scope of work	9) Installation, migration, customizations, optimization, fine tuning, DR sync up, training and handover activities must be finished with in 24 weeks from issue of work order.	If due to any reason like issue in hardware, network, previous source code which we migrated, some software bug led to delay from 24 weeks. What will be the provision in those cases of delay?	As per RFP
41	16	scope of work	9) Installation, migration, customizations, optimization, fine tuning, DR sync up, training and handover activities must be finished with in 24 weeks from issue of work order.	If due to any reason like issue in hardware, network, previous source code which we migrated, some software bug led to delay from 24 weeks. What will be the provision in those cases of delay?	As per RFP
42	16	48	below the table: ii. The maximum amount of liquidated damages shall be 10%of the total value of the items to be supplied in the particular phase.	Request to reduce the maximum amount of liquidated damages to 10% 2% of the total value of the items to be supplied in the particular phase	As per RFP

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43	16	48	<p>c) In case of extension in the delivery and/ or installation/ completion/commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete: -</p> <p>a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5%</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5%</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 %</p>	<p>Request to consider below request: a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5 % to 0.5 %</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 % to 1.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5% to 1.5 %</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 % to 2.0 %</p>	As per RFP
44	16	4.2	<p>i. New Requirement, Modifications and enhancements (i. e. due to changes in integrating department APIs integration, Workflow changes, and other changes from time to time) raised by the DoIT&C/RISL shall be part of the scope of the project</p>	<p>During discovery and project initiation phase, if there is change in scope understanding , led to change in time lines and request to incorporate clause where vendor will be impacted and no penalty will be applicable.</p>	As per RFP
45	16	4.2Change Request	<p>i. New Requirement, Modifications and enhancements (i. e. due to changes in integrating department APIs integration, Workflow changes, and other changes from time to time) raised by the DoIT&C/RISL shall be part of the scope of the project</p>	<p>During discovery and project initiation phase, if there is change in scope understanding , led to change in time lines and request to incorporate clause where vendor will be impacted and no penalty will be applicable.</p>	As per RFP
46	16	Change Request	<p>i. New Requirement, Modifications and enhancements (i. e. due to changes in integrating department APIs integration, Workflow changes, and other changes from time to time) raised by the DoIT&C/RISL shall be part of the scope of the project</p>	<p>During discovery and project initiation phase, if there is change in scope understanding , led to change in time lines and request to incorporate clause where vendor will be impacted and no penalty will be applicable.</p>	As per RFP
47	16	4.3	<p>i. The SI shall create and maintain standard documentation for Design and Development (Design Guidelines, Detailed PRDs, Intents, Functional Testing, Test plan, Test Cases etc., Release and Deployment, Performance Report, Security Testing Report, Training manuals, User Manuals, Privacy policy etc.)</p>	<p>Request you to attach template for Design documentation, KT documentation. As Functional testing, performance testing, security testing is not part of scope and same will not apply for OEM/ bidder. For all the functional testing OEM team will guide and support, building and running test cases (re-use the existing test cases) will be the DOIT department responsibility as department undersatnd the business part. Kindly do needful modification.</p>	As per RFP

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48	16	4.3 Documentation	i. The SI shall create and maintain standard documentation for Design and Development (Design Guidelines, Detailed PRDs, Intents, Functional Testing, Test plan, Test Cases etc., Release and Deployment, Performance Report, Security Testing Report, Training manuals, User Manuals, Privacy policy etc.)	Request you to attach template for Design documentation, KT documentation. As Functional testing, performance testing, security testing is not part of scope and same will not apply for OEM/ bidder. For all the functional testing OEM team will guide and support, building and running test cases (re-use the existing test cases) will be the DOIT department responsibility as department undersatnd the business part. Kindly do needful modification.	As per RFP
49	16	Documentation	i. The SI shall create and maintain standard documentation for Design and Development (Design Guidelines, Detailed PRDs, Intents, Functional Testing, Test plan, Test Cases etc., Release and Deployment, Performance Report, Security Testing Report, Training manuals, User Manuals, Privacy policy etc.)	Request you to attach template for Design documentation, KT documentation. As Functional testing, performance testing, security testing is not part of scope and same will not apply for OEM/ bidder. For all the functional testing OEM team will guide and support, building and running test cases (re-use the existing test cases) will be the DOIT department responsibility as department undersatnd the business part. Kindly do needful modification.	As per RFP
50	16	4.2	ii. No Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.	Request you to remove no additional cost from the RFP	As per RFP
51	16	4.2 Change Request	ii. No Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.	Request you to remove no additional cost from the RFP	As per RFP
52	16	Change Request	ii. No Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.	Request you to remove no additional cost from the RFP	As per RFP
53	17	4.4 Reports	The SI shall need to share various analytical reports as per the requirement raised by RISL. The purpose of reporting is to enhance the solution capability and better delivery of services.	As this is migration scope of work and no new reports will be developed as part of this engagement. Kindly remove this from the RFP. As this is Out of scope for migration services. All existing reports will be available and no new reports will be generated except out of box reports available with the CP4I. No reporting engine come bundled with the CP4I.	As per RFP

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54	17	Reports	The SI shall need to share various analytical reports as per the requirement raised by RISL. The purpose of reporting is to enhance the solution capability and better delivery of services.	As this is migration scope of work and no new reports will be developed as part of this engagement. Kindly remove this from the RFP. As this is Out of scope for migration services. All existing reports will be available and no new reports will be generated except out of box reports available with the CP4I. No reporting engine come bundled with the CP4I.	As per RFP
55	17	4.4	The SI shall need to share various analytical reports as per the requirement raised by RISL. The purpose of reporting is to enhance the solution capability and better delivery of services.	As this is migration scope of work and no new reports will be developed as part of this engagement. Kindly remove this from the RFP. As this is Out of scope for migration services. All existing reports will be available and no new reports will be generated except out of box reports available with the CP4I. No reporting engine come bundled with the CP4I.	As per RFP
56	18	4.6 Project Deliverables, Milestones & Time Schedule:	5. ATS/ AMC of IBM CP4I licenses and Technical Support of Raj Sewa Dwaar platform	During technical support there will be one (1) resource stationed onsite for 6 months and sign off we will get on quarterly basis. Is this the correct understanding. Can resource work out remotely? For any delays in DR, not due to vendor, how will Department address change request from commercial side.	As per RFP
57	18	Project Deliverables, Milestones & Time Schedule:	5. ATS/ AMC of IBM CP4I licenses and Technical Support of Raj Sewa Dwaar platform	During technical support there will be one (1) resource stationed onsite for 6 months and sign off we will get on quarterly basis. Is this the correct understanding. Can resource work out remotely? For any delays in DR, not due to vendor, how will Department address change request from commercial side.	As per RFP
58	18	4.6	5. ATS/ AMC of IBM CP4I licenses and Technical Support of Raj Sewa Dwaar platform	During technical support there will be one (1) resource stationed onsite for 6 months and sign off we will get on quarterly basis. Is this the correct understanding. Can resource work out remotely? For any delays in DR, not due to vendor, how will Department address change request from commercial side.	As per RFP
59	18	Project Deliverables, Milestones & Time Schedule:	ATS/ AMC of IBM CP4I licenses and Technical Support of Raj Sewa Dwaar platform	We request you to kindly Amend the clause as under Remaining 5% payment of price quoted in financial bid table a.1 against BG and Remaining 5% payment of price quoted in financial bid table a.2 will be made Against BG	As per RFP
60	18	4.6 (Point no. 2)	Delivery of IBM CP4I Licenses - Payment (75% of price quoted in financial bid table a.1)	1. Ideally it should be 100% on E-Delivery of the licenses OR 2. 90% Payment to be made immediately after E-Delivery of licenses & rest 10% you will pay against a BG	As per RFP

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61	18	Project Deliverables, Milestones & Time Schedule:	Delivery of IBM CP4I Licenses	We request you to kindly Amend the clause as under 90 % of price quoted in financial bid table a.1	As per RFP
62	18	Project Deliverables, Milestones & Time Schedule:	Installation, setup, configuration, customization and Optimization of staging and production servers of Raj Sewa Dwar 2.0 with migration of all services.	We request you to kindly Amend the clause as under 5% of price quoted in financial bid table a.1 Against BG We request you to kindly Amend the clause as under 90% of price quoted in financial bid table a.2	As per RFP
63	18	Project Deliverables, Milestones & Time Schedule:	Installation, setup, configuration, customization, Optimization and auto sync up of DR servers with production servers of Raj Sewa Dwar 2.0 with migration of all services	We request you to kindly Amend the clause as under 5% of price quoted in financial bid table a.2 against BG	As per RFP
64	18	4.6	Project Deliverables, Milestones & Time Schedule	Need Clarification in Payment Terms i.e. 75% of price quoted in financial bid	As per RFP
65	18	4.6	Project Deliverables, Milestones & Time Schedule	15% of price quoted in financial bid table a.1 50% of price quoted in financial bid table a.2	As per RFP
66	18	4.6 Project Deliverables, Milestones & Time Schedule:	Refer to table: point 3. and 4. Installation, setup, configuration, customization and Optimization of staging platform 2) Go-Live certificate of DR servers with all services as per scope of work. and production servers of Raj Sewa Dwar 2.0 with migration of all services 3)) Monthly Performance Report of onsite deployed resources	As for point 3 and 4, point 3) are related to migration services and request you to remove Monthly Performance Report of onsite deployed resources, as this is fixed scope. For point 3 and 4, point 2) kindly share Go Live certificate template for the sign off.	As per RFP
67	18	Project Deliverables, Milestones & Time Schedule:	Refer to table: point 3. and 4. Installation, setup, configuration, customization and Optimization of staging platform 2) Go-Live certificate of DR servers with all services as per scope of work. and production servers of Raj Sewa Dwar 2.0 with migration of all services 3)) Monthly Performance Report of onsite deployed resources	As for point 3 and 4, point 3) are related to migration services and request you to remove Monthly Performance Report of onsite deployed resources, as this is fixed scope. For point 3 and 4, point 2) kindly share Go Live certificate template for the sign off.	As per RFP
68	18	4.6	Refer to table: point 3. and 4. Installation, setup, configuration, customization and Optimization of staging platform 2) Go-Live certificate of DR servers with all services as per scope of work. and production servers of Raj Sewa Dwar 2.0 with migration of all services 3)) Monthly Performance Report of onsite deployed resources	As for point 3 and 4, point 3) are related to migration services and request you to remove Monthly Performance Report of onsite deployed resources, as this is fixed scope. For point 3 and 4, point 2) kindly share Go Live certificate template for the sign off.	As per RFP

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69	18	Project Deliverables, Milestones & Time Schedule		If you can please consider payment Term for Licenses to be 100% payment of License on delivery.	As per RFP
70	19	4.7		Kindly add point: Error and bug free, artifacts and source code with correct version which are deployed in current running environment with complete documentation.	As per RFP
71	19	4.7 Responsibilities of RISL		Kindly add point: Error and bug free, artifacts and source code with correct version which are deployed in current running environment with complete documentation.	As per RFP
72	19	Responsibilities of RISL		Kindly add point: Error and bug free, artifacts and source code with correct version which are deployed in current running environment with complete documentation.	As per RFP
73	21	52		If we reach to this situation, request you to include the condition that for all the work completed during the period and will be paid to the vendor. Payments during the engagement period shall be made in accordance with the Terms of Payment Clause.	As per RFP
74	43	Payment Terms and Schedule	Delivery of IBM CP4I Licenses ,T+ 10 Weeks,75% of price quoted in financial bid table a.1	Request to change the claus as : Delivery of IBM CP4I Licenses ,T+ 8 Weeks,85% of price quoted in financial bid table a.1 and 10 % after Installation, setup, configuration, customization and Optimization of staging and production servers of Raj Sewa Dwar 2.0 with migration of all services and remaing same 5 % as same mode.	As per RFP
75	47	15 Sub-contracting	Sub-contracting is not allowed under this RFP	Request to include, sub contracting by OEM. OEM will be responsible for delivery and may subcontract certain roles / resources to their subcontractors.	As per RFP
76	47	Sub-contracting	Sub-contracting is not allowed under this RFP	Request to include, sub contracting by OEM. OEM will be responsible for delivery and may subcontract certain roles / resources to their subcontractors.	As per RFP
77	48	16 Extension in Delivery Period and Liquidated Damages (LD)	below the table: ii. The maximum amount of liquidated damages shall be 10%of the total value of the items to be supplied in the particular phase.	Request to reduce the maximum amount of liquidated damages to 10% 2% of the total value of the items to be supplied in the particular phase	As per RFP
78	48	Extension in Delivery Period and Liquidated Damages (LD)	below the table: ii. The maximum amount of liquidated damages shall be 10%of the total value of the items to be supplied in the particular phase.	Request to reduce the maximum amount of liquidated damages to 10% 2% of the total value of the items to be supplied in the particular phase	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
79	48	16 Extension in Delivery Period and Liquidated Damages (LD)	<p>c) In case of extension in the delivery and/ or installation/ completion/commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete: - a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5%</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5%</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 %</p>	<p>Request to consider below request: a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5 % to 0.5 %</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 % to 1.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5% to 1.5 %</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 % to 2.0 %</p>	As per RFP
80	48	Extension in Delivery Period and Liquidated Damages (LD)	<p>c) In case of extension in the delivery and/ or installation/ completion/commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete: - a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5%</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5%</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 %</p>	<p>Request to consider below request: a. Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work 2.5 % to 0.5 %</p> <p>b. Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work 5.0 % to 1.0 %</p> <p>c. Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 7.5% to 1.5 %</p> <p>d. Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work 10.0 % to 2.0 %</p>	As per RFP
81	52	21 Termination c) Termination for Convenience		<p>If we reach to this situation, request you to include the condition that for all the work completed during the period and will be paid to the vendor.</p> <p>Payments during the engagement period shall be made in accordance with the Terms of Payment Clause.</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
82	52	Termination c) Termination for Convenience		If we reach to this situation, request you to include the condition that for all the work completed during the period and will be paid to the vendor. Payments during the engagement period shall be made in accordance with the Terms of Payment Clause.	As per RFP
83	57	7	2) f) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.	For any deduction due to penalties or LD, request you to add point that during sign off stage, any deduction will be communicated to the vendor in advance.	As per RFP
84	57	7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	2) f) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.	For any deduction due to penalties or LD, request you to add point that during sign off stage, any deduction will be communicated to the vendor in advance.	As per RFP
85	57	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	2) f) Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.	For any deduction due to penalties or LD, request you to add point that during sign off stage, any deduction will be communicated to the vendor in advance.	As per RFP
86	57	7	2) Payment Schedule c) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	In place of 60 days, kindly consider 30 days of payment term.	As per RFP
87	57	7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	2) Payment Schedule c) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	In place of 60 days, kindly consider 30 days of payment term.	As per RFP
88	57	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	2) Payment Schedule c) Due payments shall be made promptly by the purchaser, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ selected bidder, and the purchaser has accepted it.	In place of 60 days, kindly consider 30 days of payment term.	As per RFP
89	58	V.	Bidder shall provide "Helpdesk Support" on 24x7 basis which shall include Fault reporting, Trouble Ticketing and related enquiries during this contract.	IBM provides this as part of their standard support on their software. Are you wanting the SI to set-up a separate help desk for you at your premises	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
90	60	7	<p>ii) Penalty for Downtime of Application Software/ Platform. Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 1.0% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 5.0% of milestone/quarterly payment. (D) Beyond 24 hours 5.0% + equate 1% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	<p>Request to consider below request: Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 0.5% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 1.0% of milestone/quarterly payment. (D) Beyond 24 hours 1.0% + equate 0.5% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	As per RFP
91	60	7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	<p>ii) Penalty for Downtime of Application Software/ Platform. Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 1.0% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 5.0% of milestone/quarterly payment. (D) Beyond 24 hours 5.0% + equate 1% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	<p>Request to consider below request: Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 0.5% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 1.0% of milestone/quarterly payment. (D) Beyond 24 hours 1.0% + equate 0.5% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	As per RFP
92	60	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	<p>ii) Penalty for Downtime of Application Software/ Platform. Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 1.0% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 5.0% of milestone/quarterly payment. (D) Beyond 24 hours 5.0% + equate 1% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	<p>Request to consider below request: Overall Non-Availability of the Raj Sewa Dwaar 2.0 in a Quarter</p> <p>(A) 0 - 4 Hours No Penalty (B) 4 - 8 Hours 0.5% of milestone/quarterly payment.</p> <p>(C) 8 - 24 Hours 1.0% of milestone/quarterly payment. (D) Beyond 24 hours 1.0% + equate 0.5% for every 6 Hours beyond 24 hours of milestone/quarterly payment</p>	As per RFP
93	63	7	<p>b) If any resource has leave balance at the end of calendar year (As on the last date of the completion of the first year of O&M phase of the project), the leaves up to 6 will be carried forward to the next subsequent year of the contract duration.</p>	<p>Given the support period is for just 6 months the carry forward clause should be for next quarter, instead of next year</p>	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
94	63	7 SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	b) If any resource has leave balance at the end of calendar year (As on the last date of the completion of the first year of O&M phase of the project), the leaves up to 6 will be carried forward to the next subsequent year of the contract duration.	Given the support period is for just 6 months the carry forward clause should be for next quarter, instead of next year	As per RFP
95	63	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	b) If any resource has leave balance at the end of calendar year (As on the last date of the completion of the first year of O&M phase of the project), the leaves up to 6 will be carried forward to the next subsequent year of the contract duration.	Given the support period is for just 6 months the carry forward clause should be for next quarter, instead of next year	As per RFP
96	91	Annexure 18 Manufacturer's Authorization Form (MAF)		Request for addition of following narrative in MAF: When resold by the Bidder, IBM Products (including standard OEM end user support) shall be subject to standard applicable end user licensing terms and conditions.	As per RFP
97	91	Annexure 18		Request for addition of following narrative in MAF: When resold by the Bidder, IBM Products (including standard OEM end user support) shall be subject to standard applicable end user licensing terms and conditions.	As per RFP
98	91	Manufacturer's Authorization Form (MAF)		Request for addition of following narrative in MAF: When resold by the Bidder, IBM Products (including standard OEM end user support) shall be subject to standard applicable end user licensing terms and conditions.	As per RFP
99	92	Annexure-19 API Connect Non prod	Single Non HA Environment considered which can support 50 to 100 TPS across all not production environments - Dev/Test/SIT/UAT etc	Please consider, increase in API Connect Non production environment with HA	As per RFP
100	92	Annexure-19	Single Non HA Environment considered which can support 50 to 100 TPS across all not production environments - Dev/Test/SIT/UAT etc	Please consider, increase in API Connect Non production environment with HA	As per RFP
101	92	API Connect Non prod	Single Non HA Environment considered which can support 50 to 100 TPS across all not production environments - Dev/Test/SIT/UAT etc	Please consider, increase in API Connect Non production environment with HA	As per RFP
102	15, 16	4.1	6) B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration - Solution Architect with 8 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 8 to 5 years and add BSc /BCA	As per RFP
103	15, 16	4.1	B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration Administrator with 5 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 5 to 2 years and add BSc /BCA	As per RFP
104	15,16	4.1 scope of work	6) B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration - Solution Architect with 8 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 8 to 5 years and add BSc /BCA	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
105	15,16	scope of work	6) B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration - Solution Architect with 8 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 8 to 5 years and add BSc /BCA	As per RFP
106	15,16	4.1 scope of work	B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration Administrator with 5 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 5 to 2 years and add BSc /BCA	As per RFP
107	15,16	scope of work	B.E/ B.Tech/ MCA/ M.Tech. And Cloud Pak for Integration Administrator with 5 years of IT/ITES experience manpower from OEM -----	Kindly reduce experience from 5 to 2 years and add BSc /BCA	As per RFP
108		General (Important Pre requisites for the cloudpak for Integration)		1. In the RFP, there is no reference of Storage Solution and Licensing of Storage component. CP4I needs a proper Storage solution to ensure it works, and storage solution has to be in place from days-1.can we get details of existimg storage solution	Please refer sr no. 26
109		General (Project Start Date)		We need to mutually agree on a minimum lead time for Project Start date (which will be "T") from the date of work order issuance.	As per RFP
110		General (Migration Scope)		Please conifrm the migration will be a one time activity from Old Versions to New Versions. The scope does not require us to migrate to any other intermediate servers on tempoary basis. For example: Data Center migration that needs to happen prior to T+24 Go-Live date	As per RFP
111				1. In the RFP, there is no reference of Storage Solution and Licensing of Storage component. CP4I needs a proper Storage solution to ensure it works, and storage solution has to be in place from days-1.can we get details of existimg storage solution	Please refer sr. no. 26
112				We need to mutually agree on a minimum lead time for Project Start date (which will be "T") from the date of work order issuance.	As per RFP
113				Please conifrm the migration will be a one time activity from Old Versions to New Versions. The scope does not require us to migrate to any other intermediate servers on tempoary basis. For example: Data Center migration that needs to happen prior to T+24 Go-Live date	As per RFP
114		General (Important Pre requisites for the cloudpak for Integration)		1. In the RFP, there is no reference of Storage Solution and Licensing of Storage component. CP4I needs a proper Storage solution to ensure it works, and storage solution has to be in place from days-1.can we get details of existimg storage solution	Please refer sr. no. 26
115		General (Project Start Date)		We need to mutually agree on a minimum lead time for Project Start date (which will be "T") from the date of work order issuance.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
116		General (Migration Scope)		Please confirm the migration will be a one time activity from Old Versions to New Versions. The scope does not require us to migrate to any other intermediate servers on temporary basis. For example: Data Center migration that needs to happen prior to T+24 Go-Live date	As per RFP
117	13	<u>3. Pre Qualification / Eligibility Criteria</u> Basic Requirement: 2. Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ ITeS during the last three financial years, i.e., from 2019-20 to 2021-2022 should be at least Rs. 20 Crore.	The company has a turnover of 5 crores. i. e. less than 20 crores We are under MSME Act. Can we get an exemption of turnover?	Please refer sr. no. 4
118	13,14	<u>3. Pre Qualification / Eligibility Criteria</u> Basic Requirement: 4. Technical Capability	The bidder should have experience in IT/ITes projects during the last five financial years till October 31st, 2022, having order value as given below: 1) The bidder must have successfully completed one IBM(OEM) products/services based IT/ITeS project of value not less than the amount of 2 Crores in India during the period from 01/04/2017 onwards. OR 2) The bidder must have successfully completed two IBM(OEM) products/services based IT/ITeS projects of combined value not less than the amount of Rs. 3 Crores in India during the period from 01/04/2017 onwards..	We have six years of experience for implementing IT/ITES services. We have implemented IBM services maximum for around 1.5 crore. If the company doesn't fulfill the clause, will it be eligible to participate in the bid? Request you to kindly provide clarifications for the same.	Please refer sr. no. 5
119	65	Annexure 2: Tender Form	3) The requisite tender fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide receipt no. _____ dated _____. 4) The requisite EMD amounting to Rs. _____/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No. _____ dated _____.	What is the Bid Security amount? What is the cost of EMD? What are the terms and conditions of the EMD? When will the EMD be released?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	RISL Response
120	73	Annexure10: BANK GUARANTEE FORMAT - PERFORMANC E SECURITY (PBG)	We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).	What is the cost of Performance Bank Guarantee?	As per RFP