Corrigendum - IV					
Tender No. & Date: WTL/PAR/DD/17-18/039 Dated 15-Feb-2018					

No	Pre-Bid Participant	Tyoe	Section	Section	Clause	Corrigendum
1	Not applicable	New Requirement	A	1.5	Digital Depository Portal	Corrigendum to be issued : Section A, 1.5 under Digital Depository Portal New clause to be added : **-Solution should support simple validation queries such as License/Certificate validity, Issue Date, Result (Pass/Fail), Passing Year, Marks Obtained i.e. data can be verified effectively and quickly without having to view or scrutinize the entire document.**
2	Newgen	New Requirement	A	1.6	System Requirements	Corrigendum to be issued : Section A, 1.6 under System Requirements Page 9 New clause to be added : **-Solution should support Data compression feature to optimize depository space and save bandwidth.**
3	TCS and Newgen	New Requirement	F	(Part 2)	2. Technical Evaluation	Corrigendum to be issued : **Section F (part 2) , page 34, Organization Strengths** New clause to be added under Basis of Valuation: **SEI-CMM Level 5 = 2 marks** **SEI-CMM Level 3 = 1 marks** Correspondingly, the Basis of Valuation for manpower will change from Max 10 marks to 8 marks. Modify - **Manpower on own payroll as on 31.03.2017 should be at least 100 personnel working in Software development and System Integration functions** **Relevant manpower working on Software and System Integration functions** **More than Equal to 100 personnel but less than 250 personnel : 5 marks** **More than Equal to 250 personnel but less than 400 personnel : 6 marks** **More than Equal to 400 personnel but less than 500 personnel : 7 marks** **Greater than or equal to 500 personnel : 8** **MAXIMUM MARKS = 8** **DOCUMENTS REQUIRED • HR certificate certifying the relevant manpower strength** Add - **Quality Certifications :** **SEI-CMM Level 5 = 2 marks** **SEI-CMM Level 3 = 1 marks** **MAXIMUM MARKS = 2**

4	Wipro	New Requirement	Section A	1.7	Project Deliverables	Corrigendum to be issued : Section A point 1.7 project deliverables, new requirement for reports to be added Following Reports will be generated : **Department/Issuer wise and Year-wise / Quarter-wise/Month-wise reports/view on:** **• Documents Uploaded by issuers** **• Verification queries from requestors including Documents Downloaded / Viewed / Accessed** **• Periodic Transaction report** **• Periodic Payment reports** **• Audit / Access report** Detailed format will be shared to the selected bidder
5	TCS	New Requirement	Section A	1.5	Major Features	Corrigendum to be issued : Section A point 1.5 Major features, following criteria will be added on Page 8, API for certificate issuers having own applications **Go-live criteria for Depository is integration with at least 10 issuer applications .Application such as e-District having unified DMS for multiple G2C services will be considered as 1 integration.**
6	Wipro, TCS and Newgen	Changed Requirement	Section A	1.7	Project Deliverables	Corrigendum to be issued : Section A point 1.7 project deliverables, changed requirement for price validity from : "Price validity for all servers, hardware, equipment including their annual maintenance as quote by the bidder in Financial quote of this RFP will be valid for the entire period of the contract." to : "Price validity for all servers, hardware, equipment including their annual maintenance as quote by the bidder in Financial quote of this RFP will be valid for a **minimum 3 years of the contract**"
7	TCS	Deleted Requirement	Section I	4.4 (a)	Sub-contractor clause	Corrigendum to be issued : **No subcontracting or sub system integrator is allowed in this RFP. For avoidance of doubt below point of Section I , 4.4 Point (a) Page 74 subcontractor clause is deleted** **System Integrator's Actions Requiring Client's Prior Approval: The System Integrator shall obtain the Client's prior approval in writing before taking any of the following actions:** **"a) entering into a subcontract for the performance of any part of the Services, it being understood (i)** **that the selection of the Sub System Integrator and the terms and conditions of the subcontract** **shall have been approved in writing by the Client prior to the execution of the subcontract, (ii) that** **the System Integrator shall remain fully liable for the performance of the Services by the Sub** **System Integrator and its Personnel pursuant to this Contract, (iii) that the extent of subcontracting** **would be restricted to 30 (thirty) percent of the contract price, and (iv) the Client will** **be provided by the System Integrator with particulars (name, financial& technical background,** **sub-system integration fee) of the sub-System Integrator."**
8	TCS	Deleted Requirement	Section D	Clause 30	Sub-contractor clause	Corrigendum to be issued: **Below statement in Clause 30, Section D, Page 23 is deleted since no subcontractors are allowed in this RFP:** **"The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement."**
9	NA	New Requirement	BOQ related			Corrigendum BOQ : Revised BOQ Row 4 - Added statement "**Note : Quantity may vary while placement of actual order. Unit price of order will be considered as per Unit Price quoted in the BOQ**"

10	TCS	Changed Requirement	BOQ related			Corrigendum BOQ : Revised Point Sl. No. 7 - API based Integration of Digital Depository with Issuer Departments and their System Integrators - Quantity: 10 to be changed to **Point Sl. No. 7 - "API based Integration of Digital Depository with Issuer Applications or Services developed by different vendors / NIC / in-house on disparate platforms (for weightage purpose only, no minimum guarantee & actuals may vary) - Quantity : 50"**
11	NA	New Requirement	D	38	Warranty	Corrigendum to be issued Page 25, Section D, Point 38. WARRANTY Following statement to be **added** to the existing warranty clause **"The Selected Bidder would also be responsible for the up keep, maintenance, rectification of defects, wear and tear of the infrastructure procured from the OEM during the entire period of contract and provide WTL with copies of warranty and AMC certificates for all equipment, valid for the entire period of the contract. The selected bidder will also ensure that license of any third party application, if supplied by the bidder will be given to the Government of West Bengal in perpetuity "**
12	Wipro	New Requirement	A	1.6	System Requirements	Corrigendum to be issued : Section A, 1.6 under System Requirements Page 9 New clause to be added : **-Procurement and integration of e-Sign / Digital Signature Certificate with Bulk Signing facility through the Manual Certificate Management System and Digital Depository portal is Bidder's responsibility. A minimum of 25,000 e-Signatures will be considered as part of bidder's scope.**
13	Not applicable	New Requirement	I		Technical Specification w	Corrigendum to be issued : Section I, under Technical Specification, Blade Server Page 42 New clause to be added : **CPU Minimum specifications (indicative based on rack size) : 2 numbers X86, 18 core per processor, 2.0 GHZ clock speed. The minimum number of blades, memory and switch module options are all indicative and recommended considering future system scalability.**
14	Not applicable	Changed Requirement	A	1.6	System Requirements	Corrigendum to be issued : Section A, 1.6 under System Requirements Page 9 Changed clause to be added : **-Performance requirements - System should be capable of handling a minimum of 5000 concurrent users accessing simultaneously without compromising the speed, performance or quality of service.**
15	Not applicable	New Requirement	F	(Part 2)	2. Technical Evaluation	Corrigendum to be issued : **Section F (part 2) , page 35, Relevant Strengths** **Modified clause** under Basis of Valuation: **More than 1000 less than equal to 2500 users : 7 marks.** **· More than 2500 less than equal to 4000 users : 8 Marks.** **· More than 4000 less than equal to 5000 users : 9 marks** **· More than 5000 users : 10 marks**

			Corrigendum - IV (continued..)			
			Tender No. WTL/PAR/DD/17-18/039			
			Collated Pre-Bid Query for Development, implementation and maintenance of Digital Depository for the state of West Bengal			
#	Name of the bidder	#	Section No	Clause No	Page No	Queries	Response
1	Newgen Software Technologies Limited	1	1.5	The Digital Depository	7	As mentioned in RFP, the portal needs to be integrated with Adhaar for external user authentication or registration. Require confirmation whether Digital Depository also needs to be integrated with UIDAI database and if 'Yes' what is the used case for the same? As per our understanding the Portal needs to be integrated with external database for authentication and the backend depository will be integrated with Portal. Please confirm if the understanding is	Procedure to build aadhar enabled application readily available on Developer Page of UIDAI portal
		2	1.5	Manual Certificate Management System	8	As understood from the RFP that this Manual Certificate Management System is the process of providing Physical Copies of Certificates (From the Digital Depository) against respective service request of various applicants. Please confirm whether our understanding is correct.	Explained in the RFP as system for uploading digitally signed scanned paper documents only. Facility for BulK upload from folder, spreadsheet and various other modes are to be provided.
		3	1.5	Manual Certificate Management System	8	As understood from the RFP in that Manual Certificate Management System, a proper request from the applicant will be raised for respective document which in turn will move through some specific users for request validation and approval and on the basisi of that consent the applicant will be provided by the respective documents. In the whole process apart from the document management system a BPM based Workflow Solution will also be required. Please confirm whether this understanding is correct.	Manual certificate management system will be used by issuer departments that issue paper documents only. Facility to digitally sign and upload scanned documents and related metadata in bulk is the only requirement of the certificate management system. There is no intricate workflow involved.

4	1.5	Manual Certificate Management System	8	In reference to the above understanding the Business Process Management (BPM) platform which has capabilities such as graphically modeling the processes or workflows, process simulator, integrated rules engine, inbuilt form designer, reports/dashboard tool and integrated Document Management System for storing documents. The required workflow solution should comply to various open workflow standards such as BPMN, BPEL, WFMC. Request you to include the following specification to ensure best of breed solution. Please confirm whether this understanding is correct.	Manual certificate management system will be used by issuer departments that issue paper documents only. Facility to digitally sign and upload scanned documents and related metadata in bulk is the only requirement of the certificate management system. There is no intricate workflow involved. Opensource technology stack to be used
5	1.5	Manual Certificate Management System	8	As understood from the RFP, various Govt and Non Govt Bodies such Universities, School Boards, Various Government Departments or Divisions will digitize the documents and upload in the depository for citizen access absed on some unique parameters and service fee. Please provide some detail on the Upload Process i.e. Whether it is through any Portal Interface or through some bulk Upload Utility of some other way.	Electronically generated and digitally signed documents by issuer departments will be uploaded into the depository directly through API / Webservice. Selected bidder is responsible for creating the required API's and integration. There will also be facility to scan and upload paper documents through the manual certificate management system. Please refer to the terms of reference in the RFP carefully.
6	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Inbuilt Document Image Viewer for displaying image document without native viewer", our understanding that this depository will contain conventional file formats such as Tiff, PDF, PDF/A, JPG. Please provide confirmation whether this understanding is correct or not..	Correct
7	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Digital Signature/E-Sign must be available before any document", please conform whether this Digital Signature will be provided by the client or will it be provided by the bidder as one of the deliverables?	DSC integration and required licesing for the depository system will be bidders responsibility.

8	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Depository should be e-Pramaan compatible" and as understood from the RFP that the proposed Digital Depository is capable of integrated with e-Pramaan or Jeevan Pramaan which is a biometric enabled digital service for pensioners (Central, State or any other Govt Organizations), the objective of this required compatibility is to verify authentication of those citizens during their portal login. Please confirm whether this understanding is correct or not.	epramaan is the national e-authentication service by GOI, integration of epramaan is in scope. Jeevan pramaan is not in scope.
9	1.6	System Requirements-Data Requirement	9	As it's mentioned in RFP that the initial document volume is around 5 CR, we presume that this volume is already in digital form and in conventional file format i.e. PDF, PDF/A or Tiff. Please confirm our understanding is correct.	No change in clause / RFP
10	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that this Digital Depository is becoming a huge repository of digital documents, we believe that there will some Retention Policies that need to implied (As per government rules & regulations) through a proper Record Management System which will be tightly coupled with proposed archival solution/document management syste. Kindly confirm whether this understanding is right	Retention guildelines may be provided by departments based on their rules.
11	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that this Digital Depository is becoming a huge repository of digital documents, we believe that there should be a proper Physical Document Locating System which will help the solution owner to identify the location of that physical documents through a proper Record Management System which will be tightly coupled with proposed archival solution/document management system. Kindly confirm whether this understanding is right.	Documents Metadata & Keyword Search parameters such as Reference No, License No, Name, File No will be stored alongwith each document for easy location and retrieval.Solution should support simple validation queries such as License/Certificate validity, Issue Date, Result (Pass/Fail), Passing Year, Marks Obtained i.e. data can be verified effectively and quickly without having to view or scrutinize the entire document.

12	1.6	System Requirements-Performance Requirement	9	As it's mentioned in RFP that the system is capable of handling 1000 concurrent users, we understand that this calculated user concurrency is inclusive of everything i.e. Internal Users, External Users, Portal Users etc. Please confirm whether this understanding is correct.	Correct
13	1.6	System Requirements-Performance Requirement	9	In respect to required 1000 user concurrency what is the total number of users? Please confirm.	No change in clause /RFP.
14	1.6	System Requirements-Performance Requirement	9	Please confirm on the following points, 1. What are the approximate number of Portal users? Means what are max number of user requests that will access depository at one point of time? 2. Will there be any 3rd Party Application from where document will get accessed? If 'Yes' please provide the number of such concurrent users.	1. No change in clause / RFP. 2. No
15	7	Digital Depository Application Development	86	As it's mentioned in RFP that "SDLC, Source Code and all IPR related document handover", we understand that this submission/sharing of Source Code matter will be done through ESCROW model. Please confirm whether this understanding is correct.	No third parties will be involved. Payments will be made directly by WTL to the selected bidder on successful completion of the milestone.
16	5	Depository Mobile Application for Citizens & Requestors	7	As understood from the RFP that the proposed system will have a Mobile App based interface also through which document view request can be sent and that mobile app will be integrated with portal interface. Please confirm whether this understanding is correct.	Correct
17	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that there will be a size limitation for digital records (Per records it should be 2MB) , we understand that even that 2 MB will be a good size to archive as during retrieval of multiple records as it will take much time and bandwidth. Instead of per record size limitation, we suggest per page size limitation / per record size limitation is like 1MB. This can be acheived thru data compression features. That will also help the Govt to reduce the respective hardware requirement and related cost. Please confirm whether the understanding is correct.	Corrigendum issued
18	1	Compliance Statement	42	As in the RFP the Compliance Part of Software Solution (Digital Depository, Portal etc.) is not there in its respective format, requesting WTL to share the same (Compliance Statement/FRS for Application).	All system, data, interface, security, performance, blockchain, h/w and s/w requirements as detailed in "Section - A" should be complied with

19	1.6	System Requirements-Depository Features	9	As understood from the RFP that WTL requires a structured, secured & configurable (In terms of User Management, Privilege Management, Security, Retrieval Strategy etc.) Document Archival Platform/Document Management System in the form of Digital Depository, the solution should contain with following features, 1. Solution should be compliant to ODMA, WebDav open source standards. 2. Solution supports archival & view of PDF/A format documents (open ISO standard for long term archival of documents) 3. The system shall support Extensive Audit-trails at user, Folder and Cabinet levels to provide a secured access by authorized users only 4. The solution should have a Content based search / Full Text Search facility in the document archiving solution/document management system 5. Image Viewer in proposed document management system should be platform independent 6. It should support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. 7. It should have automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users 8. The system should have the capability to set automatic reminders and alarms to concerned users to prevent	No change in clause / RFP

		20	B	Eligibility Criteria	15	As the RFP is looking for a Robust, Structured, Secured & Configurable Document Archival Platform or Document Management System in the form of Digital Depository, we understand that the respective OEMs (For this Archival Platfor/Document Management System) should have the following evaluation criterias, 1. The OEM of the products offered should have at least SEI CMMI level 3 certifications. 2. The document archiving software should have been implemented in any client site where around 6 CR+ documents have been archived. 3. The document archiving solution should have an enterprise wide implementation in at least two customer place in India with more than 2000 users. 4. The OEM of the proposed product should have a development centre and R&D facility in India with at least 500 developers. It should also have local support base in India for last five years. Please confirm whether our	Corrigendum issued
#	**Name of the bidder**	**#**	**Section No**	**Clause No**	**Page No**	**Queries**	**Response**
2	**Wipro Limited**	1	Section A	Scope of Work	5	How many departments data need to be integrated.	No change in clause /RFP.
		2	Section A	Scope of Work	5	Is there any existing Document Management System available with West Bengal Govt. which can be leveraged.	None
		3	Section A	Scope of Work	5	Do you have any existing SSO solution.	None
		4	Section A	Scope of Work	5	Please let us know all the integration touchpoints	Integration - (1) Electronically generated and digitally signed documents by issuer departments will be uploaded into the depository directly through API / Webservice and Selected bidder is responsible for creating the required API's and integration. (2) Selected bidder will be responsible for Payment, SMS and e-mail Gateways, UIDAI aadhar, e-Pramaan, DSC / e-Sign software integration with the Digital
		5	Section A	Scope of Work	5	How many reports are expected out of this solution.	Corrigendum issued

6	Section A	Scope of Work	5	Is there any existing data migration in scope. Please specify the voulme and type of data/documents	No change in clause / RFP
7	Section A	Scope of Work	5	Do you want the bidders to expose the APIs for verification of documents. Please specify the approximate number of types of documents needs to be kept in depository (e.g. Driving License, 12th Marksheet, 10th Marksheet, 12 Passing Certificate).	Verification services will be provided by DSA based on MOU with the department or requester through the Depository Portal. Depository is the state's recordroom and access is restricted only to participating DUA / sub-DUA
8	Section A	Scope of Work	5	Do you have existing AUA and KUA intermediates for Aadhaar Integration or bidder need to factor commercials for the same.	No
9	Section A	Scope of Work	6	Assumption is that department will provide the mail and message gateway and we need to factor the cost for the same. Please confirm?	Bidder should factor in the same
10	Section A	Scope of Work	6	How many payment gateway has been envisaged for integration	Minimum of one
11	Section A	Scope of Work	5	Is there any requirement for Disaster Recovery Site Setup	Yes DR with async replication is mandatory and should be of adequate configuration to operate in case of emergency and DR drill tests will be done by the bidder at least once a year simulating a LIVE scenario
12	Section A	Scope of Work	9	RFP asks about 5 Crore Documents each having 2 MB (Approx 100TB). Is that many documents going to be placed in depository every year with additional 20% YoY or total 100TB in 5 Years. What is the retention period required for these documents	No change in clause /RFP.

13	Section - A	1.1. Objective of the Project	5	Are there any existing documents (Backlog) which needs to be digitized and place in this depository or Is this system used for ongoing activities.	Manual certificate management system will be used by issuer departments that issue paper documents only. Facility to digitally sign and upload scanned documents and related metadata in bulk is the requirement of the certificate management system which includes existing documents. Digitization here means on scanning of paper documents and not conversion into electronic document. In case issuer already has existing database of electronic documents, generated through some application, the same should be uploaded to the depository using Web Services.
14	Section - A	1.1. Objective of the Project	5	Do you have physical documents which needs to be scanned & convert them into physical copies? If so, what is the volume of the documents? Are you expecting any scanning services from bidder to do this digitization activity? If so, how many scanning locations will be there?	Scanning is not part of bidder's scope. However, selected bidder is responsible for developing and maintaining the manual certificate management system that facilitates digitally signing and upload of scanned documents and related metadata in bulk.
15	Section - A	1.6. System requirements Depository Features - Digital Signatures/ e - Sign	9	Do you already have any Digital signature which needs to be integrated with proposing system? Or providing Digital signature capability is bidder's responsibility?	Procurement and integration of e-Sign / Digital Signature Certificate with Bulk Signing of documents facility through Manual Certificate Management System and Digital Depository portal is Bidder's responsibility. A minimum of 25,000 e-Signatures is considered in scope

16	Section - A	1.6. System requirements Data requirements	9	Is the data mentioned in RFP (5 crore documents) existing content or expected data for next 5 years? If it is existing content, Is it in soft copy format or Physical (hard) copies?	Expected over the contract period. Combination of electronically generated or scanned copies.
17	Section A	1.5 Major features of the system components The Digital Depository: The digital depository shall be designed on open source database platform storing digitally signed documents along with related metadata information.	7	Any guidelines for the Mobile App Development Platform (MADP) requirement? As mentioned in this statement, do we need to propose an open source based platforms (like Cordova, Ionic, etc.) or we can propose enterprise class MADPs (like IBM MobileFirst, Kony, etc.) or Please guide.	Technology stack for the project should be cloud based opensource framework.
18	Section A	1.5 Major features of the system components Digital Depository Mobile App	7	We understand that the Requestors and Citizens will use the mobile app and portal to access the documents linked to specific departments. Is there any facility required where user can upload the documents in the depository? If yes, please provide more details on the same.	No individual user upload facility. Only upload via certificate management system or through webservice for issuers having MOU with DSA.
19	Section A	1.5 Major features of the system components Digital Depository Mobile App	8	Can we assume that the third party services like Aadhaar Authentication, Payment Gateway, etc. will be provided by the client? Please confirm.	Client will not provide any third party services and the same will be procured and installed by the bidder as required for the project
20	Section A	1.7 Project Deliverables: Digital Depository Mobile App	8	Is there any wallet integration required like Paytm or MobiKwik? Please provide more details.	Solution should support all different Payment modes.
21	Section A	1.7 Project Deliverables: o Design and development of Depository Mobile app on Android and iOS platform	10	What is the preferred approach for mobile app development? >> "Developed Once - Use for multiple platform" approach (i.e. Hybrid Mobile App with all the required native features) or >>"Developed separately for each platform" (i.e. Native Mobile App) approach ? Please suggest.	Hybrid App with required native features

22	Section A	1.7 Project Deliverables: o Design and development of Depository Mobile app on Android and iOS platform	10	Is there any hardware integration like printer, scanner, biometric devices, etc. is required for mobile app? If yes, please elaborate on the use case.	No
23	Section A	1.7 Project Deliverables: o Design and development of Depository Mobile app on Android and iOS platform	10	Assuming that the multilingual access of mobile app is not required and app will be available in English only. Please confirm.	All depository services must be multilingual i.e. in both English and Bengali.
24	Section A	1.7 Project Deliverables: o Design and development of Depository Mobile app on Android and iOS platform	10	Developer licenses are required from Google and Apple for the hosting of mobile app in respective app stores. Who will provide the same? Can we make use of existing licenses (if any) available with client?	Procurement of any necessary licensing will be responsibility of the bidder.
25	Section A	Depository interface APIs	8	How many API's will be / has to be exposed by Digital Depository 1) Payment Gateway 2) SMS Gateway 3) Issuer Departments and their System Integrator 4) Integration with government department	See response above
26	Section A	Depository interface APIs	8	Whether exposed API's will be SOAP Webservice / RESTFul?	As determined during integration
27	Section H	Capacity Building and Training	41	What are the different types of trainig to be conducted? Or it is only the end user training? Need more details.	End user training
28	Section H	Capacity Building and Training	41	All given users in this section needs to attend the training or it is only through Train-the-Trainer(TTT) approach for selected users? In case of TTT for selected users then how many users to be trained? What will be the batch size and training duration of each batch? Specify the training location.	Total of 2000 (indicative), actuals may vary
29	Section H	Capacity Building and Training	41	What will be the training duration of each batch, batch size & training location in case of all users to be trained?	As per project needs
30	Section H	Capacity Building and Training	41	We assume that WTL will arrange the required training infrastructures, facilities and venue. Need confirmation	No change in clause / RFP
31	Section H	Capacity Building and Training	41	Kindly specify the required types of training materials.	As per project needs

32	Section A	1.9 Required Experience of the Key Staff · The key staff proposed above should be available for presentations/ discussions/ meetings with the Client, State Government in	14	We requst to relax this criteria. Please allow us to submit the sample CVs for bid evaluation. We will submit the equivalent or better CVs during the contract signing.	No change in clause / RFP
33	Section B	Eligibility Criteria Point 4 & 5	15	We understand that Similar projects means any software development project involving Portal /DMS/Mobile App/ any custom developed project. Please confirm	No change in clause / RFP
34		Bid Submission Date	1, 17	On pg#1 bid Submission date is mentioned as 12.03.2018 but on pg#17 bid submission date is mentioned as 07.03.2018. Please confirm on the bid submission date.	No change in clause / RFP
35	1.5	The Digital Depository	7	As mentioned in RFP, the portal needs to be integrated with Adhaar for external user authentication or registration. Require confirmation whether Digital Depository also needs to be integrated with UIDAI database and if 'Yes' what is the used case for the same? As per our understanding the Portal needs to be integrated with external database for authentication and the backend depository will be integrated with Portal. Please confirm if the understanding is	See response above
36	1.5	Manual Certificate Management System	8	As understood from the RFP that this Manual Certificate Management System is the process of providing Physical Copies of Certificates (From the Digital Depository) against respective service request of various applicants. Please confirm whether our understanding is correct.	MCMS is for upload of scanned documents by issuers. Refer to responses above
37	1.5	Manual Certificate Management System	8	As understood from the RFP in that Manual Certificate Management System, a proper request from the applicant will be raised for respective document which in turm will move through some specific users for request validation and approval and on the basis of that consent the applicant will be provided by the respective documents. In the whole process apart from the document management system a BPM based Workflow Solution will also be required. Please confirm whether this understanding is correct.	MCMS is for upload of scanned documents by issuers. Refer to responses above

38	1.5	Manual Certificate Management System	8	In reference to the above understanding the Business Process Management (BPM) platform which has capabilities such as graphically modeling the processes or workflows, process simulator, integrated rules engine, inbuilt form designer, reports/dashboard tool and integrated Document Management System for storing documents. The required workflow solution should comply to various open workflow standards such as BPMN, BPEL, WFMC. Request you to include the following specification to ensure best of breed solution. Please confirm whether this understanding is correct.	Refer to response above
39	1.5	Manual Certificate Management System	8	As understood from the RFP, various Govt and Non Govt Bodies such Universities, School Boards, Various Government Departments or Divisions will digitize the documents and upload in the depository for citizen access based on some unique parameters and service fee. Please provide some detail on the Upload Process i.e. Whether it is through any Portal Interface or through some Bulk Upload	Through API for electronic document and through manual certificate management system both capable for bulk uploads
40	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Inbuilt Document Image Viewer for displaying image document without native viewer", our understanding that this depository will contain conventional file formats such as Tiff, PDF, PDF/A, JPG. Please provide confirmation whether this understanding is correct or not.	Correct
41	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Digital Signature/E-Sign must be available before any document", please conform whether this Digital Signature will be provided by the client or will it be provided by the bidder as one of the deliverables?	DSC integration and required licensing for the depository system is bidders responsibility.
42	1.6	System Requirements-Depository Features	9	As it's mentioned in RFP that "Depository should be e-Pramaan compatible" and as understood from the RFP that the proposed Digital Depository is capable of integrated with e-Pramaan or Jeevan Pramaan which is a biometric enabled digital service for pensioners (Central, State or any other Govt Organizations), the objective of this required compatibility is to verify authentication of those citizens during their portal login. Please confirm whether this understanding is correct or not.	epramaan is the national e-authentication service by GOI, integration of epramaan is in scope. Jeevan pramaan is not in scope.

43	1.6	System Requirements-Data Requirement	9	As it's mentioned in RFP that the initial document volume is around 5 CR, we presume that this volume is already in digital form and in conventional file format i.e. PDF, PDF/A or Tiff. Please confirm our understanding is correct.	Can be in electronic or scanned format as explained above.
44	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that this Digital Depository is becoming a huge repository of digital documents, we believe that there will some Retention Policies that need to implied (As per government rules & regulations) through a proper Record Management System which will be tightly coupled with proposed archival solution/document management system. Kindly confirm whether this understanding is right.	Refer to response above
45	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that this Digital Depository is becoming a huge repository of digital documents, we believe that there should be a proper Physical Document Locating System which will help the solution owner to identify the location of that physical documents through a proper Record Management System which will be tightly coupled with proposed archival solution/document management system. Kindly confirm whether this understanding is right.	Refer to response above
46	1.6	System Requirements-Performance Requirement	9	As it's mentioned in RFP that the system is capable of handling 1000 concurrent users, we understand that this calculated user concurrency is inclusive of everything i.e. Internal Users, External Users, Portal Users etc. Please confirm whether this understanding is correct.	No change in clause / RFP.
47	1.6	System Requirements-Performance Requirement	9	In respect to required 1000 user concurrency what is the total number of users? Please confirm.	Refer to response above
48	1.6	System Requirements-Performance Requirement	9	Please confirm on the following points, 1. What are the approximate number of Portal users? Means what are max number of user requests that will access depository at one point of time? 2. Will there be any 3rd Party Application from where document will get accessed? If 'Yes' please provide the number of such concurrent users.	Refer to response above
49	7	Digital Depository Application Development	86	As it's mentioned in RFP that "SDLC, Source Code and all IPR related document handover", we understand that this submission/sharing of Source Code matter will be done through ESCROW model. Please confirm whether this understanding is correct.	Refer to response above

50	5	Depository Mobile Application for Citizens & Requestors	7	As understood from the RFP that the proposed system will have a Mobile App based interface also through which document view request can be sent and that mobile app will be integrated with portal interface. Please confirm whether this understanding is correct.	No change in clause /RFP.
51	1.6	System Requirements-Data Requirement	9	As it is understood from the RFP that there will be a size limitation for digital records (Per records it should be 2MB) , we understand that even that 2 MB will be a good size to archive as during retrieval of multiple records as it will take much time and bandwidth. Instead of per record size limitation, we suggest per page size limitation / per record size limitation is like 1MB. That will also help the Govt to reduce the respective hardware requirement and related cost. Please confirm whether the understanding is correct.	Refer to response above
52	1	Compliance Statement	42	As in the RFP the Compliance Part of Software Solution (Digital Depository, Portal etc.) is not there in its respective format, requesting WTL to share the same (Compliance Statement/FRS for Application)	Refer to response above

| 53 | 1.6 | System Requirements-Depository Features | 9 | As understood from the RFP that WTL requires a structured, secured & configurable (In terms of User Management, Privilege Management, Security, Retrieval Strategy etc.) Document Archival Platform/Document Management System in the form of Digital Depository, the solution should contain with following features,
 1. Solution should be compliant to ODMA, WebDav open source standards.
 2. Solution supports archival & view of PDF/A format documents (open ISO standard for long term archival of documents)
 3. The system shall support Extensive Audit-trails at user, Folder and Cabinet levels to provide a secured access by authorized users only
 4. The solution should have a Content based search / Full Text Search facility in the document archiving solution/document management system
 5. Image Viewer in proposed document management system should be platform independent
 6. It should support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.
 7. It should have automatic stamping of annotations with user name, date and time of putting annotations
 - Securing annotations for selective users
 8. The system should have the capability to set automatic reminders and alarms to concerned users to prevent | Refer to response above |

| 54 | B | Eligibility Criteria | 15 | As the RFP is looking for a Robust, Structured, Secured & Configurable Document Archival Platform or Document Management System in the form of Digital Depository, we understand that the respective OEMs (For this Archival Platfor/Document Management System) should have the following evaluation criterias,
1. The OEM of the products offered should have at least SEI CMMI level 3 certifications.
2. The document archiving software should have been implemented in any client site where around 6 CR+ documents have been archived.
3. The document archiving solution should have an enterprise wide implementation in at least two customer place in India with more than 2000 users.
4. The OEM of the proposed product should have a development centre and R&D facility in India with at least 500 developers. It should also have local support base in India for last five years. | Refer to response above |
| 55 | Section D - Instruction to Bidders , Number 19 | ACCEPTANCE OF TERMS :A Recipient will, by responding to WTL RFP, be deemed to have accepted the terms as stated in the RFP | 21 | Deviations should be acceptable in case of any along with the response to the RFP. | Deviation of any kind is not acceptable |

| 56 | Section D - Instruction to Bidders , Number 22 | LIABILITY In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than: • Payment referred to in the Patents and Copyrights clause. • Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that cause by the Contractor's negligence. • As to any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim. However, the contractor shall not be liable for • For any | 22 | This Liability clause is confusing and in contradiction with Limitation of liability on Page 85 , Section 10. Please clarify. We will like to keep the LOL on Page 85 as per RFP GCC terms. | Liability clause of Page 21, Section 22 will have precedence |

| 57 | Section D - Instruction to Bidders , Number 34 | TERMINATION FOR DEFAULT WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (development, implementation/deployment, training and delivery, commissioning as well as warranty maintenance support and post AMC support viz.) is not carried out according to scope & specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG. | 23 | This is in conflict with Termination and effect of termination of the GCC. Page 72, Section 3. Please clarify which will prevail. | Termination terms on Point 34, Page 24 will prevail |

58	Section A SCOPE OF WORK: 1.7 - Project Deliverables	IT Hardware Procurement, installation and integration at State Data Centre § Selected bidder will not procure all Servers, hardware and equipment for hosting the Digital Depository together starting Day-1 of the project. § Hardware to be added in phases according to project requirements over the length of the contract in consultation with the SDC team and Government of West Bengal. § Price validity for all servers, hardware, equipment including their annual maintenance as quote by the bidder in Financial quote of this RFP will be valid for the entire period of the contract.		Please clarify in relation to Project timeline mentioned of M3 to M10 and Payment Terms of 70% on Delivery and 30 % on installation and integration.	IT Hardware Procurement, installation and integration at State Data Centre will be done in phases. The m4-m10 timeline can be seen as combination of several phases. Hardware will be procured and installed in phases before or after go-live as requested against growth in number of departments. SLA for Hardware procurement and installation is 60 days per request for both SDC and DR sites. The bidder should provide complete hardware cost quotation for the entire duration of contract including a **minimum of 3 year price validity** on quoted hardware.
59	Special Terms of Contract III, Section 12	Hardware payment schedule for each phase: .Milestone Payment (in percentage of quoted amount as per price bid) 1 Hardware and System Software delivery at State Data Center 70% 2 Hardware installation and	84	Segregation should be 80% and 20%	No change in clause / RFP
60	GCC	No payment shall become eligible for the next stage until the System Integrator completes to the satisfaction of the Client the work pertaining to the preceding stage.	76	For Hardware Installation , the payment should be made on delivery and installation as stated in Payment Milestones.	No change in clause / RFP

61	Section A , SCOPE OF WORK, 1.6 System Requirements: Data requirements	It should be capable of storing and managing about 5 Crore documents along with related metadata to begin with, considering about 2 MB data size per record. (including related metadata)	9	There are no specification mentioned for data storage and SAN Switch. Are the bidders free to quote any technologies of storage as per 5 years requirment from day one. Or WTL will use SDC's existing storage during initial period and based on discovered price WTL will procure the same in later stage.	24-port SAN switch as mentioned in the RFP compatible storage supplied by bidder.
62	Section A , SCOPE OF WORK, 1.7 Project Deliverables	* IT Hardware Procurement, installation and integration at State Data Centre § Selected bidder will not procure all Servers, hardware and equipment for hosting the Digital Depository together starting Day-1 of the project.	10	Please specify the hardware and euipment procure requiment on Day-1.	As per SECTION - I TECHNICAL SPECIFICATION page 42
63	SECTION – H, BILL OF MATERIAL	Hardware for State Data Centre (SDC) and Disaster Recovery (DR) site. Blade server to be used and procured in phases as per project requirements database Server, Application server, Web server	40	Do bidder needs to retain same architature in DR also. Such as cluster/HA in DR's database, application and Web server.	Yes DR with async replication is mandatory and should be of adequate configuration to operate in case of emergency and DR drill tests will be done by the bidder at least once a year simulating a LIVE scenario.
64	SECTION – H, BILL OF MATERIAL	General technical queries		There are no Tape Library has been asked in Bill of material section. Please specify, do you need Tape Library from day 1. as you have asked for LTO4 LTO as per requirmnet.	Bidder may use existing SDC tape library
65	SECTION – H, BILL OF MATERIAL, System Software for SDC and DR	Operating system software, RDBMS software, Web server software, application servers software	41	There are no specification mentioned for system software. Are the bidder free to quote any open source database / OS.	Technology stack for the project should be opensource, except server OS.

66	SECTION – H, BILL OF MATERIAL, NOTE:	System Integrator also needs to integrate their systems with other common system software like Antivirus, Enterprise Monitoring and Backup systems of SDC in coordination with Data Center Operator (DCO) and Composite Team (CT) of SDC and WTL Ltd and needs to provide support and monitoring activities for the entire Digital Depository system through the same.	41	This is a very open statement. Scope needs to clarify in details. Bidder will not take the ownership of any changes on SDC's existing equipment, this is the part of exisnting DCO. Required licenses procurement/deployment is not also part of bidder's scope.	No change in clause /RFP.
67	TECHNICAL SPECIFICATION WITH COMPLIANCE STATEMENT	Blade Servers · Total 4 blades can be taken in a single chassis to start with, which may be scaled up as per requirement	42	Does it mean; WTL will procure 4 Blade server on day 1. and deploy all server in virtulized environment.	All hardware procurement, delivery and installation is bidder's responsibility
68	SECTION – H, BILL OF MATERIAL	General technical queries		Do bidder can deploy complete solution on converge or hyper-converge infrastature as per solution requirment.	Converged Architecture on Openstack framework
69	13. Service Level agreement (A) Implementation Phase	Delivery and Installation of Hardware at SDC for Digital Depository (for each installation) Delivery and Installation of System Software at SDC for Digital Depository (for each installation)	80	Terget date of completation within 60 days from date of formal request by WTL is too short. Please make it 120 days before imposing penalty to bidder.	No change in clause / RFP
70	13. Service Level agreement (B) Post Implementation Service Level and Penalty Clause	Backup of data - 100% on weekly basis Penalty for each instance: 0.5% of O&M rates as per RFP If SLA level is breached in this section for more than 6 times in 12 months period, WTL reserves the right to Terminate the Contract and forfeit performance guarantee	83	Backup infrastature maintanance is scope of existing DCO. Backup SLA bleach In case of any failure on digitial depository hardwrare/software can be a scope of bidder.	No change in clause / RFP

71	Forfeiture of EMD	As per RFP	20	**Bidder requests modification:** The decision of WTL regarding forfeiture of EMD shall be final and shall not be called upon to question under any circumstances~~, besides, forfeiture of EMD even the Bidder will be deferred from participating in any job for a period of one year~~	No change in clause / RFP
72	Contract Execution	As per RFP	20	**Bidder requests modification:** On **signing of the contract** ~~receipt of the Letter of Award~~ the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of **signing of the contract** ~~receipt of Letter of Award/Order~~. The PBG should be valid for six month more than the warranty period. *All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.*	No change in clause / RFP
73	Time Schedule for Delivery & Installation	Project Timeline as given in Scope of Work (Section – A).	21	Request you to please verify once again	Refer to response above

| 74 | Liquidated damage | The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be | 21 | **Bidder requests modification:** The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time, **subject to Clause 30 (Force Majeure) and/or default by WTL,** liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the **value of undelivered deliverable** ~~total contract value~~ (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. *The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked.* | No change in clause / RFP |

| 75 | Liability | As per RFP | 21 | **Bidder requests modification:**
In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, **gross** negligence, misrepresentation, or other contract or claim), Contractor shall be liable for no more than:
* Payment referred to in the Patents and Copy rights clause.
* Liability for bodily injury (including death)or damage to real property and tangible personal property limited to that cause by the Contractor's **gross** negligence.
* **Subject to an amount equal to the average annual Charges paid to the Contractor by WSL under the work order under which the claim arises, ~~As to~~ any other actual damage arising in any situation involving non-performance by Contractor pursuant to or in any way related to the subject of this Agreement, the charge paid by WTL for the individual product or Service that is the subject of the Claim.** However, the contractor shall not be liable for:
·For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
· For any direct loss or damage that exceeds the total payment for Contract Price made or expected to be made to the Contractor hereunder. | No change in clause / RFP |

| 76 | Patent & Copyright | As per RFP | 22 | **Bidder requests modification:**
If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL:
· Promptly notifies Contractor in writing of the claim
· Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations.

Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent. If Contractor determines that none of these alternatives is reasonably available, WTL agrees to return the product to Contractor on Contractor's written request. Contractor will then give WTL a credit equal to for a machine. **WTL's net book value (provided WTL has followed generally accepted accounting principles for a generally available software product produced by Contractor (Program) the amount paid by WTL or 12 months charges (whichever is lesser) and for materials the amount paid by WTL for the materials. These** | No change in clause / RFP |
| 77 | Suspension of Work | As per RFP | 22 | **Bidder requests modification:**
WTL shall have the power ~~at any time and from time to time~~ by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to **the Force Majeure events** ~~any other adequate reasons~~ and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall~~, if WTL in its absolute discretion thinks fit, but not otherwise,~~ be added to the time allowed for completion. | No change in clause / RFP |

78	Terms of Payment	Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e., Department of PAR& e-Governance, Government of West Bengal	22	Request you to please remove Back to Back / arrange for Direct payment with end customer/department between Wipro	No change in clause / RFP
79	Biding Clause	All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right: · To vary, modify, revise, amend or change any of the terms and conditions mentioned above and, · To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the	23	All decisions taken by the Tender Committee regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. The Tender Committee reserves the right: · To vary, modify, revise, amend or change any of the terms and conditions mentioned above **post written consent of the successful bidder** and, · To reject any or all the Tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.	No change in clause / RFP

80	Contractor's Employees	As per RFP	23	**Bidder requests modification:** The Contractor shall comply with the provision of all labour legislation including the requirement of the payment of Wage Act 1936 and the rules framed there under and modifications thereof in respect of men employed by him in carrying out the contract. The Contractor must ensure that he complies with PF, ESI regulation for all his deployed employees. ~~The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement.~~	No change in clause / RFP
81	Sub-Contract	The purchaser (WTL) does not recognize the existence of Sub-Contractors. The Contractor's responsibility is not transferable.	24	Request you to please check and revise / delete the clause	No change in clause / RFP

| 82 | Termination for Default | WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG. | 24 | **Bidder requests modification:** WTL may without prejudice to any other remedy or right of claim for breach of contract by giving not less than 30 days written notice of default sent to the contractor, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by WTL in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from WTL. If the project (delivery, commissioning as well as warranty maintenance support is not carried out according to specification due to deficiency in service as per terms of the contract. In such case WTL will invoke the amount held back from the contractor as PBG.

 If WTL terminates the agreement for default, WTL shall be liable to pay charges for all services provided by the Contractor until the date of termination.

 Non-payment of undisputed amounts by WTL to the Contractor within stipulated time shall be considered as default on the part of WTL. In an event where WTL fails to pay undisputed amounts within the stipulated time, the Contractor shall furnish a written notice for payment of undisputed amounts on WTL. Further, the Contractor shall have the right to terminate the contract if WTL fails to pay undisputed amounts within the stipulated time even after a notice period of 30 days. | No change in clause / RFP |

83	Insurance Coverage	Appropriate insurance to cover all solution components for the transit period and until the time of its acceptance at the respective site is to be taken by the contractor. As the contractor will carry the risk for the material in his books during transit, the contractor should arrange insurance for the total system as period from the dispatch till Acceptance Test is successfully achieved. Further the contractor is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement.	25	Please revise this clause	No change in clause / RFP

| 84 | Warranty | The Contractor will warranty that products supplied under the contract are newly made and are free from defect sin the design, engineering and workmanship. The Contractor would be responsible for the up keep and maintenance of the infrastructure and necessary deliverables under the scope of work during the entire warranty period, i.e., 60 months from the date of final acceptance of the system by the customer. The Contractor shall not, without the express prior written consent of WTL, assign any third party of the contractor part thereof. Service support for the entire warranty period will be on site and comprehensive (including spares) and free of cost for the entire warranty | 25 | Please revise this clause | No change in clause / RFP. Corrigendum with additional conditions issued |

85	Warranty Support	The total system will be warranted against bad workmanship and manufacturing defects from the date of acceptance of the system whole or part. Service support for the entire warranty period will be on site and comprehensive (including spares and all other support) and free of cost for the entire warranty period. The bidder should have a call centre in Kolkata. The contact details of the call centre must be furnished along with the bid. Any call logged with the service centre must be given a running docket number to the person reporting the call. Maximum response time – Next Business day. Call resolution time – 48 hrs maximum. If the uptime goes below the prescribed limit in any quarter, the same will be noted. At the scheduled end of the warranty period the total of such deviation will be done and the contractor will have to extend the warranty support by the default time. Penalty shall be	25	Please reiteriate the sentence and accept recommendation	No change in clause / RFP
86	NIT Declaration	As per RFP	57	We further declare that we have agreed and accepted all the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender and we will abide by the same as mentioned in the tender document while participating and executing the said tender.	No change in clause / RFP
87	Savings Clause			Request to add	No change in clause / RFP

#	Name of the bidder	#	Section No	Clause No	Page No	Queries	Response
		88	Deviation			Please add this clause to accept deviation under Technical and commercial but contradicting with NIT declaration	No deviations are acceptable
		89	Extension of Submission			Request for Bid submission date to be extended atleast 15 working days from the present date of submission	No extensions are available
3	Tata Consultancy services Ltd.	1	D	9	20	The firm shall furnish an EMD of Rs.45,00,000/- (Rupees Forty Five Lakh only) in the form of a demand draft. Please permit EMD in the form of Bank Guarantee	No change in clause / RFP
		2	D	13	20	On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six month more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM. Please specify that the contract will be signed within 3 weeks from the date of receipt of Letter of Award/Order.	No change in clause / RFP
				17	21	No binding legal relationship will exist between any of the Recipients / Respondents and WTL until execution of a contractual agreement. Please specify that the contract will be signed within 3 weeks from the date of receipt of Letter of Award/Order	No change in clause / RFP
		3	D	25	22	Payment terms will be on back-to-back basis, i.e., payment will be made only on receipt of payment from relevant customer, i.e., Department of Par& e-Governance, Government of West Bengal. Please provide indicative payments with dates, from Department of Par&e-Governance	No change in clause / RFP

4	D	46	26	The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid. Please confirm that new/additional levy including increase in GST rates shall be paid at actuals, as applicable at the time of invoicing	Taxes to be paid at actuals
5	H	Note	41	1. The above quantities specified are indicative only and same may vary based on the requirements. However payment to be made based on the actual quantity. Please specify a cap on quantity variation	No such cap available
6	I	3	73	g) if the Client, in its sole discretion and for any reason whatsoever, within a period of sixty (60) days' decides to terminate this Contract. Please delete this clause	No change in clause / RFP
7	I	4.4	74	a) entering into a subcontract for the performance of any part of the Services, it being understood (i) that the selection of the Sub System Integrator and the terms and conditions of the subcontract shall have been approved in writing by the Client prior to the execution of the subcontract, (ii) that the System Integrator shall remain fully liable for the performance of the Services by the Sub System Integrator and its Personnel pursuant to this Contract, (iii) that the extent of subcontracting would be restricted to 30 (thirty) percent of the contract price, and (iv) the Client will be provided by the System Integrator with particulars (name, financial& technical background, sub-system integration fee) of the sub-System Integrator.	Corrigendum issued
	D	33	24	The purchaser (WTL) does not recognize the existence of Sub Contractors. The Contractor's responsibility is not transferable	No change in clause / RFP
	D	30	23	The Contractor shall see that all authorized Sub Contractors under him similarly complied with the above requirement. On a combined reading of these clauses(Sl#7), sub-contracting is allowed, with prior permission from purchaser - Please confirm this	Corrigendum issued

8	D	13	20	On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for six month more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM. **Please modify the clause as:** On receipt of the Letter of Award the contractor should submit a Performance Bank Guarantee (PBG) equivalent to 10% of the total contract value within three weeks from the date of receipt of Letter of Award/Order. The PBG should be valid for three months more than the warranty period. All delivery of the material will have to be completed within 45 days from the date of acceptance of contract and the contractor has to ensure all activities leading to the commissioning of the contract to be completed within 75 days from the date of award. Subsequent to the award of contract, the contractor will have to arrange for the requisite material as per BOM.	No change in clause / RFP

9	D	21	21	The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 10% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract and WTL will get the job completed by any other competent party. The difference of cost incurred by WTL will be recovered from the contractor and PBG will be invoked. **Bidder Request to modify the clause as :** The job includes the supply and installation of materials mentioned in the tender document. In the event of failure to meet the job completion in stipulated date/time liquidated damage may be imposed on the contractor for sum not less than 0.5% of the contract value for that item/job for each week or part thereof, subject to a ceiling of 5% of the total contract value (including all taxes & duties and other charges). In the event of LD exceeds 10% of the order value, WTL reserves the right to terminate the contract.	No change in clause / RFP
10	D	22	21	**Kindly modify the clause as:** In case of a default on bidder's part or other liability, WTL shall be entitled to recover damages from the Contractor. In each such instance, regardless of the basis on which WTL is entitled to claim damages from the Contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more the total amount paid to Contractor by WTL in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). · However, the contractor shall not be liable for · For any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data. For any direct loss or damage that exceeds the total amount paid to Contractor by WTL in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).	No change in clause / RFP

11	D	23	21	Please modify the clause as per below suggestion: If a third party claims that a product delivered by the Contractor to WTL infringes that party's patent or copyright, the Contractor shall defend WTL against that claim at Contractor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Contractor, provided that WTL. · Promptly notifies Contractor in writing of the claim Allows Contractor to control and co-operate with Contractor in the defense and any related settlement negotiations. Remedies: If such a claim is made or appears likely to be made, WTL would permit Contractor to enable WTL to continue to use the product, or to modify it, or replace it with one that is at least functionally equivalent.	No change in clause / RFP
12	D	24	22	Kindly modify the clause as: WTL shall have the power at any time and from time to time by notice to the Contractor to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the contractor shall forthwith suspend further progress of the work until further notice from WTL. The Contractor shall recommence work immediately after receiving a notice to do so from WTL. The whole or any part of the time lost for such delay or suspension shall be added to the time allowed for completion. If such suspension continues for more then 30 days Contractor will have the option to terminate the Agreement.	No change in clause / RFP

13	D	27	23	Kindly remove the below clause : 27. CORRUPT OR FRAUDULENT Without prejudice to the rights of the Client under this Clause, hereinabove and the rights and remedies which the Client may have under the LOA or the Agreement, if an Applicant or System Integrator, as the case may be, is found by the Client to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Applicant or System Integrator shall not be eligible to participate in any tender or RFP issued by the Client during a period of 2 (two) years from the date such Applicant or System Integrator, as the case may be, is found by the Client to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be	No change in clause / RFP
14	D	46	26	The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid. Kindly modify the clause as: The prices shall be exclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.	No change in clause / RFP

| 15 | R | PROFORMA FOR PERFORMANCE BANK GUARANTEE | 54 | Please modify the format as provided below:
PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On non-judicial stamp paper of appropriate value to be purchased in the name of executing Bank)
PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT –CUM-PRFORMANCE
GUARANTEE
Ref …………………….. Bank Guarantee no…………….
Date…………………..
PROFORMA OF BG FOR SECURITY DEPOSIT Bank Guarantee clause

This Bank Guarantee issued by
_____Bank, on behalf of the Bidder in favor of Purchaser is in respect of the Contract/agreement dated_____.
As communicated by Bidder on the date of execution of this Bank Guarantee an amount of Rupees _____
(Rupees _____ only) is outstanding and payable to Bidder by Purchaser, in respect of pervious contracts between Bidder and Purchaser.
As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and Purchaser.
Notwithstanding anything contained hereinabove:
a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs._____ (Rupees
only) | No change in clause / RFP |

| 16 | S | NIT DECLARATION | 57 | Please modify the clause as:
NIT DECLARATION
(Bidders are requested to furnish the Format given in this section, filling the entire Blank and to be submitted on Bidder's Letter Head)
To
Webel Technology Limited
Plot – 5, Block – BP, Sector -
V, Salt Lake City,
Kolkata – 700091.
Sub: Development, implementation and maintenance of Digital Depository for the state of West Bengal.
Dear Sir,
We the undersigned bidder/(s) declare that we have read and examined in details the specifications and other documents of the subject tender no. WTL/PAR/DD/17-18/039 dated 1 5.02.2018 for Development, implementation and maintenance of Digital Depository for the state of West Bengal published by Webel Technology Limited in e-Tender website.
We further declare that we have agreed and accepted al l the clauses / sub-clauses / formats / terms & conditions other requirements related to the said tender read with the deviations and we will abide by the same as mentioned in the tender document while participating and executing the said tender . | No change in clause / RFP |

17	II. General Conditions of Contract	3.5 Payment upon termination:	73	Kindly modify as per below suggestion: 3.5 Payment upon termination: Upon termination of this Contract, the Client will make the following payments to the System Integrator: a) Remuneration pursuant to relevant clauses for Services performed prior to the effective date of termination; b) If the Contract is terminated pursuant to Clause 3.1a), b), d), e) or e), the System Integrator shall be entitled to receive agreed payments upon termination of the Contract for the part performed. Under such circumstances, upon termination, the Client may also impose liquidated damages as per the provisions of relevant clauses of this Contract. The System Integrator will be required to pay any such liquidated damages to Client within 30 days of termination date.	No change in RFP clause
18	II. General Conditions of Contract	4.6	74	Bidder Request to modify the clause as : 4.6 Documents prepared by the System Integrator to be the Property of the Client: All plans, drawings, specifications, designs, reports, submitted by the System Integrator pursuant to this contract shall become and remain the property of the Client, and the System Integrator shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Client, together with a detailed inventory thereof. The System Integrator may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SC.	No change in clause / RFP
19	II. General Conditions of Contract	10	77	Please consider the below clause : 10. Liquidated damages If the selected System Integrator fails to complete the Assignment, within the period specified under the contract, the System Integrator shall pay to the Client, fixed and agreed liquidated damages, and not as penalty, @ **0.5%** of the contract fees for each week of delay or part thereof. The aggregate maximum of liquidated damages payable to the Client under this clause shall be subject to a maximum of **5%** of the total contract fees.	No change in clause / RFP

| 20 | II. General Conditions of Contract | 12.2 | 78 | 12.2 Indemnity: The System Integrator agrees to indemnify and hold harmless the Client from and against any and all claims, actions, proceedings, lawsuits, demands, losses, liabilities, damages, fines or expenses (including interest, penalties, attorneys' fees and other costs of defense or investigation (i) related to or arising out of, whether directly or indirectly, (a) the breach by the System Integrator of any obligations specified in relevant clauses hereof; (b) the alleged negligent, reckless or otherwise wrongful act or omission of the System Integrator including professional negligence or misconduct of any nature whatsoever in relation to Services rendered to the Client; (c) any Services related to or rendered pursuant to the Contract (collectively "Indemnified matter"). As soon as reasonably practicable after the receipt by the Client of a notice of the commencement of any action by a third party, the Client will notify the System Integrator of the commencement thereof; provided, however, that the omission so to notify shall not relieve the System Integrator from any liability which it may have to the Client or the third party. The obligations to indemnify and hold harmless, or to contribute, with respect to losses, claims, actions, damages and liabilities relating to the Indemnified Matter shall survive until all claims for indemnification and/or contribution asserted shall survive and until their final resolution thereof. The foregoing provisions are in addition to any rights which the Client may have at common law, in equity or otherwise. | No change in clause / RFP |

21	II. General Conditions of Contract	10	85	Kindly amend the clause to : 10 Limitation of the System Integrator' Liability towards the Client (a) Except in case of gross negligence or willful misconduct on the part of the System Integrator or on the part of any person or firm acting on behalf of the System Integrator in carrying out the Services, the System Integrator, with respect to damage caused by the System Integrator to the Client's property, shall not be liable to the Client: (i) for any indirect or consequential loss or damage; and (ii) For any direct loss or damage that exceeds the total amount paid to System Integrator by WTL in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose);	No change in clause /RFP.
22	II. General Conditions of Contract	7	85	7. SDLC, source-code and all IPR related document handover on go-live 5% **Bidder's Suggestion:** Bidder request to remove the clause.	No change in clause / RFP
23	B	3	15	"The bidder should have valid GST Registration Certificate, PAN & Trade License. Bidder shall have to submit photocopy of the documents."- Kindly relax the trade license requirement.	No change in clause / RFP

| 24 | B | 4 | 15 | "The bidder shall have execute "Similar Nature" of single order an amount not less than Rs.8.00 Crore in last three financial years (considering FY - 2014-15, 2015-16 & 2016-17) in Government Department/PSU/Autonomous Body any reputed organization. References order copy for the project to be provided
 (OR)
The bidder shall have execute "Similar Nature" of two orders an amount not less than Rs.10.00 Crore in total in last four financial years (considering FY – 2013-14, 2014-15, 2015-16 & 2016-17) in Government Department/PSU/Autonomous Body/Any reputed organization. References order copy for the project to be provided.

Kindly change the clause to "The bidder shall have execute e-Governance projects OR "similar nature " projects of single order an amount not less than Rs.8.00 Crore in last three financial years (considering FY - 2014-15, 2015-16 & 2016-17) in Government Department/PSU/Autonomous Body any reputed organization. References order copy for the project to be provided"
 (OR)
The bidder shall have execute e-Governance projects OR "Similar Nature" projects of two orders an amount not less than Rs.10.00 Crore in total in last four financial years (considering FY – 2013-14, 2014-15, 2015-16 & 2016-17) in Government Department / PSU/ Autonomous Body/Any reputed organization. References order copy
for the project to be provided. | No change in clause / RFP |
| 25 | B | 6 | 15 | Bidder should have local call center number. Call Center details with number & detailed escalation matrix to be submitted.

Kindly relax this criteria . | No change in clause / RFP |

26	B	12	15	The Bidder should have Technical Capability on ICT project and successfully implemented (Go- Live) or in process of implementing at least 3 IT projects similar to Digital Depository within the past 5 years. Copy of valid Completion Certificates or Ongoing execution Certificate from the client(s) to be submitted. Kindly change the clause to "The Bidder should have Technical Capability on ICT project and successfully implemented (Go-Live) or in process of implementing at least 3 IT projects within the past 5 years. Copy of valid Completion Certificates or Ongoing execution Certificate	No change in clause / RFP
27	B	17	16	· Certificates of incorporation for Company/ Partnership deed / Proprietorship firm self declaration · Certificate from Statutory auditor / Chartered Accountant for existence of 3 years · Certificate from Statutory auditor / Chartered Accountant for business of software development for last 3 years · Certificate from Statutory auditor / Chartered Accountant for Solvency declaration Kindly relax the criteria of "· Certificate from Statutory auditor / Chartered Accountant for existence of 3 years **and** Certificate from Statutory auditor / Chartered Accountant for Solvency declaration " from the above list and allow us to produce work orders to show existence and solvency certificate attested by authorized signatory of the company instead .	No change in clause / RFP

| 28 | F | RELEVANT STRENGTHS\1 | 34 | The Bidder should have successfully implemented (Go-Live) or implementing at least 3 similar IT Projects of value Rs. 10 Crore or more each over the past 5 years as of 31.03.2017
When No. of Completed / Ongoing similar IT Project of value INR 10 Crores or more over the past 5 years as on 31.03.2017.
· Equal to 3 projects : 7 marks
· For every extra project = 1 Mark ,each up to max. 3 Marks 1+

Kindly change the clause to "The Bidder should have successfully implemented (Go-Live) or implementing at least 3 IT Projects of value Rs. 10 Crore or more each over the past 5 years as of 31.03.2017
When No. of Completed / Ongoing similar IT Project of value INR 10 Crores or more over the past 5 years as on 31.03.2017.
· Equal to 3 projects : 7 marks
· For every extra project = 1 Mark ,each up to max. 3 Marks 1+" | No change in clause / RFP |
| 29 | F | RELEVANT STRENGTHS\2 | 35 | Implemented and maintained similar Portal and app system(s) capable of processing at least 25,000 (twenty five thousand) transactions on a peak day
More than 25,000 less than equal to 30,000 transactions on a peak day : 7 marks
More than 30,000 less than equal to 35,000 transactions on a peak day : 8 marks
· More than 35,000 less than equal to 40,000 transactions on a peak day: 9 marks
· More than 40,000 transactions on a peak day : 10 marks

Kindly relax this criteria | No change in clause / RFP |

30	F	RELEVANT STRENGTHS\4	35	Implemented and maintained similar systems capable of handling a minimum of 1000 users in concurrent usage. · More than 1000 less than equal to 2000 users : 7 marks. · More than 2000 less than equal to 3000 users : 8 Marks. · More than 3000 less than equal to 4000 users : 9 marks · More than 4000 users : 10 marks Kindly relax this criteria .	No change in clause / RFP
31	A	1.6 - Performance requirements	9	As per RFP 1000 concurrency needs to be factored for both internal and external . What is the YoY % expected	No change in clause /RFP.
32	A	1.6 - Performance requirements	9	Kindly clarify the response time measurement would be taken from SDC LAN. Since the application is accessed over WAN/Internet there are other dependencies to achieve the 5 second response time	Any internet connectivity and not just SDC / SWAN
33	A	1.6 - Security Requirements	10	Multi factor authentication mechanism on FIDO or similar standards must be deployed. Kindly clarify the application needs support multi factor authentication . The components like token/bio-metric/dongles etc.. Would be procured by department	The tokens may be procured by respective departments. Minimum 25000 e-sign is in project scope. Refer to corrigendum issued.
34	A	1.7 - Project Deliverables:	10	IT Hardware Procurement, installation and integration at State Data Centre Selected bidder will not procure all Servers, hardware and equipment for hosting the Digital Depository together starting Day-1 of the project. **Bidder comments/suggestions:** As per our understanding department is looking for staggered mode of delivery. There would be warranty related issues if the components are delivered I n a staggered way . Suggested that the delivery needs to be done in one time	No change in clause / RFP
35	II- General Conditions of Contract	13. Service Level agreement	82	(B) Post Implementation Service Level and Penalty Clause Server response time - < = 2 Seconds **Bidder comments/suggestions:** Request to relax the response time as the completion of request depends on the request types . Also please confirm the SLA measurements would be taken from the SDC LAN	No change in clause / RFP

36	H	Capacity Building	41	Capacity Building and Training of DSA/ Government Officials/ CSCs **Bidder comments/suggestions:** Kindly clarify total 1000 users to be trained .	Refer to response above
37	H	Capacity Building	41	Capacity Building and Training of DSA/ Government Officials/ CSCs **Bidder comments/suggestions:** Kindly clarify the below queries 1) Will the training to be conducted in centralized location 2) Will department provide the required infrastructure (Desktop, space, power, connectivity, projector) 3) What is the batch size of the training and how many days per batch	Refer to response above
38	A	1.6 - Security Requirements	10	System should be free of all security vulnerabilities and must be security audited by a CERT-In certified agency **Bidder comments/suggestions:** Kindly clarify the certification cost would be borne by department	Refer to response above
39		General		Kindly clarify DR is not in scope of SI	DR is in scope for SI
40	A	1.5	7	Aadhaar is non mandatory in Digital Depository but in the portal sign up will be with Aadhaar Authentication **Bidder comments/suggestions:** This is confusing and need more clarification whether this application will be primarily on Aadhar Authentication.	System should allow DUA / Requestor / sub-DUA to also login via modes other than aadhar as well.
41	A	1.6	10	Security Audit by CERT-In certified agency **Bidder comments/suggestions:** Please confirm that customer will onboard the CERT-IN empaneled vendor for the security audit and SI has to provide necessary support to close any observation.	By client empanelled agency. SI will provide all necessary code, documentation and audit support.
42	A	1.6	10	Block chain **Bidder comments/suggestions:** As block chain is not a widely used technology and slowly maturing, Java based development could an alternative option	No change in clause / RFP

43	A	1.7	10	Hardware to be added in phases according to project requirements over the length of the contract in consultation with the SDC team and Government of West Bengal. Price validity for all servers, hardware, equipment including their annual maintenance as quote by the bidder in Financial quote of this RFP will be valid for the entire period of the contract. ------ **Bidder comments/suggestions:** As per project Timeline (page 12, Srl 2) , IT Procurement, installation and integration at State Data Centre is within the span of 7 month starting from month 4. Please note that it will be challenging to supply hardware items in subsequent years by the OEM/SI due to dynamic nature of the industry. In this context requesting you to consider procurement of the infrastructure needed for 2 years and any subsequent requirement can me accommodate as change request.	Refer to response above
44	B	6	15	Bidder should have local call center number. Call Center details with number & detailed escalation matrix to be submitted **Bidder comments/suggestions:** Proposing to have separate call center/help desk for this project. After awarding the project SI will share the local call center no.	No change in clause / RFP
45	B	11	15	The bidder shall have Quality Certificate (ISO 9001:2008). **Bidder comments/suggestions:** Requesting to set Criteria for eligibility as CMMI Level 5	Corrigendum issued
46	B	15	15	The bidder shall submit Bid Form (Section – E) duly signed by the authorized signatory of the company as per the format enclosed. Deviation in format may not be accepted **Bidder comments/suggestions:** Requesting to allow assumptions and deviation.	No change in clause / RFP

47	B	17	16	Bidder may be a Company, Partnership Firm or Sole Proprietorship firm. The bidder should be in existence for last 3 years at end of 31st March, 2017. The bidder should into the business of software development for last 3 years at end of 31st March, 2017. The bidder shall be solvent at the date of bidding **Bidder comments/suggestions:** Requesting for weaver for this clause for the publicly listed companies.	No change in clause / RFP
48	I	13A	80	Penalty (Delay) under Application Development : Delay responsibility not explicitly mentioned **Bidder comments /Suggestions:** System Integrator should not be responsible for any delay in development due to WTL or the DUA & Sub DUA i.e., State Government Departments/Agencies and Private Players registered as Issuer with the depository. Penalty Cap should be set as 10% of the value defined	No change in clause / RFP
49	I	II - 13A	80	Penalty (Delay) under Service enablement : API Integration with government department : Delay responsibility not explicitly mentioned **Bidder Comments/Suggestions:** System Integrator should not be responsible for any delay in integration due to WTL or the DUA & Sub DUA i.e., State Government Departments/Agencies and Private Players applications registered as Issuer with the depository. Penalty Cap should be set as 10% of the value defined	No change in clause / RFP
50	I	III - 12	87	O&M Software : Milestone - Annual payment at the end of each year on meeting the SLA's **Bidder Comments/ Suggestions:** Instead of 'Annual Payment', 'Quarterly' payment at the end of each quarter is requested.	No change in clause / RFP