

**Pre-BID responses for Selection of Technology Partner under Rajasthan Jan Aadhaar Yojana**

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
1	Pg No: 21	4.4.1 Rajasthan Jan Aadhaar Yojana Enrolment	Rajasthan Jan Aadhaar Yojana Enrolment	<ul style="list-style-type: none"> <li>Does the jan aadhar citizen enrollment also include capturing biometric (finger print etc) as at 2 places the doc refers to biometric data for user authentication</li> <li>At a few places document mentions mobile interface. Is development of mobile application part of development scope or only APIs (web services) to be provided for future mobile app development.</li> </ul>	As per RFP	<p>No Capturing of Biometric Data.</p> <p>Development of Mobile Application is in scope of Bidder.</p>
2	Pg No: 25	4. SCOPE OF WORK 4.4.8 Mobile Application	<p>Mobile Application</p> <p>SI will be responsible for the development of Mobile Application (Android/iOS) as well as web services required for mobile application in timely manner.</p> <p>Interactive Mobile application will be developed for users (Citizens/eMitra/Departmental Official's) with their role based authentication. Users have to access their profile/reports based on their role.</p>	<ol style="list-style-type: none"> <li>We assume that, currently, mobile application is available into the Working mode with similar functionality of web portal. Kindly confirm</li> <li>As per the RFP, we need to modify &amp; upgrade based on new schemes/ modules/ functionality. There will be no bugs &amp; error into the current mobile applications (Android &amp; iOS)</li> <li>Current Mobile application support Tablets version or not? Kindly share your views</li> </ol>	As per RFP	Need to be develop fresh mobile applications.
3	Pg No: 30	4. SCOPE OF WORK 4.11.4 Training & Helpdesk Support	Training & Helpdesk Support	<ol style="list-style-type: none"> <li>We assume that, currently you have the Helpdesk Application and We just need to provide the Helpdesk Operator for support Purpose. Or Bidder need to be create the Help desk setup? Kindly share your point of view</li> <li>Any expected approx calls/queries per day in Helpdesk?</li> </ol>	As per RFP	Technology Partner need to setup Helpdesk. Avg Calls/Queries is around 200-250.

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4	Pg No: 28	4. SCOPE OF WORK 4.11.1 Deployment of Manpower	The selected Bidder shall deploy sufficient manpower in development phase at onsite (RISL).	1. Do we need to Provide only the Man power for the Project? Kindly Share your Views 2. For the Maintenance the resources will be same. So, we need to provide the resources for the 5 Years (Development + Maintenance ). Kindly share your views	As per amended RFP	
5	17	4. Scope of Work	The Jan Aadhaar number aims to be the unique identifier of a family.	Please advise if there is a limit on number of family members and how a family is defined.	As per RFP	Family Definition would be as per Rajasthan Jan Aadhaar Act, 2020
6	17	4. Scope of Work	This will be used for delivery of cash as well as non-cash benefits near the door-step of the residents through an intertwined network of e-Mitra kiosks making life of residents comfortable through one card and one identity.	In case of large family will there be separate Cards for each individual?	As per RFP	There would be Single e-Card.
7	17	4. SCOPE OF WORK	Expansion and strengthening of existing technical and electronic infrastructure in the state.	Please share complete stack of existing application/technical components to be used.	As per RFP	
8	17	4. SCOPE OF WORK	Expansion and strengthening of existing technical and electronic infrastructure in the state.	Please confirm if there is scope of reusing any of existing implementation like; - Java Code/Workflows - Integrations - DMS Setup or information architecture - Data/DB Structure	As per RFP	No.
9	17	4. SCOPE OF WORK	Expansion and strengthening of existing technical and electronic infrastructure in the state.	Please share ticket details of existing application for last 1 year. This will help us understand issues and operational processes.	As per RFP	Details will be shared by after signing of NDA.

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10	19	4.2	The Rajasthan Jan Aadhaar Yojana Application Development Middleware will facilitate communication between user interfaces and application layer through pre-defined business rules of application modules. All applications will be secured through role based user access.	Please suggest if there is an existing ESB and API management that is available or bidder is free to propose one.	As per RFP	Available with RISL.
11	21	4.4.1.1	Validation Checks on Enrolment detail Technology partner should responsible to filter and block the inappropriate words, Photo at the time of enrolment and the editing of the citizen profile.	Please confirm if bidder can propose to integrate with Cognitive Cloud services to achieve this.	As per RFP	Proposed solution must be hosted under State Data Center without any extra cost to RISL
12	21	4.4.1.2	Image Capturing and Validation It should also capable to upload the digital photograph and apply validation checks on quality & accuracy of image (stop image upload for blank images, blurred images, face is not detected etc).	Please confirm if bidder can propose to integrate with Cognitive Cloud services to achieve this.	As per RFP	Proposed solution must be hosted under State Data Center without any extra cost to RISL
13	22	4.4.3.1	Sharing of DBT Information with Gol Currently information is being shared with PM-KISAN, DBT Bharat Portal of Govt of India,etc. In future as per the requirement of Govt of India information may also be shared with other applications.	Please suggest what would the format in which information will be exchanged?	As per RFP	As per Industry Standards ( Soap/ Rest api/ csv/etc.)
14	23	4.4.4.1	SMS Gateway (e-Sanchar) The Jan Aadhaar framework should also support an SMS Gateway, which may be configured to send periodic alert to designated users.	Is bidder responsible for integration or setup/installation etc. as well?	As per RFP	Bidder should be responsible to integrate with e-Sanchar.

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15	23	4.4.4.4 Single Sign On	Rajasthan SSO (or commonly known as Single Sign On) is a platform created by the Government of Rajasthan to provide Government-to-Government & Government-to-Public services to its citizens.RajSSO (Rajasthan Single Sign On) provides the facility of one person, one identity	Please provide list of support protocols/mechanism for SSO supported by this platform.	As per RFP	Integration with SSO would be based on API (Soap/Rest ).
16	24	4.4.4.8 Raj Sewa Dwar (RSD)	Raj Sewa Dwar acts as the centralized Middleware Enterprise Service Bus (ESB) for inter application connectivity.	Please share make, model and version of the ESB.	As per RFP	
17	24	4.4.7 MIS Reports	Interface to fetch routine and customise reports as required.	Please suggest if there is an existing reporting engine in place or bidder is free to propose.	As per RFP	
18	24	4.4.7 MIS Reports	Interface to fetch routine and customise reports as required.	Please provide rough count of MIS reports to be designed.	As per RFP	Around 100+ reports need to designed and developed in First Phase.
19	25	4.4.8 Mobile Application	The web services required for mobile application will be provided by the selected bidder in timely manner.	Please suggest is Mobile App development is also part of scope or only services needs to be provided. In case of yes, : - please suggest type of App (native/hybrid) and supported platforms (iOS, Android) - what functionalities will be provided on mobile app and for which user	As per RFP	In First Phase, Dashboard for Departmental Users and facilities for Citizens needs to be developed.
20	25	4.4.9 Interactive dashboard & Analytics Reports	The technology partner will be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments.	Please provide rough count of interactive reports/dashboards to be designed.	As per RFP	Around 100+ reports need to designed and developed in First Phase.

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21	25	4.4.10 Incident Management System	An Incident management application would be developed and integrated with Rajasthan Jan-Aadhaar Yojana to track the incident reported by users.	Please confirm if bidder is required to implement Incident management system or integrate with it. In case of former, please share functional requirement/compliance.	As per RFP	Bidder required to implement Incident Management System.
22	25	4.4.12 SLA Reporting Module	This module is to be developed to maintain SLA applicable in the project	Please confirm if bidder is required to implement SLA management system or integrate with it. In case of former, please share functional requirement/compliance.	As per RFP	Bidder required to implement SLA Management System.
23	25	4.4.13 Project Budget and Utilization Management	This module is to be developed to maintain the budget allocated and expenditure made under the budget available for the Rajasthan Jan Aadhaar Yojana.	Please share comprehensive requirement/compliance sheet for this module.	As per RFP	
24	25	4.4.14 Financial Module	This module is to be developed to generate the various reports/sanctions based on which payment will be made to eMitra/Firms for enrolment/card distribution etc.	Please share comprehensive requirement/compliance sheet for this module.	As per RFP	
25	25	4.4.15 Admin Dashboard	Various kind of dashboards will be developed into the application to give summarized view of DBT, schemes, services, schedulers (DB, application), data centre resources allocated in the project and other activities in the system	Please define and quantify scope for Admin dashboards. List our dashboards or provide count.	As per RFP	Around 100+ reports need to designed and developed in First Phase.
26	26	4.6 Migration of existing Jan Aadhaar data	Technology partner will migrate the existing SRDH into Jan Aadhaar Resident Data Repository data. Technology Partner will ensure that there should not be any dependency on previous application and database after migration.	Please define and quantify scope, share table count, volume of data to be migrated.	As per RFP	

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27	27	4.7 Training & Capacity Building of the various stakeholders	The objective of this Training & Capacity Building is to familiarize the users with the new system. Technology Partner will provide documentation which would cover various aspects of the project.	Please define and quantify scope of work. How many training batches? How many locations? How many participants per batch and location?	As per RFP	
28	27	4.11 Operation and Maintenance - Facility Management Services ("FMS")	The selected bidder shall provide Operations and Maintenance (O&M) services for Jan Aadhaar Application and Jan Aadhaar Resident Data Repository developed, starting from the Go-live date of Jan Aadhaar Application.	Please define scope of work clearly. Is bidder supposed to provide application support, infra support, facility management or all.	As per amended RFP	
29	27	4.11.1 Deployment of Manpower	a. The selected Bidder shall deploy sufficient manpower in development phase at onsite.	Please confirm location of deployment.	As per RFP	RISL
30	28	4.11.2 New Development and Enhancement:	The selected bidder shall be responsible for doing new development as per the requirement of RISL including but not limited to below:	Please quantify and define scope of changes during O&M period.	As per RFP	
31	30	4.11.7 Miscellaneous Works:	Note: The scope of development/enhancement is not limited to above activities. RISL may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of FMS services.	Please define and quantify scope of work. We can plan man-power and provide fixed cost for scope of work that is unlimited or uncapped.	As per RFP	
32		4, Scope Of Work	We need to define clearly the scope of work for timely delivery and to prevent various penalties mentioned in RFP page no : 73 & 59	Should have boundaries/levels of the scope.	As per RFP	

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33	28	4.11.1, Deployment of Manpower point number a,b,c,d	Request you to please consider the onsite / off-site model of deployment of resources taking into account the pandemic - Covid19 spread and its impact along with other factors.		As per RFP	
34	18	4.1, Broad Scope of Work  Migration of existing Jan Aadhaar Application data.	Need clarity on the age of legacy data to be migrated and maintained on-line and off-line (archived). The master data should be provided by the client in the format specified by the bidder. Also provide the volume of data that needs to be migrated.		As per RFP	
35	25	4.4.9, Interactive dashboard & Analytics Reports Interactive report and Analytics	We need to define clearly the scope of work for timely delivery and to prevent various penalties mentioned in RFP page no : 73 & 59	We need to factor the efforts accordingly as frequent changes seen and demanded urgently by client in existing project.	As per RFP	
36	25	4.4.9, Interactive dashboard & Analytics Reports  Interactive report and Analytics	We understand that development / modification in Interactive dashboard & Analytics Reports would be part of scope of work, however no resource has been asked in the resource requirements given on page no 75 of RFP. We request you to add analytical profile in the list of resources given in RFP.	The dashboard and analytics report will be developed using SAS Analytics /Qlik Sense/Jasper/etc based on the availability of tools	As per RFP	
37	28	4.8, Setup in DR Mode	DR Site	Need to know the details of DR site including location and infra setup there wrt to the application for eg deployment of application in DR in HA mode, RTO, RPO etc	As per RFP	DR site located at Jodhpur , application would be deployed in HA mode.

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38	28	4.11.1.d, Deployment of Manpower	The proposed services shall be normally manned for a period of 9 hours each day (except Sunday) as per the requirement throughout the year or as decided by the Office of the Tendering Authority. But in exception condition or in urgency of work, the support might be required on holidays. The selected bidder shall maintain an attendance register for the resources deployed.	Need clarity on extra hour working/stretched for additional payout from client.	As per RFP	
39	28	4.11.1.f, Deployment of Manpower	The staff provided by the Selected Bidder will perform their duties in accordance with the instructions given by the designated officers of RISL from time to time. The Selected Bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.	Need clarity on turn around time by department once the profile has been submitted and penalty should be waived off for delayed period.	As per RFP	Recommended to share multiple profile for reducing turn around time.
40	29	4.11.1.h, Deployment of Manpower	It is responsibility of the selected bidder to scale up the Operations & Maintenance (O&M) team as and when required to confirm smooth project execution throughout the duration	Need clarity on the load, concurrent users etc that department foresee and the required number of resources quarter on quarter basis	As per RFP	
41	29	4.11.1, Deployment of Manpower	New Development and Enhancement	Need to know the expected number of changes in a quarter.	As per RFP	
42	29	4.11.3.a, Managed Services during Operations and Maintenance Period	Concurrent users, CPU utilisation etc	Need clarity on projection wrt concurrent users, CPU utilisation etc expected by department on quarterly basis	As per RFP	



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43	30	4.11.4, Training & Helpdesk Support (Incident/ Problem Management)	Training and HD support	Need clarity on the expected number of training sessions/modules, availability of space, projector, laptop/desktop etc for training. Will Help Desk be remote or on-premises?	As per RFP	Training facility will be provided by RISL. Helpdesk will be on-premises.
44	31	4.11.7, Miscellaneous Works	The successful bidder will perform all such works which are required for successful working of the application. RISL may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of FMS services.	Need clarity and guidance for the boundaries of the work under this category. We understand that enhancement would be done on mutual agreed basis.	As per RFP	
45	18	4.1	Broad Scope of Work	Clarity on O & M years whether it is 4 or 5 years O & M (Technical support /assistance for all activities, enhancement in existing modules & development of new modules in the project as per requirement of RISL) for <b>5 years</b> . On page number 33 Phase III (O & M) is mentioned as four years	As per amended RFP	
46	21	4.4.1.2	Image Capturing and Validation	<b>Any existing tool availed or owned by RISL?</b> Technology partner would also develop a compression engine so that images whenever required in the system can be compressed	As per RFP	NO
47	25	4.4.8	Mobile Application	<b>Which technology stack(Ionic App/MSP server/React Native App) needed for new Mobile Application development?</b> SI will be responsible for the development of Mobile Application (Android/iOS) as well as web services required for mobile application in timely manner	As per RFP	
48	28	4.10	Setup on Multiple domain	<b>Which are the domains and certifications number are been referred?</b> Technology partner will be responsible for Safe to host certificate and SSL certificates for the entire contract period for all the domains. The technology partner will bear expenses of Safe to Host and SSL certificated, if any	As per RFP	

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49	28	4.11.1	Deployment of Manpower	<b>How many sufficient manpower as per customer?</b> The selected Bidder shall deploy sufficient manpower in development phase at onsite(RISL)	As per RFP	
50	26	4.4.16	Jan Aadhar e-Card	<b>Need to know any third party libraries for QR code generation/reading as per any Rajasthan government guidelines?</b> Technology partner will be responsible for mobile application for QR Code verification.	As per RFP	
51	20	4.3.3.3	Network Level Security	<b>How many applications already supported by Janaadhar applications?</b> The Bidder will bear the expenses pertaining to SSL certifications	As per RFP	
52	25	4.4.10	Incident Management System	<b>Any approved whitelist of open source/tool by the Department/RISL?</b> Incident management module would be developed and integrated with Rajasthan Jan-Aadhar Yojana to track the incident reported by users	As per RFP	
53	23	4.4.4.3	Document Management System	<b>Size and file type of the documents available in existing application.</b> Number of documents in DMS to be 8 Cr	As per RFP	All documents are provided by citizen or part of project like gram sabha etc. would be stored in DMS.
54	23	4.4.4.4	Single Sign On	Bidder need to take care of only application level or also needs to consider modification in SSO solution ?	As per RFP	Only Application level
55	24	4.4.4.7	Raj eSign	As per understanding e-sign and digital signature service will be provided by RISL, bidder need to integrate the same. Please clarify	As per RFP	Yes
56	24	4.4.5.3	Jan Aadhaar Authentication	Bidder need to propose OTP based authentication or RISL will provide that ? If bidder need to propose please provide volumetric of the same.	As per RFP	Solution need to develop by Technology Partner.
57	28	4.9	Implementation of Aadhaar Data Vault	Please provide the specification and compliance related to Aadhaar Data Vault.	As per RFP	As per UIDAI Guidelines.

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58	25	4.4.10	Incident Management System An Incident management application would be developed and integrated with Rajasthan Jan-Aadhaar Yojana to track the incident reported by users.	We would like to understand, if the Helpdesk resources need to Log the tickets received in the incident management system ? 2. Is there any existing Incident management system, which can be used by the bidder, to integrate with Jan-aadhaar application?	As per RFP	Bidder need to implement the Incident Management System.
59	25	4.4.12	SLA Reporting Module This module is to be developed to maintain SLA applicable in the project.	Can the bidder use the existing SLA reporting module, if any ?	As per RFP	Bidder need to implement the SLA reporting module.
60	27	4.11.1	The O&M Team would be deployed onsite from the start of O&M period till the end of contract period as per Annexure-1 of this RFP document.	Please confirm, if the infrastructure managed services would be provided by the Incumbent, Data center operator for Servers, Network, Storage etc ?	As per RFP	
61	28	4.11.1	The O&M Team would be deployed onsite from the start of O&M period till the end of contract period as per Annexure-1 of this RFP document.	In Annexure-1, it is asked to provide Database developers, Are they supposed to do Oracle Database Administration or database development activities ?	As per RFP	
62	28	4.11.3	Managed Services during Operations and Maintenance Period:		As per RFP	
63	29	4.11.4	The successful bidder shall have to setup help desk support for users. Successful bidder shall provide two dedicated mobile telephone connections and connectivity at the Helpdesk for telephonic support during business hours i.e. from 9:00 AM to 7:00 PM. from Monday to Saturday.	Please confirm, that Helpdesk would be onsite at Customer office and the necessary Seating space, Computer would be provided by Customer ?	As per RFP	Desktop/Laptop's required would be responsibility of Technology partner.

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64	26	4.6	Migration of existing schemes/services (along with transactional/audit/etc. data) which are integrated to SRDH would be migrated to new Application.	Name and number of schemas and Transactional / Audit etc. sources high level details required. What are the various databases being used currently and for which Source System Application? Please provide list of DBs along with DB size, types, schemas and storage capacity Also if any Data Warehouse being used?	As per RFP	
65	25	4.4.9	The technology partner will be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments.	What is the total users for which various reports and dashboards are required.	As per RFP	Departmental Users, eMitra, Citizens
66	25	4.4.9	The dashboard and analytics report will be developed using SAS Analytics /Qlik Sense/Jasper/etc based on the availability of tools.	Can you please confirm if these reporting tools are already with the customer or SI needs to deploy the same.	As per RFP	
67	25	4.4.9	Interactive dashboard & Analytics Reports	What is the indicative number of reports you are looking here. Do you require any customization in the reports? If so please specify the number of customized reports you want us to put in the scope.	As per RFP	Around 100+ reports need to designed and developed in First Phase.

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68	21	4.4.1.1	Validation Checks on Enrolment detail/ Text reading and blocking Technology partner should responsible to filter and block the inappropriate words, Photo at the time of enrolment and the editing of the citizen profile. It should be able to analyse the meaning of the word while user is trying to save the information. Inappropriate words initial dictionary would be prepared by Technology partner by taking input from RISL and it would be continuously auto-updated based on the inappropriate/abusive words found in data entry at later stage.	Any preferred propriatory tool or opensources platforms for Text Analytics and Image Analytics Is there any current model which is under usage ?	As per RFP	No
69	21	4.4.1.2	validation checks on quality & accuracy of image (stop image upload for blank images, blurred images, face is not detected etc)	Is there any current model which is under usage ?	As per RFP	No
70	25	4.4.9 Interactive dashboard & Analytics Reports	The technology partner will be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments. The dashboard and analytics report will be developed using SAS Analytics /Qlik Sense/Jasper/etc based on the availability of tools.	For the reporting and dashboards, Please provide the following source details w.r.t existing structured data 1. List/Number/Types of databases, 2. List/Number of physical tables 3. List of source Files for integration (if any) 4. One time/daily load Volumetric and data growth (each DB) 5. From existing DB sources - Batch migration will be allowed 24x7 if not then please mention working window for migration	As per RFP	
71	28	4.11.2 New Development and Enhancement:	Analytical Dashboards ( SaS/ Qlik Sense/Tableau/etc.)		As per RFP	
72	28	4.11.2 New Development and Enhancement:	MIS Reports (Jasper/Crystal Report/ Qlik Sense/etc.)	We understand there is a requirement of Operational reports, please let us know existing/current reporting system, if any? Is there any need of migration of old reports from existing system if yes please provide details and number of such reports.	As per RFP	

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73	25	4.5 Jan Aadhaar Resident Data Repository	The Jan Aadhaar Application Framework is expected to enable the state to build a clean Master database of state-specific residents.	Please suggest us how many entities are we considering for Master data management .	As per RFP	7+ Crore residents are already enrolled under Jan Aadhaar.
74	22	4.4.1.4 Data De-duplication (IBM MDM)	Installation, Administration and configuration along with development of required processes on IBM MDM for de-duplication in Jan-Aadhaar scheme	Is License of IBM MDM available?	As per RFP	Yes
75	28	4.11.2 New Development and Enhancement	The selected bidder shall be responsible for doing new development as per the requirement of RISL including but not limited to below	Although we undersatnd that application development and enhancement will be a continuous work in the O&M phase also but we request department to atleast ground the implementation scope and amend the clause as below:- The selected bidder shall be responsible for doing new development <b>(in implementation phase)</b> as per the requirement of RISL including <del>but not limited to below:-</del>	As per RFP	
76	28	4.11.2 New Development and Enhancement	The enhancements, development of new modules, up-gradation & integrations, etc. in the software during O&M period shall have to be incorporated by the successful bidder in timely manner as desired by RISL with no extra cost to purchaser.	The enhancements, development of new modules, up-gradation & integrations, etc. in the software during O&M period shall have to be incorporated by the successful bidder <b>on mutual agreement</b> in timely manner as desired by RISL <del>with no extra cost to purchaser.</del> <b>Justification:- As the count of Manpower is fixed in O&amp;M phase. Hence the deliverables should be mutually discussed and agreed for better understanding and smooth execution.</b>	As per RFP	

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77	28	4.11.3 Managed Services during Operations and Maintenance Period	Performance Monitoring & Enhancement: RISL shall carry out the performance testing activity (load/ stress/ volume testing) as per the requirements to ensure that the application meets the required speed, scalability and stability requirements under the expected workloads and provide its recommendations. The selected bidder, based on the recommendations of RISL, shall incorporate changes in the software solution at NO extra cost	Performance Monitoring & Enhancement: RISL shall carry out the performance testing activity (load/ stress/ volume testing) as per the requirements to ensure that the application meets the required speed, scalability and stability requirements under the expected workloads and provide its recommendations. The selected bidder, based on the recommendations of RISL, shall incorporate changes in the software solution at <del>NO extra cost</del> <b>based on mutual ageement</b>  <b>Justification:- As the count of Manpower is fixed in O&amp;M phase. Hence the deliverables should be mutually discussed and agreed for better understanding and smooth execution.</b>	As per RFP	
78	30	4.11.7 Miscellaneous Works	The scope of development/enhancement is not limited to above activities. RISL may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of FMS services.	The scope of development/enhancement is <del>not</del> limited to above activities. RISL may introduce new processes/ modules as per their requirements and may change the existing processes as per their requirement. All these would be in scope of FMS services <b>post mutual discussions with the bidder.</b>  <b>Justification:- As the count of Manpower is fixed in O&amp;M phase. Hence the deliverables should be mutually discussed and agreed for better understanding and smooth execution.</b>	As per RFP	
79	Page no. 25	4.4.8	Mobile Application SI will be responsible for the development of Mobile Application (Android/iOS) as well as web services required for mobile application in timely manner. Interactive Mobile application will be developed for users (Citizens/eMitra/Departmental Official's) with their role based authentication. Users have to access their profile/reports based on their role.	1. We assume that, currently, mobile application is available into the Working mode with similar functionality of web portal. Kindly confirm  2. As per the RFP, we need to modify & upgrade based on new schemes/ modules/ functionality. There will be no bugs & error into the current mobile applications (Android & iOS)  3. Current Mobile application support Tablets version or not? Kindly share your views	As per RFP	Need to develop from scratch.

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80	Page no. 30	4.11.4	Training & Helpdesk Support	<p>1. We assume that, currently you have the Helpdesk Application and We just need to provide the Helpdesk Operator for support Purpose. Or Bidder need to be create the Help desk setup? Kindly share your point of view</p> <p>2. Any expected approx calls/queries per day in Helpdesk?</p>	As per RFP	Technology Partner need to setup Helpdesk. Avg Calls/Queries is around 200-250.
81	Page no. 28	4.11.1	The selected Bidder shall deploy sufficient manpower in development phase at onsite (RISL).	<p>1. Do we need to Provide only the Man power for the Project? Kindly Share your Views</p> <p>2. For the Maintenance the resources will be same. So, we need to provide the resources for the 5 Years (Development + Maintenance ). Kindly share your views</p>	As per amended RFP	
82	Page no. 20	4.3.3.3	The application supports both HTTP & HTTPS (128 / 256-bit SSL certificates to be deployed by successful bidder for entire project duration). The Bidder will bear all expenses pertaining to SSL Certifications.	<p>1. As you have mentioned that, SSL certificate will provide by the Bidder then provide the domain details to us. Kindly share your domain &amp; Sub-domain (if available) details</p> <p>2. how many years SSL Certificate will be required?</p>	As per RFP	SSL will be required for the duration of contract period with bidder.
83	Page no. 22	4.4.3	Technology partner will develop solution for direct benefit transfer and Linkage with RPP, IFMS, NPCI, etc. and tracking of deposits. Delivery of non-cash benefits to intended beneficiaries using Jan Aadhaar database in a biometrically/other secured manner. selection of the bank is not in the scope of Technology partner only required to develop solution for integrating related software's.	<p>1. We assume that , 3rd party integration/ software will be provided by the RISL only. We just need to integrate into the system. Kindly share your views on it.</p>	As per RFP	



S No.	RFP Cluase No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
84	Page no. 23	4.4.4.1	To inform the citizen with enrolment status and transaction events, SMS will be sent to citizen in real-time/ batch mode. Citizen would get the information through SMS on DBT, Enrolment, etc. The Jan Aadhaar framework should also support an SMS Gateway, which may be configured to send periodic alert to designated users. Technology partner would be responsible for integration with e-Sanchar	<p>1. We assume that, SMS charges will bear by the e-Sanchar/Authority. Kindly confirm</p> <p>2. We just responsible for e-sanchar integration into the system. Kindly share your views</p>	As per RFP	Yes.
85	Page no. 24	4.4.4.8	Raj Sewa Dwar acts as the centralized Middleware Enterprise Service Bus (ESB) for inter application connectivity.	1. Kindly confirm if all applications are to be internal connected via centralized Middleware Enterprose Service Bus	As per RFP	
86	Page no. 25	4.4.9	The technology partner will be responsible to develop the interactive dashboard and various analytics report as per the requirement of the departments. The dashboard and analytics report will be developed SAP Crystal Report/Jasper/etc. based on the availability of tools. Users for the dashboard and analytics reports will be eMitra/Department's official's.	1. We assume that, you will provide this analytics software/tools to the bidder (such as: SAP crystal reports or Jasper). Bidder will not buy any kind of software/ tools for the analytics. Kindly confirm	As per RFP	Based on Availibility, RISL will provide. Bidder may use opensource tools like Jasper etc.
87	23	4.4.4.3	Document management system (DMS)	<p>1. What is the scope of document management system</p> <p>2. Who will handle the tagging activities of the uploaded documents?</p>	As per RFP	DMS Administration, Solution Development , Upgradation and Operation & maintenance would be in scope of Technology Partner.

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
88	25	4.4.6	Transaction Mapper	<ol style="list-style-type: none"> <li>Who will handle transaction mapping.</li> <li>SMS/email gateway services will be provided by the department or not ?</li> </ol>	As per RFP	SMS/ eMail Gateway services will be provide by RISL.
89	27	4.4.13	Project Budget and Utilization Management	<ol style="list-style-type: none"> <li>What is Project Budget and Utilization Management and who will manage ?</li> </ol>	As per RFP	
90	26	4.6	Migration of existing Jan Aadhaar data	<ol style="list-style-type: none"> <li>Did we need to make the new data base?</li> <li>Can we have more information about the existing database ?</li> <li>How can we use the existing database during the new system development ?</li> </ol>	As per RFP	
91	29	4.11.2	New Development and Enhancement	<ol style="list-style-type: none"> <li>Will department provide the IBM File Net and IBM MDM tool?</li> <li>Who will upgrade the tool ?</li> </ol>	As per RFP	
92	13	2.2., Project Objectives Point 5 Integration of Jan Aadhaar Application with core components of DoIT&C like Single-Signon, e-Vault, Raj Sewa Dwar, etc.	Need clarity of number of applications and their architecture, data flow of application to be Integrated of Jan Aadhaar Application along with core components of DoIT&C like Pehchan portal, Single-Signon etc.	By having numbers frozen with client, will be able to make this open ended scope turn into a closed one.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
93	Pg No: 31	6. Project Duration and Time Schedule	Project Duration and Time Schedule <ul style="list-style-type: none"> <li>• Phase-1</li> <li>• Software License Costs</li> <li>• Deployment / staging / Testing environment</li> </ul>	<ul style="list-style-type: none"> <li>• is the Phase -1 timeline of 120 days for development a stringent timeline for enforcing LD and penalty clauses or will these be applied based on the Project plan and milestones submitted by technology partner after submission of SRS?</li> <li>• who will bear the Software License costs for developer licenses and deployment / usage licenses for the 3rd Party SW like IBM MDM , IBM Filenet, Oracle 12 etc during the development phase and Operations and Maintenance phase of 5 years</li> <li>• who will bear the Server Hardware costs for Deployment / staging / Testing environments during the development phase and Operations and Maintenance phase of 5 years</li> </ul>	As per RFP	
94	33	6, Project duration and Time schedule	Phase 1 to 3 milestones	Seeking relaxation in milestone of Phase - 1 for - <ul style="list-style-type: none"> <li>- Understanding of the User Requirement - to 30 days</li> <li>- Submission of System Requirement Specification Report - to 60 days</li> <li>- Design, Develop &amp; Testing of Jan Aadhaar Application System along with Migration of SRDH into Jan Aadhaar Resident Data Repository - Upto 300 days</li> </ul> Mobile app development tpo be given for 2 months over and above 300 days. <p>We are seeking extension in the timelines as given above because of the current pandemic situation and complex nature of the project.</p>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
95	Page no. 15	Rajasthan jan aadhaar yojana_v1.0 pdf	QR Code Solution A unique QR code is generated for every Janaadhaar e-card. <ul style="list-style-type: none"> <li>• QR code is generated based some parameters i.e.</li> <li>• Janaadhaar Id</li> <li>• HOF name</li> <li>• DOB</li> <li>• Sex</li> <li>• Account Number</li> <li>• Address etc.</li> </ul>	1. We assume that, currently your system will generate the unique number & qr code (Based on the details) for the jan aadhaar card. Kindly confirm  2. Can you share the process for jan aadhaar card e-card registration?	As per RFP	
96	Page no. 36	2	User manual (Role wise) and Training material on application software	1. We assume that, the bidder should provide the User Manuals for new development & design not for existing functionality. Kindly correct/confirm	As per RFP	Yes.
97	NA	NA	NA	Please suggest if implementation can be done using onsite/offshore model or complete project needs to be executed onsite.	As per RFP	
98	NA	NA	NA	Please reconsider scope of work. Existing systems for following should be integrated rather than creating fresh: - Incident Management - SLA Management - Project Budget and Utilization Management - Finance Module	As per RFP	Need to Develop Fresh.
99	NA	NA	NA	Who is responsible for providing hosting, hardware and software?	As per RFP	
100	NA	NA	NA	Who is responsible for provide infra administration, setup and deployment?	As per RFP	
101	NA	NA	NA	Who is responsible for providing infra support, administration during O&M phase.	As per RFP	
102		As per RFP	For all open source JS Libraries/Software/any others use in the project if made paid in future then the cost has to be borne by the client	Pl provide us the details of all the tools (open source / paid versions) being used currently in Janaadhaar application along with their versions. We understand that these tools will be provided by RISL.	As per RFP	
103	NA	NA	NA	If e-sign need to provided by bidder please provide volumetric	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
104	NA	NA	NA	What will be support window and support model ( onsite,offshore or hybrid)	As per RFP	
105			General - Data Migration	We assume that the support of the Existing Databases is out of Scope of this RFP? Or Does the SI have to also support the existing Legacy databases? Please clarify	As per RFP	
106			General - Data Migration	Is there any additional data that will be used by the New Target Application, apart from the Source data from the Legacy Systems (we understand it as SRDH)?	As per RFP	
107			General - Data Migration	Is there any preferred Migration sequence for the various Target Modules in Scope of the Data Migration?	As per RFP	
108			General - Data Migration	Is Mobile BI in scope of this RFP? Do Users need to have to access the Reports/Dashboards via Mobile? If Yes, would it be Static Reports/Dashboards or should it be Interactive on Mobile?	As per RFP	
109			General - Data Migration	Is there a requirement to interface BI Reports/Dashboards with SMS/Email?	As per RFP	
110			General - Data Migration	Mapping for the Target Functional Modules (in the Target) with the Legacy Source Systems ? Basically we would like to understand which Legacy Application is mapped to which Functional Module in the Target?	As per RFP	
111			General - Data Migration	Are there other Database related objects like Triggers, Stored Procedures, Constraints etc which need to be migrated?	As per RFP	Yes

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
112	14	Section 3) 4. - Technical Capability	<p><b>Documentary Proofs:</b>  <b>Annexure-14</b>  <b>And</b>  <b>Work Order+ Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client (Copy of Letter of Intent or Work Order or Agreement or letter from clients)</b></p>	<p>Requesting you to amend this clause as follows:  Annexure-14  And  Work Order+ Work Completion Certificates from the client; OR <del>Work Order</del> + Self Certificate of Completion (<b>Certified by the CA</b>); OR Work Order + Phase Completion Certificate from the client  (Copy of Letter of Intent or Work Order or Agreement or letter from clients or <b>Self Certificate of Completion (Certified by the CA) in prescribed format having Client Name, Value of the PO, Scope and Status of the Project</b> )</p> <p><b><u>After multiple deliberations the clause was amended as above and incorporated in the last RISL rfps like IT FMS of BSDC &amp; DR, Security Operation Centre etc...</u></b></p> <p><b>Justification:-</b> There are many turnkey projects which includes consulting services also . Hence it will be very difficult for an SI to showcase the value of consulting value value from a turn key project. Secondly, many of the projects executed specially in Govt./PSU domain are governed through a NDA between the purchaser &amp; SI. Hence, It will be really difficult to showcase Project PO/Completion/ Client Certificate/ Contract due to strict NDA. Hence this request.</p>	As per RFP	
113	33	7 Payment Schedule	<p>1. JAN AADHAAR Application - Acceptance of System Requirement Specification and Functional Requirement Specifications for Application software's - Approved SRS &amp; FRS document by project steering committee- 10% payment of Total cost of Jan Aadhaar Application Development.</p>	<p>1. JAN AADHAAR Application - Acceptance of System Requirement Specification and Functional Requirement Specifications for Application software's - Approved SRS &amp; FRS document by project steering committee- <del>10%</del> <b>20%</b> payment of Total cost of Jan Aadhaar Application Development.</p> <p>Request to increase the payment % as this will help SI in smooth execution and delivery of project.</p>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
114	33	7 Payment Schedule	1. JAN AADHAAR Application -UAT of complete Jan Aadhaar Application with Data migration – Go Live- ☑ User manual, Technical and database design document ☑ UAT Test cases and Test Results etc. ☑ Go-Live declared by project steering committee- 40 % payment of Total cost of Jan Aadhaar Application	1. JAN AADHAAR Application -UAT of complete Jan Aadhaar Application with Data migration –Go Live- ☑ User manual, Technical and database design document ☑ UAT Test cases and F9Test Results etc. ☑ Go-Live declared by project steering committee- 40 % 50% payment of F9Total cost of Jan Aadhaar Application.  <b>Request to increase the payment % as this will help SI in smooth execution and delivery of project.</b>	As per RFP	
115	33	7 Payment Schedule	1. JAN AADHAAR Application -Maintenance of Jan Aadhaar Application during complete O&M period- 20% payment of Total cost of Jan Aadhaar Application Development on quarterly basis along with O&M charges equated in 20 installments	<del>1. JAN AADHAAR Application -Maintenance of Jan Aadhaar Application during complete O&amp;M period -20% payment of Total cost of Jan Aadhaar Application Development on quarterly basis along with O&amp;M charges equated in 20 installments</del>  <b>We request department to delete this apyment clause and do not hold any implementation money of the SI. However department can ask for extra 5% BG till the contract period in place of holding the 20% implementation payment. This will help SI by making it commercially feasible to bid.</b>	As per RFP	
116	33	7 Payment Schedule	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.	Due payments shall be made promptly by the purchaser, generally within <del>sixty (60)</del> thirty (30) days after submission of an invoice or request for payment by the supplier/ selected bidder, <del>and the purchaser has accepted it.</del>	As per RFP	
117	39	8.12 Selection Method	The selection method is Least Cost Based Selection (LCBS or L1) on the grand total of BoQ.	Please change selection method to QCBS.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
118	37	8.8 Bid Security	<p>The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -</p> <ul style="list-style-type: none"> <li>i. when the bidder withdraws or modifies its bid after opening of bids;</li> <li>ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;</li> <li>iii. when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;</li> </ul>	<p>The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -</p> <ul style="list-style-type: none"> <li>i. when the bidder withdraws or modifies its bid after opening of bids;</li> <li>ii. when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;</li> <li>iii. <del>when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;</del></li> </ul>	As per RFP	
119	40	8.14 Evaluation & Tabulation of Technical Bids	<p>A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: - i. "deviation" is a departure from the requirements specified in the bidding document; ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.</p>	<p><del>A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -</del></p> <ul style="list-style-type: none"> <li><del>i. "deviation" is a departure from the requirements specified in the bidding document;</del></li> <li><del>ii. "reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document;</del></li> <li><del>and iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.</del></li> </ul>	As per RFP	



S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
120	40	8.14 Evaluation & Tabulation of Technical Bids	A material deviation, reservation, or omission is one that, i. if accepted, shall:- 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids, if applicable.	<del>A material deviation, reservation, or omission is one that, i. if accepted, shall:- 1. affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or 2. limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; or ii. if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids, if applicable.</del>	As per RFP	
121	40	8.14 Evaluation & Tabulation of Technical Bids	The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.	<del>The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.</del>	As per RFP	
122	41	8.17 Price/ purchase preference in the evaluation	Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.	<del>Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.</del>	As per RFP	
123	44	8.24 Right to vary the quantity	<del>i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and ii. 50% of the value of goods or services of the original contract</del>	<b>1.It should be restricted to +/-10% maximum of the quantity quoted as per RFP. 2. Bidder agrees to provide the increased quantity at the same terms and conditions. However additional prices shall be charged for the goods supplied over the contracted quantity.</b>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
124	45	8.25 Performance Security	Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- i. When any terms and condition of the contract is breached. ii. When the bidder fails to make complete supply as per the scope of tender document. iii. if the bidder breaches any provision of a code of integrity, prescribed for bidders, specified in the bidding document	Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- <del>i. When any terms and condition of the contract is breached.</del> ii. <del>When the bidder fails to make complete supply as per the scope of tender document.</del> iii. if the bidder breaches any provision of a code of integrity, prescribed for bidders, specified in the bidding document	As per RFP	
125	45	8.26 Execution of agreement for Rate Contract	<b>If the bidder, who's Bid has been accepted, fails to sign a written procurement agreement or fails to furnish the required security deposit within the specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process with the bidder and may debar the bidder from participating in any future bid.</b>	<del>If the bidder, who's Bid has been accepted, fails to sign a written procurement agreement or fails to furnish the required security deposit within the specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The procuring entity may, in such case, cancel the procurement process with the bidder and may debar the bidder from participating in any future bid.</del>	As per RFP	
126	47	8.31 Interference with the Procurement Process	shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.	<del>shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.</del>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
127	50	8.37 Monitoring of Contract	The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of the procuring entity.	<del>The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of the procuring entity.</del>	As per RFP	
128	Pg No: 55	9. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT  9.9 Scope of Supply	The bidder shall not quote and supply and hardware/ software that is likely to be declared as End of Sale on the date of bidding and End of Service/ Support for a period of 5 Years from the last date of bid submission.	1. The hardware for development purpose is Client (Rajasthan Jan Aadhar) responsibility. We are assuming all laptop and desktop to the development team will be provided by the Client only. Kindly share your views	As per RFP	Desktop/Laptop's to development team would be responsibility of selected bidder.
129	54	9.14 Recoveries from Supplier/ Selected Bidder	The Purchase Officer shall withhold an amount to the extent of short supply, or for rejected services unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available under this contract with RISL.	<del>The Purchase Officer shall withhold an amount to the extent of short supply, or for rejected services unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available under this contract with RISL.</del>	As per RFP	
130	54	9.15 Taxes & Duties	As per RFP	To be added- Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of RISL	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
131	58	9.27 Rejection	As per RFP	<p>To be added- Notwithstanding anything contained herein the total deduction on account of penalties shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value</p> <p>To be added- Notwithstanding anything contained herein the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the RISL for the material which is defective.</p> <p>We request department to cap the risk and purchase cost which is around 10% in rfps.</p>	As per RFP	
132	58	9.29 Extension in Delivery Period and Liquidated Damages (LD)	It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.	It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service. <b>In the event of cancellation RISL shall pay Bidder for goods delivered and services rendered till the date of termination.</b>	As per RFP	
133	59	9.29 Extension in Delivery Period and Liquidated Damages (LD)	The maximum amount of liquidated damages shall be 10% of the contract value.	<p>The maximum amount of liquidated damages shall be <del>10% of the contract value.</del> <b>shall be 10% of the implementation value.</b></p> <p>This is being incorporated in many other RISL rfps. LD is always imposed on the implementation amount and Penalty on O&amp;M. Kindly amend accordingly.</p>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
134	60	9.30' Authenticity of Equipment	As per RFP	To be added- Notwithstanding anything contained herein the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the RISL for the material which is defective	As per RFP	
135	61	9.33 Limitation of Liability	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.	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, <del>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.</del>	As per RFP	
136	62	9.34 Force Majeure	As per RFP	To be added: In the event, the Parties agree to terminate this agreement due to Force Majeure, Purchaser shall pay the Successful Bidder for all the services that has been rendered.	As per RFP	
137	62	9.35 Change Orders and Contract Amendments	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 in any one or more of the followings:	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 in any one or more of the followings <del>post mutual agreement</del>	As per RFP	
138	62	9.35 Change Orders and Contract Amendments	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	<del>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</del>  CR is not a part of this rfp, hence this clause needs to be removed as this is creating confusion.	As per RFP	

S No.	RFP Cluase No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
139	62	9.36 Termination for Default	As per RFP	<p>Kindly add below clause in the existing clause:-</p> <p>v.As on effective date of termination, Tendering Authority shall pay:</p> <p>a) the unpaid value of all the assets/ services supplied by the Bidder and accepted by the purchaser in accordance with the RFP specifications.</p> <p>b) all the services delivered by the Bidder and accepted by the purchaser, the consideration payable shall be based on service rate as per agreement.</p> <p><b>After multiple deliberations the clause was amended and incorporated in the last RISL rfps like IT FMS of BSDC &amp; DR, Tier I etc...</b></p>	As per RFP	
140	63	9.36 Termination for Convenience	RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, 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.	<del>RISL</del> , <b>Either Party</b> by a written notice of at least <del>30</del> <b>90</b> days sent to the supplier/ selected bidder may terminate the Contract, 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.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
141	63	9.36 Termination for Convenience	The services that are complete and ready for deployment/ delivery 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 services, the Purchaser may elect	The services that are complete and ready for deployment/ delivery within <del>twenty-eight (28)</del> <b>Ninety (90)</b> 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 services, the Purchaser may elect	As per RFP	
142	57	9.18	Sub-contracting	Clause to be added:- We request department to allow outsourcing of some resources in the project wherein the responsibility and contractual obligations will remain with the bidder only. It is justhe can take services from his authorised partner to deliver the scope. This will give all SI's an option to leverage their partner competency in the project.	As per RFP	
143	Page no. 55	9.9	The bidder shall not quote and supply and hardware/ software that is likely to be declared as End of Sale on the date of bidding and End of Service/ Support for a period of 5 Years from the last date of bid submission.	1. The hardware for development purpose is Client (Rajasthan Jan Aadhar) responsibility. We are assuming all laptop and desktop to the development team will be provided by the Client only. Kindly share your views	As per RFP	Desktop/Laptop's to development team would be responsibility of selected bidder.
144	Page no. 71	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT  5 Testing	Automating build tools and automated running of regression test suites for each included functionality is also recommended to ensure that existing functionality is not broken.	1. Currently are you using any automated tools for regression testing? Share your views  2. Can any one use the Manual testing for regression? Share your point of view	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
145	Pg No: 73	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT  Point-8: Bilingual User Interface	Application should support Unicode standard based Bi-lingual versions for user interface. The users should see the labels and captions on selected language, the System Integrator must translate, at its own, the equivalent State specific local language Captions for the English version (without altering the meaning)	1. We assume that, there will be two languages interface for End-user (one is English & Another one is State Specific Local). Kindly Confirm  2. Share the List of State Specific Local Languages you want to provide the support	As per RFP	
146	Pg No: 70	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT  Point-3: Third Party Integration	Third Party Integration The application will be integrated with following third party applications but not limited to: > IFMS (Integrated Finance Management System) > RPP/NPCI/etc. > Document Management System > SMS gateway > Email Solution > Enterprise service bus > E-Sign	1. We assume that department will provide the SMS, Email, E-sign & Other Integrations and the successful bidder will only integrate the APIs into the System. Please confirm.  2. Provide the list of Existing providers for this 3rd party Services  3. Who will bare the e-sign & other interation cost	As per RFP	Selected Bidder required to integrate with SMS/eMail/e-Sign etc.
147	Pg No: 73	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT  Point-9: Safe to Host Certificatee	Safe to Host Certificate: The Selected Bidder shall get the Safe to Host Certification done for Jan Aadhaar Application as a pre-requisite for Go-Live. Selected Bidder shall remove the vulnerabilities identified during the Safe to Host certification and then deploy Jan Aadhaar Application at RSDC.	1. Selected Bidder assume that all certification cost is borne by RISL and agency will also be deployed by the Department for Certificate for hosting the application as and when required	As per RFP	All certifications cost will be borne by Selected Bidder.



S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
148	70	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT 4. Features	SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT	Encryption & Decryption is required only between Jan Aadhaar only ? Database security , application level security is also required ?	As per RFP	
149	73	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT 6. Security	SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT	Is there any specific compliance related to SSL certification ?	As per RFP	
150	72	10 Exit Plan after completion of project period:	Hand over and peaceful possession of the complete source code of the application software including any third party software, free from all encumbrances, to RISL free of cost. The condition of application software to be transferred in all cases other than Force Majeure shall be such that the RISL is able to use the software for any number of years at the same level of service. In case RISL is forced to incur expenditure towards the end due to successful bidders Event of Default, it will be entitled to recover the same from the Performance Security or any other money due or by direct demand.	Hand over and peaceful possession of the complete source code of the application software including any third party software, free from all encumbrances, to RISL free of cost. The condition of application software to be transferred in all cases other than Force Majeure shall be such that the RISL is able to use the software for any number of years at the same level of service. In case RISL is forced to incur expenditure towards the end due to successful bidders Event of Default, it will be entitled to recover the same <del>from the Performance Security or any</del> by other money due or by direct demand.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
151	Page no. 70	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT 7.3	Third Party Integration The application will be integrated with following third party applications but not limited to: > IFMS (Integrated Finance Management System) > RPP/NPCI/etc. > Document Management System > SMS gateway > Email Solution > Enterprise service bus > E-Sign	1. We assume that department will provide the SMS, Email, E-sign & Other Integrations and the successful bidder will only integrate the APIs into the System. Please confirm.  2. Provide the list of Existing providers for this 3rd party Services  3. Who will bare the e-sign & other interation cost	As per RFP	
152	Page no. 73	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT Point 8 Bilingual User Interface:	Application should support Unicode standard based Bi-lingual versions for user interface. The users should see the labels and captions on selected language, the System Integrator must translate, at its own, the equivalent State specific local language Captions for the English version (without altering the meaning)	1. We assume that, there will be two languages interface for End-user (one is English & Another one is State Specific Local). Kindly Confirm  2. Share the List of State Specific Local Languages you want to provide the support	As per RFP	
153	Page no. 73	10. SOFTWARE TERMS AND CONDITIONS OF TENDER & CONTRACT Point 9 Safe to Host Certificate:	Safe to Host Certificate: The Selected Bidder shall get the Safe to Host Certification done for Jan Aadhaar Application as a pre-requisite for Go-Live. Selected Bidder shall remove the vulnerabilities identified during the Safe to Host certification and then deploy Jan Aadhaar Application at RSDC.	1. Selected Bidder assume that all certification cost is borne by RISL and agency will also be deployed by the Department for Certificate for hosting the application as and when required	As per RFP	All certifications cost will be borne by Selected Bidder.
154	75	11, Service Level Standard	4) An absence of more than half an hour from the work place, without having permission from OIC shall be considered as absence from duty	Request you to modify the time limit from 30 mins to one hour.	As per RFP	

S No.	RFP Cluase No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
155	75	11.3, Service level standards  Manpower absence and replacement in manpower penalty	We request you to relaxat the amount or percentage of penalty in all the clause given in section 11. SERVICE LEVEL STANDARDS/ REQUIREMENTS/ AGREEMENT, by 50% from the currently defined.		As per RFP	
156	76	11, Penalty Clause	The Penalty shall be calculated on a quarterly basis. All the penalties are independent and shall be applicable simultaneously in addition to LD charges. The total deduction on account of penalties shall not exceed 20% of the total quarterly payment to be made to Technology Partner.Two consecutive quarterly deductions of penalty more than 20% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.	Seeking relaxation in penalty clause by 50% from the currently defined. Clause of 2 consecutive quarterly deductions of penalty more than 10% should be relaxed. Request you to cap the penalty to 10% of the QGR O&M value. This is a standard clause in all the government RFP/Tenders.	As per RFP	
157	73	11	Replacement in Manpower other than manpower leaving the company Within one year After one year till remaining period of FMS INR 20,000/- per manpower replaced INR 10,000/- per manpower replaced	Rplacement Penalties are very stringent, We would like to Retain the resources deployed for the project, however, there would be circumstances, where Manpower would be required to be moved because of Customer requirements as well	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
158	73	11 SERVICE LEVEL STANDARDS/ REQUIREMENTS/ AGREEMENT	The total deduction on account of penalties shall not exceed 20% of the total quarterly payment to be made to Technology Partner. 4. Two consecutive quarterly deductions of penalty more than 20% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit. 5. The penalties shall not be charged Technology partner where the default is not attributable to him	The total deduction on account of penalties shall not exceed <b>10% of the Annualized O&amp;M Contract Value and penalty for a given month should not be more than 10% of monthly O&amp;M invoice value.</b> <del>20% of the total quarterly payment to be made to Technology Partner. 4. Two consecutive quarterly deductions of penalty more than 20% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract. and forfeit the remaining payable amount along with the Performance security deposit.</del> 5. The penalties shall not be charged Technology partner where the default is not attributable to him	As per RFP	
159	73	11) Service Level Standards/ Requirements/ Agreement	Additional Clause for Replacement of Resources (Clause not present in the rfp.)	The replacement of a resource by the selected agency after deployment shall generally not be allowed. However replacement will be allowed, without penalty, only in case, the resource leaves the organization by submitting resignation with the present employer / due to poor health condition (supported by certificate issued by a Government Doctor) / in case of Death / in special cases based on the approval received from the competent authority. c. The outgoing resource would complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL).  <b><i>This is a part of many earlier RISL rfp's related to O&amp;M Resources like IT FMS for Data Centre - BSDC &amp; DR. Kindly include this in this rfp as well.</i></b>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
160	73	11.3	Service level standards: Manpower absence and replacement in manpower penalty	<p>Seeking relaxation in penalty clause by 50% from the currently defined.</p> <p>Manpower absence (INR 2k per day) and replacement in manpower (INR 10k/20k one time per resource - 1st yr/2nd yr) penalty is high and should be pushed to reduce by 50%. An absence of more than half an hour from the work place, without having permission from OIC shall be considered as absent from duty</p>	As per RFP	
161	74	11	Penalty Clause: The Penalty shall be calculated on a quarterly basis. All the penalties are independent and shall be applicable simultaneously in addition to LD charges. The total deduction on account of penalties shall not exceed 20% of the total quarterly payment to be made to Technology Partner. Two consecutive quarterly deductions of penalty more than 20% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.	<p>Seeking relaxation in penalty clause by 50% from the currently defined. Clause of 2 consecutive quarterly deductions of penalty more than 20% should be relaxed.</p> <p>Requesting to get it relaxed by capping at 10% and removal of forfeit of remaining payable amount and performance security deposit.....Two consecutive quarterly deductions of penalty more than 20% on account of any reasons will be deemed to be an event of default and RISL shall have the rights to terminate the contract and forfeit the remaining payable amount along with the Performance security deposit.</p>	As per RFP	
162	75	S.No 1	SLA	<p><b>Required proper SIT/UAT/Pre-Prod environment to replicate the production issues occurring in Production. Penalty should not be levied on technology partner if there is no proper test environment provided by customer.</b></p> <p>Application software bug fixing, etc(after Go-Live of application software)</p>	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
163	Page no. 73	11	Online Help: The software should provide Online Help facility for the end-users to operate the software with ease and speed. The help may be in any of the forms viz. PDF file, PPT, Video etc.	1. Do you mean User manuals documents or any Introductions videos for End-users/ citizens? Please elaborate on online help facility	As per RFP	
164	Pg No: 79	12. ANNEXURES 12.2 ANNEXURE-2: BILL OF MATERIAL (BoM)	Development and implementation of Jan Aadhaar Application: Enrolment System DBT System Migration of existing system Third Party Integrations Incident management system Jan Aadhaar Resident Data Repository etc	1. All this functionality is currently available into the Existing site or not? Kindly explain  2. if its is alardy developed into the existing site than provide us the details.  3. Do we need to develop the whole functionality from the scratch? Kindy share your views	As per RFP	Need to develop from Scratch.
165	77	12.1 ANNEXURE 1: MANPOWER DEPLOYMENT Sr. Database Developer (PL/SQL)	Oracle Certified Database Developer	Please remove mandatory certification criteria.	As per RFP	
166	77	12.1 ANNEXURE 1: MANPOWER DEPLOYMENT  Database Developer (PL/SQL)	Oracle Certified Database Developer	Please remove mandatory certification criteria.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
167	77	12.1 ANNEXURE 1: MANPOWER DEPLOYMENT  Sr. Software Engineer (Java/J2EE/FileNet)	Oracle Certified Database Developer	Please remove mandatory certification criteria.	As per RFP	
168	77	12.1 ANNEXURE 1: MANPOWER DEPLOYMENT  Sr. Software Engineer (Java/J2EE)	Oracle Certified Database Developer	Please remove mandatory certification criteria.	As per RFP	
169	78	12.1 ANNEXURE 1: MANPOWER DEPLOYMENT  Software Engineer (Java/J2EE)	Oracle Certified Database Developer	Please remove mandatory certification criteria.	As per RFP	
170	77	12, Manpower Deployment	From the past experience it has been seen that the work experience can be a good factor to identify the valuable resource hence certification shouldn't be made compulsory for the below mentioned resources should be certified as per RFP PM- 1, Sr- Database Developer - 1, Database Developer - 2, Sr Software Engineer Java - 2, Software Engineer - 2	We understand that finding resources with required certification is challenge specifically in Rajasthan/Jaipur. Request you to waive off the required certification requirement specified for the resources in RFP.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
171	77	ANNEXURE 1: MANPOWER DEPLOYMENT Minimum Qualification of Resources to be deployed in Jan Aadhaar Application:	It is understood that the development/enhancement in the application would need to be done by Service provider, however enhancement requiring skilled resources not defined in the O&M resources, shall be deployed at extra/additional cost to the customer on mutually agreed terms.		As per RFP	
172	77	12.1	Man Power Deployment	<b>Without penalty how many leaves can be availed for each quarter for the resources to be deployed at onsite? Carry forward leaves can be availed by the resources for next year. Kindly add leaves in the rfp.</b> Resources to be deployed	As per amended RFP	
173	88	12.9 ANNEXURE-9: BANK GUARANTEE FORMAT	We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.	We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect <b>till the duration of the contract</b> until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.	As per RFP	
174	94	12.1 ANNEXURE-10: DRAFT AGREEMENT FORMAT	The maximum amount of agreed liquidated damages shall be 10%.	The maximum amount of liquidated damages shall be 10% of the contract value. <b>shall be 10% of the implementation value.</b>	As per RFP	



S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
175	77	12.1	Man Power Deployment	<b>Without penalty how many leaves can be availed for each quarter for the resources to be deployed at onsite? Carry forward leaves can be availed by the resources for next year.</b> Leave policy needs to be updated in the RFP.	As per amended RFP	
176	75	12	Manpower Deployment	From the past experience it has been seen that the work experience can be a good factor to identify the valuable resource hence certification shouldn't be made compulsory for the below mentioned resources should be certified as per RFP PM- 1, Sr- Database Developer - 1, Database Developer - 2, Sr Software Engineer Java - 2, Software Engineer - 2 Secondly, Separate skill set for Mobile developer should be added in the rfp.	As per amended RFP	
177	Page no. 79	12.2	Development and implementation of Jan Aadhaar Application: Enrolment System DBT System Migration of existing system Third Party Integrations Incident management system Jan Aadhaar Resident Data Repository etc	1. All this functionality is currently available into the Existing site or not? Kindly explain  2. if its is alardy developed into the existing site than provide us the details.  3. Do we need to develop the whole functionality from the scratch? Kindy share your views	As per RFP	Need to develop from Scratch.
178	NA	NA Variance in Minimum Wages	Clause not present in RFP	Bidder undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the RISL wants the Bidder to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, RISL will support Bidder with change request for additional cost incurred by Bidder for complying to new minimum wages. Bidder will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	As per RFP	

S No.	RFP Clause No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
179	NA	NA SNR	Clause not present in RFP	RISL hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. RISL agrees that Bidder shall not be in any manner be liable for any delay arising out of RISL's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the RISL	As per RFP	
180	NA	NA Pass Through Warrantmy	Clause not present in RFP	Since Bidder is acting as a reseller of completed products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the RISL shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	As per RFP	
181	NA	NA ERV	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	As per RFP	
182	NA	NA Risk and Title	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the RISL upon delivery of such products to the RISL	As per RFP	
183	NA	NA Tax	Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of RISL.	As per RFP	

S No.	RFP Cluase No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
184	Request: Clause to be added	Clause not Present in rfp	Dependencies	<p>The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the selected bidder or due to reasons attributable to RISL or third parties, the selected bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non-availability of power (which is out of scope of work of the selected bidder), then the time period during which a service was unavailable due to non-availability of power would be removed while calculating the uptime.</p> <p><b><u>After multiple deliberation with the department, this clause was present in RISL last rfps like E-Sanchaar, 3D City etc.. Kindly include this clause in this rfp also.</u></b></p>	As per RFP	
185	NA	NA Deemed Acceptance	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by RISL in the event when RISL has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when RISL uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by RISL.	As per RFP	
186	NA	NA Change Order	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	As per RFP	

S No.	RFP Cluase No. and Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Reply to Pre-Bid Queries	Remark
187	NA	NA Termination by Bidder	Clause not present in RFP	Successful Bidder may terminate the Agreement upon written notice to the RISL in the event that the RISL commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice.	As per RFP	
188	11	1. INVITATION FOR BIDS (IFB) AND NOTICE INVITING BID (NIB)	Estimated Procurment Cost: 17 Cr.	As per the nature and complexity of the project, the estimated procurment cost is very less. Apart from Implementation, Department is asking for 14 skilled resources in O&M for four years. Hence request department to kindly revise the priocurment cost.	As per RFP	