

Sr. No.	#	Section (No. & Name)	Page No. / Point	Statement as per RFP document	Query by the bidder	Reason for Query	Suggestions by the bidder	NITI Response
1	RFP_Vol 2_NGO Darpan 2.0	3.2.2. Cloud Services	28	Design and develop deployment architecture, strategy and roadmap. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	Active - Active datacenter architecture is supported by only single Meity empanelled CSP. Active - Active architecture doesn't safeguard data against any natural disaster. As per Meity DR best practice guidelines, there should be minimum of 100 KM distance between DC and DR. https://www.meity.gov.in/writereaddata/files/DR%20Best%20Practices.pdf	Clause specific to a single CSP. Also Meity DR guidelines states that minimum of 100KM distance must be there between DC and DR to avoid any man made and natural disaster.	Cloud service provider should offer 99.95% uptime SLA with active- active / Active -Passive architecture across data centers to avoid data loss against any man made or natural disaster.	Refer Corrigendum point no. 4
2	RFP_Vol 1_NGO Darpan 2.0	DATA SHEET	9	INR 5,00,000/- (Rupees Five Lakhs only) in form of Insurance Security Bonds, an Account Payee Demand Draft, or Bank Guarantee from a Commercial Bank. Please refer the Bank Guarantee Format provided in Annexure 2 of this RFP.	Request you to please confirm about exemption for MSME/Startup by DIPP bidder	As per New Notification by Government of India (File No.: 9/4/2020-PPD Dated: 12.11.2020) & Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises and the firms registered under with concerned Ministries/Departments are exempted from submission of Bid Security. Further in lieu of Bid security, ministries/Departments mas ask bidders to sign "Bid Security Declaration".	-	No Change
3	RFP_Vol 1_NGO Darpan 2.0	Prequalification Parameter	28	The Bidder should have an average annual turnover of at-least 50 Crores in the last three financial years (i.e., 2018-19, 2019-20, 2020 - 2021).	Request you to please confirm if there is relaxation for Startup by DIPP	-	-	No Change
4	RFP_Vol 1_NGO Darpan 2.0	Prequalification Parameter	28	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore	Request you to please confirm if there is relaxation for Startup by DIPP	-	-	No Change
5		RFP_Vol 1_NGO Darpan 2.0	Page No. 10, 2.2.1. Other Definition and Terms	Bidder refers to "Sole Bidder". The term Bidder means the bidding entity participating in the tender as individual firm	We request you kindly amend this clause as: refers to "Sole Bidder/Consortium Partner". The term Bidder means the bidding entity participating in the tender as individual firm /Consortium Partner	This RFP requires the vendor, SI, or MSP to produce the best possible solution by utilising the best available knowledge in many domains.	We request you kindly amend this clause as: refers to "Sole Bidder/Consortium Partner". The term Bidder means the bidding entity participating in the tender as individual firm /Consortium Partner	No Change
6		4.2 Stage I - Pre-Qualification Bid Evaluation/4.2 Stage I - Pre-Qualification Bid Evaluation	Page 28, S.no. 6	Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	We request you kindly amend this clause as: The Bidder/consortium member/ OEM must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	This RFP requires the vendor, SI, or MSP to produce the best possible solution by utilising the best available knowledge in many domains.	We request you kindly amend this clause as: The Bidder/consortium member/ OEM must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change
7		4.3.1 Technical Evaluation Framework	Page 29, S. No. 2	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs.	We request you kindly amend this clause as: Relevant projects* experience of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/PSUs/Public Sector Banks & Financial Institutions.	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ OEM/ MSP need to provide the best possible solution. The reduced value of the project will help in maximum participation and chances of best possible solution.	We request you kindly amend this clause as: Relevant projects* experience of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/PSUs/Public Sector Banks & Financial Institutions. Each project will be given score as below:	Refer Corrigendum point no. 6

				Each project will be given score as below: • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks	Each project will be given score as below: • Project value >= 3 Crore and < 4.5 Crore - 2 Marks • Project value >= 4.5 Crore and < 6.0 Crore - 3 Marks • Project value >= 6.0 Crore - 5 Marks		• Project value >= 3 Crore and < 4.5 Crore - 2 Marks • • Project value >= 4.5 Crore and < 6.0 Crore - 3 Marks • • Project value >= 6.0 Crore - 5 Marks	No Change
				Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	Relevant projects* - Project must be of Application/ Portal development with at least 3 of the following modules - 1- Web Portal with Content Management System 2- Document Management System 3- Records Management System 4- Project Management 5- Workflow based application processing system 6- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.		Relevant projects* - Project must be of Application/ Portal development with at least 3 of the following modules - 1- Web Portal with Content Management System 2- Document Management System 3- Records Management System 4- Project Management 5- Workflow based application processing system 6- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change
8		4.3.1 Technical Evaluation Framework	Page 30, S. No. 3	Bidder shall have delivered projects of Application/ Portal development with large number of registered users - • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark	We request you kindly amend this clause as: Bidder/Consortium Partner shall have delivered projects of Application/ Portal development with large number of registered users - • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ OEM/ MSP need to provide the best possible solution. The reduced value of the project will help in maximum participation and chances of best possible solution.	We request you kindly amend this clause as: Bidder/Consortium Partner shall have delivered projects of Application/ Portal development with large number of registered users - • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark	No Change
9		4.3.1 Technical Evaluation Framework	Page 30, S. No. 4	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks	We request you kindly amend this clause as: Bidder/Consortium Partner shall have delivered projects of Application/ Portal development with integration with PFMS • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ OEM/ MSP need to provide the best possible solution. The reduced value of the project will help in maximum participation and chances of best possible solution.	We request you kindly amend this clause as: Bidder/Consortium Partner shall have delivered projects of Application/ Portal development with integration with PFMS • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks	No Change
10		8.1. Implementation Phases and Schedule	43	Currently 43 Ministries/ Department of Government of India are providing Grant-in-Aid to NGOs under various schemes.	As mentioned in the RFP document, Currently 43 Ministries/ Department of Government of India are providing grant-in-Aid to NGOs under various schemes and Ministries / Department will be integrated with NGO Darpan 2.0. So would these Ministries and Agencies' officials would be part of the system, for eg. they would be approving grant applications of their agency's schemes for applicants who submitted application on DARPAN 2.0. Please confirm. If yes, then would these users are considered as part of 200 concurrent users mentioned in the RFP document. Please clarify.	To understand user requirements and defining sizing for infrastructure		RFP Clause is self explanatory
11		10.2.10. Integration with External system	77	General	As per the RFP, the proposed solution needed to be integrated to the following system: 1. PFMS 2. FCRA, 80 G / 10 A and CSR systems 3. Income Tax Department 4. Ministry of Corporate Affairs on (CSR) 5. CBDT 6. NSDL and Aadhar 7. GIS Please confirm if there is any other system apart from the mentioned systems that proposed solution has to be integrated with	In order to clear the scope of integration		RFP Clause is self explanatory

12		2. External Interfaces	12	Regarding Integration	As mentioned in the RFP, the proposed the system has to be integrated with ministries and departments. So request you to please clarify which ministries/departments to be integrated with DARPAN 2.0 and whether these Ministries/departments can provide the APIs/Web services for the integration purpose.	In order to estimate the scope of work properly		RFP Clause is self explanatory
13		10.2.1. General Requirement	56	General	There are various global analyst reports like Gartner Magic Quadrant and Forrester Wave Report which rate the best products available in the market which are in sync with the current technology trends and also have defined roadmap for the products. So in order to have best of the breed solution, we request NITI Aayog to ask the vendors to propose products for Workflow Management System and Document Management which are present in any of the leading analyst reports like Gartner MQ or Forrester Wave for Content Service Platforms and Low Code Application Platform/Digital Process Automation report in last 3 years.	Incorporating this criteria will ensure best of the breed products		No Change
14		Application Standards, Interoperability	93	The application should be built on Open Standards and easily integrated with the existing Applications or other third party applications through web services	As per the RFP, the application should be built on open standards and be ready for interoperability. So considering this requirement and to have best of the breed product in terms of features, compliance, interoperability and performance, we recommend that NITI Aayog should opt for workflow and document management system should comply to these open standards: Workflow Engine BPMN 2.0, BPEL, WfMC Document Management System CMIS, WebDav, ODMA	incorporating this functionality will ensure best of industry products that adhere to industry open standards and will achieve interoperability		RFP Clause is self explanatory
15		Workflow and Document Management System,	24	The system should have inbuilt document management capability to store, archive and retrieve documents. It should support searching and metadata management.	As mentioned in the clause and multiple other use cases, there would be requirements storing, archiving, and retrieving of documents. So based on this requirement, we suggest that the proposed system should have the inbuilt viewer for viewing the documents of various formats such as scanned images (tiff, jpeg), PDF, PDF/A, Audio/Video files etc. Please confirm.	In order to have secured viewing of documents without downloading it outside of the system.		RFP Clause is self explanatory

16		Workflow and Document Management System,	24	The system shall facilitate re-engineering of processes. A workflow engine to support different types of routing mechanism including: Sequential routing, Parallel routing, Rule based routing and Ad-hoc routing	As Authority requires a comprehensive Rule Engine platform under Workflow Management tool. So taking this requirement into consideration, NITI Aayog would require centralized Rule Management engines part of Business Process management tool which should have atleast the below mentioned capabilities in it in order to fulfill the objective of the system: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules. Please confirm.	In order to have a best of the breed Rule engine for centrally managing the business rules for complete system		RFP Clause is self explanatory
17		Cloud Requirements	112	NGO Darpan 2.0 application package will be hosted centrally on the cloud	Please clarify the cloud platform which NITI Aayog will be utilizing for application deployment.			RFP Clause is self explanatory
18		Document and Records Management Module	108	The NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes.	As stated in the clause, the NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes. So based on our experience in similar Govt. organizations in India, NITI Aayog requires a comprehensive Records Management System as well with atleast below mentioned capabilities: a. Capability to define retention/disposition/storage policy etc for electronic & physical records from long term preservation perspective. b. Capability to capture details about the records (Electronic & Physical) c. Capability to track Physical records movement d. Certified with global standards like DoD 5015.2, ISO 15489, ISO 16175	In order to have proven enterprise level records management system for maintaining the complete life cycle of the documents/records		RFP Clause is self explanatory
19		7. TRAINING AND CHANGE MANAGEMENT REQUIREMENTS	40	Regarding Training	Please provide clarity about the no of users to be trained as part of the current project of scope.	To define the scope properly		Total number of users are to be trained 100-150 initially. However, training is continuous exercise and MSP need to train new users as and when required.
20		RFP_Vol 1_NGO Darpan 2.0	Page No. 10/ 2.2.1. Other Definition and Terms	Bidder refers to "Sole Bidder". The term Bidder means the bidding entity participating in the tender as individual firm	Request to allow the consortium.	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ MSP need to provide the best possible solution.	"Bidder" Refers to an Individual firm or a consortium of two entities. The term Bidder means the bidding entity participating in the tender as individual firm or a consortium of two entities.	No Change

21		4.2 Stage I - Pre-Qualification Bid Evaluation	Page 28/ S.no. 6	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/ PSUs -	Request to allow the consortium member/ OEM experience for the same. Also request to reduce the value of project as mentioned in suggestion column.	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ OEM/ MSP need to provide the best possible solution. The reduced value of the project will help in maximum participation and chances of best possible solution.	The Bidder/OEM must have experience of delivering Relevant projects* of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/ PSUs -	No Change
				at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore			at-least 3 projects of project value more than 3 Crore each OR - at-least 2 projects of project value more than 4.5 Crore each OR - at-least 1 project of project value more than 6 Crore	No Change
				Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.			Relevant projects* - Project must be of Application development / Portal development / eGovernance Solution with at least 3 of the following modules - 1-Web Portal with Content Management System 2-Document Management System 3-Records Management System 4-Project Management 5-Workflow based application processing system 6-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change
22		4.3.1 Technical Evaluation Framework	Page 29/ S. No. 2	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/ PSUs.	Request to allow the consortium member/ OEM experience for the same. Also request to reduce the value of project as mentioned in suggestion column.	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ OEM/ MSP need to provide the best possible solution. The reduced value of the project will help in maximum participation and chances of best possible solution.	Relevant projects* experience of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/ PSUs/Public Sector Banks & Financial Institutions.	Refer Corrigendum point no. 6
				Each project will be given score as below: • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks			Each project will be given score as below: •Project value >= 3 Crore and < 4.5 Crore - 2 Marks •• Project value >= 4.5 Crore and < 6.0 Crore - 3 Marks •• Project value >= 6.0 Crore - 5 Marks	No Change
				Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.			Relevant projects* - Project must be of Application/ Portal development with at least 3 of the following modules - 1-Web Portal with Content Management System 2-Document Management System 3-Records Management System 4-Project Management 5-Workflow based application processing system 6-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change
23		4.3.1 Technical Evaluation Framework	Page 30/ S. No. 3	Bidder shall have delivered projects of Application/ Portal development with large number of registered users - • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark	Request to allow the consortium member experience for the same.	This RFP involves the utilization of best possible expertise in different domain and the vendor/ SI/ MSP need to provide the best possible solution.	No change in clause	No Change

24		4.3.1 Technical Evaluation Framework	Page 30/ S. No. 4	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS <ul style="list-style-type: none"> • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks 	Request to allow the consortium member experience for the same.	This RFP involves the utilization of best possible expertise in different domain and the vendor / SI/ MSP need to provide the best possible solution.	No change in clause	No Change
25		10.2.1 General Requirement	Page 56	The proposed platform should be built using Content Management System (CMS), Workflow Engine, Collaboration, Document Management (DMS) and Enterprise Search as an integrated unified system and should be platform independent with or without virtualization.	As understood from the RFP requirement, Niti Ayog requires a Web Portal which will be integrated with Low Code based, Configurable Workflow Framework with Underlying Document Management System. As per standard process, all applications pertaining to Office Registration, NGO Black-Listing Requests, Grants related Application, Grievance related Applications will be submitted into Portal from where those requests will be collated, processed & approved/rejected by Workflow Solution and post that, all respective documents will get archived into underlying DMS. Please confirm if that understanding is correct.	The Portal will act as an open interface between Government & Citizen where as the the integrated Workflow Solution will act as an robust & configurable decision making system with utmost flexibility and in-built repository with secured access mechanism. This approach will enable more participation of global players for Workflow & Document Management System.	The proposed Portal should be built using Content Management System (CMS), and the integrated Workflow Engine should be built on Low code based BPM framework with Collaboration feature along with underlying Document Management (DMS) and Enterprise Search facility. The platform should be independent with or without virtualization.	RFP Clause is self explanatory
26		10.2.1 General Requirement	Page 56	The proposed platform should be COTS or Enterprise Edition Open-Source product supported by a reputable OEM. In case bidder is not providing solution based on Open Source Software (OSS), justification for exclusion of OSS is to be provided in their technical bid response.	Requesting Niti Ayog to consider the following changes in the mentioned statement "The proposed Portal should be built on Open Source / Be-spoke development and the integrated & back-end Workflow and DMS Framework should be Commercial off the Shelf (COTS)"	Requesting Niti Ayog to consider Open Source / Be-spoke for Portal as they will require its Source Code for future changes or enhancements. The integrated back-end Workflow & DMS should be COTS as there will be a lot configuration required on top of base solution to achive the requirement of Niti Ayog workflow for their multiple manual processes.	The proposed Portal should be built on Open Source / Be-spoke development and the integrated & back-end Workflow and DMS Framework should be Commercial off the Shelf (COTS).	RFP Clause is self explanatory
27		10.2.1 General Requirement	Page 56	The proposed platform should be COTS or Enterprise Edition Open-Source product supported by a reputable OEM. In case bidder is not providing solution based on Open Source Software (OSS), justification for exclusion of OSS is to be provided in their technical bid response.	As we understand the Niti Ayog requires a low code based Workflow Solution with underlying DMS application, it's suggestible to the purchaser to add the following statement in Compliance Section, "The product for DMS & BPM should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management and Intelligent Business Process Management/Digital Process Automation reports in any of last 3 Years".	The incorporation of the statement will ensure the participation of global players with their best of the breed solution offerings.	The product for DMS & BPM should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management and Intelligent Business Process Management/Digital Process Automation reports in any of last 3 Years.	No Change
28		14 Web portal, Content Management System and Workflow	Page 21	Should include all platform components i.e. Content Management System (CMS), Portal, Digital Asset, Document Management, Workflow Engine, Forms, Collaboration & Enterprise Search.	As we understand the Niti Ayog requires a low code based Workflow Solution with underlying DMS application, it's suggestible to the purchaser to modify the mentioned statement as follows, "The web portal should be integrated with low coded, configurable workflow platform with its in-built document management system".	The integrated solution will ensure the distribution of work load evenly to multiple applications i.e. For accepting the service request there will be Portal, for decision making purpose, there will be integrated workflow and for document archiving, there will be underlying document management system.	The web portal should be integrated with low coded, configurable workflow platform with its in-built document management system.	RFP Clause is self explanatory

29		Workflow and Document Management System	Page 22	Workflow and Document Management System	<p>In line of the above assumption is correct, requesting the purchaser to consider the following compliance points for Low code based Workflow Framework,</p> <ol style="list-style-type: none"> 1. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing. 2. The low code BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities. 3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. 4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. 5. The system shall provide facility to define custom triggers like Emails, on predefined conditions. 7. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 8. The proposed Workflow Solution should be BPMN & BPEL compliant. 	The presence of a robust but configurable workflow framework (Which will be integrated with Portal) will ensure the provision of End-to-End System from capturing of request, processing of request and secured archival of the documents.	RFP Clause is self explanatory
30		Workflow and Document Management System	Page 22	Workflow and Document Management System	<p>In line of the above assumption is correct, requesting the purchaser to consider the following compliance points for Configurable DMS Framework,</p> <ul style="list-style-type: none"> - Solution should be compliant to ODMA, WebDav open source standards. - Categorization of documents in folders-subfolders structure. - Repository should be format agnostic. - Indexing of the documents on user defined parameters. - Robust & right based SEARCH capability. - Rich out-of-box functionalities like Annotation, Link, Version Management, Alarms & Reminder etc. - In-built User Management, Rights Management & Password Management modules. <p>Please consider the incorporation of the above points to Document Management section.</p>	The presence of a robust but configurable workflow framework (Which will be integrated with Portal) will ensure the provision of End-to-End System from capturing of request, processing of request and secured archival of the documents.	No Change
31		8.1. Implementation Phases and Schedule	43	Currently 43 Ministries/ Department of Government of India are providing Grant-in-Aid to NGOs under various schemes.	<p>As mentioned in the RFP document, Currently 43 Ministries/ Department of Government of India are providing Grant-in-Aid to NGOs under various schemes and Ministries / Department will be integrated with NGO Darpan 2.0. So would these Ministries and Agencies' officials would be part of the system, for eg. they would be approving grant applications of their agency's schemes for applicants who submitted application on DARPAN 2.0.</p> <p>Please confirm. If yes, then would these users are considered as part of 200 concurrent users mentioned in the RFP document. Please clarify.</p>	To understand user requirements and defining sizing for infrastructure	RFP clause is self explanatory

32		10.2.10. Integration with External system	77	General	As per the RFP, the proposed solution needed to be integrated to the following system: 1. PFMS 2. FCRA, 80 G / 10 A and CSR systems 3. Income Tax Department 4. Ministry of Corporate Affairs on (CSR) 5. CBDT 6. NSDL and Aadhar 7. GIS Please confirm if there is any other system apart from the mentioned systems that proposed solution has to be integrated with	In order to clear the scope of integration		RFP Clause is self explanatory
33		2. External Interfaces	12	Regarding integration	As mentioned in the RFP, the proposed system has to be integrated with ministries and departments. So request you to please clarify which ministries/departments to be integrated with DARPAN 2.0 and whether these Ministries/departments can provide the APIs/Web services for the integration purpose.	In order to estimate the scope of work properly		RFP Clause is self explanatory
34		10.2.1. General Requirement	56	General	There are various global analyst reports like Gartner Magic Quadrant and Forrester Wave Report which rate the best products available in the market which are in sync with the current technology trends and also have defined roadmap for the products. So in order to have best of the breed solution, we request NITI Aayog to ask the vendors to propose products for Workflow Management System and Document Management which are present in any of the leading analyst reports like Gartner MQ or Forrester Wave for Content Service Platforms and Low Code Application Platform/Digital Process Automation report in last 3 years.	Incorporating this criteria will ensure best of the breed products		No Change
35		Application Standards, Interoperability	93	The application should be built on Open Standards and easily integrated with the existing Applications or other third-party applications through web services	As per the RFP, the application should be built on open standards and be ready for interoperability. So considering this requirement and to have best of the breed product in terms of features, compliance, interoperability and performance, we recommend that NITI Aayog should opt for workflow and document management system should comply to these open standards: Workflow Engine- BPMN 2.0, BPEL, WfMC Document Management System- CMIS, WebDav, ODMA Please confirm.	Incorporating this functionality will ensure best of industry products that adhere to industry open standards and will achieve interoperability		No Change
36		Workflow and Document Management System,	24	The system should have inbuilt document management capability to store, archive and retrieve documents. It should support searching and metadata management.	As mentioned in the clause and multiple other use cases, there would be requirements storing, archiving, and retrieving of documents. So based on this requirement, we suggest that the proposed system should have the inbuilt viewer for viewing the documents of various formats such as scanned images (tiff, jpeg), PDF, PDF/A, Audio/Video files etc. Please confirm.	In order to have secured viewing of documents without downloading it outside of the system		RFP Clause is self explanatory

37		Workflow and Document Management System,	24	The system shall facilitate re-engineering of processes. A workflow engine to support different types of routing mechanism including: Sequential routing, Parallel routing, Rule based routing and Ad-hoc routing	As Authority requires a comprehensive Rule Engine platform under Workflow Management tool. So taking this requirement into consideration, NITI Aayog would require centralized Rule Management engine as part of Business Process management tool which should have atleast the below mentioned capabilities in it in order to fulfill the objective of the system: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules.	In order to have a best of the breed Rule engine for centrally managing the business rules for complete system		RFP Clause is self explanatory
38		Cloud Requirements	112	NGO Darpan 2.0 application package will be hosted centrally on the cloud	Please clarify the cloud platform which NITI Aayog will be utilizing for application deployment.			RFP Clause is self explanatory
39		Document and Records Management Module	108	The NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes.	As stated in the clause, the NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes. So based on our experience in similar Govt. organizations in India, NITI Aayog requires a comprehensive Records Management System as well with atleast below mentioned capabilities: a. Capability to define retention/disposition/storage policy etc for electronic & physical records from long term preservation perspective. b. Capability to capture details about the records (Electronic & Physical) c. Capability to track Physical records movement d. Certified with global standards like DoD 5015.2, ISO 15489, ISO 16175	In order to have proven enterprise level records management system for maintaining the complete life cycle of the documents/records		RFP Clause is self explanatory
40		7. TRAINING AND CHANGE MANAGEMENT REQUIREMENTS	40	Regarding Training	Please provide clarity about the no of users to be trained as part of the current project of scope.	To define the scope properly		Refer response to query no 112
41		Vol 1 - Annexure 9 - Format for Authorization Letters from OEMs	65	Authorization format	We will request that CSP may be allowed to provide the letter of authorization in their own standard format	The current MAF format is aligned to Hardware providers, the Cloud Service Providers (CSPs) offer services which are not delivered through any factories or there are any specific warranties, etc.	Generally we see that there is a common format for the letter of support applicable for both services and hardware OEM requesting for address/ details of the factories where the hardware will be manufactured. Such details are not applicable for CSP hence request customer to accept the MAF of CSP which is aligned to Cloud	This is to clarify that this format refers to OEMs only.
42		Vol 2 - 15. Cloud Services for Data Centre and Disaster Recovery	23	CSP to provide active-passive configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-passive set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standards. CSP should provision DR for 50% capacity to DC.		We will request to consider an active-active configuration for DC and DR. Active active configuration offer higher resiliency, scalability and compliance. The capacity of the DR should be left to the System Integrator to be designed on the basis of applicable RPO and RTO.	CSP to provide active-active configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-active set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standard.	Refer response to query no. 1

43		Vol 2 - 15. Cloud Services for Data Centre and Disaster Recovery	23	Deployment of cloud on a PAAS model should be with the required technical support. CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	MSP/CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	The requisite support to the customer is provided by the MSP/SL.	MSP/CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	RFP Clause is self explanatory
44		Vol 2 - 10.3. Annexure 3 - Compliance to Technical Requirements Cloud Requirements	113	NGO Darpan 2.0 Cloud based system should be hosted in a cloud environment in India. Disaster Recovery site of 50 percent capacity of all identified Critical Infrastructure should also be hosted as in different seismic zones in India		AWS has multiple "Availability Zones (AZ)" within AWS Asia Pacific (Mumbai) region that are different facilities in different places but not necessarily different seismic zone. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated within a typical metropolitan region and are located in lower risk flood plains (specific flood zone categorization varies by Region). Each AZ runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities. AWS provides customers the flexibility to place instances and store data across multiple Availability Zones within each region. Core applications can be deployed in an N+1 configuration, so that in the highly unlikely event of a data center failure, there is sufficient capacity to enable traffic to be load balanced to the remaining "availability zone". Applications can also be architected for near-zero RPO and RTO that can be achieved through synchronous replication of data across the primary and secondary sites. This is possible only when the data centers are close enough to allow high-speed low latency links for synchronous replication but at the same physically distinct and far apart so that even uncommon	NGO Darpan 2.0 Cloud based system should be hosted in a cloud environment in India. Disaster Recovery site of sufficient capacity of all identified Critical Infrastructure should also be hosted as in different location in India	Refer response to query no. 1
45		2.2. Functional requirements of NGO Darpan 2.0, Point 12 3.2.2. Cloud Services	Point no 15., Page 23 Page 28	1. CSP to provide active-passive configuration for DC and DR. 2. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	In our experience, the analytical applications comprising of Analytics & MIS, Data Management are deployed in Active-Passive DC-DR mode. Please confirm our understanding.	This will help us size the solution in an optimum way.	It should be active-passive	Refer response to query no. 1
46		Section 2.2. Functional requirements of NGO Darpan 2.0	Page 19, Point 10	"Categorization of access controls"	In our experience, the core analytical users tend to be around 50 power users for Analytics & MIS, Data Management (not the portal users). The remaining can be the BI and Analytical users which is 150. Please confirm our understanding.	This will help us size the solution in an optimum way.	We suggest to create 50 power users and the rest (150) BI and Analytical users/viewers.	No Change

47		4.2 Stage I - Pre-Qualification Bid Evaluation	Page no. 28	<p>The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each</p> <p>OR - at-least 2 projects of project value more than 9 Crore each</p> <p>OR - at-least 1 project of project value more than 12 Crore</p> <p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System</p> <p>2- Project Management</p> <p>3- Workflow based application processing system</p> <p>4- Data Analytics</p> <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	<p>Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each</p> <p>OR - at-least 2 projects of project value more than 9 Crore each</p> <p>OR - at-least 1 project of project value more than 12 Crore</p> <p>Relevant projects* - Project must be of Application/ Portal development with at least 3 out of 4 modules in a project and experience of remaining module can be considered from another project.</p> <p>Modules -</p> <p>1- Web Portal with Content Management System and Document Management System</p> <p>2- Project Management</p> <p>3- Workflow based application processing system</p> <p>4- Data Analytics</p> <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause.</p> <p>Projects which only entail Support &</p>	To enable Better participation by potential bidders	Request for modification	No Change
48		4.3.1 Technical Evaluation Framework	Page no. 29	<p>Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs. Each project will be given score as below:</p> <ul style="list-style-type: none"> • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks <p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System</p> <p>2-Project Management</p> <p>3-Workflow based application processing system</p> <p>4-Data Analytics</p> <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	<p>Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs. Each project will be given score as below:</p> <ul style="list-style-type: none"> • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks <p>Relevant projects* - Project must be of Application/ Portal development with at least 3 out of 4 modules in a project and experience of remaining module can be considered from another project.</p> <p>Modules -</p> <p>1- Web Portal with Content Management System and Document Management System</p> <p>2-Project Management</p> <p>3-Workflow based application processing system</p> <p>4-Data Analytics</p> <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause.</p> <p>Projects which only entail Support & Maintenance services shall not be considered</p>	To enable Better participation by potential bidders	Request for modification	No Change
49		Volume 1: point no.3	Page no.3	<p>Bidder shall have delivered projects of Application/ Portal development with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark 	<p>Bidder shall have delivered projects of Application/ Portal development with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 2,000 to 5,000 active users - 2 Mark • Each Project with >= 5,000 to 10,000 active users - 3 Mark • Each Project with >= 10,000 - 5 Mark 	To enable Better participation by potential bidders	Request for modification	No Change
50		4.3.1 Technical Evaluation Framework		<p>Bidder shall have delivered projects of Application/ Portal development with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark 	<p>Bidder shall have delivered projects of Application/ Portal development/Data Analytics with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark 	To enable Better participation by potential bidders	Request for modification	Refer Corrigendum point no. 7

51		4.3.1 Technical Evaluation Framework	page no.30	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks	Bidder shall have delivered projects of Application/ Portal development/Data Analytics with integration with PFMS/CBS(Core Banking System)/Any similar Financial Application • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks	To enable Better participation by potential bidders	Request for modification	Refer Corrigendum point no. 8
52		Volume 2: Page no. 43, 8.3. Proposed Milestones and Deliverables	page no.43	Total duration Implementation Phase 14 weeks from Project Kickoff	Timeline of 14 weeks to implement such complex projects where multiple stakeholders are involved is too stringent. Request you to consider minimum timeline for Go-Live 32 Weeks	Timeline to deliver such projects is not feasible	Request for modification	Refer Corrigendum point no. 9
53		Volume 3: SCHEDULE V - TERMS OF PAYMENT SCHEDULE	page no.37	SCHEDULE V - TERMS OF PAYMENT SCHEDULE	This project may require software/COTS products for which the payment is paid upfront on license delivery and installation. However, cloud and services billing can be Opex based. Request you to kindly relax the payment terms.	To enable Better participation by potential bidders	Request for modification	No Change
54		2. External Interfaces	13	a) Ministries / Departments b) Interface with FCRA, 80 G / 10 A and CSR systems	Please clarify the meaning of interfacing here	Does interfacing means data integration or it is more relevant around personalized experience for the mentioned stakeholders?		RFP Clause is self explanatory
55		General Query		General Query	General Query	General Query	Please specify the number of non-Production environments required to be provisioned.	MSP need to create non-production, UAT, testing environments to cater requirements of RFP
56		8.3. Proposed Milestones and Deliverables	83	Total duration Implementation Phase of 14 weeks from Project Kickoff	Re consideration on the project implemtation timelines	Considering the Project of scope of work 14 weeks duration to implement the project is very stringent	We would request you to kindly change the Project implementation timelines from T+14 weeks to T+30 weeks	Refer Corrigendum point no. 9
57		2. External Interfaces	13	a) Ministries / Departments b) Interface with FCRA, 80 G / 10 A and CSR systems	Please clarify the meaning of interfacing here	Does interfacing means data integration or it is more relevant around personalized experience for the mentioned stakeholders?		RFP Clause is self explanatory
58		2.2. Functional requirements of NGO Darpan 2.0, Point 12 3.2.2. Cloud Services	Point no 15., Page 23 Page 28	1. CSP to provide active-passive configuration for DC and DR. 2. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	In our experience, the analytical applications comprising of Analytics & MIS, Data Management are deployed in Active-Passive DC-DR mode. Please confirm our understanding.	This will help us size the solution in an optimum way.	It should be active-passive	Refer response to query no. 1
59		Section 2.2. Functional requirements of NGO Darpan 2.0	Page 19, Point 10	"Categorization of access controls"	In our experience, the core analytical users tend to be around 50 power users for Analytics & MIS, Data Management (not the portal users). The remaining can be the BI and Analytical users which is 150. Please confirm our understanding.	This will help us size the solution in an optimum way.	We suggest to create 50 power users and the rest (150) BI and Analytical users/viewers.	No Change
60		RFP_Vol 1_NGO Darpan 2.0	Page No. 10/ 2.2. 1. Other Definition and Terms	Bidder refers to "Sole Bidder". The term Bidder means the bidding entity participating in the tender as individual firm	Please allow the consortium	We would like to form a consortium to provide the scalable and best performing solution in the minimum time using reusable component.	"Bidder" Refers to an Individual firm or a consortium of multiple entities. The term Bidder means the bidding entity participating in the tender as individual firm or a consortium of multiple entities.	No Change
61		4.2 Stage I - Pre-Qualification Bid Evaluation	Page 28/ S.no. 6	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs	Please allow to use the consortium member or OEM experience	We would like to form a consortium to provide the scalable and best performing solution in the minimum time using reusable component.	The Bidder/OEM must have experience of delivering Relevant projects* of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/PSUs	Refer Corrigendum point no. 5
				at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore			at-least 3 projects of project value more than 2.5 Crore each OR - at-least 2 projects of project value more than 3 Crore each OR - at-least 1 project of project value more than 5 Crore	No Change

				<p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>			<p>Relevant projects* - Project must be of Application development or eGovernance Solution with at least 2 of the following modules - 1- Web Portal with Content Management System 2- Records Management System 3- Project Management 4- Workflow based application processing system 5- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	No Change
62		4.3.1 Technical Evaluation Framework	Page 29/ 5. N	<p>Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department /PSUs.</p>	Please allow to use the consortium member or OEM experience	We would like to form a consortium to provide the scalable and best performing solution in the minimum time using reusable component.	<p>Relevant projects* experience of Application development / Portal development / eGovernance Solution for any Central Government/ State Government organization/ department/PSUs/Public Sector Banks & Financial Institutions.</p>	Refer Corrigendum point no. 6
				<p>Each project will be given score as below: • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks</p>			<p>Each project will be given score as below: • Project value >= 2 Crore and < 3.5 Crore - 2 Marks • Project value >= 3.5 Crore and < 5.0 Crore - 3 Marks • Project value >= 5.0 Crore - 5 Marks</p>	No Change
				<p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>			<p>Relevant projects* - Project must be of Application development with at least 2 of the following modules - 1- Web Portal with Content Management System 2- Records Management System 3- Project Management 4- Workflow based application processing system 5- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	No Change
63		2.2. Functional requirements of NGO Darpan 2.0, Point 12 3.2.2. Cloud Services	Point no 15., Page 23 Page 28	<p>1. CSP to provide active-passive configuration for DC and DR. 2. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.</p>	<p>In our experience, the analytical applications comprising of Analytics & MIS, Data Management are deployed in Active-Passive DC-DR mode. Please confirm our understanding.</p>	<p>This will help us size the solution in an optimum way. We would also request you to please clarify on the critical applications that needs to be configured in active - active mode</p>		Refer response to query no. 1
64		Section 2.2. Functional requirements of NGO Darpan 2.0	Page 19, Point 10	"Categorization of access controls"	Please confirm us the number and type of users	This will help us size the solution in an optimum way.		RFP Clause is self explanatory

65		Section 4.2 Pre-Qualification Bid Evaluation and Section 4.3 Stage - II Technical Bid Evaluation	Page No. 28/ Point No. 6 and Page No. 29 and 30/ Point no. 2	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	Request you to amend the definition of relevant project and consider the project with either one of the modules and also request you to separate Content Management System and Document Management System from Web Portal.	The Relevant Project Definition needs 4 modules in a particular project for Application/portal development. Usually all the modules might not be available in a particular project. This will help in better and maximum Participation.	Relevant projects* - Project must be of Application/ Portal development with either one of the following modules - 1- Web Portal with Content Management System and Document Management System 2 - Content Management System and Document Management System 3- Project Management 4- Workflow based application processing system 5- Data Analytics	No Change
66		Section 4.3 Stage - II Technical Bid Evaluation	Page 30 and Point No. 3	Bidder shall have delivered projects of Application/ Portal development with large number of registered users -	The registered users may vary from active users, would request you to kindly consider either registered users or active users to qualify the project and replace the active and registered users to users.	This is for the just for the clarity and allowing the amendment in documentary evidence will help us securing the required proof due to NDA and in some cases clients don't issue such certificates as well	Bidder shall have delivered projects of Application/ Portal development with large number of registered users -	Refer Corrigendum point no. 7
				<ul style="list-style-type: none"> Each Project with >= 20,000 to 50,000 active users - 2 Mark Each Project with >= 50,000 to 1,00,000 active users - 3 Mark Each Project with >= 1,00,000 - 5 Mark 			<ul style="list-style-type: none"> Each Project with >= 20,000 to 50,000 active users - 2 Mark Each Project with >= 50,000 to 1,00,000 active users - 3 Mark Each Project with >= 1,00,000 - 5 Mark 	No Change
				and Documents/proof required Copy of Work orders / Agreement and Client Certificate certifying number of registered users	For the proof required would request you to please allow certificate from Chartered Accountant or Company Secretary certifying number of registered/active users		and Documents/proof required Copy of Work orders / Agreement and Client Certificate/Chartered Accountant /Company Secretary Certificate certifying number of registered/active users.	No Change
					*For the clause mentioned we need to clarify if we can provide a mix of references that is one project with more than 1,00,000 users and other projects with more than 20,000 users and if the same will be acceptable.			RFP Clause is self explanatory
67		Section 4.3 Stage - II Technical Bid Evaluation	Page 30 and Point No. 4	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS <ul style="list-style-type: none"> 1 Project - 1 Mark 2 Projects - 3 Marks More than 2 Projects - 5 Marks 	Integration with PFMS is a very specific requirement, we would request you to make it more generic by considering the projects where there is an intergation with Banking System or Payment Gateway.	This will ensure good and healthy competition as all the capable bidders can score well	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS/banking System/Payment Gateway <ul style="list-style-type: none"> 1 Project - 1 Mark 2 Projects - 3 Marks More than 2 Projects - 5 Marks 	Refer Corrigendum point no. 8
				and Documents/proof required Copy of Work orders / Agreement and Client Certificate	For the proof required would request you to please allow certificate from Chartered Accountant or Company Secretary certifying number of registered/active users		and Documents/proof required Copy of Work orders / Agreement and Client/Chartered Accountant/Company Secretary Certificate	No Change
68		2.2 Functional requirement	Pg 12, Pt 1a	Darpan 2.0 will also have provision for capturing details of all office bearers along with their addresses, PAN number and Aadhar number	Our understanding is, we need to provide a functionality for the user to provide / submit needed information / document. There is no need to fetch information from external / internal data source. Is our understanding correct?	Helps define scope and effort		RFP Clause is self explanatory

69		2.2 Functional requirement	Pg 12, Pt 1a, 2b	In case, NGO is registered with FCRA, 80G or CSR, Darpan 2.0 will have provision to capture and validate their registration details as part of registration process.	FCRA will provide needed APIs to fetch the required information for validation	Helps define feasibility, scope and effort		RFP Clause is self explanatory
70		2.2 Functional requirement	Pg 13, Pt 2d	Backend integration for syncing username and password between NGO Darpan 2.0 and PFMS will be done on near real time basis	PFMS to provide all the needed APIs	Helps define feasibility, prerequisites, scope and effort		RFP Clause is self explanatory
71		2.2 Functional requirement	Pg 14, 15	Following are the master data requirements: ... Following are the transactional data requirements: ... Preparation of Sanction order: ... Centrally Sponsored Schemes: ...	All data needed for Master and Transactional data from PFMS system will be made available through the APIs provided by PFMS and no additional sources are to be scrouged for the data. Is our understanding correct?	Helps define scope and effort		RFP Clause is self explanatory
72		2.2 Functional requirement	Pg 15, Pt 3	NGO Darpan 2.0 will create interface with various ministries and capture project progress related data	For all the sources that Darpan 2.0 has to connect to, APIs / Connectors will be made available to connect and fetch the needed information.	Helps define scope and effort		RFP clause is self explanatory
73		2.2 Functional requirement	Pg 15, Pt 3	NGO Darpan 2.0 will create interface with various ministries and capture project progress related data	How many sources are expected to be connected to, to fetch the data needed / mentioned in the section?	Helps define scope and effort		RFP clause is self explanatory
74		2.2 Functional requirement	Pg 16, Pt 4	...a centralized alert system will trigger message to all other Ministries / Departments regarding blacklisting of NGO..	Is the alert system expected to only generate and retain alert information? Or would it need any action assignment and progress tracking mechanism?	Helps define scope and effort		RFP Clause is self explanatory
75		2.2 Functional requirement	Pg 17, Pt 5	Data captured through various other systems like Ministries / Departments, FCRA, ITD and CSR will also be reflected on NGOs dashboard...	What is the size of the data? What is the % of data that is structured vs. unstructured? What % of unstructured data would require processing vs. storing as-is?	Helps define scope and effort		RFP Clause is self explanatory
76		2.2 Functional requirement	Pg 17, Pt 5	Ministry / Department may be able to view the information related to NGOs who are working with them or with any other department based on queries.	Here, "...based on queries..." mean adhoc queries or through dashboard slice and dice?	Helps define scope and effort		RFP Clause is self explanatory
77		2.2 Functional requirement	Pg 17, Pt 6	... it is important to map the location of all the NGO Projects locations ...	How will this information be shared with us? Will it be through structured / unstructured information? If unstructured, is there a pre-defined format or undefined format? If pre-defined, how many different variants? If undefined, what is the expected success criteria and % accuracy?	Helps define scope and effort		RFP Clause is self explanatory
78		2.2 Functional requirement	Pg 17, Pt 7	Data should be properly profiled, cleansed, standardized and validated by data quality functions...	Who is help define the validity of data? What percentage of data is already validated? Are valid and non-valid data tagged already and available for training the profiling models? Is there detailed BRD on data sources that are to be considered for data profiling and subsequent processing as part of IMS?	Helps define scope and effort		RFP Clause is self explanatory
79		2.2 Functional requirement	Pg 17, Pt 7	Checking for the completeness and accuracy of the data and highlight any exceptional records...	Who is help define the rules of accuracy for the data? Are valid and non-valid data tagged already and available for training the models?	Helps define scope and effort		RFP Clause is self explanatory
80		2.2 Functional requirement	Pg 18, Pt 7	...A widely accepted and proven India specific dictionary should be used to perform fuzzy demographic matching, which should work seamlessly with Indian names and addresses...	Is this dictionary already available? Or is it to be created by the service provider? Or can it be procured and cost included as part of the proposal?	Helps define scope, costing and effort		MSP need to create dictionary. All related costs to be bourn by MSP
81		2.2 Functional requirement	Pg 18, Pt 7	...create an entity/ member master record and deploy this across departments...	While the entity resolution and network analysis is to be done, should historical connections between two members or two entities or member-entity still be retained? If yes, what is the history to be considered?	Helps define scope and effort		RFP Clause is self explanatory
82		2.2 Functional requirement	Pg 18, Pt 7	...NGO Darpan will have provision of creation of profiles of NGOs...	Will profiles be pre-defined or unsupervised? If unsupervised, who will validate the correctness of the profiles? How will relevance of the profiles to be validated across time?	Helps with proposing effective solutions		RFP Clause is self explanatory
83		2.2 Functional requirement	Pg 18, Pt 8	Alerts may be generated based on the any event...	Statement is too open-ended to be able to define effort associated	Helps define scope and effort	Include a few events that are deemed critical for Darpan 2.0 vision	RFP Clause is self explanatory
84		2.2 Functional requirement	Pg 18, Pt 8	Identification of risky grants (funds domestic / international) and tracking of flow of funds as well as through periodic reconciliation of data	How is "Risk" of a grant defined? Are there pre-defined tagged data that delineates risk?	Helps define scope and effort		RFP Clause is self explanatory

85		2.2 Functional requirement	Pg 18, Pt 9	...generated based on on-demand query management system without retaining any data of Ministries / Departments...	What will be the nature of the query? Will it be program based (SQL query) or will it be natural language based or will it be UI based?	Helps define scope and effort		RFP Clause is self explanatory
86		2.2 Functional requirement	Pg 18, Pt 9	API management will provide deep integration capabilities to NGO Darpan 2.0 to build APIs on top of existing applications...	Should APIs be created or just catalogue the APIs that exist with ministries? If create, how many APIs would be in scope?	Helps define scope and effort		RFP Clause is self explanatory
87		2.2 Functional requirement	Pg 20, Pt 11	...authorised user to raise technical complaint via AI based Virtual Assistant (ChatBots), via individual chat agents (IVR based) and self-help window...	Is the scope of the AI Chat bot for the RFP limited to creating queries? Or also with resolution of queries?	Helps define scope and effort		RFP Clause is self explanatory
88		2.2 Functional requirement	Pg 20, Pt 11	Darpan 2.0 will also have provision to escalate the incident, reopen it, add Root Cause Analysis details etc,...	Root cause analysis findings will be manually entered or at best entered through excel based documents with pre-aligned format. No unstructured data will be presented for this purpose. Is the understanding correct?	Helps define scope and effort		RFP Clause is self explanatory
89		2.2 Functional requirement	Pg 21, Pt 12	...Communication with NGOs for rectification of errors through portal...	Here the scope ends with triggering the communication. No, further follow-up or closure of the communication is expected. Is the understanding correct?	Helps define scope and effort		RFP Clause is self explanatory
90		2.2 Functional requirement	Pg 21, Pt 12	...Communication with Ministries / Departments regarding issues faced by them with respect to NGO details and documents...	Here the scope ends with triggering the communication. No, further follow-up or closure of the communication is expected. Is the understanding correct?	Helps define scope and effort		RFP Clause is self explanatory
91		2.2 Functional requirement	Pg 21, Pt 13	Darpan 2.0 will have provision to segregate incidents into various categories and assign a timeline for resolution...	Timeline is pre-defined and any deviation is to be taken-up on case-to-case basis. No intelligence is needed to define timeline. Is our understanding correct?	Helps define scope and effort		Please refer RFP Volume II
92		2.2 Functional requirement	Pg 21, Pt 13	The Darpan 2.0 will have provision to inform the complainant through GMS, email, WhatsApp, SMS about...	Needed mail servers and cost of SMS will be borne by NITI Aayog. Is our understanding correct?	Helps define costing and pre-requisite		RFP Clause is self explanatory
93		6.2 Implementation phases	Pg 34	Phase 2 Launch - T+14	Based on the responses, if needed, we have to revisit the feasibility of the expectation to complete the entire project within 14 weeks. If project needs to be extended then what is the maximum duration of such extension?	For feasibility assessment perspective.		Refer Corrigendum point no. 10
94		6.4 Helpdesk Support and Incident Management Services	Page No. 38/Point number 3	Should operate from 9:30 AM to 7 PM on every business day; if necessary, it should be also available on Holidays as per prior information and demand. The term Holiday refers to all public / government holidays as well as government declared holidays during emergencies/ pandemics. Should also operate during late hours on demand; if necessary. The term late hours would mean time period of 7 PM of current day to 9:30 AM of the next day, on all working days.	Please confirm How bidder can include commercial for arranging adhoc requests for holidays and late hours. Also, define the "prior information and demand" timeline and number of such requests. As arranging such resources need to be planned in advance.	To confirm, if this need to be excluded from commercial evaluation	Please suggest if 24x7 arrangement can be proposed but request to kindly exclude it from commercial evaluation.	No Change
95		8.3. Proposed Milestones and Deliverables	Page No.43-44/Point No.1	List of persons to be deployed based on the deployment plan submitted in bid document	Please confirm if changes in proposed resources are allowed with similar skill set.	Sometime its hard to depute same person during the actual implementation versus what has been proposed in bid solution document. This can be due to attrition or any personal reason of resources.	Please allow us to announce & onboard person/resources during the kick-off phase who all will be working for the actual project deployment.	RFP Clause is self explanatory
96		6.2 Service Level for Implementation Phases	Page 37	Genral Table with Milestones	We request the LD to be capped at 3%	This shall help for better participation by MSP's	LD is milestone bases & has % on overall project value, we would request Niti Aayog to cap the same at 3% for the overall project.	No Change
97		6.4 SLA calculation	Page 46	SLA calculation	We request the LD to be capped at 3%		LD in general from SLA prespective should be capped at 3% for the overall project.	No Change
98		6.5 Other Penalties	Page 46	Change Request	We request the LD to be capped at 3%		LD in general from change request prespective should be capped at 3% for the overall project.	No Change
99		Vol 1 - Annexure 9 - Format for Authorization Letters from OEMs	65	Authorization format	We will request that CSP may be allowed to provide the letter of authorization in their own standard format	The current MAF format is aligned to Hardware providers, the Cloud Service Providers (CSPs) offer services which are not delivered through any factories or there are any specific warranties, etc.	Generally we see that there is a common format for the letter of support applicable for both services and hardware OEM requesting for address/ details of the factories where the hardware will be manufactured. Such details are not applicable for CSP hence request customer to accept the MAF of CSP which is aligned to Cloud	Refer response to query no. 41

100		Vol 2 - 15. Cloud Services for Data Centre and Disaster Recovery	23	CSP to provide active-passive configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-passive set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standards. CSP should provision DR for 50% capacity to DC.		We will request to consider an active-active configuration for DC and DR. Active active configuration offer higher resiliency, scalability and compliance. The capacity of the DR should be left to the System Integrator to be designed on the basis of applicable RPO and RTO.	CSP to provide active-active configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-active set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standard.	Refer response to query no. 1
101		Vol 2 - 15. Cloud Services for Data Centre and Disaster Recovery	23	Deployment of cloud on a PAAS model should be with the required technical support. CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	MSP/CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	The requisite support to the customer is provided by the MSP/SI.	MSP/CSP shall also provision for a helpdesk service (at no extra cost) for managing and resolving incidents/queries etc.	RFP Clause is self explanatory
102		Vol 2 - 10.3. Annexure 3 - Compliance to Technical Requirements Cloud Requirements	113	NGO Darpan 2.0 Cloud based system should be hosted in a cloud environment in India. Disaster Recovery site of 50 percent capacity of all identified Critical infrastructure should also be hosted as in different seismic zones in India		AWS has multiple "Availability Zones (AZ)" within AWS Asia Pacific (Mumbai) region that are different facilities in different places but not necessarily different seismic zone. Each Availability Zone is designed as an independent failure zone. This means that Availability Zones are physically separated within a typical metropolitan region and are located in lower risk flood plains (specific flood zone categorization varies by Region). Each AZ runs on its physically distinct and independent infrastructure and do not share common points of failures like generators and cooling equipment across the multiple data center facilities. AWS provides customers the flexibility to place instances and store data across multiple Availability Zones within each region. Core applications can be deployed in an N+1 configuration, so that in the highly unlikely event of a data center failure, there is sufficient capacity to enable traffic to be load balanced to the remaining "availability zone". Applications can also be architected for near-zero RPO and RTO that can be achieved through synchronous replication of data across the primary and secondary sites. This is possible only when the data centers are close enough to allow high-speed low latency links for synchronous replication but at the same physically distinct and far apart so that even uncommon	NGO Darpan 2.0 Cloud based system should be hosted in a cloud environment in India. Disaster Recovery site of sufficient capacity of all identified Critical infrastructure should also be hosted as in different location in India	Refer response to query no. 1
103		4.2 Stage I - Pre-Qualification Bid Evaluation	Page no 24 / Point no 6	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	The Bidder / CSP must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics OR Data Centre (DC) services/ Software Defined DC Infrastructure- Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support &	Please modify the clause as suggested	Please modify the clause as suggested	No Change
104		4.2 Stage I - Pre-Qualification Bid Evaluation		Add New Clause	Individual firms or joint venture (JV) or consortium of companies etc. are eligible to participate in RFP. The partners of joint venture or consortium shall meet collectively the requirement of above PQR.			No Change

105		4.2 Stage I - Pre-Qualification Bid Evaluation		Add New Clause	In accordance with the Ministry of Finance Office memorandum No F 20/2/2014 PPD (Pt) dated 25th July 2016 Niti Aayog may relax condition of prior experiences for MSMEs subject to meeting of quality and technical specifications on case to case basis.	Please add the clause as suggested	Please add the clause as suggested	No Change
106		4.2 Stage I - Pre-Qualification Bid Evaluation	Page no 29 / Point no 7	Bidder shall have all the following valid certifications as on date of bid submission - •ISO 9001:2015 •ISO 27001:2013 •CMMI L3 or Higher	Bidder shall have all the following valid certifications as on date of bid submission - •ISO 9001:2015 •ISO 27001:2013 OR •CMMI L3 or Higher	Please modify the clause as suggested	Please modify the clause as suggested	No Change
107		4.3.1 Technical Evaluation Framework	Page no 29 / Point no 2	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/ PSUs. Each project will be given score as below: Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	Bidder / CSP Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/ PSUs. Each project will be given score as below: Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics OR Data Centre (DC) services/ Software Defined DC Infrastructure- Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility	Please modify the clause as suggested	Please modify the clause as suggested	No Change
108			Page no 30 / Point no 5	Bidder shall have following certifications - • ISO 9001:2015 and ISO 27001:2013 and CMMI L3 = 3 Marks • ISO 9001:2015 and ISO 27001:2013 and higher than CMMI L3 = 5 Marks	Bidder shall have following certifications - • ISO 9001:2015 and ISO 27001:2013 and CMMI L3 = 3 Marks • ISO 9001:2015 and ISO 27001:2013 OR CMMI L3 = 5 Marks	Please modify the clause as suggested	Please modify the clause as suggested	No Change
109		Integration	Vol 2, page 13	Darpan 2.0 will have provision of integration with key external systems of FCRA, Income Tax Department (80G/ 10A) and Ministry of Corporate Affairs (CSR System). As of now FCRA form has provision for capturing of Darpan ID in case of NGO.	We understand the API's required to develop in the existing system for the purpose of integration shall be arranged by the NITI Aayog, Government of India.	To understand the scope of work for better understanding		RFP Clause is self explanatory
110		General Requirement	Vol 2, page 56	The system should have features to provide alerts and message on SMS and email for events/incidents generated in the system	The procurement of SMS and email gateway including the operational cost will be borne by NITI Aayog, Government of India. Kindly confirm	To understand the scope of work for better understanding		This is to clarify that procurement of SMS Gateway and email gateway including its operational cost is to be done by MSP
111		Mobile Application	Vol 2, page 59	NGO Darpan Mobile Application	We request you to Kindly provide what are the modules to be developed in Mobile app.	To understand the scope of work for better understanding		RFP Clause is self explanatory
112		Training and Capacity Building	Vol 2, page 30	This scope element involves overall Training and Capacity Building activities including training of users for effectively using the automated system. The comprehensive training program is envisaged to be provided through "Train the Trainer (TTT)" mechanism	Request you to kindly clarify the mode of training session (virtually or Physically)	To understand the scope of work for better understanding		This is to clarify that training will be done physically.
					also number of users to be trained.			Total number of users are to be trained 100-150 initially. However, training is continuous exercise and MSP need to train new users as and when required.

					• We assume that If the training will be conducted physically then the training cost such as travelling & lodging expenses as well as training infra shall be borne by the client. Kindly confirm.			This is to clarify that Boarding, lodging and travel related expenses of MSP employees are to be borne by MSP.
113		MANPOWER REQUIREMENT OPERATIONS AND MANAGEMENT (O&M) REQUIREMENTS	Vol 2, page 31	Project Manager Solution Architect Data Analytics Lead UI/UX designer Business Analyst Cloud Expert Software Developer Database Architect/DBA Mobile App development Expert GIS Expert Quality Assurance/Testing Expert Help Desk & grievance Management team Member Help Desk & grievance Management Team Lead	In the volume 1 document it is mentioned 6 resources and in volume 2 it is mentioned 14 resources. Kindly clarify which document shall we follow to comply for marking & bid . Also, we assume that the resource will be deployed offsite. Based on the requirement the resources may travel to onsite. Please clarify?	To understand the scope of work for better understanding		RFP Clause is self explanatory
114		Security Audit	Vol 2, page 101	In addition to conducting UAT testing, System Integrator through a CERT-In empanelled Information Security Auditing Organization, shall conduct an application security audit including vulnerability assessment and penetration testing.	We understood that the SI will only support to complete the audit successfully but the audit cost will be bear by the client. If security audit is to be done by SI then please provide number of security audit in a year to be conducted. Please clarify.	To understand the scope of work for better understanding		Please refer RFP Volume II. Cost related to security audit is to be bourn by SI.
115		General Requirement	Vol 2, page 56	There should be multilingual support for the content in the application (English and Hindi)	We assume that the website will be multi lingual. However, the data will be captured in English for the dashboard and reporting generation of reports. Also, kindly clarify the total number of languages will be implemented.	To understand the scope of work for better understanding		RFP Clause is self explanatory
116		General Requirement	Vol 2, page 56	The application should support 200 concurrent users	Kindly provide the total umber of users	To understand the scope of work for better understanding		RFP Clause is self explanatory
117		Payment Terms	Vol 3, page 37	30% of total project cost			We suggest you to kindly change the payment from 30% of the total cost to 50% with the following breakup 10% SRS Documents 30% for Deveplement 5% for UAT 5% Go-live	No Change
118		Cloud Services for Data Centre and Disaster Recovery	Vol 2, page 23	NGO Darpan 2.0 should be deploy either on NIC Cloud or any other Cloud Service Provider (CSP) empanelled with Ministry of Electronics and Information Technology (MeitY) ensuring access and availability of NGO Darpan 2.0 to all stakeholders for availing all services and information.	We assume that the cost for cloud hosting will be borne by Nitiyaog. Kindly confirm	To understand the scope of work for better understanding		RFP Clause is self explanatory
119		Summary of Project Scope & Requirements	Vol 2, page 23	2. Cloud Services - Provisioning of a reliable Cloud services from NIC Cloud / Ministry of Electronics and Information Technology (MeitY) empanelled Cloud Service Provider (CSP) including Data Centre (DC) and Disaster Recovery (DR) facility, for implementation of NGO Darpan 2.0 as pre requirements defined in this RFP. All necessary software components, databases and related applications and components, ensuring access and availability of NGO Darpan 2.0 to all concerned stakeholders and NGOs for availing required services and information. The provisioning of the Cloud Services should be strictly as per the guidelines of MeitY.	Request you to Clarity if the DC and DR both has to be taken in cloud environment.	To understand the scope of work for better understanding and as hardware and services costing will impact the EQ evaluation		RFP Clause is self explanatory
120		Grievance Management System (GMS)	Pg 21, 13	Grievance Management System will have provision for all registered NGOs to raise grievances via 1. Toll Free Phone Numbers 2. Web Portal / Mobile App	As per our understanding, we request clarity on the below points : 1) Does the MSP needs to procure the Toll Free No.			Toll Free number is to be provided by MSP

					2) is the Dept. already having a Helpdesk system or does the MSP has to procure any hardware related to the Helpdesk requirement.			This is to clarify that MSP need to provision necessary hardware and software for setting up of helpdesk including toll free number. NITI will provide only seating space and power. MSP also need to provision mobile app as well.
121		General	General	We assume that IT Helpdesk services, Grievance Management cell and Back Office infa including hardware and civil infra will be provided by the client and MSP will be providing the Resources and will be responsible for O&M	As hardware and services costing will impact the EQ evaluation			Refer response to query no. 120
122		Company Turnover	Vol 1, page 28	Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2018-19, 2019-20, 2020 - 2021). <ul style="list-style-type: none"> >= INR 50 Crores and < INR 75 Crores: 6 marks >= INR 75 Crores and < INR 100 Crores: 8 marks 			We request you to Change the clause as per the following: Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2018-19, 2019-20, 2020 - 2021). >= 50 Cr : 6 marks 2 Mark each for additional 5Cr maximum up to 4 Marks	No Change
123		Resouce	Vol 1, page 31	Business Analyst - <ul style="list-style-type: none"> • Experience in IT - 5 Years to 7 Years' experience - 0.5 Marks OR More than 7 Years of experience - 1 Marks • Certification - CBAP-IIBA/Equivalent - 0.5 mark • Relevant Projects as Business Analyst - 0.5 Marks for each project (maximum 3 projects will be considered) 			Kindly remove the Certification for the Business Analyst and suggest you to Change the clause as per the following: Business Analyst - <ul style="list-style-type: none"> • Experience in IT - 5 Years to 7 Years' experience - 0.5 Marks and remove the Certification for the Business Analyst OR More than 7 Years of experience - 1 Marks <ul style="list-style-type: none"> • Relevant Projects as Business Analyst - 0.5 Marks for each project (maximum 4 projects will be considered) 	No Change
124		4.2 Stage I - Pre-Qualification Bid Evaluation	28/6	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs	To increase maximum participation	Please add Private Organisation /Enterprise/Globally (The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs/Private Organisation/Enterprise/Globally	No Change
125		4.2 Stage I - Pre-Qualification Bid Evaluation	28/6	Copy of Work Order / Contract And Copy of Completion certificate/ GO-Live Certificate (in case of ongoing project), clearly reflecting value, year, and scope of work	Copy of Work Order / Contract And Copy of Completion certificate/ GO-Live Certificate (in case of ongoing project), clearly reflecting value, year, and scope of work	To increase maximum participation	Please add CA Certificate as a evidence for work completion certificate	No Change
126		Functional Requirement			Who will be creating an interface with NSDL and Aadhar for validation of PAN and Aadhar Number	Please clarify		RFP Clause is self explanatory
127		Integration for PFMS			Database for integration with PFMS for payment term will be provided by Niti Ayog : Current Volume of Master Data Set and Transactional data set	Please clarify		RFP Clause is self explanatory

128		De Duplication	18/ Information Management	Information Management	How to Access the India Specific Dictionary and who will be provide the same for checking the de-duplication.	Please clarify		RFP Clause is self explanatory
129		Query Management	19/Query Management System	Query Management System	Will the SI built a No. of APIs for Query management? Who will manage the same.	Please clarify		RFP Clause is self explanatory
130		Unified View			What would be the Data Sources /Data Federation for Unified View	Please clarify		RFP Clause is self explanatory
131		Grievance Information System	21/ Grievance Management System (GMS)	Grievance Management System (GMS)	Which team will segregate the Grievances into Categories and assign the timeline for resolution. IS it managed by SI or NITI ayog internal IT team?.	Please clarify		RFP Clause is self explanatory
132		CMS Tools	22/Content Management System	Content Management System	Currently, Do you use Any specific CMS tools for Niti Ayog Darpan?	Please clarify		RFP Clause is self explanatory
133		General			Who will be procuring APIs from third parties or external providers for API Integration?	Please clarify		RFP Clause is self explanatory
134		Timelines for Completion			In the RFP it is mentioned, development and Integration should be completed in 14 weeks, Is their any penalty for the completion beyond on this?	Please clarify		RFP Clause is self explanatory
135		Training			For Resources to be deployed in NITI AYOG for traning and Support, who will be providing the Hardware (laptops & other Facilities).	Please clarify		RFP Clause is self explanatory
136		General			What is the Structure of current IT landscape of Niti Aayog?	Please clarify		RFP Clause is self explanatory
137		General			Will there be a migration and update or it is an update on the current working platform?	Please clarify		RFP Clause is self explanatory
138		Technology Landscape			On which technology is the current Niti Aayog Platform? Is there any preference of technology for the new platform?	Please clarify		NITI is using open source technology as platform. RFP is self explanatory. MSP is to adhere MeitY guidelines.
139		General			What all specific set of activities will be involved for the deployed resources for 5 years	Please clarify		RFP Clause is self explanatory
140		General			Can It be the SLA 4Hr, 8 hr and 12 hr for critical, medium and Low Resolution Time?	Please clarify		No Change
141		General			Which database is currently in use for application that require migration?	Please clarify		Refer response to query no. 181
142		General			What is the format of data which is saved ?	Please clarify		Refer response to query no. 181
143		General			What is the limitation of current application?	Please clarify		RFP Clause is self explanatory
144		General			Share the scope of integration with any third party applications or SDK etc	Please clarify		RFP Clause is self explanatory
145		General			Suggest names/type of some sample reports which are required.	Please clarify		Please refer RFP Volume II
146		General			Application Platform preferences if any.	Please clarify		Please refer RFP Volume II
147		General			What will be the application tentative user size?	Please clarify		Please refer RFP Volume II
148		General			What is the expected annual growth for the user size?	Please clarify		Please refer RFP Volume II
149		General			Are there any dependencies on other projects/systems in completing the project/system? Please specify.	Please clarify		Please refer RFP Volume II
150		General			Define the scope of mobile app (Android, iOS). How many no of Mobile app required with modules?	Please clarify		Please refer RFP Volume II
151		General			What are the target devices for the Mobile application? Android (Mobile/Tablet/Both) iOS (iPhone/iPad/Both)	Please clarify		Mobile app is to be developed for both iOS and Android Platform. Mobile app to work in both online and offline mode
152		General			What will be the process for Mobile app distribution I.e., Enterprise or Developer License?	Please clarify		Please refer RFP Volume II
153		General			Will Mobile application work in offline mode?	Please clarify		Refer response to query no. 151

154		10.2.1 General Requirement	Page 56	The proposed platform should be built using Content Management System (CMS), Workflow Engine, Collaboration, Document Management (DMS) and Enterprise Search as an integrated unified system and should be platform independent with or without virtualization.	As understood from the RFP requirement, Niti Ayog requires a Web Portal which will be integrated with Low Code based, Configurable Workflow Framework with Underlying Document Management System. As per standard process, all applications pertaining to Office Registration, NGO Black-Listing Requests, Grants related Application, Grievance related Applications will be submitted into Portal from where those requests will be collated, processed & approved/rejected by Workflow Solution and post that, all respective documents will get archived into underlying DMS. Please confirm if that understanding is correct.	The Portal will act as an open interface between Government & Citizen where as the the integrated Workflow Solution will act as an robust & configurable decision making system with utmost flexibility and in-built repository with secured access mechanism. This approach will enable more participation of global players for Workflow & Document Management System.	The proposed Portal should be built using Content Management System (CMS), and the integrated Workflow Engine should be built on Low code based BPM framework with Collaboration feature along with underlying Document Management (DMS) and Enterprise Search facility. The platform should be independent with or without virtualization.	Please refer RFP Volume II
155		10.2.1 General Requirement	Page 56	The proposed platform should be COTS or Enterprise Edition Open-Source product supported by a reputable OEM. In case bidder is not providing solution based on Open Source Software (OSS), justification for exclusion of OSS is to be provided in their technical bid response.	Requesting Niti Ayog to consider the following changes in the mentioned statement "The proposed Portal should be built on Open Source / Be-spoke development and the integrated & back-end Workflow and DMS Framework should be Commercial off the Shelf (COTS)"	Requesting Niti Ayog to consider Open Source / Be-spoke for Portal as they will require its Source Code for future changes or enhancements. The integrated back-end Workflow & DMS should be COTS as there will be a lot configuration required on top of base solution to achive the requirement of Niti Ayog workflow for their multiple manual processes.	The proposed Portal should be built on Open Source / Be-spoke development and the integrated & back-end Workflow and DMS Framework should be Commercial off the Shelf (COTS).	Please refer RFP Volume II
156		10.2.1 General Requirement	Page 56	The proposed platform should be COTS or Enterprise Edition Open-Source product supported by a reputable OEM. In case bidder is not providing solution based on Open Source Software (OSS), justification for exclusion of OSS is to be provided in their technical bid response.	As we understand the Niti Ayog requires a low code based Workflow Solution with underlying DMS application, it's suggestible to the purchaser to add the following statement in Compliance Section, "The product for DMS & BPM should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management and Intelligent Business Process Management/Digital Process Automation reports in any of last 3 Years".	The incorporation of the statement will ensure the participation of global players with their best of the breed solution offerings.	The product for DMS & BPM should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management and Intelligent Business Process Management/Digital Process Automation reports in any of last 3 Years.	Please refer RFP Volume II
157		14 Web portal, Content Management System and Workflow	Page 21	Should include all platform components i.e. Content Management System (CMS), Portal, Digital Asset, Document Management, Workflow Engine, Forms, Collaboration & Enterprise Search.	As we understand the Niti Ayog requires a low code based Workflow Solution with underlying DMS application, it's suggestible to the purchaser to modify the mentioned statement as follows, "The web portal should be integrated with low coded, configurable workflow platform with its in-built document management system".	The integrated solution will ensure the distribution of work load evenly to multiple applications i.e. For accepting the service request there will be Portal, for decision making purpose, there will be integrated workflow and for document archiving, there will be underlying document management system.	The web portal should be integrated with low coded, configurable workflow platform with its in-built document management system.	Please refer RFP Volume II

158	Workflow and Document Management System	Page 22	Workflow and Document Management System	<p>In line of the above assumption is correct, requesting the purchaser to consider the following compliance points for Low code based Workflow Framework,</p> <ol style="list-style-type: none"> 1. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing. 2. The low code BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities. 3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. 4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. 5. The system shall provide facility to define custom triggers like Emails, on predefined conditions. 7. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 8. The proposed Workflow Solution should be BPMN & BPEL compliant. <p>Please consider the incorporation of the</p>	The presence of a robust but configurable workflow framework (Which will be integrated with Portal) will ensure the provision of End-to-End System from capturing of request, processing of request and secured archival of the documents.	Please refer RFP Volume II
159	Workflow and Document Management System	Page 22	Workflow and Document Management System	<p>In line of the above assumption is correct, requesting the purchaser to consider the following compliance points for Configurable DMS Framework,</p> <ul style="list-style-type: none"> - Solution should be compliant to ODMA, WebDav open source standards. - Categorization of documents in folders-subfolders structure. - Repository should be format agnostic. - Indexing of the documents on user defined parameters. - Robust & right based SEARCH capability. - Rich out-of-box functionalities like Annotation, Link, Version Management, Alarms & Reminder etc. - In-built User Management, Rights Management & Password Management modules. <p>Please consider the incorporation of the above points to Document Management section.</p>	The presence of a robust but configurable workflow framework (Which will be integrated with Portal) will ensure the provision of End-to-End System from capturing of request, processing of request and secured archival of the documents.	Please refer RFP Volume II
160	8.1. Implementation Phases and Schedule	43	Currently 43 Ministries/ Department of Government of India are providing Grant-in-Aid to NGOs under various schemes.	<p>As mentioned in the RFP document, Currently 43 Ministries/ Department of Government of India are providing Grant-in-Aid to NGOs under various schemes and Ministries / Department will be integrated with NGO Darpan 2.0. So would these Ministries and Agencies' officials would be part of the system, for eg, they would be approving grant applications of their agency's schemes for applicants who submitted application on DARPAN 2.0.</p> <p>Please confirm. If yes, then would these users are considered as part of 200 concurrent users mentioned in the RFP document. Please clarify.</p>	To understand user requirements and defining sizing for infrastructure	Please refer RFP Volume II

161		10.2.10. Integration with External system	77	General	<p>As per the RFP, the proposed solution needed to be integrated to the following system:</p> <ol style="list-style-type: none"> 1. PFMS 2. FCRA, 80 G / 10 A and CSR systems 3. Income Tax Department 4. Ministry of Corporate Affairs on (CSR) 5. CBDT 6. NSDL and Aadhar 7. GIS <p>Please confirm if there is any other system apart from the mentioned systems that proposed solution has to be integrated with</p>	In order to clear the scope of integration		Please refer RFP Volume II
162		2. External Interfaces	12	Regarding integration	<p>As mentioned in the RFP, the proposed system has to be integrated with ministries and departments. So request you to please clarify which ministries/departments to be integrated with DARPAN 2.0 and whether these Ministries/departments can provide the APIs/Web services for the integration purpose.</p>	In order to estimate the scope of work properly		Please refer RFP Volume II
163		10.2.1. General Requirement	56	General	<p>There are various global analyst reports like Gartner Magic Quadrant and Forrester Wave Report which rate the best products available in the market which are in sync with the current technology trends and also have defined roadmap for the products.</p> <p>So in order to have best of the breed solution, we request NITI Aayog to ask the vendors to propose products for Workflow Management System and Document Management which are present in any of the leading analyst reports like Gartner MQ or Forrester Wave for Content Service Platforms and Low Code Application Platform/Digital Process Automation report in last 3 years.</p>	Incorporating this criteria will ensure best of the breed products		Please refer RFP Volume II
164		Application Standards, Interoperability	93	The application should be built on Open Standards and easily integrated with the existing Applications or other third-party applications through web services	<p>As per the RFP, the application should be built on open standards and be ready for interoperability. So considering this requirement and to have best of the breed product in terms of features, compliance, interoperability and performance, we recommend that NITI Aayog should opt for workflow and document management system should comply to these open standards: Workflow Engine- BPMN 2.0, BPEL, WfMC Document Management System- CMIS, WebDav, ODMA</p> <p>Please confirm.</p>	Incorporating this functionality will ensure best of industry products that adhere to industry open standards and will achieve interoperability		Please refer RFP Volume II
165		Workflow and Document Management System,	24	The system should have inbuilt document management capability to store, archive and retrieve documents. It should support searching and metadata management.	<p>As mentioned in the clause and multiple other use cases, there would be requirements storing, archiving, and retrieving of documents. So based on this requirement, we suggest that the proposed system should have the inbuilt viewer for viewing the documents of various formats such as scanned images (tiff, jpeg), PDF, PDF/A, Audio/Video files etc.</p> <p>Please confirm.</p>	In order to have secured viewing of documents without downloading it outside of the system		Please refer RFP Volume II

166		Workflow and Document Management System,	24	The system shall facilitate re-engineering of processes. A workflow engine to support different types of routing mechanism including: Sequential routing, Parallel routing, Rule based routing and Ad-hoc routing	As Authority requires a comprehensive Rule Engine platform under Workflow Management tool. So taking this requirement into consideration, NITI Aayog would require centralized Rule Management engine as part of Business Process management tool which should have atleast the below mentioned capabilities in it in order to fulfill the objective of the system: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through "If else" statement or through "Decision Table". 5) Audit logging of changes/modifications done in the rules. Please confirm	In order to have a best of the breed Rule engine for centrally managing the business rules for complete system		Please refer RFP Volume II
167		Cloud Requirements	112	NGO Darpan 2.0 application package will be hosted centrally on the cloud	Please clarify the cloud platform which NITI Aayog will be utilizing for application deployment.			Please refer RFP Volume II
168		Document and Records Management Module	108	The NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes.	As stated in the clause, the NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes. So based on our experience in similar Govt. organizations in India, NITI Aayog requires a comprehensive Records Management System as well with atleast below mentioned capabilities: a. Capability to define retention/disposition/storage policy etc for electronic & physical records from long term preservation perspective. b. Capability to capture details about the records (Electronic & Physical) c. Capability to track Physical records movement d. Certified with global standards like DoD 5015.2, ISO 15489, ISO 16175	In order to have proven enterprise level records management system for maintaining the complete life cycle of the documents/records		Please refer RFP Volume II
169		7. TRAINING AND CHANGE MANAGEMENT REQUIREMENTS	40	Regarding Training	Please provide clarity about the no of users to be trained as part of the current project of scope.	To define the scope properly		Please refer RFP Volume II
170		8.3. Proposed Milestones and Deliverables	83	Total duration Implementation Phase of 14 weeks from Project Kickoff	Re consideration on the project implementation timelines	Considering the Project of scope of work 14 weeks duration to implement the project is very stringent	We would request you to kindly change the Project implementation timelines from T+14 weeks to T+30 weeks	Refer Corrigendum point no. 9
171		2. External Interfaces	13	a) Ministries / Departments b) Interface with FCRA, 80 G / 10 A and CSR systems	Please clarify the meaning of interfacing here systems	Does interfacing means data integration or it is more relevant around personalized experience for the mentioned stakeholders?		Please refer RFP Volume II
172		General Query		General Query	General Query	General Query	Please specify the number of non-Production environments required to be provisioned.	MSP need to create non-production, UAT, testing environments to cater requirements of RFP

173		RFP_Vol 2	13/point d	Backend integration for syncing username and password between NGO Darpan 2.0 and PFMS will be done on near real time basis	Will backend integration will be done through SSO/IDAM tool. Is bidder suppose to configure any such tool for syncing username & password with PFMS?	Need more clarification on integration or tool for proper solutioning.		Please refer RFP Vol II
174		RFP_Vol 2	Page 16/Project monitoring	NGO also need to provide evidence to substantiate their claim for completion of milestone supported by necessary evidences to ministry. NGO also need to provide geo coded photographs of project progress to ministries.	Will these geo coded photographs to be stored in Darpan 2.0 portal or each ministries will store their data? If these proofs need to store in Darpan portal, please advise the retention period of such records.	Information is needed to size the storage for such purpose.		Please refer RFP Vol II
175		RFP_Vol 2	Page 17/6. Geographical Information System	As part of NGO Darpan 2.0 project, it is important to map the location of all the NGO Projects locations facilities within India, for ready reference of NITI Aayog and Ministries/Departments.	Please clarify do bidder need to integrate with any existing map or need to bring their own location map software for GIS purpose.	Details are needed to ascertain the scope.		Bidder need to bring Government approved location map.
176		RFP_Vol 2	Page 23/6. Cloud Service provider	NGO Darpan 2.0 should be deploy either on NIC Cloud or any other Cloud Service Provider (CSP) empaneled with Ministry of Electronics and Information Technology (MeitY) ensuring access and availability of NGO Darpan 2.0 to all stakeholders for availing all services and information	Please clarify if bidder has option to choose NIC cloud or MeitY empaneled CSP during bidding stage or will it be decided by Niti Aayog at later stage. In case of NIC, do we need to engage them for price, SLAs, tools, solution , architecture from them directly in this stage?	Engagement model with CSP. Who will be responsible for the SLAs related to cloud?		Please refer RFP Vol II
177		RFP_Vol 2	Page 23/Cloud service provider Page 28/section 3.2.2	CSP to provide active-passive configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-passive set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standards. CSP should provision DR for 50% capacity to DC. a. Design and develop deployment architecture, strategy and roadmap. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	These two clauses are contradictory. Request to clarify the DC-DR to be configured in Active-passive mode or Active-Active mode. Also clarify apart from Tier 3 compliant, does there any requirement of SOC, ISO 27001 ISO 27001, and ISO 27017 compliance to meet any regulatory requirement.	Information is needed to design the solution with correct approach.		Refer response to query no. 1
178		RFP_Vol 1 RFP_Vol 2	Page 37 of 79/6.3 Service Level for O&M Phase Page 23/Cloud service provider Page 32/4.2. Business Continuity Requirement s	CSP should provision DR for 50% capacity to DC.	a. Provision of DR capacity also a function of RTO (recovery time Objective). Request to define the RTO & RPO requirement for the portal/application as no such SLA mentioned in section 6.3 for recovery points. b. Considering the importance of project, is there any requirement of the DR site to be in separate seismic zone.	Information is needed to define approach, design the solution with optimize resources and replication mechanism at DR site.		Refer response to query no. 1
179		RFP_Vol 2	Page 24/Cloud service provider	Malware Protection: Gateway level malware protection shall be provided to prevent malware attacks on the network. Endpoints shall be installed with anti-malware tools and Host IPS to prevent malware on the NGO Darpan 2.0 virtual machines. Email systems shall be provided with anti- malware, anti-phishing and anti-spam tools.	Please clarify do bidder need to propose and provide any Email system as well.	Clarification		RFP Clause is self explanatory

180		RFP_Vol 2	Page 24/section 3.2.1 - Software Requirements (SRS)	c. Prepare and submit a detailed Bill of Material (BOM) for Cloud Hosting and supporting the smooth functioning of application suite.	Please clarify do selected bidder will have the option to revise the BOM that submitted during bid stage.	It may impact the cost of the deployment.		Please refer RFP Vol II
181		RFP_Vol 2	Page 27/section 3.2.1 - Implementation and Go-Live	b. Perform data migration from existing NGO Darpan portal which is currently maintained and hosted by NIC. The DB size of NGO Darpan portal at present is 2.5 GB (including 300 MB Dashboard database) with around 700 MB yearly growth is envisaged. In case of any change in data structure or unique ID, MSP need to incorporate the same without any additional charges.	Please clarify apart from database, is there any other data store or document repository need to be migrated to new setup. Request to please clarify what is the existing database currently in use.	Information is needed for correct sizing and migration effort.		MySQL Database having total current size is 2.5 GB In addition, There is a document repository of documents (jpeg/ pdf) uploaded by NGOs having total size approx 300GB
182		RFP_Vol 2	Page 27/section 3.2.1 - Implementation and Go-Live	c. Deploy the application suite at Cloud i.e. Production environment, as required and assist nominated users/ stakeholders in final testing before actual Go-Live	Request to clarify how many environments bidder need to propose (Development, Test, Production, Training, DR etc.)	Information is needed for correct provisioning of environment.		MSP need to create non-production, UAT, testing environments to cater requirements of RFP
183		RFP_Vol 2	Page 27/section 3.2.2 - Cloud Services	a. Provision necessary compute and storage infrastructure on the cloud including the underlying software licenses to host the application suite.	Request to clarify if bidder need to provision Enterprise supported software (OS, database, EMS etc.) only for OSS or community version are allowed. Also please confirm bidder can choose to go with subscription based licenses	Information is needed for correct support level.		Please refer RFP Volume II
184		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	1. Proactive and reactive maintenance, repair and replacement of defective components (IT Hardware and Software). 2. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the MSP fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA. 3. The MSP should also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by State Authorities / Department or any nominated agency by the Department at any time during the contract period.	Request to clarify if these activity being referred for cloud hosting components.	In cloud all these being taken care by CSP & transparent to customers/users.. Anyway CSP/MSP are bound by SLAs of performance , availability.	Request to drop this clause.	RFP Clause is self explanatory
185		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	1. EMS solution should be an integrated, modular and scalable solution from single OEM (i.e. all EMS components from single OEM to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk\ help desk \trouble ticketing system & SLA monitoring functionality). 3. Proposed NMS solution must be ISO 27034-1 certified to ensure security compliances.	Request to remove this clause as having EMS solution from single OEM is restrictive.	Many of the EMS functionality like monitoring, traffic analysis are available from CSP and same can be leverage to meet the requirement.	Request to provide the functional & business requirement for monitoring, management and IT service desk and let bidder propose the solution to achieve the functionality.	RFP Clause is self explanatory
186		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	2. Should have Out-of-the-Box connectors / probes to integrate with multiple EMS solutions, including industry standard solutions from various OEMs., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	Request to remove this clause as CSP provides most of the functionality as integrated solution as part of observability and manageability.	CSP provide the Console and Dashboard where customer can view the health of their provisioned resources.	Request to provide the functional & business requirement for monitoring, management and IT service desk and let bidder propose the solution to achieve the functionality.	RFP Clause is self explanatory

187		RFP_Vol 1 RFP_Vol 2	Page 77 of 79 /7.16 Annexure 16: Technical Bid Requirement Page 56/Annexure 2 Section 10.2.1 - General requirements Page 115/Annexure 2/10.2.1 Cloud Requirements	11. The bidder is required to prepare and submit along with their technical proposal, the details of methodologies and computations for sizing and capacity of storage, compute, routers, switches, load balancer, and internet facing IPS, backup, tape libraries, sizing of security appliances and their compute requirements. The application should support 200 concurrent users System Integrator must provide in their technical proposal all details w.r.t sizing and specifications (throughput, IOPS, compute capacity, cores, processors, MIPS, bandwidth requirements etc.) for each of the solution components that are required to ensure that all application functionality, including data access, file downloads, and online transactions, is performed within commercially acceptable response times and as per the defined SLA's. System Integrator must state the capacity that will be required for each of the application and what tools and techniques will be required to continuously monitor application performance.	Apart from 200 concurrent users, there is no other sizing parameter are defined in the RFP. Request to provide details in terms of total number of users, groups, yearly growth, number of documents for content & document management, type & size of documents, data backup and archival etc. on which bidder need to size the cloud environment.	This will help the bidders to plan the sizing of cloud infrastructure correctly.	RFP Clause is self explanatory	
188		RFP_Vol 2	Page 118/Annexure 2 Backup Solution :	Backup Solution : The solution shall be primarily used to back up the necessary data that would require backing up would include the various databases that shall be created for the Application, network system, logs and reports. Scheduled unattended backup using policy-based management for all Server and OS platforms. The proposed backup solution should be available on various OS platforms such as Windows, Linux and UNIX platforms.	Considering there is no UNIX platform as the application will be deployed in cloud on x86 based systems, request to remove the requirement of Unix platform.	UNIX based backup solution are restrictive and will unnecessary call for legacy backup solution.	Request to remove the UNIX platform.	RFP Clause is self explanatory
189		RFP_Vol 2	Page 56 /Annexure 2	MSP has to submit the compliance against all Functional requirement listed below as part of the RFP response. MSP has to submit the compliance against all technical requirement listed below as part of the RFP response	All the functional & technical compliance requirement are very detailed. Request to clarify if some of the Technical compliance can not be achieved by single product or may be partial compliance or not possible at all - what is the implication of same. How the overall score will be calculated for both functional and technical requirements.	Request to define the requirement /or segregate where compliance is mandatory or good to have with scoring system.	RFP Clause is self explanatory	
190		RFP_Vol 2	Page 83 /Annexure 3	MSP has to submit the compliance against all technical requirement listed below as part of the RFP response	Is bidder suppose to propose a single product to meet the technical requirement. E.g. Under "Data Management" there are 18 line items. Please clarify if bidder allow to propose hybrid approach with product & development approach to meet all the requirements.		Please refer RFP Volume II	
191		RFP_Vol 2	Page 102/Annexure 3	No 'End of Sale/End of Service/ End of Support/' user-end equipment / component should be bought by the MSA (OEM must certify that the proposed user-end equipment is not End of Support and the certificate must be submitted to Department after every procurement) When handing over infrastructure and other components for this project, at end of contract period, MSA must ensure that no equipment or component is having 'End of Support' for a period less than one year.	We understand that application will be deployed centrally and all equipments & their respective life cycle being managed by CSP. Please clarify for which equipments are being referred here.	If it refer to cloud setup, request to remove the requirement.	Please refer RFP Volume II	

192		RFP_Vol 2	Page 113/Annexure 3	All underlying hardware, network and security requirements for hosting of application need to be provisioned by the System Integrator and the Cloud Services Provider (CSP) who would be part of the bidders consortium.	Please clarify do SI need to form the consortium at the time of submission.			Please refer RFP Volume II
193		RFP_Vol 2	Page 108/Annexure 3	The NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes. This module should be tightly integrated with other modules like core modules, workflow, BPM, LMS, BI Manage business critical documents with comprehensive security, access control, multilingual metadata categorization, version control and full audit trail	Please clarify what are BPM and LMS being referred in this clause. Is bidder suppose to provision these capabilities as well?	Request to remove the mention of BPM and LMS if there are no specific requirement.		Please refer RFP Volume II
194		RFP_Vol 2	Section 2.2 & Annexure 2, Annexure 3	Compliances	Please clarify do bidder need to provide compliance for Annexure 2 & 3 only or bidder has to provide for sections under section 2.2 as well. We find there are many discrepancies between Section 2.2 and Annexure 2/3. What will be the implication - if at few places product /solution is not fully compliant both under Section 2 & annexure for which we need to submit the compliances. Will the bid get rejected or technical score will be reduced?	Request to confirm, do we need to submit the compliances of Annexure 2 & 3 only.		Bidder need to provide the compliance to all requirements provided in RFP.
195		4.2 Stage I - Pre-Qualification Bid Evaluation	Page: 28, Point No.: 2	The Bidder should have an average annual turnover of at-least 50 Crores in the last three financial years (i.e., 2018-19, 2019-20, 2020 - 2021).	50 Cr turnover for FY 2018-21 Should be replaced with FY 2019-22	We have attained this turnover in the mentioned FY, and we can submit the provisional CA certificate and Provisional Balance Sheet and P&L in this regard.	The Bidder should have an average annual turnover of at-least 35 Crores in the last three financial years (i.e., 2019-20, 2020-21, 2021 -2022).	No Change
196		4.3.1 Technical Evaluation Framework	Page: 29, Point No.: 1	Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2018-19, 2019-20, 2020 - 2021). • >= INR 50 Crores and < INR 75 Crores: 6 marks • >= INR 75 Crores and < INR 100 Crores: 8 marks • >=INR 100 Crores: 10 marks	50 Cr turnover for FY 2018-21 Should be replaced with FY 2019-22		Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2019-20, 2020-21, 2021 - 2022). • >= INR 35 Crores and < INR 45 Crores: 6 marks • >= INR 45 Crores and < INR 55 Crores: 8 marks • >=INR 55 Crores: 10 marks	No Change
197		Section-4.2 & Stage I - Pre-Qualification Bid Evaluation	Page-28 Point No-6	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs • at-least 3 projects of project value more than 6 Crore each OR • at-least 2 projects of project value more than 9 Crore each OR • at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1. Web Portal with Content Management System and Document Management System 2. Project Management 3. Workflow based application processing system 4. Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	Request for the amendment	Clause is restricting the prospective bidders. Requesting amendment for more number of bids from prospective bidders	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs • at-least 3 projects of project value more than 6 Crore each OR • at-least 2 projects of project value more than 9 Crore each OR • at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with any of the 2 following modules - 1. Web Portal with Content Management System and Document Management System 2. Project Management 3. Workflow based application processing system 4. Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change

198		Section-4.3.1 Technical Evaluation Framework	Page-29, Point-1	Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2018-19, 2019-20, 2020 - 2021). <ul style="list-style-type: none"> • >= INR 50 Crores and < INR 75 Crores: 6 marks • >= INR 75 Crores and < INR 100 Crores: 8 marks • >=INR 100 Crores: 10 marks 	Request for the amendment		Average Annual Turnover of the Bidder during the last three (3) financial years (i.e., 2018-19, 2019-20, 2020 - 2021). <ul style="list-style-type: none"> • >= INR 50 Crores and < INR 60 Crores: 6 marks • >= INR 60 Crores and < INR 70 Crores: 8 marks • >=INR 75 Crores: 10 marks 	No Change
199		Section-4.3.1 Technical Evaluation Framework	Page-29 & 30 Point-2	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department /PSUs. Each project will be given score as below: <ul style="list-style-type: none"> • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks Relevant projects* - Project must be of Application/ Portal development with following modules - 1. Web Portal with Content Management System and Document Management System 2. Project Management 3. Workflow based application processing system 4. Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	Request for the amendment	Clause is restricting the prospective bidders. Requesting amendment for more number of bids from prospective bidders	Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department /PSUs. Each project will be given score as below: <ul style="list-style-type: none"> • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks Relevant projects* - Project must be of Application/ Portal development with any of the 2 following following modules - 1. Web Portal with Content Management System and Document Management System 2. Project Management 3. Workflow based application processing system 4. Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	No Change
200		Section-4.3.1 Technical Evaluation Framework	Page-30 Point-3	Bidder shall have delivered projects of Application/ Portal development with large number of registered users - <ul style="list-style-type: none"> • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark 	Request for the amendment	Clause is restricting the prospective bidders. Requesting amendment for more number of bids from prospective bidders	Bidder shall have delivered projects of Application/ Portal development with large number of registered users - <ul style="list-style-type: none"> • Each Project with >= 3000 to 5000 active users - 2 Mark • Each Project with >= 5000 to 10,000 active users - 3 Mark • Each Project with >= 10,000 - 5 Mark 	No Change
201		Section-4.3.1 Technical Evaluation Framework	Page-30 Point-4	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS <ul style="list-style-type: none"> • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks 	Request for the amendment	Clause is restricting the prospective bidders. Requesting amendment for more number of bids from prospective bidders	Bidder shall have delivered projects of Application/ Portal development with integration with PFMS/ State Treasury/ Payment Gateways <ul style="list-style-type: none"> • Project Value 5 to 8 Crs - 1 Mark • Project Value 8 to 10 Crs - 3 Marks • Project Value more than 10 Crs - 5 Marks 	Refer Corrigendum point no. 8
				<ul style="list-style-type: none"> • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks 			<ul style="list-style-type: none"> • Project Value 5 to 8 Crs - 1 Mark • Project Value 8 to 10 Crs - 3 Marks • Project Value more than 10 Crs - 5 Marks 	No Change
202		SCHEDULE V - TERMS OF PAYMENT SCHEDULE, Vol 3	Page - 37	Total duration Implementation Phase - Payment Terms - 30% of total project cost	Request for the amendment	Industry Practice and experience in bidding similar RFP	Total duration Implementation Phase - Payment Terms - 50% of total project cost	No Change
203		SCHEDULE V - TERMS OF PAYMENT SCHEDULE, Vol 3	Page - 38	Total duration Operation and Maintenance Phase - Payment Terms - 70% in equal quarterly instalments	Request for the amendment	Industry Practice and experience in bidding similar RFP	Total duration Operation and Maintenance Phase - Payment Terms - 50% in equal quarterly instalments	No Change
204							Bidder has submitted a letter, Only relevant section has been taken from the letter - We feel that a young company such as ours should be given a chance to prove our mettle by giving us a chance through a little flexibility with regards to the pre-qualification and technical criteria so that we can compete with established practices that can easily bid by meeting these conditions. I would be really grateful if you could consider the above and discuss the same with the concerned forum. Thank you for your time and have a nice evening ahead.	No Change

205		RFP_Vol 2	13/point d	Backend integration for syncing username and password between NGO Darpan 2.0 and PFMS will be done on near real time basis	Will backend integration will be done through SSO/IDAM tool. Is bidder suppose to configure any such tool for syncing username & password with PFMS?	Need more clarification on integration or tool for proper solutioning.		Please refer RFP Vol II
206		RFP_Vol 2	Page 16/Project monitoring	NGO also need to provide evidence to substantiate their claim for completion of milestone supported by necessary evidences to ministry. NGO also need to provide geo coded photographs of project progress to ministries.	Will these geo coded photographs to be stored in Darpan 2.0 portal or each ministries will store their data? If these proofs need to store in Darpan portal, please advise the retention period of such records.	Information is needed to size the storage for such purpose.		Please refer RFP Vol II
207		RFP_Vol 2	Page 17/6. Geographical Information System	As part of NGO Darpan 2.0 project, it is important to map the location of all the NGO Projects locations facilities within India, for ready reference of NITI Aayog and Ministries/Departments.	Please clarify do bidder need to integrate with any existing map or need to bring their own location map software for GIS purpose.	Details are needed to ascertain the scope.		Bidder need to bring Government approved location map.
208		RFP_Vol 2	Page 23/6. Cloud Service provider	NGO Darpan 2.0 should be deploy either on NIC Cloud or any other Cloud Service Provider (CSP) empaneled with Ministry of Electronics and Information Technology (MeitY) ensuring access and availability of NGO Darpan 2.0 to all stakeholders for availing all services and information	Please clarify if bidder has option to choose NIC cloud or MeitY empaneled CSP during bidding stage or will it be decided by Niti Aayog at later stage. In case of NIC, do we need to engage them for price, SLAs, tools, solution , architecture from them directly in this stage?	Engagement model with CSP. Who will be responsible for the SLAs related to cloud?		RFP Clause is self explanatory
209		RFP_Vol 2	Page 23/Cloud service provider Page 28/section 3.2.2	CSP to provide active-passive configuration for DC and DR. CSP will have to work along with System Integrator to provide the active-passive set-up. DC and DR to be configured in active-passive mode. DC and DR should be compliant to Tier 3 and above standards. CSP should provision DR for 50% capacity to DC. a. Design and develop deployment architecture, strategy and roadmap. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	These two clauses are contradictory. Request to clarify the DC-DR to be configured in Active-passive mode or Active-Active mode. Also clarify apart from Tier 3 compliant, does there any requirement of SOC, ISO 27001 ISO 27001, and ISO 27017 compliance to meet any regulatory requirement.	Information is needed to design the solution with correct approach.		Refer response to query no. 1
210		RFP_Vol 1 RFP_Vol 2	Page 37 of 79/6.3 Service Level for O&M Phase Page 23/Cloud service provider Page 32/4.2. Business Continuity Requirements	CSP should provision DR for 50% capacity to DC.	a. Provision of DR capacity also a function of RTO (recovery time Objective). Request to define the RTO & RPO requirement for the portal/application as no such SLA mentioned in section 6.3 for recovery points. b. Considering the importance of project, is there any requirement of the DR site to be in separate seismic zone.	Information is needed to define approach, design the solution with optimize resources and replication mechanism at DR site.		Please refer RFP Vol II
211		RFP_Vol 2	Page 24/Cloud service provider	Malware Protection: Gateway level malware protection shall be provided to prevent malware attacks on the network. Endpoints shall be installed with anti-malware tools and Host IPS to prevent malware on the NGO Darpan 2.0 virtual machines. Email systems shall be provided with anti- malware, anti-phishing and anti-spam tools.	Please clarify do bidder need to propose and provide any Email system as well.	Clarification		Refer response to query no. 64

212		RFP_Vol 2	Page 24/section 3.2.1 - Software Requirements Specifications (SRS)	c. Prepare and submit a detailed Bill of Material (BOM) for Cloud Hosting and supporting the smooth functioning of application suite.	Please clarify do selected bidder will have the option to revise the BOM that submitted during bid stage.	It may impact the cost of the deployment.		Please refer RFP Vol II
213		RFP_Vol 2	Page 27/section 3.2.1 - Implementation and Go-Live	b. Perform data migration from existing NGO Darpan portal which is currently maintained and hosted by NIC. The DB size of NGO Darpan portal at present is 2.5 GB (including 300 MB Dashboard database) with around 700 MB yearly growth is envisaged. In case of any change in data structure or unique ID, MSP need to incorporate the same without any additional charges.	Please clarify apart from database, is there any other data store or document repository need to be migrated to new setup. Request to please clarify what is the existing database currently in use.	Information is needed for correct sizing and migration effort.		Refer response to query no. 181
214		RFP_Vol 2	Page 27/section 3.2.1 - Implementation and Go-Live	c. Deploy the application suite at Cloud i.e. Production environment, as required and assist nominated users/ stakeholders in final testing before actual Go-Live	Request to clarify how many environments bidder need to propose (Development, Test, Production, Training, DR etc.)	Information is needed for correct provisioning of environment.		MSP need to create non-production, UAT, testing environments to cater requirements of RFP
215		RFP_Vol 2	Page 27/section 3.2.2 - Cloud Services	a. Provision necessary compute and storage infrastructure on the cloud including the underlying software licenses to host the application suite.	Request to clarify if bidder need to provision Enterprise supported software (OS, database, EMS etc.) only for OSS or community version are allowed. Also please confirm bidder can choose to go with subscription based licenses	Information is needed for correct support level.		Please refer RFP Vol II
216		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	1. Proactive and reactive maintenance, repair and replacement of defective components (IT Hardware and Software). 2. Component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA). In case the MSP fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA. 3. The MSP should also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by State Authorities / Department or any nominated agency by the Department at any time during the contract period.	Request to clarify if these activity being referred for cloud hosting components.	In cloud all these being taken care by CSP & transparent to customers/users. Anyway CSP/MSP are bound by SLAs of performance , availability.	Request to drop this clause.	Please refer RFP Vol II
217		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	1. EMS solution should be an integrated, modular and scalable solution from single OEM (i.e. all EMS components from single OEM to provide comprehensive fault management, performance management, traffic analysis and business service management, IT service desk\ help desk \trouble ticketing system & SLA monitoring functionality). 3. Proposed NMS solution must be ISO 27034-1 certified to ensure security compliances.	Request to remove this clause as having EMS solution from single OEM is restrictive.	Many of the EMS functionality like monitoring, traffic analysis are available from CSP and same can be leverage to meet the requirement.	Request to provide the functional & business requirement for monitoring, management and IT service desk and let bidder propose the solution to achieve the functionality.	Please refer RFP Vol II
218		RFP_Vol 2	Page 36/section 6.2. Infrastructure O&M Services	2. Should have Out-of-the-Box connectors / probes to integrate with multiple EMS solutions, including industry standard solutions from various OEMs., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	Request to remove this clause as CSP provides most of the functionality as integrated solution as part of observability and manageability.	CSP provide the Console and Dashboard where customer can view the health of their provisioned resources.	Request to provide the functional & business requirement for monitoring, management and IT service desk and let bidder propose the solution to achieve the functionality.	Please refer RFP Vol II

219	RFP_Vol 1 RFP_Vol 2	Page 77 of 79 /7.16 Annexure 16: Technical Bid Requirement Page 56/Annexure 2 Section 10.2.1 - General requirements Page 115/Annexure 2/10.2.1 Cloud Requirements	11. The bidder is required to prepare and submit along with their technical proposal, the details of methodologies and computations for sizing and capacity of storage, compute, routers, switches, load balancer, and internet facing IPS, backup, tape libraries, sizing of security appliances and their compute requirements. The application should support 200 concurrent users System Integrator must provide in their technical proposal all details w.r.t sizing and specifications (throughput, IOPS, compute capacity, cores, processors, MIPS, bandwidth requirements etc.) for each of the solution components that are required to ensure that all application functionality, including data access, file downloads, and online transactions, is performed within commercially acceptable response times and as per the defined SLA's. System Integrator must state the capacity that will be required for each of the application and what tools and techniques will be required to continuously monitor application performance.	Apart from 200 concurrent users, there is no other sizing parameter are defined in the RFP. Request to provide details in terms of total number of users, groups, yearly growth, number of documents for content & document management, type & size of documents, data backup and archival etc. on which bidder need to size the cloud environment.	This will help the bidders to plan the sizing of cloud infrastructure correctly.		Please refer RFP Vol II
220	RFP_Vol 2	Page 118/Annexure 2 Backup Solution :	Backup Solution : The solution shall be primarily used to back up the necessary data that would require backing up would include the various databases that shall be created for the Application, network system, logs and reports. Scheduled unattended backup using policy-based management for all Server and OS platforms. The proposed backup solution should be available on various OS platforms such as Windows, Linux and UNIX platforms.	Considering there is no UNIX platform as the application will be deployed in cloud on x86 based systems, request to remove the requirement of Unix platform.	UNIX based backup solution are restrictive and will unnecessary call for legacy backup solution.	Request to remove the UNIX platform.	Please refer RFP Vol II
221	RFP_Vol 2	Page 56 /Annexure 2	MSP has to submit the compliance against all Functional requirement listed below as part of the RFP response. MSP has to submit the compliance against all technical requirement listed below as part of the RFP response	All the functional & technical compliance requirement are very detailed. Request to clarify if some of the Technical compliance can not be achieved by single product or may be partial compliance or not possible at all - what is the implication of same. How the overall score will be calculated for both functional and technical requirements.	Request to define the requirement /or segregate where compliance is mandatory or good to have with scoring system.		Please refer RFP Vol II
222	RFP_Vol 2	Page 83 /Annexure 3	MSP has to submit the compliance against all technical requirement listed below as part of the RFP response	Is bidder suppose to propose a single product to meet the technical requirement. E.g. Under "Data Management" there are 18 line Items. Please clarify if bidder allow to propose hybrid approach with product & development approach to meet all the requirements.			No Change
223	RFP_Vol 2	Page 102/Annexure 3	No 'End of Sale/End of Service/ End of Support/' user-end equipment / component should be bought by the MSA (OEM must certify that the proposed user-end equipment is not End of Support and the certificate must be submitted to Department after every procurement) When handing over infrastructure and other components for this project, at end of contract period, MSA must ensure that no equipment or component is having "End of Support" for a period less than one year.	We understand that application will be deployed centrally and all equipments & their respective life cycle being managed by CSP. Please clarify for which equipments are being referred here.	If it refer to cloud setup, request to remove the requirement.		Please refer RFP Vol II

224		RFP_Vol 2	Page 113/Annexure 3	All underlying hardware, network and security requirements for hosting of application need to be provisioned by the System Integrator and the Cloud Services Provider (CSP) who would be part of the bidders consortium.	Please clarify do SI need to form the consortium at the time of submission.			Please refer RFP Vol II
225		RFP_Vol 2	Page 108/Annexure 3	The NGO Darpan 2.0 solution will have a fully fledged document and records management component to manage the entire life cycle of different kinds of documents to be used by users in different processes. This module should be tightly integrated with other modules like core modules, workflow, BPM, LMS, BI Manage business critical documents with comprehensive security, access control, multilingual metadata categorization, version control and full audit trail	Please clarify what are BPM and LMS being referred in this clause. Is bidder suppose to provision these capabilities as well?	Request to remove the mention of BPM and LMS if there are no specific requirement.		No Change
226		RFP_Vol 2	Section 2.2 & Annexure 2 , Annexure 3	Compliances	Please clarify do bidder need to provide compliance for Annexure 2 & 3 only or bidder has to provide for sections under section 2.2 as well. We find there are many discrepancies between Section 2.2 and Annexure 2/3. What will the the implication - if at few places product /solution is not fully compliant both under Section 2 & annexure for which we need to submit the compliances. Will the bid get rejected or technical score will be reduced?	Request to confirm, do we need to submit the compliances of Annexure 2 & 3 only.		Refer response to query no. 194
227	RFP_Vol 2_NGO Darpan 2.0	3.2.2. Cloud Services	28	Design and develop deployment architecture, strategy and roadmap. The DC & DR should work in Active-Active mode with dynamic load balancing and geographical apportionment of load.	Active - Active datacenter architecture is supported by only single Meity empanelled CSP. Active - Active architecture doesn't safeguard data against any natural disaster. As per Meity DR best practice guidelines, there should be minimum of 100 KM distance between DC and DR. https://www.meity.gov.in/writereaddata/files/DR%20Best%20Practices.pdf	Clause specific to a single CSP. Also Meity DR guidelines states that minimum of 100KM distance must be there between DC and DR to avoid any man made and natural disaster.	Cloud service provider should offer 99.95% uptime SLA with active- active / Active -Passive architecture across data centers to avoid data loss against any man made or natural disaster.	Refer response to query no. 1
228	RFP_Vol 1_NGO Darpan 2.0	4.2 Stage I - Pre-Qualification Bid Evaluation Section 6	28	The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.	We hereby request to consider on-going projects also for both PQ & TQ criteria.	As many of client do send change request in entire O&M cycle and release Go-Live or completed certificate after that only.	On-going CA/CS certificate is also valid.	No Change

229		4.2 Stage I - Pre-Qualification Bid Evaluation	Page No. 28 Point No. 6	<p>The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs</p> <ul style="list-style-type: none"> - at-least 3 projects of project value more than 6 Crore each OR - at-least 2 projects of project value more than 9 Crore each OR - at-least 1 project of project value more than 12 Crore <p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System</p> <ol style="list-style-type: none"> 2- Project Management 3- Workflow based application processing system 4- Data Analytics <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	<p>We are a CMMI Level 5 company and have experience of executing similar large scale e-governance projects in various state of India. In order to qualify, we need some changes in above referred clause. So, request you to amend the clause.</p>	To ensure our qualification.	<p>We request you to amend the clause as under:</p> <p>The Bidder must have experience of delivering Relevant projects* of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs</p> <ul style="list-style-type: none"> - at-least 3 projects of project value more than 4 Crore each OR - at-least 2 projects of project value more than 6 Crore each OR - at-least 1 project of project value more than 10 Crore <p>Relevant projects* - Project must be of Application/ Portal development with any 2 of the following modules -</p> <ol style="list-style-type: none"> 1- Web Portal with Content Management System and Document Management System 2- Project Management 3- Workflow based application processing system 4- Data Analytics <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	No Change
230		4.3.1 Technical Evaluation Framework	Page No. 29 Point No. 2	<p>Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs.</p> <p>Each project will be given score as below:</p> <ul style="list-style-type: none"> • Project value >= 6 Crore and < 9 Crore - 2 Marks • Project value >= 9 Crore and < 12 Crore - 3 Marks • Project value >= 12 Crore - 5 Marks <p>Relevant projects* - Project must be of Application/ Portal development with following modules - 1- Web Portal with Content Management System and Document Management System</p> <ol style="list-style-type: none"> 2-Project Management 3-Workflow based application processing system 4-Data Analytics <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	<p>We are a CMMI Level 5 company and have experience of executing similar large scale e-governance projects in various state of India. In order to qualify, we need some changes in above referred clause. So, request you to amend the clause.</p>	To ensure our qualification.	<p>We request you to amend the clause as under:</p> <p>Relevant projects* experience of Application/ Portal development for any Central Government/ State Government organization/ department/PSUs.</p> <p>Each project will be given score as below:</p> <ul style="list-style-type: none"> • Project value >= 4 Crore and < 6 Crore - 2 Marks • Project value >= 6 Crore and < 10 Crore - 3 Marks • Project value >= 10 Crore - 5 Marks <p>Relevant projects* - Project must be of Application/ Portal development with any 2 of the following modules -</p> <ol style="list-style-type: none"> 1- Web Portal with Content Management System and Document Management System 2-Project Management 3-Workflow based application processing system 4-Data Analytics <p>Only projects whose development phase is complete and Go-Live certificate has been issued will be considered for this eligibility clause. Projects which only entail Support & Maintenance services shall not be considered for the purpose of this eligibility clause.</p>	No Change
231		4.3.1 Technical Evaluation Framework	Page No. 30 Point No. 3	<p>Bidder shall have delivered projects of Application/ Portal development with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 20,000 to 50,000 active users - 2 Mark • Each Project with >= 50,000 to 1,00,000 active users - 3 Mark • Each Project with >= 1,00,000 - 5 Mark 	<p>We are a CMMI Level 5 company and have experience of executing similar large scale e-governance projects in various state of India. In order to better marks, we need some changes in above referred clause. So, request you to amend the clause.</p>	To get better marks	<p>We request you to amend the clause as under:</p> <p>Bidder shall have delivered projects of Application/ Portal development with large number of registered users -</p> <ul style="list-style-type: none"> • Each Project with >= 10,000 to 30,000 active users - 2 Mark • Each Project with >= 30,000 to 50,000 active users - 3 Mark • Each Project with >= 50,000 - 5 Mark 	Please refer response to query no. 8
232		4.3.1 Technical Evaluation Framework	Page No. 30 Point No. 4	<p>Bidder shall have delivered projects of Application/ Portal development with integration with PFMS</p> <ul style="list-style-type: none"> • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks 	<p>We are a CMMI Level 5 company and have experience of executing similar large scale e-governance projects in various state of India. In order to better marks, we need some changes in above referred clause. So, request you to amend the clause.</p>	To get marks	<p>We request you to amend the clause as under:</p> <p>Bidder shall have delivered projects of Application/ Portal development with integration with PFMS or any Third Party Applications like RPP, RAAS etc.</p> <ul style="list-style-type: none"> • 1 Project - 1 Mark • 2 Projects - 3 Marks • More than 2 Projects - 5 Marks 	No Change

233		Section NO 4.2 Pre-Qualification Bid Evaluation	Page No 28/Point No 2	The Bidder should have an average annual turnover of at-least 50 crores in the last 3 years (2018-19, 2019-20, 2020-2021)	Please give some relaxation to MSME and NSIC bidder in terms of turnover and Experience	Request to relax this criteria under Star Up and MSME policy of Govt of India since most of start up companies will not have high turnover asked in this RFP and shall miss the opportunity to participate in such RFPs. Refer, letter by MSME Policy Circular No.1(2)(1)/2016-MA dated 10th Mar 2016 which states in Point (1) that "The Government of India has notified the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order 2012 with effect from 1st April 2012 and 20% procurement from Micro and Small Enterprises of the total procurement by Central Ministries/Departments/CPSUs has become mandatory with effect from 1st April 2015.		No Change
234		Section NO 4.2 Pre-Qualification Bid Evaluation	Page No 29/Point No 7	Bidder shall have all the following valid certifications as on date of bid submission ISO 9001:2015, ISO 27001:2013, CMMI L3 or higher	Our Company has applied for CMMI L3 Certificate. We have ISO 9001 AND ISO 27001. Can we participate in the bid without CMMI L3 Certificate.			Valid CMMI certificate is required