

SNo	RFP Reference(s) Section/Page/Clause	Content of RFP requiring clarification	Points of Clarification required	EIC's Response
1	4.1 Overview of Scope of Work, 18	Bidder should provide a single user development environment licence in the name of the Purchaser for the various tools	Please provides minimum number of development licenses requirements for Portal, Document management, BPM, etc.	The Bidders are required to estimate the number of licenses required in line with the hardware and software solution proposed and the estimated number of users in EIC as stated in the tender document.
2	4.2 Geographical Scope of the project, 19	EIC has 35 offices across India, and the scope of the project is to implement the proposed application at all these offices as well as any new offices which are established during the contract period. The geographical scope of the project is limited to India.	How many new offices are anticipated during contract period i.e 3 years. Also increase in user base.	Please refer corrigendum
3	4.3.13 Design of Web-based Application Forms,33	An indicative list of application forms and formats used by EIC under various business processes is given below. Each of the above forms comprises of average 1 to 3 pages, though some forms may comprise of up to 10-20 pages.	Please provide details for below mentions processes, how many of them having forms comprises of 10 to 20 pages. -CoO issuance process - 15 -Inspection and Certification process -150 -Laboratory testing process - 20	20% of these forms may comprise of 10 to 20 pages
4	5.1 Timelines and Deliverables of the Project	Table 2: Timelines and Deliverables of the Project	Please clarify, infrastructure procurement of Phase 1 & Phase 2 will happen during Phase 1 only or it depends on the solution provider.	It depends on the solution provider
5	5.11 BCP/DR Applications and No of Users, 91	BCP/DR applications	- Please confirm for BCP/DR applications, can we take a fair assumption of 50% from Primary site. - DR licensing is part of commercial evaluation? - Please ensure for DR licensing there should not be any time restriction i.e. it should be full use licensing.	1 Please refer the terms of RFP and design the BCP/DR site accordingly 2 Yes, the BCP/DR licensing will be a part of the commercial evaluation 3 Please refer corrigendum
6	2.3 Current State IT Assessment at EIC, 7	Existing IT Software	Please provide details of current IT server infrastructure (Hardware specification & Software) for - Webserver - Application server - Database	EIC does not expect the bidder to utilise any of its existing servers / network switches for the proposed application. Furthermore, the current IT application being used for running the business activities of EIC, viz. CoO issuance, inspection and certification and lab testing will be scrapped upon the development of the new application.
7	2.3 Current State IT Assessment at EIC, 7	Existing IT Software	Please confirm if existing hardware & software (server component) can be re-use in new proposed solution	Please refer the answer to query no 6.
	Annexure B - Product Specifications - Software			
8	BPM Application, 8	Point 17: System should allow allocating workstations for specific jobs. System should also allow allocating more than one task to some workstations	Please clarify role of Workstations. Typical task are assigned to role and with authentication & authorization. So workallocation should be more align to role/profile.	Please refer corrigendum
	EIC Section 6-Service Level Agreements			
9	6.2. Availability of Solution (User end), 7	EIC Application	Please confirm if 99.6 % availability is applicable to below mentioned layers of solution: - Webserver - Application Server - Database - Hardware- Compute Node - Storage	Please note Section 6, Clause 6.2, subpoint 2 provides the SLA for availability of servers (web server, application server etc.) and subpoint 1 states the SLA for the availability of the application. The other components of the solution are expected to be designed in line with the SLAs stated in Section 6.

10	Annexure B- Product_Specification_Software- Page 27 Section OS Access control	Poing number 94 & 95.Ability to manage servers having OS such as windows, AIX, HP-UX, Solaris and other commonly used floovours of Linux/Windows/Unix	Would the clause also cover the scenario about database security and restricting the database administrator rights as well , such as " if data updated/ deleted by privileged users from backend (For example DBA using SQL command and update entries from backend) In such cases data integrity gets compromised that is non compliance to ISO/IEC 27002:2005 standard as required by customer (as mentioned in page no 19) "	The bidder is expected to provide a solution which is in compliance with all the requirements of the tender document.
11	Annexure B- Product_Specification_Software- Page 27 Section OS Access control	Section - OS access control	Would Host Intrusion Detection/Prevention systems be suitable for requirement as the requirement mentioned in section looks product specific and not in general	The bidder may propose any additional product which he / she feels would be required to meet the requirements on EIC specified in the RFP.
12	Annexure C: (Web Server), Sr.No;6, Parameter: CPU Type-->Clock Speed of proposed CPU. / Page 3, 9, 15, 21, 27, 35, 44	3.0Ghz or higher. SI shall provide latest processor available with OEM with highest clock speed. OEM to provide product manual & Databsheet.	Every vendor have different achritecture, technology, different class of processors and their performance. Our solution fits 2.9GHZ processor for this requirement which is also in a range of latest processor available in the market. It is requested to EIC to open up the clause and modify the clause to "2.9Ghz or higher. SI shall provide latest processor available with OEM with minimum 2.9GHZ clock speed. OEM to provide product manual & Databsheet."	Please refer corrigendum

13	Annexure C: (Web Server), Sr.No:8, Parameter:Main Memory-->Size of proposed memory / Page 4, 10, 16, 22, 28, 36, 45	32GB	SI should propose appropriate amount of memory i.e. 32GB or higher. Request you to modify the clause to "32GB or higher memory per sub-system"	Please refer corrigendum
14	Annexure C: (Web Server), Sr.No:13, Parameter: Internal Disks--> Disk Speed / Page 5, 11, 17, 23, 29, 38, 48	15K RPM SAS	Since the technology is advanced and growing day by day. As Flash storage technology is latest and quite fast. Allow SI to propose latest technology which is flash disk for OS booting. Please modify the clause to "32GB SSDs Disks or SAS disks with min.10k RPM.	Please refer corrigendum
15	Annexure B- Product_Specification_Softw are- Page 28 Section - Product features of Enterprise Management System. Point 111 -	Ability to audit event such as	Is audit solution required to cover the activities done by database privileged users and should it prevent DBAs to perform certain functions to have segregation of duties in true sense and not limited to just OS hardening?	No changes in the RFP
16	Annexure B- Product_Specification_Softw are- Page 27 Section OS Access control. Poing number 94 & 95	.Ability to manage servers having OS such as windows, AIX, HP-UX, Solaris and other commonly used flavours of Linux/Windows/Unix	Would the clause also cover the scenario about database security and restricting the database administrator rights as well , such as " if data updated/ deleted by privileged users from backend (For example DBA using SQL command and update entries from backend) In such cases data integrity gets compromised that is non compliance to ISO/IEC 27002:2005 standard as required by customer (as mentioned in page no 19) "	Please refer query 10
17	Annexure B- Product_Specification_Softw are- Page 27 Section OS Access control	Section - OS access control	Would Host Intrusion Detection/Prevention systems be suitable for requirement as the requirement mentioned in section looks product specific and not in general	Please refer query 11
18	4.3.4.3 / 27	Scanning Solution	Does the EIC envisage that all the fields from the COO form should be extracted using OCR, completely removing the need of entering data manually? Please clarify, as our understanding is that although most of the printed text will be extracted, the verifier will still need to verify and add any missing details that has not been extracted.	Yes, all the fields of the CoO application are required to be extracted using OCR. The verifier will still need to verify the correctness of the text.
19	4.3.4.3 / 27	Scanning Solution	For automation of all the three processes mentioned in the RFP, we would like to confirm the volume of backlog documents and pages that need to be scanned and brought into the system (across the three processes)? It will be helpful if you could provide phase wise breakdown.	EIC does not expect the old record of documents to be digitised.
20	4.3.4.3 / 27	Scanning Solution	As an on-going task, what is the average number of pages that need to be scanned per day across the 35 offices? Please also provide us an estimation around the peak load.	Please refer Section 5, Appendix 5.7
21	DMS / 3	Annexure B - DMS	As eventually all the users (across COO, Inspection and Laboratory Testing processes) will hit the centralized DMS, please provide a rough estimate around the envisaged peak concurrent users (both internal and external) for both - Phase 1 and Phase2.	Please refer Section 5, Appendix 5.4. The bidders may assume that about 70% of the total internal users and about 95% of the total external users will be using the application after the Phase I of implementation. The rest of the estimated users will start using the application after the completion of Phase II of implementation. The percentage of concurrency of the users will remain the same as defined in Appendix 5.4

22	General Query		Do you require an Audit Solution which can give you all the server logs in terms of who all privilege users (System Administrator, Backup operator) access their system what, when and how they have done and should have capability of storing this logs at a central locations in a tamper proof environment. There by allowing role base access control to access the logs. The system should provide large number of reports for compiling to various regulatory requirements such as SOX, PCI , ISO 27001 etc.	The audit log solution should be able meet all the requirements as per Annexure A, Chapter 17 and to meet all the other applicable requirements set out in the tender document.
23	General Query		It seems No Manufacturers Authorization Letter from OEM has been asked in RFP.	No change in the RFP
24	EIC Section 1 - Invitation for bids.pdf, 6. Important dates:	Last date for Submission of Bids	Requesting extension of submission date by 10 working days.	Please refer corrigendum
25	Section 2 Instructions to Bidders Page 25	37. The selected Bidder would be required to deploy the appropriate key Team Members, consisting of at the minimum, Project Manager, Network Architect, Solution Architect, and Business Analyst (s), etc. as per the timelines specified in Appendix 5.1	Do these resources have to be deployed onsite at EIC?	No, the resources will be required to be deployed onsite as per needs of the project.
26	Section 2 Instructions to Bidders Page 18	29.7.7. Criteria for Evaluation Relevant Past Experience 2. Experience of projects implementing for Government of India or its sub-ordinate organizations which involved providing similar data centre services and network management services, with multi location usage, n the past three years	Since most of the Government Applications are hosted in NIC/NICSI data centre, is possible to consider experience with non-government organizations in the public domain for this experience? (E.g. Banks, Multilateral organizations, etc.,)	Please refer corrigendum.

27	Section 3 Conditions of Contract Page 8	8 Sub contract 8.1	SMS gateway services shall be included under permissible Sub-contract services	Please refer corrigendum.
28	Section 5 Scope of Work Page 21	4.3.1.4 It is envisaged that the entire IT infrastructure including servers and devices in the data centre and network should be managed through this solution.	Can such EMS service be outsourced from a Data Centre where EIC servers are deployed? If yes, it can become part of the FMS.	No, the bidder is expected to procure an EMS license for EIC.
29	Section 5 Scope of Work Page 54	4. The bidder should designate personnel to scan all the documents generated from each EIA offices business transactions into the Document Management System.	This would require a huge pool of man power at three major locations with more than 3000 CoO issued, considering that not more than 100 applications and its supporting can be handled in a day by one operator. Can we suggest some BPR to approach this issue?	All the terms and conditions stated in the Tender Document by EIC are equally applicable to all the bidders. Any ideas for business process re-engineering are welcome.
30	Annexure A: FRS Page 12	SAP.REQ.011 Time stamping kiosks should be provided at EIA	Not mentioned in Product specifications for hardware.	Time stamping kiosks will be procured and installed by EIC, based on the recommendations and specifications provided by the successful bidder.
31	Annexure A: FRS Page 44	PAY.REQ.026 Offline Payment kiosks installed outside EIA premises	Not mentioned in Product specifications for hardware.	Payment kiosks will be procured and installed by EIC, based on the recommendations and specifications provided by the successful bidder.
32	Annexure A: FRS Page 22	Coo.REQ.019 System should allow documents to be scanned and archived	We assume that archived data can be unarchived. Please clarify. ? Also what time period system would consider for holding archived data?	Data archiving of the database as well as the scanned documents should be done to maintain the most optimum performance of the system. Archived data needs to be retained for the entire period of this contract.
33	Annexure_B_Product_Specifications_Software.pdf:: Page 8 :: Sr No 22	System's workflow engine shall support both task driven and goal driven process description	Please explain what is the Goal driven process description.	Please refer corrigendum
34	Annexure_B_Product_Specifications_Software.pdf:: Page 9 :: Sr No 28	System should be flexible enough to change the workflow time to time for different schemes.	Please provide scenario to explain how the schemes would change and impact the workflow. It could be possible to use rules to help define the scheme and then use that in the process.	New schemes / changes in existing schemes would require changes in the flow of work. Some changes could include: - Type and eligibility of customers applying for services - Level of authority required to process / verify / approve an application - Mode of processing an application
35	Annexure_B_Product_Specifications_Software.pdf:: Page 9 :: Sr No 34	System shall support subsequent workflow steps to be activated manually without requiring completion of previous steps in special cases.	Do we know at design time which steps would potentially need to demonstrate this capability? Since with proper process design this is achievable.	At every stage of the process, appropriate manual overrides should be provided to authorised personnel.
36	Annexure_B_Product_Specifications_Software.pdf:: Page 9 :: Sr No 32	System shall allow workflows to be re-routed and / or triggered based on external events and data inputs for other systems	What type of external events are considered here? For example, email received, DB polling, File polling, JMS message arrival etc. How do we plan to get data inputs from other systems, through web services? What are these other systems?	For example, email received from an importing agency / domestic agency sharing information with EIC about a customer which requires existing transactions of EIC with the customer to be suspended.
37	Annexure_B_Product_Specifications_Software.pdf:: Page 9 :: Sr No 36	the creation and archival date of the documents	Do we expect business process to archive the documents? Is it fixed date after which archive is done or are there some rules to follow before archival could take place	Please refer response to Query 32
38	General - Bid submission		In view of preparing a comprehensive proposal and involvement of consortium members, we request EIC to kindly provide an extension of 10 days for the submission of the proposal.	Please refer corrigendum.
39			Given the scale and complexity of the requirement, we request you to kindly extend the last date of submission by 6 weeks, i.e to 21-11-2011	Please refer corrigendum.

40	Section 1 of RFP, Pg 17	The Consortium Member(s) responsible for application development must have successfully designed and developed at least three web-based applications in the last three years for Government of India or its subordinate organisations with multi location usage. At least two of these applications must have undergone security audit by government approved organizations / auditors.	We request you to kindly remove the following clause "At least two of these applications must have undergone security audit by government approved organizations / auditors."	No change in the RFP
41	Section 3 of RFP, Pg 26	19. Time is of the essence	We request you to kindly delete this clause	No change in the RFP
42	Section 5 of RFP - 3.3.1.2, Pg 12	3.3.1.2 - Mobile SMS and E-mails	We understand that we are required to provide only the SMS gateway. The cost sending SMS (per SMS price) shall be borne by EIC. Please confirm our understanding.	Yes. The bidder is expected to choose the SMS gateway as well as the payment gateway service provider. All the costs involved in integrating these services with the system have to be borne by the bidder. The cost per use will be borne by EIC.
43	Section 5 of RFP - Sec 5 - Appendices, Pg 58	Table 2: Timelines and Deliverables of the Project	We understand that the support (AMC) is required for 3 years from T + 26 weeks. Please confirm our understanding	The total duration of the project is 3 years. Phase I of implementation will last till about 25 weeks, after which the AMC of hardware and software installed will start and will be required till the end of the contract period.
44	Section 5 of RFP - Sec 5.2 - Appendices, Pg 60	Table 3: Bill of Materials (Indicative only)	We request you to kindly give the quantities for office HW (Scanner, Barcode reader etc)	Please refer corrigendum.
45	Page 7, Section 2, Point 5	System should be platform independent and support both Linux and Windows	We understand EIC wants bidder to propose solution architecture that is platform independent and support interoperability with both windows and Linux. It is also clear from the tender that bidder is required to propose only one solution and would not be providing multiple options for server operating system for a particular application/module. Request pls change the statement in the tender to "The system should be able to run either on Windows/ Linux on the server; however should interoperate with multiple platforms on client side such as Windows and Linux"	Through this clause, EIC is not patronising any particular platform. It is up to the application developer / bidder to choose the appropriate platform which will suit the business needs of EIC.
46	Page 7, Section 2, Point 8	The system should be able to support complete administration through a web browser interface	We understand EIC wants that The system should be able to support complete administration through over the web. Pls confirm	The solution proposed must provide complete administration of the application through a browser based interface to avoid any dependency on client side components to manage the application.
47	Page 7, Section 2, Point 18	System should support a web based GUI through which workflows can be graphically designed by authorised users	We understand that EIC needs "System that should support a GUI through which workflows can be graphically designed by authorised users". Pls confirm	Please refer response to Query 48
48	Annexure A Page 18, Section 6, Point 3	WRK.REQ.003 System should support a web based GUI through which workflows can be graphically designed by authorised users.	The existing statement refers to specification of particular OEM. Pls confirm if the following feature meets your requirement "System should support either rich client designers or web based GUI for graphically designing workflows". Pls confirm	This contention is not correct. The bidders should note that EIC is not prescribing any particular vendor / OEM / platform / product / application (COTS / open source) etc. for the purpose of this tender. Since the business processes are dynamic in nature, the system should support a web based GUI so that workflows can be graphically designed / modified by authorised users, from any remote location, without any dependency on client side components

49	Annexure A Page 44, Section 14, Point 26	PAY. REQ.026 System should provide integration with payment kiosks, established outside EIA offices, where the customer can make payments through credit card / debit card and generate receipts of payments. System should recognise and record these receipts as a valid form of payment.	Are these payment kiosks connected to the system or does the system only recognizes the receipt via OCR?	The payment kiosks proposed here are not connected to the system. These kiosks will simply have a credit / debit card swiping machine, where the customer can make his / her payment and generate a receipt. The receipt in turn should be read by the OCR in the EIA office.
50	Annexure A Page 51, Section 18, Point 23	CON.REQ.001 In case of outage of web connectivity, the system design should allow EIC users to continue their operations offline.	Which operations need to be carried offline ?	In case of network / system outage, the system should allow users to: 1. Manually perform their processes, while keeping a record of the transactions being done 2. Retrieve and refer to the customer records, at least one day before the outage 3. Upload the records of the transactions, whenever the system is up again, with the original date and time stamp retained 4. All the other functions as listed under Annexure A, Chapter 18
51	Annexure B Page 3, Section 1, Point 4	System should be platform independent and support both Linux and Windows	Does this refer to the client operating systems ? We understand EIC wants Solution Architecture that should be platform independent and support interoperability with both Linux and Windows. Pls confirm	Please refer to response to Query 45
52	Annexure B Page 5, Section 1, Point 36	System should be capable of Automatic file and document separation using blank page separator, barcode separator and fix page	Please elaborate the functional need.	This function enables DMS solutions to scan a bulk of documents at the same time. For instance, if documents related to 10 applications are to be scanned in one go, then blank sheet / bar coded separators can be placed in between the documents relating to different applications. The system will recognise this separator and scan the documents separated by this separator into different files.
53	Annexure B Page 7, Section 2, Point 3	System must adhere to the thin client open standards and must not require any proprietary software to be installed on client machines	We understand EIC wants that System must adhere to the EGOV standards as prescribed by DIT. Pls confirm	Compliance to e-governance standards prescribed by DIT is a must. Please also note that the proposed solution must adhere to the current hardware components and software applications available at EIC and EIA offices, as stated in Section 5, Clause 2.3 and Appendix 5.3
54	Annexure B Page 9, Section 2, Point 33	System shall allow users to perform the following actions on workflow instances: - Users can pause or resume instances - Users can restart instances - Users can abort instances - Privileged users can manually override instance data	Will the privileged user have override capabilities at specific instances (which may be all steps) or can the privileged user change the data ad-hoc at any stage ? A normal user ideally should not have rights to pause/ resume/ abort. Hence we recommend that the statement be reframed as: "System shall allow users to perform the following actions on workflow instances: - Privileged Users can pause or resume instances - Privileged Users can restart instances - Privileged Users can abort instances - Privileged users can manually override instance data"	Please refer corrigendum
55	Annexure B Page 11, Section 3, Point 2	The Portal platform should provide support for portal standards such as JSR 168, WSRP 2.0 and JSR-170, JSR227 and JSR 286	JSR standards apply only to portals built on Java technologies . Microsoft recommends .NET which is an open standard. Please include it.	Please refer corrigendum.
56	Annexure B Page 7, Section 2, Point 1	System should conform to industry workflow standards like WFMC, BPEL, BPMN	WFMC is a not a universal standard. Microsoft recommends W3c Standards . Suggest to change it to System should conform to W3C standard like WFMC/BPEL/BPMN/SOAP	Please refer corrigendum.

57	Annexure B Page 12, Section 3, Point 19	Portal architecture should support both .NET and Java platform	A portal architecture should be based on open architecture standards, and the underlying technology should support the standard. Request this to be reframed as "Portal architecture should support .NET/Java platform"	Please refer corrigendum.
58			What is the current average cycle times for application processing meaning duration in days from application submission till certificate is issued.	Currently EIC expects Tatkal CoO applications to be processed within 45 minutes to 1 hour. Going forward, the Tatkal applications should be processed within 45 minutes and the normal CoO applications should be processed within 1 to 2 hours.
59			The requirement to interface with Account/Finance refers to which system-please provide the system details. Also Provide details as to the nature of interface needed (online, batch, offline file upload etc.) and technology available/needed for the purpose	Please refer Annexure A, Chapters 14 and 15.
60			How many workflows will be required? How many levels in workflows for approval/delegation/validation etc. are reqd.?	EIC operates in a dynamic environment, with ever changing products and schemes. The high level workflows will remain the same for these schemes / products with minor variations in the workflows for each of them.
61			Does the exporter also need to respond to validations/queries from EIC, through the system and need to be part of workflow?	Yes the exporter needs to be a part of the workflow, as far as responding to validations / queries raised by EIC
62	Section 2, Clause 23.6	Qualification Criteria - point no. 12 The Consortium Member(s) responsible for application development must have successfully designed and developed at least three web-based applications in the last three years for Government of India or its subordinate organisations with multi location usage. At least two of these applications must have undergone security audit by government approved organizations / auditors.	1. Can it be a State Government project also? 2. At least 2 audited projects by government approved organizations - is entirely dependent on the customer & as an SI, we can't ask the customer to audit the system - only if the customer wants to. 3. Can the period be relaxed to 6 years?	No change in the RFP

63	Section3, Clause 15	Indemnity	<p>Request to kindly consider the following text for Liability and Indemnity:</p> <p>Liability shall be excused and not be liable or responsible for any delay or failure to perform the Services or failure of the Services or a Deliverable under this Contract to the extent that such delay or failure has arisen as a result of any delay or failure by the Client or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Contract and the applicable Statement of Work. In the event that is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Client, then shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which vendor is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Client. Such failures or delays shall be brought to the notice of the Client and subject to mutual agreement with the Client, then shall take such actions as may be necessary to correct or remedy the failures or delays. shall be entitled to invoice the Client for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p> <p>Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party arising from or relating to this Contract shall not exceed the total amount paid to by the client under that applicable statement of work that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.</p> <p>General Indemnity The Client will, during the period of the coverage of this assignment, indemnify and hold harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of arising out of the use or possession of the equipment or location of the client by or its personnel, unless caused by the negligence of personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.</p> <p>Indemnity for infringement of intellectual property rights The client warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.</p>	No change in the RFP
64	page 11 Service level agreement point no 10	As per RFP you have asked for the connectivity from two different service providers	Uptime can be achieved by signing SLAs and can be achieved with the single service provider also with dual Last mile using different medium like Fiber/RF.	RF as a medium for last mile connectivity is not allowed. Also please refer corrigendum
65	Date of submission of bids	Date of submission of bid is 10th Oct. 2011	We request you to please extend the due date by at least 10 working days	Please refer corrigendum
66	Sec 4, Page 19	Bidder must use Industry standard EMS tools recognized by analysts (like Gartner, Forrester etc.) to report desired SLAs for availability & performance of Various IT Components including Networks, Systems, application etc.	Gartner, Forrester and similar agencies benchmarks the service provider's capability to deliver quality of service around Business Processes or Enterprise level Solution They do not benchmark tools. Kindly provide any such endorsements, communication from Gartner that specifies tools that are defined as best in the industry.	Please refer corrigendum
67	Sec 4, Page 19	EMS architecture should be object oriented, open and extensible set of common services. These common services should offer a rich and comprehensive set of robust management functions such as event management, communications and administrative functions	EMS systems are not designed to provide subscription driven service to external applications, they are tools that monitor the state of services provisioned in the enterprise network. Kindly explain what information from the EMS should be available as a service to external parties or applications.	Please refer corrigendum
68	Sec 4, Page 19	Ability to provide web based management consoles for managing the infrastructure and should use secured protocols for management of servers	What specific secured protocol is being requested here for management of servers?	HTTPS protocol
69	Sec 4, page 24	Ability to integrate with other modules of EMS to provide service level reporting and be able to generate service level reports based on customized business process views if required.	Please explain what is the meaning of Service Level reports based on Customized Business process views. Kindly give an example of existing SLA mapped to Business Process View in EIC.	Please refer corrigendum
70	Sec 4, Page 26	Ability to provide an intuitive user interface with features such as display correlated events, drill down to packet level event details, simultaneous access to real-time and historical events, customizable at-a-glance security view for administrators	Kindly explain what is the purpose of simulating real time and historic events. What type of events are to be simulated? Kindly provide a real time example of an EMS event simulation that is part of EIC business process or operations.	Please refer corrigendum

71	Sec 4, Page27	Ability to apply access control to all users – including root. Ability to provide permissions governed by the original login ID - even taking over the root account should not grant the user any additional privileges	root' user is the super user and as such cannot be restricted. This security requirement is not valid.	Please refer corrigendum
72	Sec 4, Page30	The proposed helpdesk knowledge tools solution must provide grouping access on different security knowledge articles for different group of users	Kindly explain the purpose of restricting selected Knowledgebase articles for select users	Please refer corrigendum
73	Sec 5, Page 91, S.No.11	Why do we need the 10% of the users for MIS reporting covered as part of DR?		It is essential for EIA offices to generate end of day reports to close the business, reconcile payments etc. Therefore it is essential that the application should provide for MIS capabilities for about 10% of the users, when it is running from BCP/DR centre.
74	Sec 5, Page 91, S.No.11	Is the EMS server expected to be one physical unit comprising of all the tools and capabilities as specified in the requirement?		In case different modules are being provided, they should all integrate with each other seamlessly
75	Annexure A- Functional Requirement Specifications - REG.REQ.001		Can we get 15 different types of forms used for different countries.Where current existing treaties are available. Use case for Offline processing of the form.	Details of the CoO process are available on EIC's website. A few sample CoO forms will be sent to the potential bidders who have purchased the tender document by email.
76	Annexure A- Functional Requirement Specifications - LAB.REQ.001		What Action Triggers Site Inspection.	There is no reference of site inspection in Annexure A, LAB.REQ.001
77	Annexure A- Functional Requirement Specifications - LAB.REQ.004		How many Labs are present. What Action at the EIA front desk to trigger Lab inspection, is it assumed that every inspection certificate has to be followed by lab inspections, if so whats the logic of mapping EIA offices is it based on item number or category of goods to be exported.	Currently there are 18 EIC labs across India. A listing of these labs is available on EIC's website www.eicindia.gov.in Rest of the question from the Bidder is unclear
78	Annexure A- Functional Requirement Specifications - DEL.REQ.001		Basis on determining Validity period for the CoO is it on goods type or goods category.	Bidder question unclear since Annexure A, DEL.REQ.001 to DEL.REQ.004 relate to the delivery of accepted / rejected applications to the respective customers
79	General Question		What is context of which bar code is generated at certification Lab, If we get use case it will help.	Please refer Annexure A, Chapter 9, LAB.REQ.005. The bar code generated by the system contains the coded information, so as to conceal the actual identity of the owner of the test sample from the laboratory team conducting the tests.
80	Section 2, Page 17	The Consortium Member(s) responsible for application development must have successfully designed and developed at least three web-based applications in the last three years for Government of India or its subordinate organisations with multi location usage.	Change in eligibility criteria for 3 implementations in government locations to allow for OEM software to be used as qualification factor. We request EIC to kindly reframe this as "The Consortium Member(s) responsible for application development and/ or the OEM Solution provider must have successfully designed and developed at least three web-based applications in the last three years for Government of India or its subordinate organisations with multi location usage. "	No change in the RFP
81	Section 2, Page 17	At least two of these applications must have undergone security audit by government approved organizations / auditors.	Our proposed solution has been implemented in several government projects within India, but we may not be aware of or have access to Security Audit performed by those clients on these solutions. We request EIC to kindly agree to withdraw this eligibility clause, because of the nature of best-of-breed solution, we are bringing forward to EIC	No change in the RFP

82	Section2, Page 17	One of the consortium members must have a valid certification of SEI CMMi Level 5 (or higher) at the date of opening of the Bid.	Relaxation of the eligibility criteria for CMMi level 5 to be done before implementation of the project. We wish to inform that we were CMMi Level 5 certified till 25th January 2011, and we are in the process to re-certify our centers for CMMi Level, and presume to be certified by May 2012, which is within the implementation phase of the timelines proposed by EIC. We request EIC to kindly considering, a relaxation in this clause, to allow EIC to gain maximum advantage of the best-of-breed solution	No change in the RFP
83	Section 2, Page 8	The Prime Bidder as well as all the consortium members should submit only one Bid. If the Prime Bidder or any other consortium member submits or participates in more than one Bid, such Bids shall be disqualified.	Confirm that payment gateway aggregators, SMS gateway aggregators, hosting service provider, and suppliers of infrastructure need not be subcontractors to only one bid	Sub-contractors can partner with multiple bidders, without the risk of being disqualified
84	Section 5, 4.3.2, pg 23	Since EIC's contract with the existing website hosting center will be terminated upon the inception of this contract, the Bidder is expected to provide website hosting services for EIC's website. EIC will bear the responsibility of maintaining and updating its website and providing appropriate links to the application portal developed by the Bidder.	What is the detailed of the hardware, storage and networking of the current web-site? Is the bidder only supposed to provide rental space, or	Please refer response to query 85
85	Section 5, 4.3.2, pg 23	Since EIC's contract with the existing website hosting center will be terminated upon the inception of this contract, the Bidder is expected to provide website hosting services for EIC's website. EIC will bear the responsibility of maintaining and updating its website and providing appropriate links to the application portal developed by the Bidder.	What is the detailed of the hardware, storage and networking of the current web-site? Is the bidder only supposed to provide rental space, or also give an estimate of the managed services portion of it? Please clarify	Please refer corrigendum
86	Section 5, 4.3.6, pg 28	Co-lo DC site	Should the bidder also assume a costing for a NOC on-site at the DC? Or can a remote NOC be assumed?	Please refer response to query 28
87	Section 5, Page 28	Completion of system development phase (M2) - T + 14weeks	We would like these and subsequent tasks for phase 1 to be differed by 8 weeks. The overall timeline of project completion will be the same as phase 2 will start on the defined schedule	No change in the RFP
88	Section 5, Page 25	All the servers are expected to be blade servers and should be of the latest make, technology and configuration at the time of submission of the Bid.	Will the bank consider using commodity servers to reduce the TCO?	No change in the RFP
89	Section_5_Scope_of_work.pdf	Table 13: Categories of EIA Offices	Do we assume 1 document means 1 page for the purpose of sizing scan volumes per year	1 document means 1 page for the purpose of Table 13.
90	Section_5_Scope_of_work.pdf	Table 5: Transaction estimates	Do we assume 250 named users will be accessing the DMS system ?	Please refer 1. Section 5, Appendix 5.4 2. Annexure A, Chapter 12 3. Annexure B, Chapter 1 to understand EIC's requirements from the DMS system

91	Annexure A, page 24, PAY. REQ.026	System should provide integration with payment kiosks, established outside EIA offices, where the customer can make payments through credit card / debit card and generate receipts of payments. System should recognise and record these receipts as a valid form of payment.	Does EIA already have PG relationships that they wish to use, and not want the bidder to quote, since this mentions of the payment kiosks being connected to accept real-time credit card and debit card transactions	No
92	Annexure_A_Functional_Requirement_Specification.pdf	9. Laboratory Testing	Should a 2 D bar code be generated by the LIS software, or is there a mechanism to generate 2D barcodes?	Please refer response to query 79. There is no current mechanism of generating bar coded receipts in EIC and the bidder is expected to propose a solution to generate these bar codes.
93	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 3	What will be number of users who will be accessing the Document Repository	Please refer Section 5, Appendix 5.4 for the number of users who will be accessing the Document Repository
94	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 3	Out of the total number of users mentioned above, would there be any users with "Read-only" access permissions	Yes, please refer corrigendum.
95	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	What will be volume of paper documents that will be scanned per year using the scanning tool	Refer Section 5, Appendix 5.7
96	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	Will indexing on the documents have to be automatic using ICR/OCR/OMR technologies or manual indexing have to be used or a combination as feasible ?	Indexing has to be done using OCR
97	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	If auto indexing have to be performed, what is the break up of ICR ready, OCR ready & hand written documents	Yes auto indexing needs to be performed, for all the documents which are OCR ready
98	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	What type of documents constitute the total volume to be scanned (For eg:- Invoices, PO's, data sheets, employee documents etc.,)	All application forms used by EIC are OCR ready. Refer application forms Section 5, clause 4.3.13
99	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	What will the number of fields that have to be indexed per document type	The number of fields to be indexed may vary from 1 to 15, depending upon the document. However, the total number of fields to be used for indexing will be approximately 40 - 50.
100	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	Who will be users? who will be scanning?	Refer Section 5, clause 4.3.16 (Point 4)
101	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	From how many locations will the users perform scanning - Will it be all 35 offices?	Yes, scanning operations will be performed from all the 34 EIA offices. Please also refer corrigendum
102	Annexure_B_Product_Specification_Software.pdf	1. Document Management System (DMS), Page 5	Will web based Scanning & Indexing be performed ?	The bidder is expected to design the solution to best suit EIC's needs and business requirements. If the bidder's solution necessitates web based scanning and indexing features, the bidder can propose those features in his/her products.
103	Annexure_B_Product_Specification_Software.pdf	2. BPM Application, Page 7	How many internal users of EIC will be part of the workflow application	All the internal users in EIC, as per Appendix 5.4, will be a part of the workflow management. SI should design appropriate architecture for storage of the same

104	Annexure_B_Product_Specification_Software.pdf	2. BPM Application, Page 7	Will documents be processed & managed from a central location or Distributed locations.	Documents will be processed from all the EIA offices where they are generated
105	Annexure_B_Product_Specification_Software.pdf	2. BPM Application, Page 7	If Documents are processed & managed from distributed locations, what are the different locations	Please refer response to query no 104
106	Annexure_B_Product_Specification_Software.pdf		Is there a EIC policy to manage the archival & retention of documents (What type of document will be archived, when will they be archived & for how long)	Please refer response to query 32
107	Annexure_B_Product_Specification_Software.pdf		How many EIC users would need to have access to Bar code scanners, in each office? Should we also assume that there will be 1 scanner and 1 bar code reader for each of the 35 offices listed	Please refer corrigendum
108	Annexure B Product Specifications Software.pdf	Section Portal requirement 5, page 11	What's the Size of data to be managed and how much the size might grow approximately on weekly basis	Please refer Section 5, Scope of Work for estimated of data load and transactions and the expected growth rate.
109	Annexure B Product Specifications Software.pdf	Section Portal requirement 6, page 11	Need more information on the interaction part.	The portal application will be required to interact with the BPM and other applications to manage the workflows in EIC
110	Annexure B Product Specifications Software.pdf	Section Portal requirement 15, page 12	The transformation designers must provide auto mapping and debugging support -> need more details on this requirement.	Please refer corrigendum
111	Annexure B Product Specifications Software.pdf	Section Portal requirement 15, page 12	Ability for reading data from multiple data sources to compose a message.-> Is it portal should pull or push data to system from different LOB also when it says compose message we need more information on this.	Bidder question unclear
112	Annexure B Product Specifications Software.pdf	Section Portal requirement 15, page 12	Ability to route message based on that message content and rules associated with the message type. -> Need more information on this	Please refer corrigendum
113	Annexure B Product Specifications Software.pdf	Section Portal requirement 22, page 12	Number of user performing the transaction max and min for unit time.	Please refer Section 5, Appendix 5.4.
114	Annexure-C :SAN Storage Array (6)	Raw disk capacity of proposed SAN storage array with 146 GB FCdisks	146GB capacity disk are End of life. SAS is the next generation disks operating at 6Gbps. Hence request you to make changes as 300GB FC/SAS 6Gbps drives. Also request you to clarify the Capacity required.	Refer corrigendum
115	Annexure-C :SAN Storage Array (controllers-10)	No. of backend controllers supported.	The requirement here is of Mid-Range storage array that comes with TWO controllers max. Hence request you to change the specification to Dual active controllers.	Refer corrigendum
116	Annexure-C :SAN Storage Array (controllers-10)	No. of front end controllers supported.	The requirement here is of Mid-Range storage array that comes with TWO controllers max. Hence request you to change the specification to Dual active controllers.	Refer corrigendum
117	Annexure-C :SAN Storage Array (FC-AL Loop-11)	No. of FC-AL loops proposed	Today SAS technology is the most advanced and accepted by users too. Hence request you to include the same in the specification and modify the clause as " No. FC-AL Loops/ SAS Link proposed."	Refer corrigendum
118	Annexure-C :SAN Storage Array (cache-12)	Whether Data & Control Cache are separate	Mid Range storage does not have separate data and control cache. Hence request you to change the clause appropriately and also mention the minimum and maximum cache required as the Mid range storage has Fixed cache memory size. Eg. 8 GB cache memory scalable upto 16GB.	Refer corrigendum
119	General		Number of users accessing the portal per unit time.	Please refer response to query 113.
120	General		Maximum file size and number of files that user might upload using portal.	Please refer response to query 108.
121	General		Approximately Data size increase weekly	Please refer response to query 108.

122	General		Need more information on the topology as SharePoint has to be installed on the server.	EIC cannot answer queries relating to any specific product / vendor
123	General		Need more information on existing gateway(payment/sms/customer care) and do we have to utilize same or go for a new one.	Currently there is no payment / SMS / customer care gateway. The successful bidder will be expected to select and integrate a new payment gateway, without using any components of any old application
124	General		Is the solution being envisaged by EIC, proposed to be used by EIC staff outside of EIC/ EIA offices - i.e. on field or data card enabled laptops and/ or mobile? If YES, are they expected to be accessing the application on an SSL VPN ?	Yes, the EIC staff should be able to access the application outside the office through HTTPS protocol. Accessing the application through SSL VPN is not required.
125	General		Is there a EIC policy to manage the archival & retention of documents (What type of document will be archived, when will they be archived & for how long)	Please refer response to query 106
126	General		What is the performance degradation is acceptable to the EIC, when the application is run from its DR environment?	Please refer the Appendix 5.11 and Section 6 for SLAs
127	General		We would like the RFP submission timeline to be extended by 2 weeks	Please refer corrigendum
128	Section1 5.C Page 3	Deadline for bid submission	Since the pre-bid queries are going to be available only within a week from the submission date, but at the same time are very critical in understanding functional and commercial fitment of the solution, we kindly request EIC to grant atleast a week's extension in submission deadline - to Oct 17, 2011	Please refer corrigendum
129	General	Page No.6, Section 5, Scope of Work	Kindly define the process of sample collection for the inspection agencies to correctly define the quality of Lot to be exported.	Number of samples are drawn based on a statistical sampling plan which reflects the acceptance quality level of the lot.
130	Section5, Page-17	Customer care helpdesk for EIC customers		
131	Section5, Page-17	Geographical mapping of 3 metro cities- Delhi, Mumbai and Chennai	Please define the approximate number of users to be included for first time training. What is the expected duration (no. of days/hrs) for first time training. Will these trainings going to happen centrally at one location or at each respective locations? What will be the frequency of repeat trainings and number of users expected in repeat trainings	1. The number of users for the training has been provided in Section 5, Appendix 5.10 . 2. In Section 5, Clause 4.3.3 and Appendix 5.10, the number of locations where the training needs to be conducted has been clearly provided. 3. As per Appendix 5.10. regular refresher trainings will be provided to EIC users by the Bidder's staff stationed at EIA Head Offices. The frequency of training will be decided by EIC as per its requirements.
132	Section5, Page-23, 4.3.3	Training to internal users	For how many man months this resource has to factored in commercials	Please refer Section 5 of the RFP (Clause 4.3.3 and Appendix 5.10)
133	Section5, Page-55, 4.3.17	Hand holding personnel at HO	Please share the estimate of many calls are expected to come to this helpdesk. This would be required to size the team for this helpdesk. If call volumes requires more than 1 person to be deployed for helpdesk will EIC additionally pay for extra resource as per month billing charges sahred in commercial format?	If additional resources are required for Helpdesk, EIC will pay for the extra resource as per the commercial bid.
134	Section5, Page-56, 4.3.19	Customer care helpdesk	Please elaborate what do we mean by concurrency of external and internal users. What is it referring to?	Bidder question unclear since Section 5, Clause 4.3.19 does not have any reference to concurrency of users
135	Section5, Page-66, 5.4	Transaction estimates	While no. of pages as per documents type is mentioed , also please share the number of documents expected to be scanned to size the effort estimation and commercials for the same	Section 5, Appendix 5.7, Table 13 provides this estimate.

136	Section5, Page-67, 5.4	Indicative docs to be scanned and stored in future	Service window has to be confirmed & frozen upon to size the team and commercials. Else it has to be confirmed that for any additional hrs /shift beyond given service window, ECI will pay extra	Please refer Section 5, Appendix 5.6 EIC may occasionally require the resources committed under this clause to work beyond the indicated hours. However no extra fees will be provided for this purpose. In case however, EIC requires a permanent increase in the shift hours or number of personnel, additional costs will be paid to the bidder.
137	Annexure B, Page 19	Product Feature of EMS	Project manager will not have MBA degree and hence request to remove this from certification criterion	Please refer corrigendum
138	Section-2, Page 20	Project Manager	Will it be allowed to provide services (Server, Storage, Network, Security, database etc) remotely from NOC with proper security measures (ISO 27001) and ITIL framework	Please refer response to query 86
139	General	General	Does a bidder has to submit any certifications on ISO 9000 and ISO 27001?	Please refer corrigendum
140	Sec-5 /Scope of Work/ 28	4.3.6 & 4.3.7 / Co-locating DC & Colocating BCP/DR	Does a bidder has to submit any certifications on ISO 9000 and ISO 27001?	Refer response to query 139
141	Sec-5 /Scope of Work/ 28	4.3.6 & 4.3.7 / Co-locating DC & Colocating BCP/DR	Does the bidder assume that the min. Tier Level for DR, DC required is Tier III as per Uptime Institutes guidelines of Tier III.	Bidder is expected to choose appropriate DC and BCP/DR sites in line with the requirements specified in the tender document.
142	Sec-5 /Scope of Work/ 28	4.3.6 & 4.3.7 / Co-locating DC & Colocating BCP/DR	Energy efficient Data Centres give better performances and are Green as certified by an external agency(eg. LEED). On suggesting the same to EIC, will a bidder be given any extra technical weightage?	Bidder is expected to choose appropriate DC and BCP/DR sites in line with the requirements specified in the tender document.
143	Sec-5 /Scope of Work/ 28	4.3.6 & 4.3.7 / Co-locating DC & Colocating BCP/DR	There is NO min. area/caging reqt mentioned in the DC/BCP(DR). Can we take this as frozen and NO changes later?	Bidder is expected to design appropriate solution as per the tender requirements and determine the size of the DC/DR
144	Sec-5 /Scope of Work/ 28	4.3.6 & 4.3.7 / Co-locating DC & Colocating BCP/DR	Does a bidder has to submit the certificates/authority clearances for ALL of the following : -Fire clearances? -Pollution Board -Lease Agreement	Please refer corrigendum
145	Sec-5 /Scope of Work/ 60	5.2/ Bill Of Material	Indicative BOM for both is same (except for an exception of 2-3 servers). Please clarify.	Bidder question unclear
146	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System	General query	Do you require EMS in HA mode? Please confirm if EMS servers should be deployed at DC site in standalone mode for monitoring production network devices & servers at DC and DR?	No change in the RFP
147	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System/page 25	Section Security Information Management	Security Information Management must be part of security solution offering and does not fall under EMS monitoring. We suggest to shift this requirement to separate section for Identity Management.	Bidder may provide a separate product for the same.
148	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System_Application performance Monitoring_page 29	Sr No-120/The proposed solution must measure end user experience based on transactions	Please confirm if the requirement is to monitor all real time end user experience without limiting based on transaction types & number of transactions for production web application.	Yes

149	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System_page 26	Business Service Management	<p>Please confirm if following should be part of service management requirements to provide more robust service availability solution:</p> <p>The proposed service management system should provide a detailed service dashboard view indicating the health of each of the departments / offices in the organization and the health of the services they rely on as well as the SLAs.</p> <p>The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service Guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period (weekly, monthly, and so on). Guarantees supported must include one that monitors service availability (including Mean Time to Repair (MTTR), Mean Time between Failure (MTBF), and Maximum Outage Time thresholds) and the other that monitors service transaction response time.</p>	Please refer response to queries 225, 226 and 227
150	RFP Section_6_Service_Level_Agreement_Section-6 (service Level Agreement) ->Section 6.2 Performance of system-system integrator_page 8	<p>Clause 3.Average Portal response time for static web pages at expected number of peak concurrent users at minimum 128 kbps connectivity</p> <p>Clause 4.Average Portal response time for dynamic web pages at expected number of peak concurrent users at minimum 128 kbps connectivity</p>	You have asked for script based measurement for response time of portal application .APM Tools are available that can measure response time of web application based on real end user transactions. We suggest to keep monitoring for web application based on all real end users experience instead of manual script based testing. Please confirm?	Please refer response to queries 228, 229
151	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System_page 20	Section "Network Management"	<p>Performing Network Traffic Analysis is one of the key requirements of Network Management System. We suggest to include Traffic Analysis capabilities as integral part on NMS that can provide following capabilities:</p> <p>The traffic monitoring system must be able to track 100% of all flow traffic on the network and identify malicious behavior with all IP conversations .It should support flows from multiple technologies vendors like netflow,jflow,IPFIX standards.</p> <p>The proposed system must provide details of applications, hosts, and conversations consuming WAN bandwidth to isolate and resolve problems</p> <p>The system must be capable of automatically detecting anomalous behavior such as virus attacks or unauthorized application behavior. The system should analyze all Flow traffic and alert via SNMP trap and syslog of any suspicious activity on the network.</p> <p>The system must support the ability to create reports that allow the user to search all IP traffic over a specified historical period, for a variety of conditions. The system must have the ability to search all IP traffic without loss or exclusion of any traffic. The system must support search within this period for the following at a minimum;</p> <ul style="list-style-type: none"> • Search for any traffic using a specific configurable destination port, or port range. 	Please refer response to query 230, 231, 232, 233, 234, 235, 236, 237
152			<ul style="list-style-type: none"> • Search for any traffic using a specific autonomous system (AS) number. • Search for any traffic using a specific IP subnet mask. • Search for any traffic using a specific IP ToS bit. • Search for any clients or servers communicating with more than a specific number of other unique clients or servers. • Search for any clients or servers that are experiencing more than a specified number of TCP resets per hour within a specified reporting period. • Search for any IPv4 or IPv6 conversation across the entire network. • Search for any protocol in use by a specific host, interface or list of hosts or interfaces. 	Please refer response to queries 238, 239, 240, 241

153	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System_page 29	Section "Application Performance Management"	<p>APM tool can provide more detailed analysis to provide much more value addition in terms of monitoring for .NET/JAVA based web application. We suggest to include suggestions to enhance capabilities of APM tool:</p> <p>Solution should generate a graphical map of the complex transactions showing the path of the transaction across multiple application components Map view should also highlight any triage to enable quick identification of the problem.</p> <p>Solution must provide for easy dynamic instrumentation of application code, i.e. be able to enhance out of the box monitoring with extra monitoring definitions without having to restart application .</p> <p>The proposed system must be able to provide root-cause probability graphs feature for performance problems showing the most probable root-cause area within application infrastructure like network, web server , application server , database layer etc.</p> <p>The proposed solution should allow SQL statement normalization by aggregating hundreds of related SQL statements into a single performance metric using regular expressions and pattern matching.</p>	Please refer response to queries 245, 246, 247, 248, 249
154	RFP Annexure_B_Product_Specifications_Software_4 Enterprise Management System_page 29	Section "Helpdesk Management"	<p>For helpdesk troubleshooting purpose following integrated feature is must to have within proposed helpdesk solution tool :</p> <p>Helpdesk system should support integrated remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere, just connected to internet. Remote desktop sharing in Service desk tool should be agent less & all activity should be automatically logged into the service desk ticket.</p>	Please refer response to queries 250, 251, 252
155	Annexure_B_Product_Specifications_Software_Portal Management_page 18	Section "User Access Management", "Security layer"	You've asked certain features under portal management section like User Access Management, Security layer, etc. Basic user and access management can be provided the portal application; however, such comprehensive security requirements can only be fulfilled by full "Identity and Access Management" stack which comes at a spate cost. Hence is it suggested to be put it in another section if IAM is a requirement?	No change in the RFP
156	3/ Page 2/ Earnest Money Deposit	As per RFP	Bidder request that Bank Guarantee is considered for EMD.	No change in the RFP
157	15.6/ Page 10/Earnest Money Deposit	As per RFP	Bidder request that in case of rejection of bid, EMD is not forfeited.	Please note that the tender document clearly specifies the requirements of EIC and the all the documents required from the Bidder. In case the bidder fails to provide any essential document, EIC may forfeit the EMD. However, EMD will not be forfeited if the bidder fails to meet the evaluation criteria set in this tender. Please refer Clause 15.5 of Section 2
158	15.7/ Page 10/Earnest Money Deposit	As per RFP	Revised clause: The decision shall be finalised only after hearing bidder.	Please refer corrigendum
159	16.1/ Page 10/Period of Validity of Bids	As per RFP	Bidder request clarification regarding the start day of the validity period.	Please refer Section 1, Clause 5(g)
160	3.3/ Page 6/Conditions Precedent	Furnishing of such other documents as the Purchaser may specify	Bidder request that the wordings referred "such other documents" includes what all documents? Please specify.	These could include any relevant document. No change in the RFP

161	6.4/ Page 7/Commencement and Progress	The bidder shall always act, in respect of any matter relating to this contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties.	Revised clause: The bidder shall always act, in respect of any matter relating to this contract, as faithful advisors to the Purchaser and shall, at all times, support and safeguard the Purchaser's legitimate interests in any dealings with Third parties in so far as performance of the contract is concerned.	The addition suggested by this query is obvious and does not require any change in the tender document.
162	8/ Page 8/Sub- Contract	As per RFP	Business to ensure this as only specified services can be sub contracted.	Query is unclear
163	8.4/ Page 8/Sub- Contract	As per RFP	Business to ensure back to back arrangements are there with sub contractors for non performance or breach.	Query is unclear
164	8.9/ Page 8/Sub- Contract	As per RFP	Bidder request that the Purchaser's right to claim damages and recovery of losses that may have resulted from such failure should be capped.	Please refer Section 3, Clause 15.3
165	10/ Page 10/Bidder's Obligations	The Bidder's obligations shall include all the activities as specified by the Purchaser in the Scope of Work and other sections of the RFP and Contract and changes thereof to enable Purchaser to meet the objectives and operational requirements.	Revised clause: The Bidder's obligations shall include all the activities as specified by the Purchaser in the Scope of Work and other sections of the RFP and Contract and changes thereof in accordance with change order to enable Purchaser to meet the objectives and operational requirements.	Please refer corrigendum
166	10.3/ Page 10/Bidder's Obligations	As per RFP	Bidder request clarity in terms of hardware procurement as the clause mentions that specified hardware may be purchased by the Purchaser itself. In what circumstances, will this happen?	If EIC believes that the hardware costs quoted by the successful bidder are more than the prevalent market rates, then EIC may choose to procure the hardware on its own.
167	10.7/ Page 11/ Bidder's Obligations	In case of any change of the Key Personnel during the first 6 months of the project, for whatever reason, would attract a penalty of 0.2% of Contract value for every such change. In case of any change of the Key Personnel during the next 6 months of the project, for whatever reason except for the personnel leaving the organisation (duly certified by the authorised signatory of the Bidder), it would attract a penalty of 0.2% of Contract value for every such change.	Bidder would like suggest that following exclusion shall apply in case of any change of the Key Personnel during the first 6 months and next 6 months: Resignation Disablement Death (duly certified by the authorised signatory of the Bidder) Also Bidder request that the overall penalty for such change should be capped.	Please refer corrigendum
168	10.11/ Page 12/Bidder's Obligations	As per RFP	Business/LOB to have back to back arrangements with OEMs.	Bidder query not clear
169	10.15/ Page 13/Bidder's Obligations	As per RFP	Business/LOB to ensure that for none of the OEM components -end of sale and end of support have been declared	Bidder query not clear
170	12.5/ Page 20/Purchaser's Obligations	As per RFP	Revised clause: "All costs, damages or expenses which Purchaser may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by Purchaser from any dues to the Bidder after mutual agreement ."	No change in the RFP
171	12.5/ Page 20/Purchaser's Obligations	As per RFP	What are all facilities on chargeable basis provided by the Purchaser and charges for those?	Services such as power and space for scanning operations (except for stationary and other consumables) will be provided to the bidder's personnel at each EIA office without any charge
172	14.4/ Page 22/Taxes	If there is any reduction in taxes/duties/levies due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.	Revised clause: If there is any increase/reduction in taxes/duties/levies due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.	Please refer corrigendum
173	18.6/ Page 25/Dispute Resolution	As per RFP	Bidder request addition of following para: Either party may refer the matter to a panel of three arbitrators. Each party shall choose one arbitrator, both of whom shall elect the third arbitrator who shall be the presiding arbitrator.	No change

174	22.2/ Page 22/Force Majeure	As per RFP	Bidder request that period of five days for informing the other party of occurrence of such event is not reasonable and should be extended to "30 days".	Please refer corrigendum
175	38/ Page 29/Consequence of Termination	In the event that the Purchaser or the Bidder, terminates this agreement pursuant and depending on the event of default, compensation shall be decided by the Purchaser as per the services provided by the Bidder that have been accepted by the Purchaser or his/her authorised representative(s).	Revised clause: In the event that the Purchaser or the Bidder, terminates this agreement pursuant and depending on the event of default, compensation of all undisputed : 1. Services rendered till date of such termination 2. Hardware delivered/ordered till such date of termination shall be decided by the Purchaser as per the services provided by the Bidder that have been accepted by the Purchaser or his/her authorised representative(s).	No change in the RFP
176				N/A
177	Deemed Acceptance	Not mentioned to be added	All Products/ services rendered hereunder shall be deemed accepted, if Customer does not provide a written notice of any rejection/confirmation of acceptance or when Customer uses the Product/deliverable in its business, whichever occurs earlier. In the event of any rejected product/service, Bidder shall be given a 30 day period to correct the same.	No change in the RFP
178	Site Not ready	Not mentioned to be added	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that bidder shall not be in any manner be liable for any delay arising out of Customer'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 Contract. Further any idle time resulted due to non available of site or infrastructure or data, Customer shall make payment to the bidder for the same.	EIC will make the EIC and EIA office sites ready as per the agreed specifications, within the agreed timelines. The Bidder shall not be in any manner be held liable for any delay arising out of Purchaser's failure to make these sites ready within the stipulated period.
179	Sec 5.11		Against Doc MS, it is mentioned that "No access required". We assume that there is no separate interface is required to access the DMS, but access only through the portal. Is understanding is correct?	No. Section 5, Appendix 5.11 details out the applications which are required to be run from the BCP/DR site. "No access required" implies that this application will not be needed when the system is operating from the BCP/DR site.
180	Sec 4.3.9		We assume that bidder can use the existing SMS gateway at EICI for integration with the application. Is our understanding correct	There is no existing SMS gateway with EIC. The bidder is expected to identify the SMS gateway service provider and integrate with the application. EIC will pay the operational charges for using the SMS gateway per transaction. Any one time or maintenance charges must be borne by the bidder and must form a part of the Commercial Bid.
181	Sec 4. 3.10		It is mentioned that bidder should identify an appropriate payment gateway service provider. We assume that EICI shall provide the payment gateway and the bidder has to do only integrating with the application. Is our understanding correct?	No. The bidder is expected to identify the payment gateway service provider and integrate with the application. EIC will pay the operational charges for using the payment gateway per transaction. Any one time or maintenance charges must be borne by the bidder and must form a part of the Commercial Bid.
182	Sec 3.3.1.3		We assume that the customer at the Manual Registration counter at EIC office shall also access the application via the existing website eicindia.gov.in . Is our understanding correct?	At counter, the clerk will access the application and not the customer
183	Sec 4.3.8		We understand only digitized data to be migrated to new system and there is no scope for digitizing the old data and migrate. Is understanding correct.	Yes
184	Sec 3.3.1.3		We understand that the envisaged application portal shall be accessed via the existing website of EICI as hyper links. Please let us know the technology stack of the existing eici website, eicindia.gov.in	Please refer corrigendum

185	Sec 3.3.1.3		Does the internal users at EIC shall also access the application portal via internet? (referring to the above statement)	Please refer RFP for details
186	Sec 4.3.4.1		We understand that bidder should propose h/w for DR also. What % of DC is expected in DR?	We expect the bidder to size the hardware required for BCP/DR site in line with the SLAs and the RPO and RTO given in the tender document. Furthermore, EIC has also provided the extent of usage of applications from BCP/DR site in Section 5, Appendix 5.11.
187	3.3.5	Security Layer	The Security layer mentions an Identity & Access management requirement, Does this solution need to be considered?	The bidder is expected to comply with all the requirements laid down in the RFP. The Bidder may choose propose a separate product to meet some of the requirements'
188	4.3.1.3	Application Portal	Does EIC want the bidder to provision for an SSL certificate to the Portal.	Yes. Please refer corrigendum.
189	4.3.1.6	Security Solution, Anti-Virus Gateway	Which Email environment is EIC using? Will the AV gateway asked for in the RFP be used for protecting SMTP traffic?	1. EIC uses email services from Google Apps. 2. The emails of EIC do not need to be monitored through the antivirus proposed by the bidder.
190	4.3.1.6	Security Solution, Virus scanner for HTTP	What shall the HTTP scanner get integrated to?	Please refer corrigendum
191	Annexure C, Product Specs - Hardware	UTM	Does IPS feature also need to be considered along with AV and URL filtering on the UTM device?	No change in the RFP
192	Section5, Page-17	Geographical mapping of 3 metro cities- Delhi, Mumbai and Chennai	The scope of GIS mapping is not clearly defined in the RFP. It is requested that the scope of GIS mapping may be defined clearly.	Please refer RFP (Section 5 and Annexure A).
193	Section 5, Pg 66, Pt. 5.4, Table 5 - Number of Internal users at EIC (Current)	~ 200-250	Please specify the breakup of these users in each location of EIC (EIC New Delhi, EIA HO's and branch offices). This will help in planning of the network infrastructure required at the various sites.	Please refer corrigendum
194	Section 5, Pg 66, Pt. 5.4, Table 5 - Expected increase in number of EIC Internal users	~ 70 additional users may be added after implementation of the new application ~ 50-60 new users per year	Please specify the breakup of these users in each location of EIC (EIC New Delhi, EIA HO's and branch offices). This will help in planning of the network infrastructure required at the various sites.	Please refer corrigendum
195	Section 5, Pg 63, Pt. 5.2, Table 4 - Details of Existing Hardware at EIC/EIA Offices	D-Link Switch 24 ports / 8 ports. Cisco Switch 24 ports	Do we need to suggest new hardware at the sites where these switches have been mentioned or we need to consider these switches. As per the Key Design Considerations mentioned in Section - 5, Pg 9, it has been clearly mentioned that Manageability and performance are key requirements. If in case these switches are to be utilized, kindly suggest the details with respect to the model numbers and hardware components (like SFP's etc.) so that we may check on EOL status of this hardware.	Please refer response to Query 6
196	Section 5, Pg 7, pt. 2.3.3 - Existing Network Infrastructure	All the EIA offices have been provided with broadband connectivity (primary & backup). The EIA office and 3 other EIA-HO's (Delhi, Mumbai , Chennai) are also connected through MPLS connectivity	In reference to query 5 below, since MPLS VPN connectivity is to be provided for all the mentioned sites, will the existing connectivity and broadband connectivity also remain, or will this be surrendered.	The existing network connectivity at all EIC and EIA office sites will be surrendered post the acceptance of the system developed by the successful bidder.
197	Section 5, Pg 28, pt. 4.3.5 - Setting up Network at EIC and EIA offices. Sub point 1 & 2	1. Bidder is expected to provide network connectivity at EIC, all EIA offices, Data Centers & BCP/DR site (if required by EIC) for running the proposed application. 2. EIC intends to connect all the above sites by MPLS VPN.	Please suggest if every site is required to have a redundant connectivity or single connectivity. Please also suggest if MPLS connectivity will be provided by EIC or SI will need to take care of the same. Please also suggest if internet connectivity is desired at DC. If yes, will all EIC sites will use internet from DC or they will continue with their current broadband connectivity.	Successful bidder is expected to provide network connectivity at EIC Head Quarters and all EIA locations. Network connectivity is also desired at the DC. Also please refer Section 5, Clause 4.3.5 and the corrigendum.
198	Section 5, Pg 17, pt. 4.1 - Overview of Scope of work	Pt. 2 - Implementation Phase - sub point - Setting up network at EIC and all EIA offices	Need to have user details per location to plan for network at each location.	Please refer the corrigendum.

199	Section 5, Pg 61, pt 5.2, Table 3	Sub point - Network	Number of routers, switches not specified. Please specify the same.	No change in the RFP
200	Section 5, Pg 61, pt 5.2, Table 3	Sub point 22 - Unified threat management (UTM)	only one number specified. At least two numbers should be specified to provide redundancy.	No change in the RFP
201	Annexure C, Page 114, Core Router specification	Core router specifications	Please suggest all the locations where this type router is to be considered	No change in the RFP
202	Annexure C, Page 114, Core Router specification	Pt. 6, Quantity	Please specify (also how many per location)	No change in the RFP
203	Annexure C, Page 114, Core Router specification	Pt. 7, Fiber Channel ports	Please reconsider this and remove the same as FC ports on a IP router to be used for MPLS connectivity is not required.	Please refer corrigendum
204	Annexure C, Page 114, Core Router specification	Pt. 9, Routers should be configured in load balancing mode	Please suggest if redundant routers (two number) to be considered for the same. Or does that mean load balancing on the links ?	Please refer corrigendum
205	Annexure C, Page 114, Core Router specification	Pt. 10, Protocols supported	Please specify the details of all the protocols required on core router.	Please refer corrigendum
206	Annexure C, Page 115, Core Router specification	Pt. 11, Router should have capability to optimally compress data while transferring on WAN.	Please remove this point as this is not a standard router feature and will be proprietary to / favoring certain vendors only.	Please refer corrigendum
207	Annexure C, Page 115, Core Router specification	Pt. 13, Compatibility with proposed SAN storage array.	Please remove the same. Not a standard IP router feature.	Please refer corrigendum
208	Annexure C, Page 115, Core Router specification	Pt. 13, Compatibility with proposed Tape Library.	Please remove the same. Not a standard IP router feature.	Please refer corrigendum
209	Annexure C, Page 115, Core Router specification	Pt. 13, Compatibility with proposed Replication software.	Please remove the same. Not a standard IP router feature.	Please refer corrigendum
210	Annexure C, Page 117, Edge Router specification	Edge router specifications	Please suggest all the locations where this type router is to be considered	No change in RFP
211	Annexure C, Page 117, Edge Router specification	Pt. 6, Quantity	Please specify (also how many per location)	No change in RFP
212	Annexure C, Page 117, Edge Router specification	Pt. 9, IP Ports, number of ports	Please specify required quantity per router	Please refer corrigendum
213	Annexure C, Page 119, Core LAN Switch	Core LAN Switch specifications	Please suggest all the locations where this type Switch is to be considered. Since no other switch specification provided, is this switch to be considered at all the locations of EIC/EIA.	Please refer corrigendum

214	Annexure C, Page 119, Core LAN Switch	Pt. 7, Quantity	Please specify (also how many per location)	No change in RFP
215	Annexure C, Page 126, Pt. 15 Firewall Interface and connectivity Requirements	The firewall must be supplied with at least 2 10Gbe LR Fiber	Please suggest how these ports will be used. None of the other networking devices (Routers / Switches) have been asked with 10G port. Request to remove the same.	Please refer corrigendum
216	Annexure C, Page 99, Pt. 15 - Product Specifications hardware - SAN Storage	Storage System Compatibility with proposed FC-IP Router	Kindly provide the option for with or without FC-IP router requirement for replication solution. Storage based replication can be happened through storage iSCSI ports/Gateway, which will help to reduce the additional hardware requirement.	Please refer corrigendum
217	General	Backup Software	Please specify backup policy in detail or Full backup window time.	Please refer corrigendum
218	Annexure C, Page 99, Pt. 15 - Product Specifications hardware - servers	Server Type	Can we proposed Blade servers for the servers requirement, which help to reduce the servers foot prints (Less power, Space and cooling) and easy manageability.	Please refer Section 5, Clause 4.3.4
219	Annexure C, Product Specifications hardware - all servers	Type of RAID Controller Proposed - Integrated hardware disk controller to support RAID 0, 1 & 5	Kindly remove the RAID5 requirement for server internal disk. As per the industry best practice servers internal disks are used for Operating system and application software installation purpose which is recommended on RAID 1/1+0. Normally all the rack mount / blade servers have integrated RAID 0, 1 supported RAID controller. The application data will be reside on external storage in RAID 1/1+0/5.	Please refer corrigendum
220	Annexure C, Page 17, Pt. 11 - Product Specifications hardware - Database servers	Single qty. Dual ports fiber HBA to connect storage	Kindly append the clause with Dual Qty Dual Ports HBA / Dual Qty Single Port HBA. As per the industry best practice for storage connectivity Dual quantity HBAs are recommended for the redundancy purpose if single HBA failed than second HBA can handle the Storage traffic.	Please refer corrigendum
221	Annexure C, Page 94, Pt. 6 - Product Specifications hardware - SAN Storage	Raw disks capacity of proposed SAN storage array with 146GB Disks	Kindly append the clause with 146GB/300GB 15K RPM FC/SAS disks. Some of the OEMs are not supporting 146GB Disks in some storage model, the performance difference between 146GB & 300GB Per disk is very minimum.	Please refer corrigendum
222	RFP Annexure_B_Product_Specifications_Software.pdf Section : 4 Enterprise Management	General query	Do you require EMS in HA mode?	No change in RFP
223	RFP Annexure_B_Product_Specifications_Software.pdf page 29 Section : 4 Enterprise Management System	120.The proposed solution must measure end user experience based on transactions	Please confirm if EMS servers should be deployed at DC site in standalone mode for monitoring production network devices & servers at DC ?	No change in RFP
224	RFP Annexure_B_Product_Specifications_Software.pdf page 26 Section : 4 Enterprise Management System	Section "Business Service Management"	Please confirm if the requirement is to monitor all real time end user experience without limiting based on transaction types & number of transactions for production web application.	Yes
225	RFP Annexure_B_Product_Specifications_Software.pdf page 26 Section : 4 Enterprise Management System	Section "Business Service Management"	Please confirm if following should be part of service management requirements to provide more robust service availability solution:	Please refer corrigendum
226	RFP Annexure_B_Product_Specifications_Software.pdf page 26 Section : 4 Enterprise Management System		The proposed service management system should provide a detailed service dashboard view indicating the health of each of the departments / offices in the organization and the health of the services they rely on as well as the SLAs.	Please refer corrigendum
227			The Service Level Agreements (SLAs) definition facility must support defining a set of one or more service Guarantees that specify the Service obligations stipulated in an SLA contract for a particular time period (weekly, monthly, and so on). Guarantees supported must include one that monitors service availability (including Mean Time to Repair (MTTR), Mean Time between Failure (MTBF), and Maximum Outage Time thresholds) and the other that monitors service transaction response time.	Please refer corrigendum

228	RFP Section_6_Service_Level_Agreement.pdf page 8	Clause 3.Average Portal response time for static web pages at expected number of peak concurrent users at minimum 128 kbps connectivity	You have asked for script based measurement for response time of portal application .APM Tools are available that can measure response time of web application based on real end user transactions. We suggest to keep monitoring for web application based on all real end users experience instead of manual script based testing. Please confirm?	Please refer corrigendum
229		Clause 4.Average Portal response time for dynamic web pages at expected number of peak concurrent users at minimum 128 kbps connectivity		Please refer corrigendum
230	RFP Annexure_B_Product_Specifications_Software.pdf page 20	Section "Network Management"	Performing Network Traffic Analysis is one of the key requirements of Network Management System. We suggest to include Traffic Analysis capabilities as integral part on NMS that can provide following capabilities:	Please refer corrigendum
231				N/A

232			The traffic monitoring system must be able to track 100% of all flow traffic on the network and identify malicious behavior with all IP conversations .It should support flows from multiple technologies vendors like netflow,jflow,IPFIX standards.	Please refer corrigendum
233				N/A
234			The proposed system must provide details of applications, hosts, and conversations consuming WAN bandwidth to isolate and resolve problems	No change in the RFP
235			The system must be capable of automatically detecting anomalous behavior such as virus attacks or unauthorized application behavior. The system should analyze all Flow traffic and alert via SNMP trap and syslog of any suspicious activity on the network.	Please refer corrigendum
236			The system must support the ability to create reports that allow the user to search all IP traffic over a specified historical period, for a variety of conditions. The system must have the ability to search all IP traffic without loss or exclusion of any traffic. The system must support search within this period for the following at a minimum;	Please refer corrigendum
237			· Search for any traffic using a specific configurable destination port, or port range.	Please refer corrigendum
238			· Search for any traffic using a specific autonomous system (AS) number.	Please refer corrigendum
239			· Search for any traffic using a specific IP subnet mask.	Please refer corrigendum
240			· Search for any traffic using a specific IP ToS bit.	Please refer corrigendum
241			· Search for any clients or servers communicating with more than a specific number of other unique clients or servers.	Please refer corrigendum
242			· Search for any clients or servers that are experiencing more than a specified number of TCP resets per hour within a specified reporting period.	Please refer corrigendum
243			· Search for any IPv4 or IPv6 conversation across the entire network.	Please refer corrigendum
244			· Search for any protocol in use by a specific host, interface or list of hosts or interfaces.	Please refer corrigendum
245	RFP Annexure_B_Product_Specifications_Software.pdf page 29	Section "Application Performance Management"	APM tool can provide more detailed analysis to provide much more value addition in terms of monitoring for .NET/JAVA based web application. We suggest to include suggestions to enhance capabilities of APM tool:	Please refer corrigendum
246			Solution should generate a graphical map of the complex transactions showing the path of the transaction across multiple application components Map view should also highlight any triage to enable quick identification of the problem.	No change in the RFP
247			Solution must provide for easy dynamic instrumentation of application code, i.e. be able to enhance out of the box monitoring with extra monitoring definitions without having to restart application .	No change in the RFP
248			The proposed system must be able to provide root-cause probability graphs feature for performance problems showing the most probable root-cause area within application infrastructure like network, web server , application server , database layer etc.	No change in the RFP
249			The proposed solution should allow SQL statement normalization by aggregating hundreds of related SQL statements into a single performance metric using regular expressions and pattern matching.	No change in the RFP
250	RFP Annexure_B_Product_Specifications_Software.pdf page 29	Section "Helpdesk Management"	For helpdesk troubleshooting purpose following integrated feature is must to have within proposed helpdesk solution tool :	Please refer corrigendum
251			Helpdesk system should support integrated remote management for end-user & allow analysts to do the desktop sharing for any system located anywhere, just connected to internet.	Please refer corrigendum
252			Remote desktop sharing in Service desk tool should be agent less & all activity should be automatically logged into the service desk ticket.	Please refer corrigendum

253	Annexure_B_Product_Specifications_Software.pdf page 18	Section "User Access Management", "Security layer"	You've asked certain features under portal management section like User Access Management, Security layer, etc. Basic user and access management can be provided the portal application; however, such comprehensive security requirements can only be fulfilled by full "Identity and Access Management" stack which comes at a spate cost. Hence is it suggested to be put it in another section if IAM is a requirement?	No change in the RFP. Bidder can provide such features through a separate product.
254	Annexure C, Core LAN Switch	Throughput- Minimum of 32 Gbps switching fabric, Minimum forwarding bandwidth - 24 Gbps , Wire-speed forwarding rate - 35.7 Mbps Configurable up to 8000 MAC addresses	As the requirement is of 24 ports of 1Gbps, switching fabric required is of 48Gbps+ for non blocking operation, it is requested to amend accordingly	No change in RFP
255	Annexure C, Core LAN Switch	Management- Command Line Interface (CLI) support for configuration & troubleshooting purposes. For enhanced traffic management, monitoring, and analysis, upto four RMON groups (history, statistics, alarms, and events) must be supported. All RMON groups must be supported through the SPAN port, which permits traffic monitoring of a single port, a group of ports, or the entire stack from a single network analyzer or RMON probe. Domain Name System (DNS) support to provide IP address resolution with user-defined device names.	DNS support for devices name resolution is not relevant as devices are primarily managed through SNMP protocol, which is fully independent of DNS protocol, it is requested to amend the requirement for the same	Please refer corrigendum

256	Annexure C, Edge Router	Protocols supported -OSPF, IS-IS, BGP, DVMRP or Equivalent, PIM-SM, IGMPv3, PIM-SSM, static IPv4 routing, static IPv6 routing	DVMRP is multicast protocol similar to RIP, it has been superseded by PIM-SM,PIM-DM, etc., Therefore it is requested to amend the requirement accordingly	Please refer corrigendum
257	Annexure C, Edge Router	Compliance standards - IEEE 802.1Q, IEEE 802.1ah, IEEE 802.1ag	IEEE 802.1ah and IEEE 802.1ag are protocols used in metro Ethernet and carrier Ethernet deployment , they are rarely have any use case in enterprise networks, therefore it is requested to please amend requirements accordingly	Please refer corrigendum
258	Annexure C, Core Router	In the event of a link failure in the router should have the capability of automatically and seamlessly rerouting traffic to an alternate route - Yes	Having multiple links, It is requested that the configuration used is a Active-Active with load balancing, offering a better utilization of bandwidth in hand and still ensuring failover and resiliency.	The bidders are free to choose this configuration if they think this will meet EIC's requirements.
259	Annexure C, UTM	Firewall Filtering Requirements -It should support the VOIP Applications Security by supporting to filter SIP, H.323, & MGCP flows.	request you to remove MGCP.	No change in RFP
260	Annexure C, UTM	Firewall Filtering Requirements -Local access to the firewall modules should support authentication protocols – RADIUS & TACACS+	We do not support TACACS+, it should be RADIUS/TACACS+.	Please refer corrigendum
261	Annexure C, For All Servers	Total Size of L1 Cache on the server, Total Size of L2 Cache on the server	Please ask only for L3 Cache since with Intel 5600 Series Processore L3 Cache are offered in MB's rest all are in KB's.	Please refer corrigendum
262	Annexure C, For All Servers	No. of slots proposed on the server - 4 USB 2.0 Ports, one RJ-45 Port, 1 Video Port, 1 Serial Port.	Request EIC to Please remove this Clause,since Blade Server don't have individual External USB Ports / Serial Ports / Video Ports etc since all the Blades Server gets mounted on to Blade Enclosure and the Blade Enclosure has the Management Module Onboard Administrator with required Ports with Access to all Blades.	Please refer corrigendum
263	Annexure C, For All Servers	Type of RAID controller proposed - Integrated Hardware Disk controller to support RAID 0, 1& 5	Since Blades Servers can have internal only 2 Hard Disk so it doesnot support RAID 5	Please refer corrigendum
264	Annexure C, For All Servers	Disk Speed - 15K RPM SAS	As Industry Standrad 300 GB Disks operated at 10 RPM only	Please refer corrigendum
265	Annexure C, For All Servers	CD / DVD Drive -	In Case of Blade Servers External DVD Drives would be proposed	Please refer corrigendum
266	Annexure C, For All Servers	Power Supply - Indian power specifications in terms of Phase, Voltage, Freq	Power Supply would be Provided at Chassis Level	Please refer corrigendum
267	Annexure C, For All Servers	Operating System -	Please specify the Required Operating System	No change in RFP
268	Annexure C, For All Servers	Power Requirement -Power Supply suitable for the server with two power connectors configuration.	Request EIC to Please change the Clause as , Power Supply suitable for the server with two power connectors configuration or Passive Midplane to be Provided .Since Two power connectors configuration are Required in case of Active Midplanes since Active Components always have chances of failure where as in case of HP Design Technolgy Passive Midplane is used in the form of Printed Circuit Board with no chances of Fialure & its a totally Passive Component.	No change in RFP
269	General Query	Blade Chassis Specs are not Provided	request you to provide Blade Chassis specs.	Please refer corrigendum
270	General Query	Storage -	A) Required Architecture : SAN or NAS	SAN. Also please refer corrigendum
			B) Useable Capacity Required	Please refer corrigendum
			C) Disk Capacity & Technology to be used	Please refer corrigendum
			D) Controller Cache	Please refer corrigendum
			E) RAID Type	Please refer corrigendum
			F) Hot Spare Disk required or not	Please refer corrigendum

			G) SAN Switches required are not & How many Ports required on Each SAN Switch	Bidder is expected to choose appropriate hardware, in line with EIC's requirements and the Bill of Material given in Section 5
			H) Specifications of Backup Software not provided / On Line Required or not	Refer corrigendum
			I) Specifications of Tape Library not Provided (Drive Type (FC/SAS) / No of Drives / No of Cartridges Required)	Refer corrigendum
			J) DR Site Required or not: If Required Please specify will it be (Host Based or Storage Based Replication) / 100% or 50% DR Required / Rate of Change of Data	Please refer Section 5, Clause 4.3.7 points 4,5,6,7 and also refer corrigendum
271	General Query	Quantity of all the components	request you to clarify the required quantity of all the components required.	The quantity of various items has been provided in the tender document, wherever applicable. The bidders are expected to size the solution as per their understanding of EIC's requirements, in line with the minimum specifications provided in the tender document.
272	section/page		Please confirm are you looking for out of box/standard or customer build solution	The bidder is expected to estimate the best solution to meet EIC's requirements.
273	Annure A-Functional requirement specs			N/A
274	General		Any preferred technolgy stack	No particular technology or platform is preferred by EIC. EIC is open to any technology / platform / products which meet the requirements specified in the tender document and using which the bidder can meet the SLAs specified.
275	page -5, section-5, scope of work		Please confirm the no of people require for helpdesk and support time line for the same	Please refer Section 5, Clause 4.3.19.
276	page -5, section-5, scope of work		Please confirm the no of people need to trained and detail training PLAN.	Please refer Section 5, Appendix 5.10

277	page -5, section-5, scope of work		Please provide the volume of sms alerts or emails per year.	Around 3 - 4 sms as well as email messages per transaction.
278	page -5, section-5, scope of work		IS there any preferential site for DC and DR.	Please refer Section 5, Clause 4.3.6
279	Section1,Pg2,Clause No:3	The EMD should be submitted in the form of a demand draft	Please allow submission of Bank Guarantee (BG) instead of DD for submitting the EMD	No change in the RFP
280	Section 3, Pg22, Clause No:14.4	If there is any reduction in taxes / duties/levies due to any reason whatsoever, after Notification of Award, the same shall be passed on to the Purchaser.	Any increase in tax rule by government during contract period to be reimbursed by purchaser.	Please refer the corrigendum
281	Section 2, Pg 17, Clause No:29.6	The Consortium Member(s) responsible for application development must have successfully designed and developed at least three web-based applications in the last three years for Government of India or its subordinate organisations with multi location usage.	1) Please allow to include projects executed for private sector organisations also. 2) Please change the period from 3 years to 5 years.	No change in the RFP No change in the RFP
282	Section 5, Pg 28, Clause No: 4.3.5	Bidder to provide networking hardware such as network switches and routers at each locations	Please provide the EIA additional users quantity for sizing the switch at each locations?Switch should be 100 Mbps or 1 Gbps ?	Please refer Corrigendum
283	Section 5, Pg 27, Clause No: 4.3.4.4	Bidder is expected to provide all the wiring,cabling,connection,and all other required eletrical hardware for installation of hardware at EIA offices	Please clarify providing the electrical ,lan cabling ,rack at each EIA locations would be the resposibilty of the bidder if yes please provide the rack size ?	Please refer Corrigendum
284	NA	Managed Data centre	Please clarify EIA is looking for the Tier III or Tier IV managed data centre ?	The bidder is expected to size the required efficiency of the data centre in line with the solution proposed by them as well as the SLAs provided in Section 6 of the tender document.
285	NA	Internet connectivity at Data centre	Please clarify ,if bidder has to provide internet router and bandwidth ? If yes please provide the existing internet bandwidth capacity at DC?	Please refer Section 5 of the RFP.
286	NA	Exising MPLS link details at EIC Delhi and EIA HO Mumbai,chennai and delhi	Please provide the MPLS Bandwidth details at each location?	Please refer Corrigendum
287	Section 4 :	Table E: Software License (if applicable), Page No 30, Point 4 - Document Management System	Please clarify whether you are looking for multiple licensing models and all the licensing models have to be mandatorily filled by the bidder (whichever is applicable) or bidder can opt for a suitable license model which is most cost effective and quote.	The bidder is free to choose a suitable licensing model which is most cost effective and best meets EIC's requirements
288	Section 5	, "Laboratory Testing"	automatic integration lab instrumentswe have to quote or not	Please refer Annexure A, Chapter 9
289			1. How many labs we need to implement LIMS (15?) will this be a central system that all labs will use or we need to deploy independent versions in each lab? Will the business process change from lab to lab? Our assumption is that we will deploy a single type(workflow) of system across all sites.	As explained during the pre-bid meeting, EIC does not require a generic LIMS application. We require a information management system like any other business process management application. Please refer Annexure A for functional requirements of the laboratory testing module. The laboratory testing application is expected to be a web based system, hosted centrally at a DC. EIC currently has 18 laboratories across India and all these labs need to be automated using this application. Please note that given EIC's dynamic operating environment and a wide variation of schemes and products, the workflows will have minor variations from time to time and between different product classes.

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290			independent versions in each lab? Will the business process change from lab to lab? Our assumption is that we will deploy a single type(workflow) of system across all sites.	Please refer response to query 289
291			Do we need to migrate LIS data as well? If so what information need to be migrated? Currently where is the data lying?	Please refer Appendix 5.4 under Section 5
292			What information should flow between LIS and other systems? (Doc, BPM, EMS)	Bidder is expected to design the overall system and information flow between different applications, to meet the requirements specified in the Tender Document.
293			Are we supposed to quote for barcode printer/reader as well? If so how many	Please refer the corrigendum

294	Section 6 Other services	6 Availability of EMS SLA calculation has been done on weekly basis's	We feel weekly SLA calculation will be a challenge due to more calculation required week on week ; whereas if considered monthly or quarterly will not make any change in SLA measurement or penalty .	No change in the RFP
295			We request for Extension of bid submission date by 15 days after pre- bid clarifications released. this will help us formulate quality bid .	Please refer the corrigendum
296	Section 2: \sub section : 29.6 PreQualification Criteria \ row no: 12 of the table	"The consortium member(s) atleast two of these applications must have undergone security audit by government approved organizations / auditors"	1. Can the relevant project experience of the OEM partner be considered ? That is if the COTS product is implemented in government ,but not by the prime bidder. 2. Will the "on going projects " which are yet to be completed " be accepted for this PQ 3. Please waive "security audit by government approved organizations / auditors" clause	No change in the RFP No change in the RFP No change in the RFP
297	Section 2 : Table under 29.7.7 Point no. 2	experience of implementing projects for gov. Of india or its subordinates , which involved providing similar infrastructure including data center services and network management services with multi location usage in the past three years	Can the experience of the hosting partner (whom we will be sub contracting) be accepted for award of these marks.	Yes, the experience of data center hosting partner and / or network service provider will be applicable for this point.
298			1. Whether Free Open Source Software Systems are acceptable?	Bidders can propose open source software systems, as long as they meet all the requirements set out in the tender document.
299			2. Whether international Products and best practices are acceptable?	Yes
300			3. Whether software version of the 'Harmonized system of numbering exists in EIC and if the same could be made available for adoption to start with?	No
301			4. Whether submission timelines for Normal and Tatkal applications are retained same in the proposed new system?	Refer response to query 58
302			5. Whether online Payment Gateway provider organization is already identified or is it to be identified during the execution stage only?	The bidder is responsible for identifying the online payment gateway service provider. Any cost involved in integrating with the payment gateway service provider must be built into the commercial bid. EIC will bear the per transaction cost of the payment gateway as well as the SMS gateway.
303			6. If during the execution stage, then will there be a clear development time after the identification for this interface, apart from testing etc.	Please refer timelines provided in Section 5, Appendix 5.1 of the tender document
304			7. Who in EIC will be the accepting authority for Portal, WF BPM, DMS, LIMS, Hosting and SLAs?	Not relevant. We have already provided the interface (in Section 1) to bidders for their communication with EIC
305			8. What is the defined acceptance criteria for each of the above items – Meeting SLAs as per RFP is indicated.	Please refer Section 5, appendix 5.5 of the RFP.
306			9. What will be the number of concurrent users across all locations put together including all the items in SI 7 above?	Please refer Section 5, appendix 5.4 of the RFP.
307			10. What is the number of statutory registers in BPM, DMS, LIMS for COO, Lab Test reports etc?	Bidder question unclear
308			11. What is its detailed list of Register items?	Bidder question unclear

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309			12. Which are the other external Government agencies to be interfaced to this system and what are their roles envisaged within the system (other than EIC and EIA)?	Please refer corrigendum
310			13. What is the Rollback feature generally followed in the EIA operations?	Bidder question unclear
311			14. Whether the EMS requirements can be addressed through multiple systems through the portal access?	Please refer response to query 74
312			15. Does Lab WF change from Office to Office?	Refer response to query 289
313			16. Do labs use the same WF for all standard Lab operations across all offices?	Refer response to query 289
314			17. How many forms are there overall for WF BPM Deveopment?	Refer response to query 60
315			18. What is the nature of LIMS support required at Regional and Sub-Offices? Will it be acceptable if the LIMS application is supported only from the central hosted location / or at HQ or at an identified Regional Office location?	Refer response to query 289

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316			1. Whether the nodes have uniform system configuration specs at all 35 offices?	Please refer Section 5, appendix 5.3
317			2. Whether the nodes are to be upgraded with current OS and Anti-virus signatures?	No, the bidder is not expected to update the OS / Anti Virus software at the EIA offices.
318			3. What is the AV solution already in use? Whether any license for a Central AV solution exists already in EIC/EIA?	EIC does not have any central license for antivirus. McAfee antivirus is installed on all the computers in EIC and EIA offices.
319			1. What will be the requirement for backlog papers scanning and digitization?	Please note that the old paper based records and documents of EIC are not required to be scanned into the DMS by the successful bidder.
320			2. Whether Scanning Operations can be standardized for all locations at 75 / 100 / 150 dpi etc.?	This will depend upon the nature and condition of the document. The bidder should ensure that the scanned documents are clearly legible and acceptable to the EIC stakeholders.
321			3. What is the Archival storage and data retention period?	Please refer response to query 32
322			4. What is the online data retention period in the hosted system?	Please refer response to query 32
323			5. Whether a complete GIS system is a requirement for inspection scheduling / planning?	Please refer response to query 192
324			6. Can we also raise other queries at Pre-bid time and submit an email copy / printout?	No change in the RFP