

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
Bidder - 1				
1.	4.21.1 Components at the state data center	98	Server I (Server for Knowledge management) & Server J (staging server) - please detail on the use of the same. Since these are usually not a part of High availability infrastructure, we request to consider cost effective rack servers for the same	Staging server (Server J) can be used post UAT/Go-Live as KM server in high availability mode after confirmation of the client.
2.	5.1.4 Specification of SAN Storage	106	Offered Storage array shall be given with Minimum 4 GB Cache. Please confirm if we consider 4GB per controller. Also request to consider scalability option for cache and mention scalability to 8gb cache for future investment protection	Please Refer Corrigendum
Bidder - 2				
3.	5.3.3 Firewall : Architecture & Performance Should have minimum 6 nos. of 10/100/1000 Mbps Ethernet interfaces from Day1	120	Include fiber port & 10G ports. As this is a NEGP project and caters to the entire Nagaland, 100000 concurrent sessions might be insufficient to handle this kind of huge traffic. Thus it is recommendable to increase it to 200000 concurrent sessions.	As per RFP
4.	5.3.3 Firewall : Architecture & Performance Should have minimum 800 Mbps firewall throughput	120	Increase this to 1 GBPS As there would be large numbers of inbound traffic, and would also increase in future, 800Mbps would be insufficient. Thus recommendable to increase the firewall throughput to 1GBPS.	As per RFP

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5.	5.3.3 Firewall : Architecture & Performance Should support at least 100,000 concurrent sessions and at least 5,000 new sessions per second	120	Increase this to at least 200000 concurrent sessions As this is a NEGP project and caters to the entire Nagaland, 100000 concurrent sessions might be insufficient to handle this kind of huge traffic. Thus it is recommendable to increase it to 200000 concurrent sessions.	As per RFP
6.	5.3.3 Firewall : Architecture & Performance Should fully support NAT applications, including many-to-one, many-to-many, static NAT, dual translation, easy IP, and DNS mapping;	120	DNS mapping, easy IP & dual translation to be removed, simply favors particular vendor specific and is not generic.	Please Refer Corrigendum
7.	5.3.3 Firewall: Architecture & Performance Should support Active/Active and Active/Passive high availability mode.	120	Change to Only Active Passive in this scenario, active passive mode would do the required job. Active-Active mode would unnecessarily increase the cost of the product (both support and license)	Please Refer Corrigendum
8.	5.3.3 Firewall : VPN Should have IPSec VPN throughput of 400 Mbps	120	Increase the VPN Throughput to 1 GBPS For 1000 IP sec tunnel, 400mbps VPN throughput would be insufficient. Recommendable to increase it to 1GBPS.	As per RFP
9.	5.3.3 Firewall : Management Should support SNMPv1, v2c, and v3,	120	V3 to be removed we support don't support SNMPv1, v2c but version 3 or v3 is not supported	Please refer Corrigendum

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10.	5.3.3 Firewall : Security • RADIUS and HWTACACS authentications, TACACS	120	TACACS to be removed Authentication protocol like samba, AD, LDAP, Novel, RADIUS etc. are supported and can be added. But TACACS IS NOT SUPPORTED.	Please refer Corrigendum
11.	Not Mentioned	NA	Appliance should have multi core processor for parallel processing of the traffic and to avoid any latency	The minimum requirement has been provided, however bidders can propose solution over and above the minimum requirement.
12.	Not Mentioned	NA	No File size restriction at GAV level scanning	Please refer Corrigendum
13.	Not Mentioned	NA	Appliance should have 10g & 1G fiber port	As per RFP
14.	Not Mentioned	NA	It should not have hard drive built on to the system. Rather system should have flash drives.	Bidder is free to propose flash drives.
15.	Not Mentioned	NA	No hard drives on the Gateway Appliance are recommendable as these are first point of failure. Rather flash drives are recommendable as these are sturdier.	Bidder is free to propose flash drives.
16.	5.2.1. Latest Generation Intel Core i-5 Processor, 3.2 GHz, or Higher or equivalent AMD Processor	110	Performance benchmark to be included. Equivalent AMD will not suffice. What will the comparison be basis?	Please refer Corrigendum
17.	5.2.1. Intel Q57 or better Chipset or OEM mother board	110	Intel Q87 or AMD 990FX (both these are the latest & highest in their respective series)	As per RFP

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18.	5.2.1. 2x Internal 3.5" bays, 2xExternal 5.25" bays & 2xExternal 3.5" Bays	110	No External 3.5" bays since there are no products (like FDD) which will be used in these bays	Please refer Corrigendum
19.	5.2.1. 52 X DVD R/W drive	110	16X DVDRW	Please refer Corrigendum
20.	5.2.1. 200 watt ATX Power Supply with – Energy 5.0 compliant or Lesser, > 85% efficient	110	PSU should be minimum 250W or higher Active PFC to support the asked specification.	Please refer Corrigendum
21.	5.2.2 Intel Core i-5 Processor, 2.53 GHz or higher, 3-MB L3 cache,	112	3rd Gen Intel® Core™ i5-3340M Processor (2.7GHz, 3M cache)	As per RFP
22.	5.2.2 Intel 5 Chipset or better OEM mother board	112	Intel QM77 Express Chipset	As per RFP
23.	5.2.2 4 GB DDR2 RAM	112	4GB DDR3 1600Mhz RAM	As per RFP
24.	5.2.2 320 GB 7200RPM SATA Hard Drive	112	500GB Solid State Hybrid drive	As per RFP
25.	5.2.2 Integrated DVD R/W	112	External USB DVD RW	As per RFP
26.	5.2.2 Spill-resistant keyboard with standard keyboard, touchpad, Function Keys	112	Spill resistant Backlit Keyboard	As per RFP
27.	5.2.2 12" WXGA Active TFT (1280X800)	112	12.5" HD (1366x768) Anti-Glare LED-backlit	Please refer Corrigendum
28.	5.2.2 3 USB 2.0, 1XLine in , 1X MIC ,1XRJ11 Modem, 1XRJ45 LAN, 1X	112	remove Internal Modem and change to onboard VGA port	Please refer Corrigendum
29.	5.2.2	112	6 cell extended life battery with 3 year warranty	Please refer Corrigendum

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30.	5.1.2 Blade Enclosure Latest generation up-to 10 U Form factor per enclosure with all redundancy features (Hard Drives, Power, and Cable Management). The requisite number of Enclosures to be configured to populate the Servers and Storage/Expansion Units. The blade enclosure should support Intel/AMD and RISC/EPIC	104	Please change to: "The blade enclosure should support Intel/AMD /RISC/EPIC". This will make the bids more broad-based and most competitive, more so, you do not require RISC/EPIC blades. Otherwise, only IBM and HP can bid.	Please refer Corrigendum
31.	5.1.4 Storage System The storage array should support industry-leading Operating System platforms including: Windows Server latest Version, Linux and proposed OS VMware, Sun Solaris and Linux, SUSE LINUX, RED HAT LINUX standard and enterprise edition.	106	Please remove "Sun Solaris" as do not need this in the present project and it will make the bid more competitive	Please refer Corrigendum
32.	5.1.4 Storage System Shall support Snapshot or any other means to support Business copy.	106	Please change "Business Copy" to "Point-in-time copy" as Business Copy is a specific HP term.	Please refer Corrigendum
33.	5.1.5 Tape Library Tape Library shall be scalable to 6 Number of LTO-6 and 120 slots either within the same frame or by cascading another frame.	108	Please change to: "Tape Library shall be scalable to 4 Number of LTO-6 and 48 slots either within the same frame or by cascading another frame." This is more than sufficient for the data scalability you have asked in the Storage.	Please refer Corrigendum

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34.	5.1.6 Backup Software The proposed backup software should be IP v6 compliant	110	Please remove this clause as this is specific to HP Data Protector software. Moreover, this compliance is more to do with Backup hardware, not software.	As per RFP
35.	5.3.2 Load Balancer Minimum of 4000 SSL connections scalable to 7500 SSL connection	118	Please clarify if above numbers of SSL are SSL concurrent connections or SSL connections per second. Also clarify if they are at 1024 bit SSL or 2048 bit SSL	I. SSL Concurrent connections II. 1024 bit SSL.
36.	5.3.2 Load Balancer 10/100/1000Mbps Ethernet Ports – minimum 2 ports upgradeable to 4 ports	114	We suggest 10G interfaces for load balancer. Please suggest if 10G are required	The minimum requirement has been provided, however bidders can propose solution over and above the minimum requirement.
37.	Not Mentioned	NA	We recommend that the load balancer should have dual power supply, please suggest if required as it will improve the device availability	Please refer Corrigendum
38.	Not Mentioned	NA	Please suggest the compression requirement if the applications are http/https based which will improve the application performance we recommend minimum 2Gbps compression.	Bidder need to suggest the best suitable appliance on the basis of the compression requirement for the application and the total solution.
Bidder - 3				
39.	Section 5.4.4 Database Specification Users should be able to take Complete Database Backup Online and in Parallel.	138	File group is a proprietary term specific to a closed source RDBMS technology. From a database recovery perspective, its important to have the restore	As per RFP

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			process faster, first in place as both restore and recovery are important aspects of data restoration. Requesting you to change the specification as: The Recovery or the restore of the Complete Database should be possible in Parallel.	
40.	Section 5.4.4 Database Specification Database should support creation of an index on the column of the table which stores XML in its native format.	138	Kindly allow the workaround as: 1) casting the expression to a character string type and indexing 2) indexing an XPath expression.	As per RFP
Bidder - 4				
41.	5.1 SPECIFICATIONS OF SERVER HARDWARE 5.1.2 SPECIFICATION OF BLADE ENCLOSURE Latest generation up-to 10 U Form factor per enclosure with all redundancy features (Hard Drives, Power, and Cable Management). The requisite number of Enclosures to be configured to populate the Servers and Storage/Expansion Units. The blade enclosure should support Intel/AMD and RISC/EPIC	104	Please change this to - "Latest generation up-to 10 U Form factor per enclosure with all redundancy features (Hard Drives, Power, and Cable Management). The requisite number of Enclosures to be configured to populate the Servers and Storage/Expansion Units. The blade enclosure should support Intel, AMD and RISC/EPIC. The blade enclosure should support all type current generation blades in the enclosure" The enclosure should support all Intel, AMD and RISC/EPIC blades so that in future any types of blades can be connected as per the requirement.	Please refer Corrigendum

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42.	5.1 SPECIFICATIONS OF SERVER HARDWARE 5.1.2 SPECIFICATION OF BLADE ENCLOSURE Blade Chassis to accommodate minimum of 14 hot pluggable blade servers with SAS HDDs.	104	Please change this to - "Blade Chassis to accommodate minimum of 16 hot pluggable blade servers with SAS HDDs." The blade enclosure should support 16 no of blades which is maximum as par different OEMS.	As per RFP
43.	5.1 SPECIFICATIONS OF SERVER HARDWARE 5.1.4 SPECIFICATION OF SAN STORAGE The storage array must have complete cache protection mechanism either by destaging data or providing complete cache data protection with battery/equivalent backup for up to 72 hours or more.	107	Please change this to - "The storage array must have complete cache protection mechanism either by DE staging data or providing complete cache data protection with battery/equivalent backup for up to 148 hours or more." The cache protection should be more than 100 Hours so that if any power outage happens the data in the cache should reside for longer time period.	As per RFP
Bidder - 5				
44.	5.4.4 Database should have the capability to store data types, like ASCII, Hexadecimal, Binary, Geo Spatial etc.	138	Pls explain the requirement for Spatial data support in the database	As per RFP
45.	5.4.4 The database should have the capability to support encryption of data at the column, table and table space level.	138	The term "Table Space" is related to a particular vendor product. Therefore, suggest you to change it to following "The Database Should have the capability to support encryption of data at the column level"	Please refer Corrigendum

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46.	5.4.4. Database should have support for spatial data storage, spatial data & functions and access and analysis of spatial data.	138	Please let us know the requirement for the Spatial data. If not required, then request you to remove the same.	As per RFP
47.	7.15 All server processes should be capable of being deployed in an active-active cluster using either software based capabilities or load balancers.	332	Please let us know if Active-Active is needed at hardware level or software level. Suggest you to remove this and make it highly available as having all the components as Active-Active will make solutiion expensive without giving any further performance benefits	As per RFP
48.	7 Application License should be enterprise wide for all the employees of the Council/ULB without any restriction on access / usage of any kind of functionality (including read/write/update) for any of the users. The Database quoted with the Application should be Full use without any restriction on the usage with any particular application.	173	Pls list down the applications other than the proposed for which database needs to be proposed and the quantity of licenses. Otherwise the database proposed in this bid will suffice requirements of the proposed solution without any restriction of customization requirement for the proposed solution only	There would be no application other than mentioned in the RFP. The detailed module wise user list has been provided in the Annexure 1 of RFP.
49.	2.22.2 In case of COTS products, OEM should commit to support the software licenses provided in the scope of this RFP for a period of 10 years. OEM should provide a stated policy document stating that the proposed software version is supported for the next 10 years	35	We request you to kindly make the support period of the software licenses till 2020 instead of 10 years.	As per RFP

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	and all the necessary updates are to be given free of cost. MAC should not be forced to upgrade the solution at any stage nor should the OEMs force MAC to sell any products beyond what is included within the scope of the RFP, post finalization of the RFP.			
50.	Application License should be enterprise wide for all the employees of the Council/ULB without any restriction on access / usage of any kind of functionality (including read/write/update) for any of the users. The Database quoted with the Application should be Full use without any restriction on the usage with any particular application.	173	Please clarify if you are looking for Enterprise Wide Licenses or user based licenses. We request you to consider user based licenses also.	Module wise user details have been provided in Annexure 1 of RFP.
51.	7 The system shall support the English characters and other state specific languages.	173	Please specify which the other state languages are.	Only English language.
52.	7 System should have provision for e-forms	299	Please clarify how many types of eForms? What is total number of citizens needs to be considered? Do we need to consider any growth rate till the project completes?	I. All citizen centric services should have eForm. II. Refer Section 4.14.2
53.	Not Mentioned	NA	Number of unique application users. You have provided departmental users. But, some users may use multiple modules	As per RFP

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54.	Not Mentioned	NA	Number of ESS (Employee Self Services)users	Refer Annexure 1
55.	Not Mentioned	NA	Number of Employees for payroll	Refer Annexure 1
56.	Not Mentioned	NA	Number of dashboard users	Please refer Corrigendum
57.	Not Mentioned	NA	Number of citizens to cater	Please refer Section 4.14.2
58.	Not Mentioned	NA	Annual procurement budget	Will be provided to the successful bidder.
59.			General Scope of Work Query-For the web based application, what protocol would be preferred: HTTP or HTTPS?	Post authentication secure access has to be https
60.			General Scope of Work Query-The required solution is completely web based or partially? If partially, pls. specify the components for windows based and web based accordingly.	Complete web based.
61.			General Scope of Work Query-For offline mode, in which format eForm(s) should be provided to user to fill it?	The functional requirement needs to be complied.
62.	Point: 7	Page 60,	General Scope of Work Query-Which type of role based user application requires? How many types of user can be possible?	User details have been provided in the RFP and all the modules mentioned in the RFP will be roll based. The user types will be provided to the successful bidder.

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63.	Point: 11	Page 61,	Which type of automatic work escalation it requires?	As per RFP
64.	Point: 12	Page 61,	General Scope of Work Query-In what format you want to store the documents?	Any format as long as they can be stored / retrieved / archived / deleted / printed.
65.	Point: 2	Page 62,	General Scope of Work Query-In which formats you want to convert the documents & what are those documents?	Any format as long as they can be stored / retrieved / archived / deleted / printed.
66.	point: 3	Page: 62,	General Scope of Work Query-What are the other systems to which SMS & emails require to integrate?	No other systems.
67.		Page: 183	General Scope of Work Query-For 'Revenue Management System', is there any dependency on other systems database? If yes, pls. specify RDBMS & related.	No dependency on any other databases.
68.		Page: 198	General Scope of Work Query-For 'Accounting System', is the transactional calculation depends on any other database? If yes, pls. specify RDBMS & related.	No dependency on any other databases.
69.			General Scope of Work Query-The application will be unilingual or multilingual? If multilingual, what are the languages?	Unilingual - English
70.			General Scope of Work Query-Whether the system generated documents will be in English language only or other too? If	Unilingual - English

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			also in other languages, pls. specify the languages & documents type.	
71.			General Query-While developing the solution, it may require third party paid component, would the client agreed to go for the same? If yes, what about the component cost?	The bidders to factor all the cost in their bid response they feel is required for the solution.
72.			General Query-What would be the approximate concurrent users on web site? If the numbers of concurrent users are high, it may require load balance. Whether the client wants to deploy the application with load balance or it should be general server based only?	As per RFP
73.			General Query-The solution required updated technologies with high performance hardware. A minimum server configuration including network speed should be provided before solution development.	As per RFP
74.			General query:-What would be the preferred technologies: Operating system: Server: RDBMS: Development tools:	No technology preference
75.			General query:-For integration services, whether application will also provide services to other application or will only consume	Both

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			services from other applications?	
76.			In case of consuming services, what are the technologies & RDBMS used for those services?	Will be provided to successful bidders.
77.			In case of providing service, what will be the approximate concurrent users?	Module wise detailed user list has been provided in the RFP beyond this its upto the bidder to calculate.
78.			General query:-If application requires consuming other services, what are those probable features/services? Whether these services are paid or free? If the services are paid, who will pay the service cost?	If any services are paid services and required to be consumed by the current application then the department will bear the cost of that.
79.			General query:-What will be the number of transaction per day?	Based on details provided in the RFP, bidders need to extrapolate the transaction volume. Under no circumstances, this should limit the system performance and requires further investments within serviceable life.
80.			General query:-What would be the growth rate of transaction/data per year?	100% adoption to be targeted within the serviceable life of the system
81.			General query:-Is there any solution being used currently related to this? If yes, what are	No solution currently in place.

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			the technologies used for the solution?	
82.			Output Voltage :-220 V +/- 10% (under line mode)-Please change it to 190 -253V	As per RFP
83.			Output Voltage :-220 V +/- 5% (under battery mode)-Please change it to 230V +/- 10 %	Please refer Corrigendum
84.			Indicators-LED indicators for AC Mains, DC, Load on Mains/Battery-Please change it to "On Mains /Mains Fail/On batt/Low batt/Fault/Overload"	Please refer Corrigendum
85.			Recharge Time to 90% capacity-3 to 4 hours-Please change it to 8 Hours for 90% Charge	As per RFP
86.			MFP-Resolution Printing: upto 1200 x 1200 dpi-Pls. change it to 1200 x 600	As per RFP
Bidder - 6				
87.	5.1.1 SPECIFICATION OF BLADE SERVER FOR DATABASE SERVERS AND GIS SERVER	103	<p>"Two number X86 based Processor. Processor Core Per CPU should be Minimum Six. The Frequency should be minimum 2.2 GHz. Processor should be latest series/generation for the server model being quoted. Server should be able to achieve spec_int_rate_base2006 of 410"</p> <p>Refer to the letter sent by Intel</p>	As per RFP

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Bidder - 7				
88.	4.2 GENERAL REQUIREMENTS FOR ULB APPLICATION (Facility to validate Digital signatures. The digital certificates associated with the signatures shall be checked against the current Certificate Revocation Lists (CRLs) of the Certificate Authority.)	60	Please explain Digital Signature. As we know there are various types of DS so which one do we need here? Do we need to process images and the signatures or via Cards? Who will provide us the necessary hardware requirements for the same?	Department's responsibility is procuring the Digital signatures. But installing and activating the digital signatures as per the solution will be the responsibility of the SI.
89.	4.2 GENERAL REQUIREMENTS FOR ULB APPLICATION(Facility to scan documents, convert them to specified format, allow verification / authorization and upload this as part of the electronic records, with the necessary metadata into the appropriate folder hierarchy updating any necessary indices / links consistent with the application needs.)	62	"Allow Verification"- Please clarify what kind of verification do we need to perform? How?	This refers to Physical verification of the electronic documents and facility to approve / reject the same in the system.
90.	7.1 REVENUE MANAGEMENT SYSTEM 7.1.2 TO - BE PROCESS DESCRIPTION d) Collection of Cash, Cheque (Cash is collected and acknowledgement is generated)	186	What happens after this process is accomplished?	As per RFP

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91.	7. Budget Execution and Control (Option to send an e-mail to the concerned department requesting the expenditure if the cumulative expenditure exceeds the budget)	204	Do we need to develop our email app? Or we can send it via our application?	Application to use mail messaging gateway.
92.	7.5.7 SATELLITE IMAGERY SPECIFICATIONS	239	Who will provide us the satellite access?	Procurement of satellite imagery is the responsibility of the bidder.
93.	2.22.L PRE QUALIFYING CRITERIA/CHECKLIST 3. The bidder should be ISO 9001:2008 certified company	32	Please clarify whether this clause is applicable only for Prime bidder or all the consortium members need to be registered with ISO 9001: 2008	Prime bidder
94.	2.22.L PRE QUALIFYING CRITERIA/CHECKLIST 12. The bidder shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate	33	Please clarify whether this clause is applicable only for Prime bidder or all the consortium members need to be registered with all the mentioned Acts & registration	Please refer Corrigendum
95.	2.22.3 EVALUATION OF TECHNICAL PROPOSAL Table 1: Technical evaluation criteria Should have successfully implemented at least TWO IT/ IT	36	The full mark for Main Heading "A. per mandated experience" is 10 which is divided into 2 parts each carrying 5	Please refer Corrigendum

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	enabled service project for Government Departments, Public Sector Undertakings, Utilities in India or abroad covering Application development, implementation, operation, maintenance and support services (worth at least Rs. 1Cr) in last 3 years. Evidence to be provided in the form of Work Order supported by customer certificate or/and Job Completion Certificate		marks but the following is also mentioned there: More than Four Projects of worth at least 10 Cr, each=10 Four Projects worth at least 1-Cr each = 8 Three Project of worth at least 1Cr. Each = \$ Two Project of worth at least 1 Cr. Each -3. Else 0 This is bit confusing. So please clarify the marking for this section.	
Bidder - 8				
96.	The offline feature for all the customer centric applications should be available so that even when there is a connectivity issue the user should be able to key-in the required information in the application. The application should have the feature to store the information locally and submit to server once the connectivity is restored	55	Please elaborate which transactions should be enabled for offline features.	All citizen centric services should be supported by offline feature.

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97.	Security testing – authentication, authorization, time-out, penetration testing, security audits	70	Does the security testing needs to be performed by a CERT-IN certified vendor or by vendor's own internal team? In case it has to be performed by certified vendor who will bear the costs for the same?	By CERT-IN certified vendors and bidder needs to bear the cost.
98.	System certification by STQC	72	Who will be bear the cost of STQC certification?	Bidder's responsibility
99.	SMS gateway	75	The SMS provider will be selected by the KMC/MAC. The costs for SMS's is being sent will be borne by KMC/MAC. Please confirm. If otherwise, request to inform the number of SMS to be sent per annum to enable us to calculate the associated costs.	This is an operational cost and department will bear the cost.
100.	Once the application is rolled out in the KMC, the application shall be rolled out in the remaining ULBs of Nagaland with no additional investments (financial or otherwise) required in terms of licenses, storage, servers or customization costs	76	Please confirm if the application deployed in KMC will be rolled out as is without any customization changes to the remaining ULB's. If changes are expected, please provide information the nature and extent of changes.	Will be rolled out without major changes.
101.			Are there any existing software applications operational in KMC? If yes, request to provide the information about the same and if data is required to be migrated from these applications?	No software application currently in place.

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102.	Accounting System	198	Does the state intend to follow the National Municipal Accounting Manual (NMAM)? If yes, should the system be compliant with the NMAM guidelines?	Relevant guideline will be provided to the successful bidder
103.	It Should have Inventory ERP Integration	234	Please specify the integration requirements with the Inventory	Please refer corrigendum
104.	Integration requirements of Grievance Redressal System	271	Should the Grievance redressal system be integrated with the GIS?	No.
105.	Grievance Redressal System	271	Does MAC envisage mobile application on smart phones to enable citizens to file grievances on the move?	Yes
106.	INTEGRATED PAYMENT GATEWAY	275	Does the tender document envisage integration with third party payment gateways like Billdesk, CCAvenue or the bidder has to integrate directly with the banks? If the bidder has to integrate directly with the banks, then how many banks need to be integrated?	The bidder will be responsible for integration of application with a third party payment gateway. Only The Capex for the same should be part of the bid.
107.	SERVICE MODULES OUT OF THE KMC AREA OF JURISDICTION	298	Are these services in scope of the bid? Modules Does the bidder have to include the costing for these modules as well in the commercial proposal?	Within the scope the bid.

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108.	SERVICE MODULES OUT OF THE KMC AREA OF JURISDICTION	298	Does the timeline for the project include these service modules as well? We recommend that these modules to be implemented as and when they are transferred to KMC as it would lead to better clarity on the actual requirements depending on the extent and functions of transfer	All modules should be included in the project timeline, if otherwise, shall be intimated to the selected bidder.
109.	All the members of consortium must have a positive net worth in the past three years (FY12-13, FY 11-12 and FY 10-11). This clause is applicable to both the Prime Bidder and the consortium partner(s).	33	This being an SI project, the prime bidder would be responsible for the entire execution and completion. Being the case, we request you to relax the condition to prime bidder havin positive net worth. ELSE In case the consortium member is non profit organization than, the positive net worth criteria may be relaxed which is as per their constitution.	As per RFP
110.	The bidder shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act , valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate.	32	Since we do not engage any contract labors for our company, hence, we have not registered under the mentioned act. Since the kind of work mentioned in the RFP pertains to IT and its implementation, it will be carried out, it will be carried out through employees hence request you to relax submission of registration Labor Laws Contract labor (Regulation & Abolition Act) Act. We have implemented all suggestions given by Ministry of	In case a company is exempt from labor law registration, proper documentation should be furnished by authorized signatory.

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			HRD in terms of PF, EPF, Bonus, Gratuity etc to employee under our rolls. request to relax the clause as applicable	
111.	Approach for business continuity & disaster recovery	24	Will DR be 100% of the DC ? What is the location of the DR	DR would be as per NeGP Guidelines.
112.	Proposed Hardware and Networking architecture and specifications to run the systems ensuring ensure high availability, integrity, scalability, distribution and concurrency and Bill of Material	24	Within the DC, is high availability approach (Active - Active) required? Similarly, with in the DR, is high availability required?	Bidder to ensure High availability.
113.	Requirement Analysis	166	How do we put the value for one head such as "Requirement Analysis" OR "SRS" OR "SDD" as it is asking man-months and also asking unit rate	For each major phase of the project the bidder needs to provide the no of different resource required (in month) and the unit price of the resource/month
114.			The header of the page shows Odisha. Please clarify	Please ignore
115.			It is mentioned that unit cost of resource should be mentioned in table 6.3.4. In the given table, it is mentioned to quote the man months only. These two statements are contradictory. Kindly clarify the exact commercials component to be	In the first table, module wise man months for each resource type have to be provided. In the second table, rate for each resource type has to be provided.

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
			considered in this section	
116.			We find that this table forms a part of the TCO given in 6.3.10. If it is rate card, then, hw can it be part of TCO.	6.3.10 is to provide summary of all costs
117.	DATA DIGITIZATION	67	Kindly share with us following: 1. Total number of documents to be scanned 2. Size (A4/A3 etc)of the documents and size wise number of pages 3. Are document two sided or single sided 4. The sample copy of each type of the documents for which the data entry is to be done to arrive at the optimum cost of the data enrty. ELSE request you to share the number of characters per document / form.	Please refer Corrigendum
118.	Two number X86 based Processor. Processor Core Per CPU should be Minimum Six. The Frequency should be minimum 2.2 GHz. Processor should be latest series/generation for the server model being quoted	103	Instead of x86 based architecture x64 can be used, as x86 is 32bit and x64 is 64bit.	As per RFP

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
119.	Two 300 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks	103	The minimum number of disks required to implement RAID 0+1 is three, where two independent volumes are striped across the three drives and mirror each other. But it is more common to use a minimum of four disks as the stripe pattern is simpler for an even number of drives. If two drives is only used then Total Array size would be 300 GB and total Useable Disk Space will 279.39Gb. Double the amount of drives is required to achieve desired capacity. Additionally, what will be the RPM for drives to be considered?	I. As per RFP II.Please refer Corrigendum
120.	Microsoft Windows Server latest version Standard and datacenter Edition (32 bit and 64 bit) Red Hat Enterprise Linux latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit)	103	64bit OS cannot be deployed on x86 based processor.	Please refer Corrigendum
121.	Two number X86 based Processor. Processor Core Per CPU should be Minimum Six. The Frequency should be minimum 2.2 GHz. Processor should be latest series/generation for the server model being quoted	105	Instead of x86 based architecture x64 can be used, as x86 is 32bit and x64 is 64bit.	As per RFP

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
122.	Two 300 GB 2.5" SAS Hard Disk Drive hot swappable system disk with mirroring using integrated RAID 0,1 on internal disks	105	The minimum number of disks required to implement RAID 0+1 is three, where two independent volumes are striped across the three drives and mirror each other. But it is more common to use a minimum of four disks as the stripe pattern is simpler for an even number of drives. If two drives is only used then Total Array size would be 300 GB and total Useable Disk Space will 279.39Gb. Double the amount of drives is required to achieve desired capacity. Additionally, what will be the RPM for drives to be considered?	I. As per RFP II. Please refer Corrigendum
123.	Microsoft Windows Server latest version Standard and datacenter Edition (32 bit and 64 bit) Red Hat Enterprise Linux latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit) SUSE LINUX Enterprise Server latest version (32 bit and 64 bit)	105	64bit OS cannot be deployed on x86 based processor.	Please refer corrigendum
124.	Offered controllers shall be based on latest PCI-e/Equivalent technology to ensure that there is no bottleneck for IO communication.	106	What is the IOPS required.	As per RFP
125.		117	Do we have to use the existing switch present at SDC or we have to provide new switch which will be deployed at SDC	As per RFP

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
126.		118	Do we have to use the existing Load Balancer present at SDC or we have to provide new Load Balancer which will be deployed at SDC	As per RFP
127.	Bidders to do a detailed assessment of the existing Firewall (details in Annexure 2) at state data centre and as part of implementing the services for this project as per the solution requirement, SI is required to procure full use licenses of the existing Hardware and software if needed as per the solution requirement. SI shall be responsible for configuring, commissioning and integrating the Nagaland JnNURM E-Governance Project on the existing Firewall. Department will be not be responsible for any infrastructure gap or compatibility across the current infrastructure and the proposed infrastructure.	120	Firewall will be provided by SDC for procuring hardware and software licenses. Or we can provide Firewall and deploy at SDC.	As per RFP
128.	Bidders to do a detailed assessment of the existing IPS (details in Annexure 2) at state data centre and as part of implementing the services for this project as per the solution requirement. SI is required to procure full use licenses of the existing Hardware and software if needed as per the solution	122	Firewall will be provided by SDC for procuring hardware and software licenses. Or we can provide Firewall and deploy at SDC.	As per RFP

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
	requirement. SI shall be responsible for configuring, commissioning and integrating the Nagaland JnNURM E-Governance Project on the existing IPS. Department will be not be responsible for any infrastructure gap or compatibility across the current infrastructure and the proposed infrastructure.			
129.	The connectivity for project at the office of ULBs and MAC will be Lease line with Minimum 2 Mbps. Bidder will be required to provide Leased Line connectivity from BSNL for the office of ULB and MAC and finally connecting the offices to the Nagaland State Data Centre where solution will be hosted. Implementation Partner will be responsible for installing, configuring and commissioning of the Leased lines and the recurring bandwidth cost for the same during 2 years after Go-Live. Implementation Partner will ensure termination of the aggregated bandwidth from service provider of both the links directly at SDC. Implementation Partner will also be responsible for setting up and maintenance of LAN at the individual offices, wherever	84	Incase of lease line presence is not available from BSNL, what would be the alternative connectivity suggested. Can the alternate connectivity be considered on fibre optic? If yes, please provide the distance in kms, between each of 19 ULB and SDC for proper estimates. As the RFP does not talk about the redundancy of the network connectivity, it is required? If yes, what would be the bandwidth?	Connectivity to ULBs other than KMC not under the scope. Rest as per RFP.

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
	required.			
130.	The type of trainings, approximate number of trainees for them, and number of training sessions for each category is as follows: Basic IT & Computer training – 150 trainees (approx)- 3 times	71	3 times indicates that 150 will be divided in three sections OR $150 \times 3 = 450$ trainees. Same applies for other type of trainings mentioned. The training people mentioned in the commercial format 6.3.6 is 150 but in 4.7 it is much more. Which should we refer.	As per RFP
131.			3 times mentioned here will be spread over 5 years? Else what is the duration of the training?	3 times training will be completed before Go-Live of the application, which is 1 year from inception of the project.
132.			Please share the total number of employees to be trained (single figure)	Please refer Corrigendum
133.	CF-7: ANNUAL MAINTENANCE COST	171	The table mentions Total Units (A) and Unit Value in Rs. (B). Kindly give us an example of the same in the context of AMC.	For AMC, bulk cost for a year may be cited (instead of unit cost x unit) Year wise AMC to be mentioned in line items Sum of AMC for all years will provide total cost under AMC.

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
134.	TF-5: FORMAT FOR KEY PROJECT TEAM MEMBER'S RESUME	161	Kindly specify the number of resumes you would like to receive from us. In the clause "Key project team members" has been mentioned. Does it mean we have to provide only sample resume? If not please specify the number of resumes we have to submit	Please refer Corrigendum
135.	GF-1: BIDDER'S PROFILE Does the company have authorised dealer registered in Nagaland?	140	Please specify the meaning of authorized dealer here.	Please refer Corrigendum
136.	Support for X.509v3 certificate based digital signatures for all approvals within the system.	326	Will the digital signatures be procured by the department? If No, then how many digital signatures vendor has to provide and will be hardware based or web based?	Digital Signature is the responsibility of the Department.
137.	DG Set		Please specify the specifications of the DG set including number of DG sets	Please refer Corrigendum
138.	COMPONENTS AT THE KOHIMA MUNICIPALITY	100	Are the components mentioned here, standard for all the ULBs? As this table heading indicates that it is only for Kohima Municipality. If yes, what will be the qty of the components for each ULB	Client-end ICT infrastructure for ULBS other than Kohima Municipal Council is out of scope.

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
139.	Table given on ULB	82	As mentioned on page 82, Kohima Municipal council, the number of employees is 65. But on page 100, the max qty of desktop PC are 40. There is difference of 25 number of desktop PC. Do we need to provide these 25 PC and also other corresponding components?	As per RFP
140.			As per table on page 82, total 19 ULB in Nagaland are mentioned. Do we need to provide the all the hardware components as per the number of users mentioned in the table.	Client-end ICT infrastructure for ULBS other than Kohima Municipal Council is out of scope.
141.	Preloaded Windows 7 Professional for Desktop	110	As Windows 7 is obsolete, can we provide Windows 8 Professional. Instead of preloaded Antivirus, can we install at ULB site	Please refer Corrigendum
142.	Preloaded Windows 7 Professional for Laptop	110	As Windows 7 is obsolete, can we provide Windows 8 Professional. Instead of preloaded Antivirus, can we install at ULB site	Please refer Corrigendum

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
143.			Do we need to provide data encryption and control solutions for: key management and granular access control policies for databases, applications, mainframe environments, and individual files, simplifying administration, to help ensure compliance, and maximizing security.	As per RFP
144.	Specifications of Blade enclosure	104	Though the SAN Switch is available in blade enclosure, additionally SAN switch is required or not?	Minimum requirement has been specified in the RFP but bidders are free to suggest over and above the minimum requirement
Bidder - 9				
145.	2.22.1 PRE QUALIFYING CRITERIA/CHECKLIST Sl. No.6	32	We understand the same as below: Bidder (lead bidder in case of consortium) must be having a registered office with legal presence in India and with a minimum average annual turnover of INR 20 crores (Rupees Twenty Crores) for the preceding 3 financial years ended with 31st March 2013 (as per the Audited Balance Sheets and Income statements). The revenues must be accrued from Software Development "or" System Integration and Associated Services (for example: Consulting, Software	As per RFP

Que ry Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
			maintenance/support, Custom development, etc.)	
146.	Table 1: Technical evaluation criteria A. PQR mandated experience A.1.1	36	We understand the same as below: Should have successfully implemented at least TWO IT "or" IT enabled service project for Government Departments, Public Sector Undertakings, Utilities in India or abroad covering Application development, implementation, operation, maintenance and support services (worth at least Rs. 1 Cr) in last 3 years. Evidence to be provided in the form of Work Order supported by customer certificate or/and Job Completion Certificate	As per RFP
147.	Clause No 5.1.1: SPECIFICATION OF BLADE SERVER FOR DATABASE SERVERS AND GIS SERVER Clause No 5.1.3 SPECIFICATION OF BLADE SERVER FOR APPLICATION, WEB, EMAIL ETC.	103, 105	Requesting you to change the same as below: Two numbers X86 based Processor. Processor Core Per CPU should be Minimum Six. The Frequency should be minimum 2.2 GHz. Processor should be latest series/generation for the server model being quoted. Server should be able to achieve spec_int_rate_base2006 of 410	As per RFP

Query Sl. No	RFP Clause No	RFP Page No	Query from Bidder	Response / Clarification
Bidder - 10				
148.	5.1.4	107	Point 15 - in addition to the business copy feature, request to incorporate "ability to perform synchronous and asynchronous data replication" The replication feature will ensure seamless data transfer while deriving the DR strategy. The storage should have ability for synchronous and asynchronous data replication to avoid future issues	Please refer Corrigendum

DISCLAIMER: The Query response is indicative and in Good faith. In case of any misunderstanding, the RFP and Corrigendum shall prevail.