



Corporation of Cochin



Jawaharlal Nehru National Urban Renewal Mission

Corrigendum to Bid Documents

Subject: Request for Proposal (RFP) and Functional Requirement Specification (FRS) for “Selection of System Integrator for Implementation of e-Governance in Corporation of Cochin under JnNURM” - Corrigendum.

Reference: Tender No.: IFB No. JnNURM/KCH-01(e Gov)

Date of RFP Release: 13/08/2010

Date of Corrigendum Release: 07/12/2010

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1. Corrigendum

Sl No	Page Number	Clause No in RFP/FRS	Statements as in RFP/FRS	Corrigendum														
1	210	Volume II, 14.3. Commercial Bid Opening and Evaluation Process Bid Evaluation	Commercial Bids will be opened and compared after the technical evaluation has been completed for those Bidders for whom Technical Bids reach the 75% qualifying marks needed for the task.	The clause to be read as: Commercial Bids will be opened, evaluated & compared after the technical evaluation has been completed for those Bidders for whom Technical Bids reach the score of greater than or equal to 75% of total marks needed for the task.														
2	143	Volume I, Sec 10.6 : Bandwidth Requirements	Indicative Bandwidth Requirements in CoC Offices	The clause to be read as: <table border="1" data-bbox="1081 901 1921 1096"> <thead> <tr> <th>S. No</th> <th>Office</th> <th>No. of Office</th> <th>No. Of Department</th> <th>Users per office</th> <th>Total Users</th> <th>Indicative Bandwidth required/office</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Central Office</td> <td>1</td> <td>7</td> <td>27</td> <td>189</td> <td>4 mbps</td> </tr> </tbody> </table>	S. No	Office	No. of Office	No. Of Department	Users per office	Total Users	Indicative Bandwidth required/office	1	Central Office	1	7	27	189	4 mbps
S. No	Office	No. of Office	No. Of Department	Users per office	Total Users	Indicative Bandwidth required/office												
1	Central Office	1	7	27	189	4 mbps												
3	194/16	Volume II, Sec 13.1 : Bidding Schedule	Issue of Bid Documents * Online From : 26th Aug, 2010 To : 29th Sept, 2010 Last Date and Time for Receipt of Bids: 29th Sept 2010 Last Date and Time for	The clause to be read as: <ol style="list-style-type: none"> 2. Issue of Bid Documents Online: 26th Aug 2010 to 28th Dec 2010. 5. Last Date and Time for Receipt of Bids: 28th Dec 2010 6. Date and Time of Opening of Technical Bids: 28th Dec 2010 														

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			Receipt of Bids Opening of Technical: 29th Sept 2010	
4	46	Volume I, Sec 6.9: Business Application Software	An audit trail for all transactions	The clause to be read as: An audit trail for all transactions to be provided to administrator of the system.
5	46	Volume I, Sec 6.9: Business Application Software	Ability to discard all data when the transaction is incomplete (Should not save)	The clause to be read as: Ability to record all the data of an incomplete transaction in log files.
6	25	Volume II, 14.1. Minimum Eligibility Evaluation- Certifications	Should be in possession of the following valid certifications. 1. ISO 9001 2. SEI CMMi Level 5 This condition would be relaxed for PSUs or NGOs.	The clause to be read as for PA : Should be in possession of, both the following valid certifications. 1. ISO 9001 2. SEI CMMi Level 5 For PSUs bidding as single company above mentioned rule is applicable
7	25	Volume II, 14.1. Minimum Eligibility Evaluation- Certifications	Should be in possession of the following valid certifications. 1. ISO 9001 2. SEI CMMi Level 5 This condition would be relaxed for PSUs or NGOs.	The clause to be read as for IP : Should be in possession of either of the following valid certifications. 1. ISO 9001 2. SEI CMMi Level 5 PSUs bidding in Consortium, the certificate requirement for the Consortium (PA & IP put together) should be as follows: 1. ISO 9001 & 2. SEI CMMi Level 5
8	80	10.5. Annexure C: Hardware Specifications	Chipset	The clause to be read as : Intel 5520 Chipset/ equivalent or of higher specification (product name mere descriptive)

Sl No	Page Number	Clause No in RFP/FRS	Statements as in RFP/FRS	Corrigendum
9	150	10.8. Annexure F: Proposed Technology Design Objectives & Considerations -CoCIP	Services should be made available using Web, and Intranet	The clause to be read as: Services should be made available using Web (Corporation portal) and Intranet. As per the GOI guidelines, the domain name to be brought under "gov.in". The registration of domain will be undertaken by CoC, with the help of the vendor.
10	96	Volume I, Sec 10.5. Annexure C: Hardware Specifications Core switch - Technical Specifications - Layer 3 Features	Layer 3 Features- Enhanced Interior Gateway Routing protocol	The clause to be read as : Layer 3 Features: Enhanced Interior Gateway Routing protocol /equivalent
11	97	Volume I, Sec 10.5. Annexure C: Hardware Specifications Core switch - Technical Specifications - Other Features support required for	Support for Anomaly Detection Module in the Chassis	The clause to be read as: Other Features support required w.r.t Support for Anomaly Detection Module or equivalent.
12	11	Volume II, Sec 12.1 Cost of Tender Documents	The RFP document would be made available on payment of RFP Fee. The Bidders have to make a non-refundable payment of Rs.25000/- (Rupees twenty five thousand only)+ VAT for obtaining the RFP Document, in the form of Demand Draft drawn from any nationalized bank in favor of 'The Secretary, Corporation of Cochin',	The clause to be read as: Cost of Tender Documents: The RFP document would be made available free of cost, for the interested vendors to view the document. The Bidders have to make a non-refundable payment of Rs.25000/- (Rupees twenty five thousand only)+ VAT for formally obtaining the RFP Document, in the form of Demand Draft drawn from any nationalized bank in favor of 'The Secretary, Corporation of Cochin', payable at Cochin towards RFP Fee at the time of submission of Bid.

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			payable at Cochin towards RFP Fee.	
13	152	Volume I, 10.8. Annexure F: Proposed Technology Design Objectives & Considerations- Portability	Any COTS products used should provide tools for exporting & importing data using open standards	The clause to be read as: Any COTS products used for developing the application(s) for CoC should provide tools for exporting & importing data using open standards. The source code of the application so developed will be retained with CoC as per the clause Source Code & Intellectual Property Rights mentioned the RFP, Volume II
14	43	Volume I, Sec 6.2, Data Centre (DC)/High End Server Room	Edge switches are also proposed for the internal wired LAN which can extended for the Wireless LAN.	The clause to be read as: Edge switches with Layer 2 Features support, no. of ports 24 or higher are also proposed for the internal wired LAN which can extended for the Wireless LAN.
15	74	Volume I, Sec 9.3, Data Entry, Digitization, Conversion and Migration- Data Volumes	Data accuracy less than 95% but greater than or equal to 90% - Penalty of 30% of bid cost	The clause to be read as: Data accuracy less than 95% but greater than or equal to 90% - Penalty of 25% of bid cost
16	41	Volume II, Sec 16.9 : Data Ownership	All the data created as the part of the project would be owned by CoC. Successful Bidder shall take utmost care in maintaining security, confidentiality and backup of this data.	The clause to be read as: All the data created & IPR on the data so created for the project would be provided to CoC for free of cost. No ESCROW arrangement for any IPR is encouraged
17	81	Volume 1, Sec 10.5. Annexure C: Hardware Specifications, Database server – main memory	Main Memory 32 GB fully buffered DDR2	The clause to be read as: Main Memory- 32 GB fully buffered DDR2 Main Memory Capacity (Scalability) -Scalable to 128 GB fully buffered DDR2 memory

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18	81	Volume 1, Sec 10.5. Annexure C: Hardware Specifications, Database server – no. of processors	No of Processors-Up to 8 Nos. Processors/ Cores	The clause to be read as: No of Processors-Up to 8 Nos. Processors/ Cores(Minimum 2 processor required)												
19	206	Volume II, Sec 14.2. Evaluation of Technical Bids, Evaluation of Responses to Functional	Each Functional Specification is assigned a priority viz. Essential, Desirable and Nice-to-Have. Against each of the Functional Specification, marks are awarded, as shown in table below, based on the response from the vendor towards that requirement. The percentage of the marks scored will be normalized to the weightage mentioned in the above section 0	<p>The clause to be read as: Evaluation of Responses to Functional Specifications: Each Functional Specification is assigned a priority viz. Essential, Desirable and Nice-to-Have. Against each of the Functional Specification, marks are awarded, as shown in table below, based on the response from the vendor (Yes/No) towards that requirement. For the response "Yes", vendor to mention the nature of availability viz, Fully provided/Configuration Required/Customization/Custom development/Others (Please specify). For the response "No", vendor to mention the nature of availability viz, Third party Software/Not Available The percentage of the marks scored will be normalized to the weightage mentioned in the above table S.No 1.</p> <table border="1"> <thead> <tr> <th>Priority of Functionality</th> <th>Vendor's Response on availability</th> <th>Out of the Box/ Configuration required/Customization/ Custom development/ Third party/ Others/ NA</th> </tr> </thead> <tbody> <tr> <td>Essential</td> <td>Yes/No</td> <td></td> </tr> <tr> <td>Desirable</td> <td>Yes/No</td> <td></td> </tr> <tr> <td>Nice to have</td> <td>Yes/No</td> <td></td> </tr> </tbody> </table>	Priority of Functionality	Vendor's Response on availability	Out of the Box/ Configuration required/Customization/ Custom development/ Third party/ Others/ NA	Essential	Yes/No		Desirable	Yes/No		Nice to have	Yes/No	
Priority of Functionality	Vendor's Response on availability	Out of the Box/ Configuration required/Customization/ Custom development/ Third party/ Others/ NA														
Essential	Yes/No															
Desirable	Yes/No															
Nice to have	Yes/No															
20	27	Volume II, Sec 14.2 Evaluation of Technical Bids-Evaluation of Technical Bids	The bidders, who score a Technical score of greater than or equal to 75, will qualify for the evaluation of the commercial bid.	The clause to be read as: The bidders, who score a Technical score of greater than or equal to 75, will only qualify for the evaluation of the commercial bid.												

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21	20	Volume I, Sec 2.4, External Tie Ups and Certification Support-S NO.7.1	Vendor shall design, develop and provide services as and when required to meet the needs of the project (e.g. Payment gateway, Digital certificates etc.)	The clause to be read as: Vendor shall design, develop and provide services as and when required to meet the needs of the project Deliverables 1.Payment gateway 2. Digital Signature 3. Any other services, deemed required for the project
22	224	Volume II, Sec 17.4:Operational Requirements- Infrastructure Management	5. System administration tasks such as managing the access control system, creating and managing users etc 6. Data storage management activities including backup, restore and archival etc	The clause to be read as: 5. System administration tasks such as defining, controlling & managing the access control system to database, applications, and operating systems as part of security control 6. Data storage and retrieval management activities including backup, restore and archival etc
23	261	Volume II, page 83, sec 14.1- Integration Capabilities	Integration Capabilities: 14.1 Describe what are the integration capabilities of your system for it to integrate with external applications	The clause to be read as: Integration Capabilities: 14.1 Describe, what are the integration capabilities of your system for it to integrate with external applications. Minimum requirement is as given below: i) Is the proposed integration scalable, flexible and reliable? ii) Does it support multiple communication standards (Web Services, TCP/IP, MQ, JMS, and JCA), multiple data standards & rules for routing and validation? iii) Is it equipped with components include enterprise application interface builder, process flow builder and service monitoring capability?

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24	200	Volume II, 14.1.3 Minimum Eligibility Evaluation	Minimum Average annual turnover of Rs. 50 Crores (or equivalent amount in any foreign currency) in each of the past three consecutive financial years till the year 2010 through their Software development /system integration and Associated Services (for example: Consulting, Software maintenance/support, Custom development etc)	The clause to be read as for IP : Minimum Average annual turnover of Rs. 50 Crores (or equivalent amount in any foreign currency) in each of the past three consecutive financial years till the year 2010 through their Software development /system integration and Associated Services (for example: Consulting, Software maintenance/support, Custom development etc).
25	201	Volume II, 14.1.b Minimum Eligibility Evaluation	The PA and the IP (s) should have worked together for a minimum of one successfully completed project.	The clause to be read as: It is decided that the Primary applicant (PA) and the Implementation Partner (IP) should have successfully completed one similar project (of equal or higher magnitude) as a consortium.
26	43	Volume I, Sec 6.2. Data Centre (DC)/High End Server Room-Network & Security	We are also proposing a second layer of security as an Intranet firewall and IPS (It is recommended that the Internal and external firewalls should be from two different OEM's.	The clause to be read as: We are also proposing a second layer of security as an Intranet firewall and IPS (It is recommended that the Internal and external firewalls should be from two different or same OEM's.

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27	59	Volume I, Sec 7.2. Requirement to comply with SLA-Requirement to comply with SLA	The SLA between the parties are described and specified in Volume I of this RFP.	The clause to be read as: The SLA between the parties are described and specified in Volume II of this RFP.
28	242	Volume I, Sec 7.2. Requirement to comply with SLA-Requirement to comply with SLA	The maximum penalty at any point of time and for any period should not exceed 25% of outstanding project cost as per the Commercial Bid submitted by the SI.	The clause to be read as: The maximum penalty at any point of time and for any period should not exceed 20% of outstanding project cost as per the Commercial Bid submitted by the SI.
29	17	Volume II, Sec 17.6. General -Source Code & Intellectual Property Rights	CoC requires retaining Source Code, for all the proposed customized applications (existing applications and custom-made developments) the following: a) A copy of the customized application with current source code (and the means of compiling that code) b) A copy of all customized applications and all versions of source code (and the means of compiling that code) c) A copy of the source code for each of the customized application	The clause to be read as: CoC requires retaining Source Code, for all the proposed applications (existing applications and custom-made, designed and developed applications or newly developed application however the case may be). To be provided free of cost to CoC. No ESCROW arrangement entertained. Pertaining to the source code, the following needs to be submitted to CoC. a) A copy of the applications with current source code (and the means of compiling that code) b) A copy of entire application and all versions of source code (and the means of compiling that code) c) A copy of the source code for each of the application upgrade acquired (and the means of compiling that code) d) Copies of the current and upgrade design documents or technical documents that can be used by IT staff in supporting each and every application or in making modifications to existing code of the applications. e) Any other artifacts created for/during the assignment.

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			upgrade acquired (and the means of compiling that code) d) Copies of the current and upgrade design documents or technical documents that can be used by IT staff in supporting the customized applications or in making modifications to existing code. e) Any other artifacts created for/during the assignment	
30	81	Sec 10.5. Annexure C: Hardware Specifications- Configuration for Database Server	No of Processors: Up to 8 Nos. Processors/ Cores	The clause to be read as: No of Processors: Minimum 4 core and 2 processors with cache memory of 16-32 Mb.
31	81	Sec 10.5. Annexure C: Hardware Specifications- Configuration for Database Server	Operating System: Enterprise class Unix operating system for 64-bit RISC/ EPIC processor	The clause to be read as: Enterprise class Unix, Windows, and Linux (product name mere descriptive) operating system for 64-bit RISC/ EPIC processor. Vendor to ensure product neutrality
32	81	Sec 10.5. Annexure C: Hardware Specifications- Configuration for Database Server-Other servers	No of Processors: 2, scalable to 4	The clause to be read as: No of Processors: Scalable to 2 processors
33	82	Sec 10.5. Annexure C: Hardware Specifications- Configuration for Database	RAID Levels Supported: 0, 1, 0+1, 3, 3+0, 5, 5+0	The clause to be read as: RAID Levels Supported: 0, 1, 0+1, 1+0,3, 3+0, 5, 5+0

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		Server-SAN		
34	49	Volume I, Sec 6.10 Service Specification: Infrastructure Requirement-Antivirus & Anti-spam	To keep the servers and application secure from the attack of virus, Trojans and spam an Antivirus and Anti-Spam service is required. A separate hardware server & software will be required for that. This may also help in scanning of emails coming in and going outside the CoC network.	The clause to be read as: To keep the servers and application secure from the attack of virus, Trojans and spam an Antivirus and Anti-Spam service is required. This service should be extended to all LAN users. A separate hardware server & software will be required for that. This may also help in scanning of emails coming in and going outside the CoC network.
35	33	Volume I, Sec 4.4.13. Responsibility of Vendor	Setting up of the network in line with the Network Architecture proposed in this RFP. The procuring and operations of bandwidth shall be the exclusive responsibility of the systems integrator partner to meet the SLA metrics, especially the requirements at peak hours on peak days.	The clause to be read as: Setting up of the network in line with the Network Architecture proposed in this RFP. Procuring of bandwidth from CoC and operations of bandwidth shall be the exclusive responsibility of the systems integrator partner to meet the SLA metrics, especially the requirements at peak hours on peak days.
36	44	Volume I, 6.6. Enterprise Management System (EMS)	Manage and monitor the Servers (e.g. Database, Application, Backup, NMS, Anti-Virus and Mail	The clause to be read as: Managing and monitoring of all critical servers such as application servers, database server, mail messaging server, EMS etc , proposed for CoC application

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			Server),	
37	85	FRS, 2.3 , Solid Waste Management	The module covers the following 4 services: 1. Route Management 2. Field Visit & Billing	The module covers the following 2 services: 1. Solid Waste Collection 2. Field Visit & Billing
38	85	Volume 1. , 6.2. Data Centre (DC)/High End Server Room	It is recommended that the Internal and external firewalls should be from two different OEM's	The clause to be read as: It is recommended that the Internal and external firewalls should be from two different or from same OEM's can also be quoted.
39	86	Volume I, Server Load Balancer	Should have minimum 256 MB RAM	The clause to be read as: Should have 4GB RAM from day one
40	90	Volume I, Intranet Firewall	Should support at least 5 Gbps (Instead of 1.8 Gbps) stateful firewall throughput	The clause to be read as: Should support at least 5 Gbps (Instead of 1.8 Gbps)stateful firew all throughput or higher
41	71	Volume I, Sec 9.3 Data Digitization and Migration Requirements Data Volume to be digitized, Health Department.	Data should be digitized from 2007 onwards.	The clause to be read as: All the birth, death & marriage related data mentioned above should be digitized from the year 1970 and all other data pertaining to Health Department should be digitized from 2007 onwards.

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42	27	Volume I, 2.5. Existing Applications and Integration Requirements.	The e-tendering & e-government procurement is expected to be rolled out on a state wide platform, the system integrator is required to gather the information, undertake the analysis and integrate with the proposed application.	The clause to be read as: The Aasthi, e-tendering & e-government procurement is expected to be rolled out on a state wide platform, the system integrator is required to gather the information, undertake the analysis and integrate with the proposed application.

2. Addendum

Sl No	Page Number	Clause No in RFP	Addendum
1	6	Volume I: Disclaimer	As per the Government Order dated 27.08.2010, instructing all Local Bodies to procure IPV6 compliant ICT equipment for fresh procurement. Vendor to comply with the GO and ensure that all the supplied ICT equipment comply with the GO.
2	30	Volume I, 4.2:Responsibilities of CoC	18) CoC in conjunction with KSWAN to provide the proposed bandwidth for meeting the project requirement also ensuring the connectivity to all CoC Offices. 19) Provide the SI with all the necessary details on the legacy applications. The licensing of legacy application and volume of legacy data to be provided by CoC
3	111	Volume I, 10.5. Annexure C: Hardware Specifications-Bio-Metric Scanner v(Minimum Requirement)	Govt. Of India laid out standards if any, should be checked for compatibility and the same shall be considered
4	55	Volume I, 6.11. Data Entry, Digitization, Conversion and Migration-Historical Data	Data digitization plan to be formed in consultation with CoC. Data digitization for non computerized depts. shall include capturing of information via keying in data from physical documents, scanning the documents, manuscript typing into word where the quality of document is not sufficient or any other means by which data is made available in electronic format. All these parameters to be covered in vendors digitalization plan
5	147	Volume I, 10.7. Annexure E: Data Standards, Metadata & Data Digitization-Common Data Fields Type and Size	Note to LOV table. In the database field design section, items like Designation, Department, Relation, State, City and District can be codified with 2-4 character codes which will be selected from LOV
6	45	Volume I, 6.8. Database Software and Development Tools	The proposed application should be OS independent and should support Multiple Databases, like Oracle / SQL/IBM DB2
7	50	Volume II, 17.5. Project Management	All the plans as mentioned, which forms a part of detailed project plan should also be submitted in soft copy written in CD's (2 in nos) and to submitted along with the hard copy

Sl No	Page Number	Clause No in RFP	Addendum																					
8	15	Volume I, 2.4. Scope of the Project	20) Validation of Operating system, also, to ensure freedom for COC to choose the application which can run on Multiple Operating Systems																					
9	18	FRS, 1.2.1 Process Description	10.11. Annexure I: Specification for Digital Certificates/Signature> Usability: The applicant would log into the system after identification (using his username and password) and authentication (biometric identification or any other mechanism if Available) to the system.																					
10	197	3. Accounts Department	Internet based cheque writing facility at customer location. & ECS as desirable functionality.																					
11	82	SAN Switches	Refer Annexure 5.1 SAN Switch																					
12	51	Volume I, 6.10.4. Training and Training Material	Refer Annexure 5.2 Training and Training Materials:																					
13	7	Volume 3, Cost Matrix Workbook	<table border="1"> <thead> <tr> <th>Sl. No</th> <th>Training</th> <th>Total Person Months Required</th> <th>Per Person Month Cost</th> <th>Total Person Month Cost (3*4)</th> <th>Price (In Figures)</th> <th>Price (In Words)</th> </tr> </thead> <tbody> <tr> <td>5</td> <td>Activity Training</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>Process Training</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sl. No	Training	Total Person Months Required	Per Person Month Cost	Total Person Month Cost (3*4)	Price (In Figures)	Price (In Words)	5	Activity Training						6	Process Training					
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3. Clarification

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1	9	Volume I, About the project	ANALYSIS, DESIGN DEVELOPMENT, TESTING, INTEGRATION, DEPLOYMENT AND MAINTENANCE OF APPLICATION, SUPPLY, INSTALLATION, INTEGRATION AND MAINTENANCE OF INFRASTRUCTURE HARDWARE AND NETWORK (LAN & WAN) AND DATA DIGITIZATION & MIGRATION	Hardware and network solution depends on freezing of software solution and is normally decided after the software implementation project starts and implemented through a separate contract. Is Cochin Corporation willing to procure hardware and network related products and services through a separate contract, keeping this contract purely for a software implementation?	As a turnkey project, the scope of the project includes Analysis, Design Development, TESTING, INTEGRATION, DEPLOYMENT AND MAINTENANCE OF APPLICATION, SUPPLY, INSTALLATION, INTEGRATION AND MAINTENANCE OF INFRASTRUCTURE HARDWARE AND NETWORK (LAN & WAN) AND DATA DIGITIZATION & MIGRATION. Hence the hardware and network solution depends on the software solution developed for implementation. So the vendor to quote accordingly but meeting the minimum requirement as specified in RFP.
2	139	Volume I, Asset Management	Asset Lifecycle Management	Is Asset Lifecycle Management (managing asset information like Status, owner, location, cost etc?) Required or Only Asset Inventory information (Hardware, software inventory and Patch Management) is sufficient?	RFP clearly mentions maintaining history of an asset. It is with respect to information like status, owner, location, cost, Hardware, software inventory, Patch Management etc.

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3	51	Volume I, Bandwidth Requirement	For data center initially 4 Mbps link is proposed. The indicative bandwidth requirements of CoC are given in Annexure D: Bandwidth Requirements However bidder has to propose the exact bandwidth requirement after the system study	What is the max bandwidth available under KSWAN for this application payload – Data, Voice and Video all inclusive?	The max bandwidth available under KSWAN would be 2 to 8 Mbps

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4	79	Volume I, Bandwidth Requirement	Bandwidth Requirement	Please provide details on number of users using the application and number for concurrent users	To draw a logical interpretation from the transaction volume of services as given below: 1. Committee Meeting: >1000 per year 2. Council Meeting: > 5000 per year 3. Birth Certificate: > 13,000 per year 4. Death Certificate: >5000 per year 5. Marriage Certificate: > 4000 per year 6. Sanitation fines: > 480 per year. 7. Place of public resort license: > 300 per annum 8. Dangerous and Offensive License: > 600 per year. 9. Bill payment process: > 12000 per year 10. Refund Process: > 3600 per year. 11. Town Hall Booking: >2400 per year 12. Refund Process: > 3600 13. Issue of building permit: > 5000 per year. 14. Building permit renewal: >4000 per year 15. Occupancy Certificate: > 5000 per year.

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5	11	Volume II, Bid Document	Interested vendors have to MANDATORILY collect a copy of FRS document by depositing the payment of Rs 10,000/- in the form of Demand Draft drawn from any nationalized bank in favor of 'The Secretary, Corporation of Cochin', payable at Cochin towards the FRS Fee. The FRS document should not be shared with any third party except consortium partners.	To allow viewing of FRS, initially itself, for a good understanding of the project, before buying the tender document.	Refer MoM of pre bid conducted on 13/09/2010 and published in the official website of Corporation of Cochin
6	11	Volume II, Bid Document	Interested vendors have to MANDATORILY collect a copy of FRS document by depositing the payment of Rs 10,000/- in the form of Demand Draft drawn from any nationalized bank in favor of 'The Secretary, Corporation of Cochin', payable at Cochin towards the FRS Fee. The FRS document should not be shared with any third party except consortium partners.	We feel the corporations insistence of purchasing the FRS document at this stage is not justified as we feel it will be appropriate to pay for the same at the time of submission, if this is insisted because you want to eliminate frivolous vendors, then you may insist on paying the same at the time of submission of bids along with Bid amount.	Refer pre bid Minutes of Meeting conducted on 13/09/2010 and published in the official website of Corporation of Cochin.

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7	150	Volume I, COCIP	The design objectives for the proposed technology solution in CoCIP application--Services should be made available using Web, and Intranet	What are the citizen services which are deliverable through the Web Portal? Are all the 16 citizen services expected to be delivered over Web Portal or only query facilities (based on security considerations)?	All services except the Personnel Information System to be hosted on web based system.
8	22	Volume I, Comprehensive Training and Change Management	Advance Administration training for Data Center Administrators to perform required tasks.	It is understood from the RFP that we need IT Manpower like system administrators, Network administrators, Database Administrators, Service Engineers during on-site and AMC period. Please confirm how much IT manpower is available with CoC to conduct training?	The Vendor is required to train/retrain if required the designated technical personnel and end-users to enable them to effectively operate the system and shall undertake Change Management interventions as necessary to achieve project objectives.
9	152	Volume I, COTS	Any COTS products used should provide tools for exporting & importing data using open standards.	Is this mandatory while proposing COTS products?	As per RFP

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
10	27	Volume II, Criteria for technical evaluation	4.2 Evaluation of Technical Bids Criteria 2 – Reference of similar projects in Indian ULBs (Under column heading Evaluation Criteria).	Please clarify as to whether it is applicable only to projects done for Indian ULBs. If yes, we would request to consider the global expertise and similar projects done outside India for other governments as well. This would enable CoC to receive and evaluate responses from Organizations with global expertise enabling CoC to have proven solutions that are future ready in a global context.	Indian ULBs preferred
11	55/16.7	Volume II, Customized application	CoC requires retaining Source Code, for all the proposed customized applications (existing applications and custom-made developments)	We suggest keeping Source code in an Escrow Arrangement – agreeable to both parties.	CoC prefers that source code of entire solution designed, developed, customized and integrated to be with CoC & given to CoC for free.

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
12	55	Volume I, Data Digitization and Migration Requirements		Space availability at CoC offices to carry out the digitization activity. Availability of document for data digitization. Type of document A4, A3. Quality of pages to be scanned-pages could be scanned through ADF and flatbed. Whether the registers are available as books or separate sheets. Whether uniform format for the documents/registers. No. of indexing required per page. General Digitization Output file format (pdf, html). General Digitization Availability of CoC staff for Quality Check. What is the level of quality in the documents? Since the SLA is very rigid for digitization.	CoC to provide infrastructure support for data digitization activity, except for the manpower. Details of volumes of document to be digitized mentioned in RFP. Further details will be shared during requirement gathering phase. Quality aspects have to be confirmed by the Vendor also to have a plan for digitization and data entry.
13	65	Volume I, Data Digitization and Migration Requirements		After migration of data, whether the old system would be operational?	Old system shall operate till the Go-Live- Final.
14	55	Volume I, Data Entry, Digitization, Conversion and Migration	The applications would be capable of entering the Historical data at any stage even after the implementation and handover	Entering historical data after implementation is a risk as it affects the opening balances. Can this requirement be removed?	The exact plan for undergoing this exercise would be developed post selection of the final Bidder on case-to-case basis, understanding the risks and changes the activity can bring to the opening balances. Requirement as per RFP.

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
15	66	Volume I, Data Entry, Digitization, Conversion and Migration-Data Volumes	All data available in hard/softcopies should be cleansed and uploaded in the new system.	What sort of cleansing is expected from vendor?	Refinement and maintenance of data in tune with database design and business process of existing application.
16	55	Volume I, 6.11	Master data – quality checks to ensure error free data	The data entry errors can be checked by the ISP. But what if there are logical errors in the legacy data? The data would have to be certified by the local government staff.	The legacy application and legacy data would be certified by the local government staff prior handing over to vendor as per digitization plan.
17	74	Volume I, Data Entry, Digitization, Conversion and Migration-Data Volumes	Penalty and Breach of contract	"Penalty and Breach of contract"--These should not be imposed if the delays are due to reasons beyond the control of SI. Pls clarify.	CoC as an organization does not intent to penalize, if the delays are due to the reasons of CoC's internal policies.
18	45	Volume I, Database Software and Development Tools:		Please provide the volume of data to be converted from the existing non UNICODE database to be converted to UNICODE.	Vendor to finalize during requirement gathering phase.

SI No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
19	75	Volume I, Deliverables	ER diagrams & other data modeling documents...Logical and physical database design..... Executable Programs of the Project along with source code, library files, DLL's, Setup programs.....Data dictionary and data definitions.	What happens in case of ERP?	In case of an ERP the logical and physical database design may be asked.
20	40	Volume I, Deployment Architecture	Deployment Architecture	In the Deployment Architecture, under Application Server Cluster, the servers are mentioned as J2EE servers, instead of SQL servers. Please let us know the correct technology platform. This diagram shows, the solution required application level and Database level clustering. As per RFP you are requested to go for Free and Open Source Software. 1. Please clarify whether all the Free and Open Source Software (FOSS) supports clustering?	Diagram provides indicative deployment architecture, SI to provide actual diagram. The solution requires application level and database level clustering, quote accordingly
21	6	Volume I, Disclaimer		Can the SI suggest any other technology solution, or the solutions need to be suggested in FOSS (Free and Open Source Software) only?	FOSS preferred but COTS/proprietary software(s) are not restricted, also CoC prefer that source code of customized application to be retained with CoC. To quote accordingly

SI No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
22	106	Volume I, DMZ Switch Spec	DMZ Switch Specification	DMZ Switch - Kindly specify the no of ports and type of ports (FE/GE) required on the DMZ switch	DMZ Switch fulfilling the basic criteria mentioned in the RFP may be provided and the no. of ports to be finalized by the SI during implementation.
23	137	Volume I, Enterprise Management Systems Integration Specifications	Enterprise Management Systems Integration Specifications	At least 4 to 5 full time experienced engineers are required to monitor, manage, and provide reports of EMS tools as mentioned in the RFP. Please include 4 to 5 engineers for EMS support under FMS.	Man power and associated cost for the EMS to be estimated by vendor and quote accordingly in the bid document. Vendors to specify the minimum manpower required to monitor, manage, and provide reports of EMS tools as mentioned in the RFP
24	44	Volume I, Enterprise Management System		Are there servers beyond those that are specified in this RFP, that need to be managed and monitored by EMS? If yes, please provide details (hardware/OS) of these servers. Please clarify "non-functional requirements of CoC applications"	All existing and proposed servers to be monitored and managed by EMS. The Non-Functional requirements mean the measurement of usability, availability, reliability, supportability, testability, maintainability & Scalability of the EMS.

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25	25	Volume I, Existing Applications and Integration Requirements	The interested bidders may study the existing IT application at CoC. The successful bidder will integrate with applications mentioned as mandatory and may utilize the applications mentioned as optional, which can be scaled up, to meet the requirements of this RFP.	Any upgrades and change request with regards to the legacy application will be made available by COC for the legacy applications. Please confirm. We understand SI can make use of existing available legacy application and their licensing and maintenance policy will not be part of the scope of SI. Volume of legacy data	Existing applications as mentioned will be available for integration. Licensing, will not be part of the scope of SI and will be provided, if applicable. The maintenance of application forms a part of scope of work of SI. Approximate volume of legacy data is mentioned in RFP and FRS
26	20	Volume I, External Tie Ups and Certification Support	Vendor shall design, develop and provide services as and when required to meet the needs of the project (e.g. Payment gateway, Digital certificates etc.)	Please confirm if commercial aspects of required third party services like Payment gateway, SMS gateway will be taken care by KSUDP	Vendor shall design, develop and provide services as and when required to meet the needs of the project (e.g. Payment gateway, Digital certificates etc.)
27	40	Volume II, 16.5 Guarantee	Vendor should guarantee that the hardware systems delivered to CoC are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to CoC is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.	Request to change it to "Warranty" - there cannot be any "Guarantee" of any software. Further Provisions are incomplete without standard -exceptions and exclusions -on the following lines : VENDOR shall have no liability in the case of breach of this warranty due to (i) use of the Deliverables on any environment (hardware or software) other than the environment recommended or approved by VENDOR, (ii) the combination, operation, or use of some or all of the Deliverables with information, software, specifications, instructions, data, or	As per RFP Vendor should guarantee that the hardware systems delivered to CoC are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to CoC is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Regarding the IPR, CoC requires source code of the entire solution designed developed, customized, integrated and

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				<p>materials not approved by VENDOR; (iii) the Deliverables having been tampered with, altered or modified by CoC without the written permission of VENDOR or (iv) use of the Deliverables otherwise than in terms of the relevant documentation. In case of breach of this warranty, CoC's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of the affected Deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the project fees allocable to that portion of the Deliverable will be due to CoC if already paid by CoC.</p> <p>THE WARRANTY PROVIDED HEREIN ABOVE BY VENDOR IS IN LIEU OF ALL OTHER WARRANTIES, BOTH EXPRESS AND IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION THAT OF MERCHANTABILITY OR FITNESS FOR INTENDED PURPOSE IS SPECIFICALLY DISCLAIMED BY VENDOR.</p>	<p>implemented for CoC. Warranty for the hardware and software is referred to as onsite support. Also section of force majeure is given for better understanding. Inherent costs for onsite support are mentioned in RFP.</p>

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28	172	Volume I, Helpdesk Solution		Should help desk and Asset Management system or all EMS systems support Open Source (OS, Database)? Is open source support mandatory or optional?	Free and Open Source Software to be used as per IT policy of GoK. Vendor to design, develop, customize and integrate solution accordingly
29	46	Volume II, Infrastructure Management	Security management including monitoring security and intrusions into the solution i.e. anti-virus, anti-spam, malicious application removal, etc	Number of key servers to be secured?	All the critical servers mentioned in the RFP require to be secured.
30	46	Volume II, Infrastructure Management	Security management including monitoring security and intrusions into the solution i.e. anti-virus, anti-spam, malicious application removal, etc	Number of Applications that access has to be secured? Are they web based or client server?	All services except the Personnel Information System to be hosted on web based system.
31	46	Volume II, Infrastructure Management	Security management including monitoring security and intrusions into the solution i.e. anti-virus, anti-spam, malicious application removal, etc	Are you considering two factors Authentication for key Critical Web Applications for Single Sign on Authentication Mechanism	Two factors authentication for key critical Web Applications for Single Sign on Authentication Mechanism. It is to be provided to all internal users of CoC

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
32	46	Volume II, Infrastructure Management	Security management including monitoring security and intrusions into the solution i.e. anti-virus, anti-spam, malicious application removal, etc	Auditing, collecting logs sources for analysis and security breaches across enterprise, (network devices, servers, Applications, Security devices, database, etc) - how many number of log sources that has be taken count for Auditing?	All possible logs will be considered for audit
33	10	Volume I, Janasevana Kendram	The Corporation had introduced Citizen Service Centre called 'Janasevana Kendram' (meaning centre for people's service) for quick and timely delivery of Citizens' requests.	Are the proposed Janasevanakendras envisaged as part of the mandatory services under JnNURM or will they be set-up in a later phase of the project as part of the set of CoC specific services? They are not listed in the initial set of Services which are to be delivered in the proposed solution. The section on "Services" states "CoC plans to launch the services in a phased manner and includes an initial set of departments and services to be offered via the e-governance system". Hence are Janasevanakendras planned for a later phase? Are the proposed Janasevanakendras envisaged as manned / unmanned kiosks / booths which have some touch screen based devices for citizen self-service or are they full-fledged Citizen Service Centre Halls having waiting / queue facilities with multiple manned counters offering the 16 citizen services?	Janasevana Kendram to be set up by CoC. To be manned by CoC staff. Vendor to train the staff at CSCs.

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34		Volume I, IT management requirements	Application Performance Management	How many cores of CPU's are there on each app server that needs monitoring	At least 4 cores.
35	48	Volume I, Mail & Messaging Services	Centralized mailing facilities shall be available for entire users of the CoC. The mail policy and the IT policy of the state government have to be complied with. It should provide with extensive security features ensuring the privacy of users and the integrity of communication through user authentication, session encryption, and content filtering to help prevent spam and viruses, and mechanisms to monitor and enable regulatory compliance.	What kind of synchronization required with lotus/MS outlook? Is there any existing mail server?	If there is any mailing system available then the synchronization needs to be done with existing mailing system and proposed mailing system. Also Mail Server should properly synchronize with either MS Outlook or Lotus Notes, whatever technology is chosen.
36	48	Volume I, Mail & Messaging Services	mail/ messaging	Is local hosting mandatory? Could it not be shared with GoK mail services?	For mail and messaging service local hosting is required.
37	54	Volume I, Maintenance services:	Provide resources that are on call to support the developed application for 24 X 7	Does this mean 24 * 7 supports for only critical issues or all issues?	Onsite support during office hours i.e. between 9 am to 6 pm and on call support beyond office hours to minimize the downtime

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38	24	Volume II, Minimum Eligibility Criteria	Out of these two projects, at least one should be undertaken for Central Government / State Government / PSU / Government Undertaking	Can Functional Area specific experience be marked from any project across the globe (order copy to be attached)? Can the vendor propose an open source solution for CoC but showcase ERP projects executed in PSU's/Government bodies for minimum qualification criteria?	Free and Open Source Solution is preferred, but ERP projects not restricted. Implementation experience in Indian PSU's preferred
39	50	Volume II, Onsite Support and Annual Maintenance Contract (AMC)	The bidder has to provide an onsite support of 3 years and Annual Maintenance for the next 2 years for all the application software suites from the expiry of the onsite support. After completion of onsite support period a supplementary agreement shall be drawn for Annual Maintenance Contract.	Whether the 24 months AMC (after 36 months of Onsite support) would be on separate contract? Whether the extension of operational support to 24 months is after completing the initial 60 months? AMC is for 2yrs and can be extended for one more year. Should the SI quote for 2 yrs and 3 yrs	The bidder shall provide adequate maintenance support for the next 2 years after the expiry of the onsite support of 3 years to ensure smooth functioning of the software and reduce downtime to the maximum possible extent. Onsite support cost is inbuilt in the product price and Vendors to quote for AMC

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
40	49	Volume II, Onsite Support and Annual Maintenance Contract (AMC)		We understand that 3 Years warranty and 2 years AMC to be provided from the Go-live date. Does it mean the additional 2 years after the expiry of AMC is optional or is it included in the current scope of RFP	The bidder shall provide adequate maintenance support for the next 2 years after the expiry of the onsite support of 3 years to ensure smooth functioning of the software and reduce downtime to the maximum possible extent. Onsite support cost is inbuilt in the product price and Vendors to quote for AMC any extension on AMC after the mentioned tenure shall be intimated on a later date, not in the current scope of project
41	45	Volume II, Operational Requirements		Please mention the service hours for different services for e.g. Onsite hours between 9 am to 6 pm and on call support beyond office hours or do we need 24*7 3 shift coverage for the services. Please give details.	Head Office and Zonal Office is considered as strategic location, details of which is given in RFP. Onsite hours between 9 am to 6 pm and on call support beyond office hours
42		Other Non IT Goods	Other Non IT Goods	No of Non IT assets to be managed by Asset Management (if any).	Existing Non IT infrastructure management not in scope of Vendor. No. of proposed Non IT asset under preview of asset management to be finalized in consultation with CoC

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
43	24	Volume II, Prior experience in E-GOVERNANCE APPLICATION S	Out of the above two projects, at least one should have been executed by the bidding consortium. The projects should have been done in multiple site locations, preferably Indian Municipalities.	Past experience of either of the consortium member (s) having executed any one project should be considered. ULB project experience spanning at least 10 applications with submission of satisfactory User Acceptance Tests to be only considered which will be of more relevance to the project being envisaged by COC.	Out of the above two projects, the member(s) of bidding consortium (PA & IP) should have worked for a minimum of one successfully completed project of equal or higher magnitude.
44	154	Volume I, Proposed Technology Design Objectives & Consideration s	PKI	Whether the initial cost for implementing PKI / digital certificates /SSL etc is under the scope of the project?	The cost of implementing PKI/ digital certificates /SSL etc is under the scope of the vendor till the end of AMC.
45	58	Volume I, Requirements to be met by this project.	The application system should primarily work in centralized architecture	But the applications will be used by many users spread in different offices. Does this mean control will be from a central location?	Central location will be the hub of the applications and transactions; it will be possible to install any new application or enhanced version of an existing application on the application server at the central location in Cochin and make it available to all the Service Centers instantaneously
46	32	Volume I, Responsibilities of Systems Integrator	Point 5	Who are the user communities	User communities can be classified as internal users (mainly employees) and external users (Citizen, banks, business..etc)

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		(Vendor)			
47	41/16.8	Volume II, Risk Purchase Clause	In case the selected vendor fails to execute the project as stipulated in the delivery schedule, Secretary, CoC, reserves the right to procure similar services from alternate sources at the risk, cost and responsibility of the vendor. Before taking such a decision, CoC would give a notice period of 1 month.	Provisions are incomplete without standard –exceptions and without cap on such exposure. Request to add following line to this clause: However vendors liability under this clause shall be limited to 10% of the value of the undelivered goods/ services	Risk purchase clause not to limit vendor's liability in case of vendor's failure as E-governance project is of at most importance to Corporation of Cochin and is subject to external performance audit from various centre and state agencies. If the vendor fails to implement the project, then CoC will have to start from a point where vendor left it unfinished and complete the daunting task. In such a case how can a vendor be liable to a meager 10% of the value of goods/services? Hence the stand is justifiable taking the stake of such project.
48	14	Volume I, Scope of Project	The proposed application should have the capability of integrating with any Geographical Information System application that may be implemented for enhanced service delivery in Town Planning, Revenue, UPAD (Urban Poverty Alleviation Department) and Health.	Is GIS implementation under scope of the bidder or only provisioning of GIS interface? As per FRS, there is also an existing GIS application in CoC?	FRS mentions the work on GIS done by 3i InfoTech. Also mentions the how the departmental application(s) would make use of the GIS. Vendor to ensure GIS implementation, for prompt delivery of application wherever it interacts with GIS for necessary action.

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
49	13	Volume I, Scope of Project	The implementation of the business solution is for the departments of CoC.	Please confirm that scope is limited to the mentioned 12 applications (proposed). Volume of access to each application	The applications are broadly classified, but all the modules in FRS to be implemented including GIS and Corporation Portal. Refer the price bid template. 1. Committee Meeting: >1000 per year 2. Council Meeting: > 5000 per year 3. Birth Certificate: > 13,000 per year 4. Death Certificate: >5000 per year 5. Marriage Certificate: > 4000 per year 6. Sanitation fines : > 480 per year. 7. Place of public resort license: > 300 per annum 8. Dangerous and Offensive License: > 600 per year. 9. Bill payment process : > 12000 per year 10. Refund Process: > 3600 per year. 11. Town Hall Booking: >2400 per year 12. Refund Process: > 3600 13. Issue of building permit: > 5000 per year. 14. Building permit renewal: >4000 per year 15. Occupancy Certificate: > 5000 per year. Vendor to perform detailed study while vetting of FRS document

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
50	15	Volume I, Scope of Project	Solution Design and Solution Architecture-Validation of Workflow with well defined business rules for the application, validation of Document Management System, Validation of Application Architecture , Validation of Network & Security Architecture	What exactly is meant by Validation	Validation of application, system requirement and rules and policies of ,GoK & CoC
51	154	Volume I, Security - Application server level	Annexure F - Security - Application server level	Is Active Directory mandatory or would LDAP or other directory services be sufficient?	Any directory service with desired security features or higher security features
52	125	Volume I, Service Desk Specifications		Please provide the actual count and list of databases to be monitored	The vendor shall perform data digitization and migration of existing data/ database to the new common database of CoC e-Governance application as required. Monitoring of all databases that forms the central database has to be monitored

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
53	153	Volume I, Technical Requirements-Bilingual Functionality	The section on "Multilingual Support" in Volume 1 States "The CoCIP, repository Content Management System is to be created in Malayalam for disseminating information to Citizens. For providing access to States citizen's information it is also recommended to make this information available in English also.	"Kindly elaborate this.	The CoCIP, repository Content Management System is to be bilingual. A user to have an initial menu to opt for English or Malayalam. Data entry preferably in English and Malayalam, but forms and reports to be compulsorily bilingual
54	12	Volume I, Technology Perspective	This project will be evaluated periodically through independent agencies to ascertain whether these objectives are being achieved adopting an appropriate structured methodology or any other framework or mechanism as deemed suitable by the CoC"	Does this means that external audit will be there for vendor deliverables?	E-governance project is of at most importance to Corporation of Cochin and is subject to external performance audit from various central and state levels. External audit for vendor deliverables is internal to CoC.

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
55	63/8.3	Volume I, Testing and Acceptance	Software Pre-commissioning Tests	Clause contains some incomplete provision –need to have a detailed clause on Acceptance –on following lines Acceptance Procedure CoC will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to CoC as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of CoC . CoC will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by CoC. Vendor will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by CoC, will be notified to Vendor in writing not later than two (2) weeks of delivery. Vendor will correct the	It's been emphasized on multiple sections of this RFP that only the IT equipment acceptance testing would be done by CoC, and SI shall assist in doing the same. Regarding the acceptance of software, testing would be done by third party based on the draft test plans and specifications submitted by vendors as deliverables and confirmed by CoC, mentioned against the scope of work (point no 6). Also Acceptance test plan and acceptance test specification forms a part of Technical documents to be submitted by Vendors. Section 8.1 page no 61 clearly mentions about the testing and acceptance of software. Vendor to submit a detailed plan and exercise would be undertaken by CoC

Sl No	Page Number	Clause No. in RFP/FRS	Statements in RFP/FRS	Remarks/Query	Clarification
				defects that are a deviation from the baseline immediately following the acceptance, whichever is later. CoC will confirm acceptance in writing to Vendor. The CoC shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by CoC if the CoC (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT).	

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56	9	FRS, General-1.5.2 Requirements in General	Availability(F/CO/CU/NA/TP)	Availability (F/CO/CU/NA/TP) – what are these options?	The options are: F - Fully Provided CO- Configuration Required CU- Customization Required NA- Not Available TP - Third Party As per RFP, Volume II, page 28
57	42			Feels vendor specific	Descriptive and vendor can quote better solution
58	85	FRS, 2.3 , Solid Waste Management	The module covers the following 4 services: 1. Route Management 2. Field Visit & Billing	1. Please confirm, whether this module includes GPS/GPRS based vehicle Tracking?	This module does not include GPS /GPRS based vehicle tracking. Vehicle Management and Route Management to the extent of availability, allocation and completion envisaged

4. Response to Pre bid Queries

SI No	Section	Query	Response
1	Volume I, Page No.139 Asset Management	Total no of Desktops and Servers to be managed (OS wise break-up is desirable) by Asset Management system.	For total no of Desktop- Please refer BOM RFP Volume III. For total no of Server- All servers available at COC (All locations) as per RFP
2	Volume I, Page No. 79. 10.4. Annexure B:Connectivity	Is the total users for the system is 511? Please give breakup of full users and light users?	As per RFP. Breakup of users to be collected during requirement gathering phase by the vendor
3	Volume I, Page No. 79. 10.4. Annexure B:Connectivity	What about using existing KSWAN facilities?	CoC to provide the required bandwidth for hosting the solution.
4	Volume I, Page No. 111. Biometric Authentication	Does SI have to provide the fingerprint and biometric readers?	As per RFP
5	Volume III, Page No7 .BoM	Out of 511+ users indicated, how many will require Class 2 and Class 3 DSCs?	Refer Volume I, Sec 10.11-Annexure 1 of the RFP. Also Refer Volume 3 of RFP. Bill of Material excel sheet with sheet name "License Cost".
6	Volume I, Page No.46. Business Application Software	Does that mean Data Exchange can be managed / scheduled by user as per business process?	Vendor must provide the functionality for data exchange and edit as per the business process as mentioned in the RFP.

Sl No	Section	Query	Response
7	Volume I, Page No.46. Business Application Software	During the implementation and commissioning, circumstances may arise when some of the functions (applications) at site have been computerized and some are still manual. The bidder must state how the proposed applications will function in this interim period. Please provide the details of functions (applications) in the existing applications that are not computerized or are manual.	Readiness of existing application will be provided by CoC at the time of requirement gathering
8	Volume II, Page No.45. Change Requests	A cap for change request should not be there as the required efforts can be much more than 25%	As per RFP
9	Volume I, Page No.52. Client server architecture	Please clarify? Client server architecture under Application System Support Group and Database Administration Group	As per RFP
10	Volume II, Page No 11. Cost of tender document	We have to purchase tender doc. before submitting the bid or shall we submit the tender doc. fees attached with the bid.	As per RFP & MoM of pre bid meeting which mentions that "Request for tender documents (RFP and FRS) to be made available for vendors and the payment shall be done while they submit the bid".
11	Volume I, Page No.41. Data Centre (DC)/High End Server Room	Please specify the tentative time frame of migrating the hardware to the State Data Centre (SDC). Since SDC has most of the common infra such as Core Switches, Routers, Firewall, IPS, Load Balancer, etc, all hardware being purchased by CoC may not be required.	As per RFP. When the SDC is ready, the solution would be hosted at SDC and the high end server room at CoC to operate as DR.

Sl No	Section	Query	Response
12	Volume I, Page No.41. Data Centre (DC)/High End Server Room	We are discussing about DC. What about DR?	Not in the scope of this project
13	Volume I, Page No.139. Data Centre (DC)/High End Server Room	Is Disaster Recovery required for Help Desk Management and Asset management system?	Not in the scope of this project
14	Volume I, Page No.174.Data Digitization and Migration Requirements Data Volume to be digitized	Time frame and responsibility to be fixed on mutual understanding before starting the Data entry work?	Time frame as per the implementation schedule, CoC to provide only the data to be digitized and the necessary background support like facilitating the availability and movement of data to be digitized. All necessary infrastructures to be set up by Vendor.
15	Volume I, Page No.55. Data Entry, Digitization, Conversion and Migration	Can vendor provide estimates for the same after requirement and data model design phase	Refer technical document section of RFP. Vendor to have Plan for digitization and data entry
16	Volume I, Page No.55. Data Entry, Digitization, Conversion and Migration	Please confirm who will provide IT infrastructure for data entry and updation?	CoC to provide only the data to be digitized. All necessary infrastructure to be set up by Vendor
17	Volume I, Page No.55. Data Entry, Digitization, Conversion and Migration	Please provide more details of the historical data. Size of data and database details	As per RFP. To be obtained during requirement gathering

Sl No	Section	Query	Response
18	Volume I, Page No.55. Data Entry, Digitization, Conversion and Migration	The Bidder needs to develop an exact plan for the Master and Historical data entry exercise. The applications would be capable of entering the Historical data at any stage even after the implementation and handover.	As per RFP
19	Volume I, Page No.66. Data Entry, Digitization, Conversion and Migration	Can vendor get the manual records at vendor delivery enter for data entry operation? If yes, provide more details on data security contracts which need to be signed by Vendor.	Refer technical document section of RFP
20	Volume I, Page No.133. Database Management System	Most of the specifications are skewed towards managing Oracle Database. This restricts selection of database by the bidder. Request to amend it to generic specs.	Refer disclaimer which iterates about the vendor neutrality. Quote equivalent or better
21	Volume I, Page No.134 Database Management System Specification	Under the heading, Database Management System Specification, it is clearly discussed about Oracle features only. Please clarify which RDBMS is required?	Mention of Oracle is mere descriptive, vendor to quote RDBMS with equivalent or better features
22	Volume I, Page No.133. DATABASE PERFORMANCE	In the section on Database Performance Monitoring a number of specifications are stated. Will the standard AWR / ASH / ADDM Reports be sufficient in Oracle or are additional reports expected based on the internally stored performance history data in the Oracle DBA Schemas?	Vendor to finalize in consultation with the client.

Sl No	Section	Query	Response
23	Volume I, Page No.81.Database server - Operating system	Restricting the choice of operating system to Unix does not appear to be warranted	Refer disclaimer. Quote equivalent or better
24	Volume I, Page No. 45.Database Software and Development	Some specification specifically mentions Oracle	Refer disclaimer. Quote equivalent or better
25	Volume I, Page No. 45.Database Software and Development Tools	Generic specs are given for DB Software. However the Unix/Linux OS and RISC/EPIC on the Servers restricts the choice of database by the bidder. Request to amend it to allow x86 and Windows.	Refer disclaimer. Quote equivalent or better
26	Volume I, Page No. 141.Desktop Management Dashboard	Request to remove the performance section of requirement - Typically desktop performance like CPU, memory utilization etc are recorded and stored, since these are not business critical, hence requested to remove this clause	As per RFP
27	Volume I, Page No. 136.Desktop Management System	How many desktops / laptops / other assets are considered for this licensing.	Vendor to finalize during the requirement gathering as it is required for both existing and newly procured hardware
28	Volume I, Page No. 136. Desktop Management System Specifications	Please provide the count of desktops, their distributions across locations/CoC offices and OS	Refer the RFP, Volume I ,Section 10.6, Annexure D:Total Users
29	Volume I, Page No. 136. Desktop Management Systems Specifications	Please remove the Linux, Solaris, AIX, and HPUX from the list. The desktops host either Windows and/or Linux OS ONLY. The Unix OS'es are not supported on desktop machines. Hence these must be removed.	As per RFP

SI No	Section	Query	Response
30	Volume I, Page No. 120.Edge Router Specifications [remote sites]	There are no specifications for edge routers and switches in 37 Office. Request to kindly provide specifications to be considered.	General Configuration for Internet Routers is already mentioned in the RFP. The SI may provide the same/ equivalent or better.
31	Volume I, Page No. 115.EMS Solution	As mentioned in the RFP, the procured hardware will be moved to SDC. Considering the project Go-Live period of 1 year and SDC readiness, please specify the need of EMS Solution, since it is available in the SDC and SWAN as well.	EMS solution required as per RFP. All applications are initially hosted at CoC and when SDC would be ready, (time span not clearly known) only then application would be migrated to SDC
32	Volume I, Page No. 42.Enterprise Management System	Do we have any software like EMS available with us and do we have ITIL certified system? If yes, please share with me the required details of such software/system	No such software available currently, the same to be provided by vendor as per RFP

Sl No	Section	Query	Response
33	Volume I, Page No. 27 14.2. Evaluation of Technical Bids	<p>“Evaluation Criteria- Reference of similar projects in Indian ULBs One Project (5%) Two Projects (10%) Three Projects (15%)—Weightage is 15%”. This clause will limit the selection of bidders on technical grounds as there are very few companies who have similar projects in Indian ULBs.</p> <p>We request you to relax this clause to have experience in e Governance implementation experience in government or Domain/functional experience in Indian ULBs.</p> <p>a) Evaluation Criteria- Reference of e Governance projects in government (Domestic or International)</p> <ul style="list-style-type: none"> • One Project (5%) • Two Projects (10%) • Three Projects (15%)—Weightage is 15% <p>Or</p> <p>b) Reference of Domain /Functional Experience</p> <ul style="list-style-type: none"> • One Project (5%) • Two Projects (10%) • Three Projects (15%)—Weightage is 15% 	India preferred, but global experience not restricted. Project experience is preferred
34	Volume I, Page No. 25, Existing Applications and Integration Requirements.	Whether all the existing applications of CoC working properly What are the levels of integration required in the proposed system with respect to each existing system?	Details w.r.t functionality, platform, provider, Database solution along with version information, extent of data digitization, and integration requirement mentioned. Readiness of the legacy application would be provided.

SI No	Section	Query	Response
35	Volume I, Page No. 26, Existing Applications and Integration Requirements.	Most of the mentioned systems are Microsoft platform based. Please let us know if you have any current technical setup like SharePoint etc, which can be leveraged for solution implementation	SharePoint not available
36	Volume I, Page No. 25, Existing Applications and Integration Requirements.	Is it essential to continue with the applications mentioned as mandatory in the table? Also please clarify that whether the proposed solution need to have seamless integration with these modules through middleware.	As per RFP
37	Volume I, Page No. 25, Existing Applications and Integration Requirements.	For integration and scale up how vendor will be given access to source code?	Existing applications as mentioned will be available for integration. Licensing will not be part of the scope of SI but the maintenance of application forms a part of scope of work of SI. Volume of legacy data is mentioned in FRS.
38	Volume I, Page No. 26, Existing Applications and Integration Requirements.	Are the existing applications developed on MS-SQL bilingual and if so please specify the nature and extent of bilingual functionality in these legacy application areas?	Presently only English language is supported. Data entry preferably in English & Malayalam, but forms and reports to be compulsorily bilingual
39	Volume I, Page No. 25, Existing Applications and Integration Requirements.	Is it mandatory to continue with the applications mentioned as mandatory in the table? Does this mean, this need not be provided in the proposed solution?	As per RFP

Sl No	Section	Query	Response
40	Volume I, Page No. 25, Existing Applications and Integration Requirements.	It is understand from the page no:25 (Table) that some of the applications are already implemented / under implementation with different version of SQL Server. Please clarify the following: 1. All the databases are standalone? 2. Whether it needs to be integrated / brought under single database. 3.Do you have source code for all the existing application mentioned in the Page no:25? 4. Can you able to explain the DB structure for the proposed centralized solution? 5. It is understood that Tax items are not computerized as per the page 25. 6. Whether Accounts modules covered starting from the vouchers to trial balance, etc or accrual based accounting is fully implemented (including maintenance of all manual registers and sub registers) as per the ULB acts and rules, Govt. of Kerala. 7. Whether work flow is incorporated in all existing application? 8. Whether we need to continue with the existing application or it requires improvement except integration? 9. As per procurement procedures, single task to be assigned to only one vendor. For example, As per the RFP, the building plan approval is included. If BPAMS assignment is LIVE, how does one proceed? 10. Whether any action is being initiated to terminate their services?	1. All the databases are standalone. 2. Database design to be formulated by vendor. The databases across application should be interactive. 3. Licensing of legacy application would be provided by CoC. 4. Database design to capture the database structure, indicative field are as mentioned in FRS against each workflow.5. As per RFP. 6. Accrual based accounting, assets/liability recording. 7. No. 8. As per RFP. 9. Integration with addition of certain features like the payment gateway etc. as mentioned in FRS. 10. Contract only till the BPAMS fully operational
41	Volume I, Page No. 25, Existing Applications and Integration Requirements.	Needs more clarity on what major information should be integrated for the systems mentioned as mandatory. This is required for effort estimation	Pls go through the RFP and FRS to identify the applications and its functionality.

Sl No	Section	Query	Response
42	Volume I, Page No. 25, Existing Applications and Integration Requirements.	Total number of application servers that they are using for their .NET and Java based applications	All the legacy applications have their own servers. Approximately 8 in Nos. Vendor to confirm during requirement gathering.
43	Volume I, Page No. 26, Existing Applications and Integration Requirements.	Are there any other app servers other than Apache, Tomcat, JBoss, IIS that needs monitoring, if so how many	To be ascertained during preparation of SRS
44	Volume I, Page No. 43, Existing hardware	Bidder should arrange for auction of existing hardware as per policies of COC	After arriving at the usability and reusability
45	Volume I, Page No. 20, External Tie Ups and Certification Support	Please elaborate on the existing legacy application if they are currently supporting or have capability to support Payment gateway, digital certificates features.	Legacy system do not support payment gateway and digital certificates features.
46	Volume I, Page No. 80, Fsb	FSB - replaced by QPI in many servers	As per RFP
47	Volume I, Page No. 46, General Purpose Software	1. Details regarding GIS requirement and Interface are missing. 2. Please give the details of GIS, GPS requirement, and which all modules/applications shall need these requirements?... Internal Concern-We don't have compatibility in GIS interface applications development and need to outsource the same to any vendor/partner.	1. Department wise GIS requirement mentioned in FRS. Open source Web-GIS interface is envisaged 2. Refer FRS (page no.567) & RFP (Vol1.page no 114)

Sl No	Section	Query	Response
48	Volume I, Page No. 45, General Purpose Software	This depends on the GIS technology solution to be implemented. Can we assume our own solution and propose?	Proposes GIS solution to meet the specification as mentioned in RFP and to meet the project requirement as mentioned in FRS. Department wise GIS requirement mentioned in FRS. Open source Web-GIS interface is envisaged
49	Volume I, Page No. 80, Hardware specifications	Expansion slots: Minimum 4 PCI-E expansion slots 1) Can this be changed to Minimum 2 PCI-E expansion slots as blade servers come with embedded interfaces and they have limited I/O slots per blade..... Hard disks: Minimum 4 nos of 146GB hard pluggable SAS drives 2) Can this be changed to Minimum 4 nos of 146GB hard pluggable SAS drives or 2 nos of 300GB hard pluggable SAS drives as applicable to the vendor..... Hard disk scalability: with support for 8 nos hard disk scalability--- 3) Since the application servers are also having SAN connectivity, the scalability can be achieved using sufficient space from SAN. Please remove this clause as it is not suitable for all the OEMs	Q 1,2,&3 As per RFP

Sl No	Section	Query	Response
50	Volume I, Page No. 81. Hardware specifications	No of Processors: up to 8 nos processors/cores----- Since the RISC/EPIC servers have both dual core and Quad core processors ,please specify no of processors/ no of cores.....Form factor---Please specify whether these are also to be blade servers or rack servers. If it is blade server, please change the hard disk scalability to 2 instead of 4.	As per RFP
51	Volume I, Page No. 82. Hardware specifications	Since the RAID level required is 5 as per RFP, please have a relook at the other levels like 3,3+0, 5+0 are relevant for your environment.	As per RFP
52	Volume I, Page No. 80-82. Hardware specifications	Sever sizing is specifically mentioned. If the solution proposed is not suitable for this configuration, how will the configuration be evaluated? Conversely, if the solution will perform much better on a much lower configuration, will it be accepted? What is the quantum and nature of transactions for optimum functioning?	Minimum specification is mentioned. If the application requires higher specification, SI need to provide accordingly
53	Volume II, Page No. 49. Help Desk	What is SI's scope in the centralized help desk? I.e. after setting up by the vendor, is it CoC team will operate the Help desk?	As per RFP
54	Volume I, Page No. 53. Help Desk	How many such zonal locations are there where vendor will have to position resource?	As per RFP
55	Volume II, Page No. 49. Help Desk	Please mention the service hours for the Help desk services	As per RFP

Sl No	Section	Query	Response
56	Volume I, Page No. 122. Helpdesk Solution	Please specify the number of concurrent analyst licenses required.	reference submitted incorrect, clarification can be provided on standalone basis
57	Volume I, Page No. 139. Helpdesk Solution	Total no of Help Desk Analyst/Technician required at given point of time	Vendor to suggest in consultation with CoC. Minimum 2 in numbers
58	Volume I, Page No. 75. Implementation Schedule	Is this Pilot Go live based on locations or functionalities? Which are the locations or functionalities meant for Pilot Implementation?	Pilot Go live is based on functionality and locations. Also refer the payment schedule in the RFP
59	Volume I, Page No. 75. Implementation Schedule	Considering the complexity and with the interest of the right solution and the appropriate development, we would request you to rework on the Pilot GO Live to extend the number of weeks. Preferably, T+30 or 36 weeks would be ideal	No change in the Implementation schedule. Roll out pilot based on application(s) to be decided as per payment schedule.
60	Volume I, Page No. 75. Implementation Schedule	The overall schedule is unreasonable	Roll out pilot based on functionalities to be decided as per payment schedule. Overall Implementation schedule as per RFP

Sl No	Section	Query	Response
61	Volume II, Page No. 40. Indemnity provisions	<p>VENDOR shall have no liability for any claim of infringement based on: (i) use of a superseded or altered release of some or all of the Deliverables including, but not limited to, CoC 's failure to use corrections, fixes, or enhancements made available by VENDOR ; (ii) the combination, operation, or use of some or all of the Deliverables or any modification thereof furnished under this Agreement with information, software, specifications, instructions, data, or materials not furnished by VENDOR if the infringement would have been avoided by not combining, operating, or using the Deliverables or the modification thereof; (iii) some or all of the Deliverables or the modification thereof, which is based on CoC 's material, data or design; (iv) any change, not made by VENDOR , to some or all of the Deliverables or any modification thereof or (v) use of the Deliverables otherwise than for the purposes authorized hereunder. If any of the Deliverables is held or is believed by VENDOR to infringe, VENDOR shall have the option, at its expense, to (i) modify the Deliverables so as to make it non-infringing, (ii) obtain for CoC a license to continue using the Deliverables, or (iii) terminate the license for the infringing part of the Deliverables and refund a pro rata portion of the fees paid for that portion of Deliverables. This clause provides for VENDOR's entire liability and CoC's exclusive remedy for claims of infringement of intellectual property rights related to the Deliverables.</p>	<p>Testing plan and testing specification to ensure non usage of superseded application. Under the document control mechanism SI to clearly state the versions of the document submitted to erase the possibility of use of superseded deliverables. CoC cannot hold vendors responsible for deliverables not extended by them, hence not applicable.</p>

Sl No	Section	Query	Response
62	Volume I, Page No. 12 Information accessibility to all the stakeholders	What would be the total number of users for each of the module envisaged?	To figure out the total users, the transaction volume mentioned in RFP/FRS can be taken into consideration.
63	Volume II, Page No. 46 Infrastructure Management	Number of user identities that managed by centralized identity management solution?	To be obtained in consultation with CoC during requirement gathering and preparation of SRS
64	Volume II, Page No. 46 Infrastructure Management	Number of users identities for single sign on access	Single Sign on Authentication Mechanism to be provided to all internal users of CoC
65	Volume II, Page No. 46 Infrastructure Management	For sensitive data as well	For securing sensitive data enterprise network layer of control is also considered. Refer page 42, RFP Volume 1
66	Volume II, Page No. 46 Infrastructure Management	Log Management- Could you state number of key servers, Applications, Databases, network, security devices – where logs has to be collected?	Performance / access/ security and any other logs which will help for further analysis. Refer page 48 RFP Volume 2.
67	Volume I, Page No. 47 Infrastructure Service Requirements- Directory Service	You would need Enterprise version for Data Mining and BI capabilities. The BI capabilities in standard are very limited and you might not be able to fulfill the requirements. You can refer here for detailed comparison. http://www.microsoft.com/sqlserver/2008/en/us/editions-compare.aspx	As per RFP
68	Volume I, Page No. 113 Interfaces	Docking, 22-pin port replicator - very device specific	Can be taken as descriptive specification and base line. Refer disclaimer on vendor and product neutrality
69	Volume I, Page No. 103. IP-EPABX Spec	Built in Session Border controller – This is an OEM specific term. Request you to add the equivalent clause on this	Built in Session Border controller – This is an OEM specific term. Request you to add the equivalent clause on this

Sl No	Section	Query	Response
70	Volume I, Page No. 103. IP-EPABX Spec	IPPBX - What is the maximum number of end points required to be supported on the IP PBX. Kindly provide the split up of number of end points to be quoted along with the IP PBX. IP Phones with specifications. No of Analog end points required. No of E1 PRI Ports required on router for PSTN Connectivity	a) The exact No. may be finalized in consultation with the Client. Minimum number to be 15. b) OEM IP Phones compatible with the IP PBX shall be provided.
71	Volume II, Page No. 70.Liabilities	The clause protects both parties interest properly – HOWEVER request a small addition to bring clarity –as shown hereunder: Revised clause- word “Further” need to be added – to differentiate between – liability without limits and liability with limits and exclusions	As per RFP
72	Volume II, Page No. 45. Liquidated Damages – provision under this clause	Provisions are incomplete without standard – exceptions- Request to add to this clause : “However no such Liquidated Damages shall be levied unless the delay is for reasons solely and entirely attributable to the vendor	CoC does not intend to penalize a vendor unless the delay is for reasons solely and entirely attributable to the vendor. Hence it’s implied in the document. As per RFP
73	Volume II, Page No. 45. Liquidated Damages – provision under this clause	Penalty terms are not clear. "Customer may withhold any payment till the delivery / service(s) is/are completed". LD of 0.5% per week with an upper cap of 10% of the value is for supply of solution / equipments. There is no mention of upper cap on implementation. Pl clarify and specify	As per RFP, "CoC may at its discretion withhold any payment until the completion of the contract"

Sl No	Section	Query	Response
74	Volume I, Page No. 48. Mail & Messaging Services	Number of mail-boxes required has not been specified. What is the mail-box size considered for each user? This is required to configure the storage for the mail server. Pls clarify.	As per RFP and to be finalized during SRS
75	Volume II, Page No. 25 Minimum Eligibility Criteria	We understand there will be preference given to open source solutions. In that case does it mean the acceptance of CoC for an ERP based technology solution will not be preferred for evaluation?	FOSS is preferred, but ERP based technology solution not restricted for evaluation.
76	Volume II, Page No. 23 Minimum Eligibility Criteria	Please clarify on the scope of activities included under Associated Services. More specifically, are Hardware and Networking services provided for IT projects and E-Governance Projects included under Associated Services?	As per RFP. Broad scope of Associated Services are mentioned in RFP as for example they cover areas of : Consulting, Software maintenance/support, Custom development provided for IT Projects
77	Volume II, Page No. 24 Minimum Eligibility Criteria	Please clarify on the scope of experience required. More specifically, are Hardware and Networking services provided for E-Governance Applications Solutions constitute to be considered as satisfying this criterion? If not, then we would request for a modification to include expertise in Hardware and Networking Services for E-Governance Projects as satisfying criteria for Implementation Partners.	Criteria mentioned under PA is applicable for PA only and for IP it is as "Minimum of 2 Years of experience in design, development, customization and implementation of E-GOVERNANCE APPLICATIONS Solutions. Networking and Hardware just forms a part of the e-Governance application solution" as mentioned in RFP.
78	Volume II, Page No. 24 Minimum Eligibility Criteria	Out of the above two projects, at least one should have been executed by the bidding consortium. The projects should have been done in multiple site locations, preferably Indian Municipalities.	As per RFP. "The projects should have been done in multiple site locations, preferably Indian Municipalities".

Sl No	Section	Query	Response
79	Volume II, Page No. 24 Minimum Eligibility Criteria	We would request for a relaxation of this criteria to state this as a mandatory criteria for the Primary Applicant.	Experience as per their role described in RFP which needs to be clearly laid out in bid document while submitting the proof of experience
80	Volume II, Page No. 24 Minimum Eligibility Criteria	Can we show experience in other sectors.	As per RFP
81	Volume II, Page No. 24 Minimum Eligibility Criteria	Applications developed on Free Open Source & Standards would be preferred SAP being a world class COTS player with a readymade and ready to deploy packaged application with customers like Mumbai Municipal Corporation, Bhopal Municipal Corporation, Kalyan Dombivili Corporation, Thane municipal, Aurangabad Municipal and 100 other government and PSU organizations across India. The Indian Navy and armed forces are users of our application. SAP provides the complete source code free of cost to corporations so that they can modify the code according to their needs. Also our COTS product support multiple operating systems and multiple databases and supports OPEN STANDARDS and Open Platforms	FOSS preferred but COTS are not restricted, also CoC prefer that source code of customized application to be retained with CoC. To quote accordingly
82	Volume II, Page No. 23 Minimum Eligibility Criteria	Tax registration to be waived	As per RFP
83	Volume II, Page No. 23 Minimum Eligibility Criteria	The minimum of Rs.10 crore to be waived for IKM, being a government project, and fully running on govt. funds	For company bidding as a Single Company/PA, as per RFP Volume II, 14.1.3 & 14.1.4

Sl No	Section	Query	Response
84	Volume II, Page No. 29 Minimum Eligibility Criteria	Does this mean relevant years of experience or total years of experience?	Relevant year of experience.
85	Volume II, Page No. 25 Minimum Eligibility Criteria	Is the lead bidder or any of consortium member is having these certifications.	As per RFP (Separate column for PA & IP given)
86	Volume II, Page No. 23 Minimum Eligibility Criteria	Reason: Given the size of this project, 100 Crores seems to be a very high bar, thereby excluding capable SME firms like ourselves from the process Request: Can this be changed to an Average turnover of 20 Cr over past 3 years	As per RFP
87	Volume II, Page No. 25 Minimum Eligibility Criteria	Reason: Barring the biggest vendors, very few vendors have 5+ years of e Gov experiences Request: Can this be changed to 5 years of software development experience with added consideration given to higher e Governance experience	As per RFP
88	Volume II, Page No. 22 Minimum Eligibility Criteria	'Consortium' should have 1 year experience in such project. If PA is Kerala agency/ firm this clause may be exempted, being the first such initiative in Kerala.	It is decided that the Primary applicant (PA) or Implementation Partner (IP) should have successfully completed one similar project (of equal or higher magnitude) as a consortium. Refer corrigendum also
89	Volume I, Miscellaneous	Is the number of 38 offices likely to change due to any Delimitation done in 2004-2009 period?	As per RFP & FRS
90	Volume I, Miscellaneous	Whether T & CP requires GIS based solutions?	As per RFP & FRS

Sl No	Section	Query	Response
91	Miscellaneous	What is the Standardized 'Font' and standardized 'keyboard' layout for these fonts? Are they Unicode complaint? If yes can you please share details?	Currently there are no standardized fonts used. The vendor to propose Standardized 'Font' and standardized 'keyboard' layout. They have to be they Unicode complaint
92	Miscellaneous	Please confirm if the desired solution can have proprietary software also.	FOSS is preferred, but proprietary based technology solution not restricted for evaluation.
93	Miscellaneous	Pls. Specify the banks to be interfaced with.	Vendor to finalize in consultation with the client. Major PSU Banks preferred
94	Miscellaneous	Is COC looking for Virtualization (i.e. private cloud) ?	CoC is not looking for Virtualization (i.e. private cloud)
95	Miscellaneous	Is there any preference of Encryption algorithm for securing data (i.e. emails/ database data)?	As per RFP
96	Miscellaneous	Only internal users about 500 users are mentioned? There is no mention about number of citizens using the online application?	The transaction volume of each application mentioned in FRS gives an indicative number of citizens making use of the respective service. Refer FRS for indicative numbers.
97	Miscellaneous	How many concurrent users will be using the system? This is not clear from the document.	Part of requirement gathering phase to obtain such precise data
98	Volume II, Page. No 47.Network Management	Total number of Network devices to be monitored for Fault and Performance	All available and live devices
99	Volume II, Page. No 47.Network Management	Total number of Database Servers to be monitored (number of CPU's and cores on each)	All available and live servers.

Sl No	Section	Query	Response
100	Volume I, Page. No 116. Network Management System Specifications	Please clarify "non-functional requirements of CoC applications NMS should be able to discover and classify all the SNMP capable network equipments in the IGRS Network..Please provide the count of such SNMP capable network equipment Are there servers beyond those that are specified in this RFP, that need to be managed and monitored by EMS? If yes, please provide details (hardware/OS) of these servers. Please clarify "non-functional requirements of CoC applications" Are there servers beyond those that are specified in this RFP, that need to be managed and monitored by EMS? If yes, please provide details (hardware/OS) of these servers.	SI to finalize during the study phase. The Non-Functional requirements means the measurement of usability, availability, reliability, supportability, testability, maintainability & Scalability of the NMS
101	Volume I, Page. No 118. Network Management System Specifications	Vendor must provide a list of supported response time agent technology '. Please provide the count of such SNMP capable network equipment	SI to finalize during the study phase. The Non-Functional requirements means the measurement of usability, availability, reliability, supportability, testability, maintainability & Scalability of the NMS
102	Volume I, Page. No 116. Network Management System Specifications	Please specify the number of elements to be monitored.	All available and live device(s) needs to be monitored.
103	Volume I, Page. No 39. Networking and Server Architecture	Please clarify more / Explain why mirroring?	Based on the back up policy of GoK till the point DR is not available for CoC
104	Volume I, Page. No 154.Onsite Support	Please confirm, whether CoC will provide manpower for CSC operations?	Vendor to provide resources for onsite support at Strategic location in consultation with CoC.

Sl No	Section	Query	Response
105	Volume I, Page. No 154. Onsite Support	Some of the products are asked with 3 years warranty and some others have been asked with 5 years warranty as mentioned in the specifications. We would request you to specify a uniform warranty period for the complete set of hardware procured so that it ensures easier and better manageability.	3 years onsite support and 2 years AMC. Onsite support cost to be inbuilt in product cost and to quote for AMC as given in RFP Volume 3 BoM.
106	Volume I, Page. No 154. Onsite Support	Where and how many sites for CoC are there. Also can the on call support happen from offshore	As per RFP
107	Volume I, Page. No 154. Onsite Support	Where and how many sites for CoC are there. Also can the on call support happen from offshore?	Head Office and Zonal Office is considered as strategic location, details of which is given in RFP. Onsite hours between 9 am to 6 pm and on call support beyond office hours
108	Volume I, Page. No 120. Operational Support and Maintenance (O and M)	Operational Support / Maintenance Service - Can vendor get Secure Connectivity (VPN) access to KSDUP applications so that maintenance can be performed from Vendor's delivery centers	No VPN for security reasons. Operational Support / Maintenance Service(s) are meant for CoC application and not KSUDP. Onsite hours between 9 am to 6 pm and on call support beyond office hours to minimize the downtime
109	Volume I, Page. No 121. Operational Support and Maintenance (O and M)	All expenses towards reestablishing the complete setup to the new premises including the procurement of additional components if any would be on separate contract. Pls confirm.	The cost of any additional requirement resulting from the physical migration of office premises shall be borne by the Corporation of Cochin as mentioned in RFP.
110	Volume I, Page. No 06. Open Source Technology	Please clarify whether we can be solutions around leading ERP solutions like SAP/Oracle APPS etc	FOSS preferred but COTS are not restricted, also CoC prefer that source code of customized application to be retained with CoC. To quote accordingly
111	Volume II, Page. No 38. Payment Milestones	Could see only 60% terms – kindly clarify on balance 40% portion	EQI for every quarter for a period of 5 years. The amount quoted under O&M in Commercial Format will be considered for payment

Sl No	Section	Query	Response
112	Volume II, Page. No 38. Payment Milestones	The total comes to only 60% .Please clarify about balance 40% payment mile stone	EQI for every quarter for a period of 5 years. The amount quoted under O&M in Commercial Format will be considered for payment
113	Volume II, Page. No 38. Payment Milestones	A payment milestone for mobilization of resources and project initiation should be included. Pls clarify	As per RFP
114	Volume I, Page. No 113-114.PDA	PDA, thermal printer, GPS - is single device OK?	If all purpose will be solved then ok, but please quote accordingly.
115	Volume I, Page.No.57. Power Supply & Backup	Pls clarify the electrical cabling for the DG set is under the scope of CoC or Bidder.	Installation including the electrical cabling of DG set in the scope of vendor
116	Volume II, Page.No.26. Presentation	Will Live project demo or detailed - functional demo or end -to-end PoC to be accepted and marks be awarded?	Presentation to demonstrate solution in real life, bidder can make use of reference installation. Mere proof of concept (PoC) is least considered and will be marked accordingly.
117	Volume II, Page.No.29. Presentation	Will Functionality Demos in presentation instead of a mere PPT to be measured?	Presentation to demonstrate solution in real life, making use of the reference installation. Functionality demos could be considered if it meets the requirement.
118	Volume II, Page.No.29. Presentation	In case of Custom development, how will the bidder will be able to demonstrate the Solution with real life scenarios?	Make use of the reference installation, where similar project have been implemented and try to explain how it will be customized for CoC to the extent possible.
119	Volume II, Page.No.29. Presentation	In case of Custom development, how will the bidder will be able to demonstrate the Solution with real life scenarios?	Make use of the reference installation, where similar project have been implemented and try to explain how it will be customized for CoC to the extent possible.
120	Volume I, Page.No.80. Processor	Only RISC/ EPIC 64-bit - is not x86 OK?	No change for the server platform.
121	Volume II, Page.No.29. Profiles of personnel	Can we propose graduates with more experience in place of post graduates	As per RFP

Sl No	Section	Query	Response
122	Volume I, Page.No.152. Proposed Technology Design Objectives & Considerations	The application should be conform to open standards? i.e. all the components of the application like web server, app server, db server, source code etc have to be on open source?	Open source and open standard preferred.
123	Volume I, Page.No.129. Reports/Views	How many reports should be customized in total?	All the reports and views that can be pulled by the list of modules mentioned in the applications to be designed, developed, customized, integrated for CoC
124	Volume I, Page. No. 33. Responsibilities of Systems Integrator (Vendor)	The procuring and operations of bandwidth shall be the exclusive responsibility of the systems integrator partner. Please clarify on the procurement and operations. Providing of services as mentioned in the RFP and any other service to be included within the scope of the CoC Project in future - Please clarify "any other service". Who shall pay for the recurring cost of the Bandwidth	KSWAN is a state wide bandwidth provider. Bandwidth to be provided by CoC, cost of which shall be borne by CoC
125	Volume I, Page. No. 33. Responsibilities of Systems Integrator (Vendor)	Please clarify on the existing applications in the various departments and Wrapper or Adaptor.	Existing applications is as mentioned in the RFP. If required, the vendor may have to develop the wrapper or adapter as suitable, on top of the department applications in consultation with CoC.
126	Volume I, Page. No. 33. Responsibilities of Systems Integrator (Vendor)	Does the implementer will have to own the total infrastructure till the end of the project	Responsibility with Vendor and ownership with CoC
127	Volume I, Page. No. 33. Responsibilities of Systems Integrator (Vendor)	Initially high end server room to be setup till SDC. Cost involved in moving to SDC shall be extra and to the account of COC	CoC to bear the cost

SI No	Section	Query	Response
128	Volume I, Page. No. 13. Scope of Project	Please confirm if business requirements and processes are already documented by the KSUDP team.	Vendor to make use of FRS as reference material during requirement gathering exercise.
129	Volume I, Page. No. 14. Scope of Project	Please elaborate on "leveraging on the existing IT applications/ other application to be rolled out by the State during the requirement gathering and analysis, to the extent possible, where they are efficient and effective"	The SI needs to study the existing IT applications at CoC and leverage it to the maximum extent possible in an effective and efficient manner (Cost, Time and Functionality). Understand the existing features of the legacy application and scale it up to the level mentioned in FRS.
130	Volume I, Page. No. 16. Scope of Project	In case of COTS application, does this refer to Blueprint documentation of the process? Is it mandatory to quote with development scenario or COTS license is allowed?	Deliverable for Solution Design and Solution Architecture in case of COTS to be done accordingly. Also refer Consolidated Cost Matrix (RFP Volume 3)
131	Volume I, Page. No. 17. Scope of Project	In case of COTS application, does this refer to Configuration of the system?	System Requirement Specification is a deliverable by the Vendor, in accordance with requirement gathering and the product to be offered ensuring the delivery as mentioned by the CoC.
132	Volume I, Page. No. 14. Scope of Project	Any specific preferences or recommendations are there for integrating GIS with Town Planning, Revenue, UPAD (Urban Poverty Alleviation Department) and Health?	Integrating GIS with Town Planning, Revenue, UPAD (Urban Poverty Alleviation Department) and Health as mentioned in RFP & FRS document.
133	Volume I, Page. No. 14. Scope of Project	Do you propose any protocol?	As per FRS, also refer RFP
134	Volume I, Page. No. 16. Scope of Project	Which are the masters for which codification is required? If required is it the responsibility of the vendor?	CoC to recommend application systems for which identifications/codes are required & also to provide the existing identifications/codes available with CoC

Sl No	Section	Query	Response
135	Volume I, Page. No. 17. Scope of Project	ERP vendors do not provide source code Before doing a study how to know the exact requirement of the H/W bill of material. Is the Document management system software is also a deliverable?	CoC requires retaining Source Code, for all the proposed applications designed, developed, customized, configured and integrated for CoC . To be provided free of cost to CoC. No ESCROW arrangement entertained. DMS is to be delivered by the vendor
136	Volume I, Page. No. 18. Scope of Project	Does it mean all existing application will have to be migrated from existing Servers to the new servers to be installed in the Data center? What is the Server room size? What all electrical facilities are available? What exactly is meant by Server room preparation?	<ol style="list-style-type: none"> 1. Yes 2. Need to take configuration of existing hardware. 3. Vendor to obtain information during requirement gathering 4. Server room needs to be built. Space and civil work will be done by CoC
137	Volume I, Page. No. 17. Scope of Project	In case of COTS application, does this refer to Configuration of the system?	Deliverable for System Requirement Specification and Solution Design in case of COTS to be done accordingly.
138	Volume I, Page. No. 23. Scope of Project	If the solution is based on standard ERP packages like SAP, Oracle Apps , sharing of source code may not be feasible	CoC requires retaining Source Code, for all the proposed applications (existing applications and custom-made , designed and developed applications or newly developed application however the case may be). To be provided free of cost to CoC. No ESCROW arrangement entertained
139	Volume I, Page. No. 16. Scope of Project	Please confirm, whether we need to adopt single unique number system in addition to the existing number, to identify the tax items for the same citizens.	Vendor to adopt a system in consultation with CoC. The vendor is expected to use the existing identification as much as possible. Identification should be unique and should not be affected due to delimitation of offices.
140	Volume I, Page. No. 14. Scope of Project	Please confirm, whether the proposed system should be scalable for GIS implementation?	Proposed system should be scalable for GIS implementation which needs to be provided by Vendor

SI No	Section	Query	Response
141	Volume I, Page. No. 22. Scope of Project- Comprehensive Training and Change Management	What would be the approx. no of end users to be trained /retrained? How many batches.	The Vendor is required to train/retrain if required the designated technical personnel and end-users to enable them to effectively operate the system and shall undertake Change Management interventions as necessary to achieve project objectives.
142	Volume I, Page. No. 16. Scope of Project	In case of COTS application, does this refer to Blueprint documentation of the process? Is it mandatory to quote with development scenario or COTS license is allowed?	Deliverable for Solution Design and Solution Architecture in case of COTS to be done accordingly. Also refer Consolidated Cost Matrix (RFP Volume 3)
143	Volume I, Page. No. 13. Scope of Project	Will project estimation, sanctions and project monitoring including M-Book estimation part of this module?	Refer FRS. As per FRS, page number 384 Para number 5. Also refer FRS page number 386 which describes the sub modules of Projects/Works Management system
144	Volume I, Page. No. 168. Security Management	Comprehensive AAA deliverables are asked in the RFP. To meet this requirement a fully fledged AAA Solution needs to be deployed. Pls provide concurrence for the same.	As per RFP
145	Volume I, Page. No. 123. Service Desk Specifications	Which other Enterprise Management tool is referred to here? Is it the EMS specified in this RFP or is there any tool that needs to be integrated with Service Desk?	EMS specified in this RFP
146	Volume II, Page. No. 64. SLA & Penalties	Request to limit the maximum penalty to 10% of the cost of the affected area	SLAs as per the RFP, Penalty revised to 20% of outstanding project cost as per the Commercial Bid submitted by the SI.

Sl No	Section	Query	Response
147	Volume II, Page. No. 64. SLA & Penalties	Penalty provisions are too high without any upper cap on total penalties. Further Provisions are incomplete without standard –exceptions and exclusions- Request to add following to this clause :The overall cumulative Penalty under this bid shall be limited to 1% of the bid cost and shall be levied only if the delay /default is solely and entirely attributable to the Vendor	SLAs as per the RFP, Penalty revised to 20% of outstanding project cost as per the Commercial Bid submitted by the SI.
148	Volume II, Page. No. 60. SLA & Penalties	Whether any schedule can be mutually arrived for issues not coming under SLA resolutions R1, R2 and R3?	Vendor to suggest. Upon ratification with proper authorities same shall be finalized.
149	Volume I, Page. No. 50. SMS Services	What kind of co-ordination is required with ISP for achieving the facility to integrate with SMS gateway	Bidder need to coordinate with ISP for configuring, managing the SMS gateway.

SI No	Section	Query	Response
150	Volume I, Page. No. 48. SMS Services	How are we going to integrate SMS gateway. Is any such feature available in Open Source? Who will born the cost for the SMS service? Few queries (to both our ISS team and client):- 1. What is the sizing for the applications? 2. What about digitization? 3. How are you handling e-Forms and offline capability? 4. Any server/application monitoring required by the customer? 5. Any specific firewall required? 6. What about infrastructure components like AD, messaging? 7. What is the backup solution? 8. What is the integration solution with existing apps? 9. How are you dealing with mobile devices, if integrationist required in future?	1. SI need to suggest 2. CoC to provide the necessary records and vendor to formulate plan and undertake the activity as mentioned in RFP 3. Depends on the solution provided by the SI. 4. Monitoring of all servers clarified earlier. 5. Depends on the solution provided by the SI. 6. All servers and application needs to be monitored 7. SI should suggest. Suggested firewall must have all the required features. 8. Question is not clear. 9.a)SI need to provide the solution. b) SI to suggest best possible way of integration. c) SI to suggest the best possible way towards integration in future.
151	Volume I, Page. No. 50. SMS Services	Volume of SMS to be sent is not provided. Request to provide estimates or proposed figures.	Vendor can obtain an approximate numbers looking at the transaction volume against each service as mentioned in FRS. Exact volume to be finalized during requirement gathering.
152	Volume I, Page. No. 16. Solution Design and Solution Architecture	What is GoK Security Policy ?	Refer Kerala State IT Mission Website
153	Solution Documentation –Source Code and design documents	We suggest keeping Source code in an Escrow Arrangement – agreeable to both parties	CoC prefer that source code of customized application (entire solution) to be with CoC & to be given to CoC for free.

Sl No	Section	Query	Response
154	Volume I, Page.No.23. Solution Documentation -Source Code and design documents	As any vendor can give source code for a fee charged to Cochin Corporation OR put in an ESCROW account – this would still not assure Cochin Corporation of continued access and assurance that the source code is accessible ASAP and without resorting to legal or procedural means.	CoC requires retaining Source Code, for all the proposed customized applications (existing applications and custom-made developments)
155	Volume I, Page. No. 55. Source Code & Intellectual Property Rights	The Successful vendor should be able to supply the Source Code, without any extra charge and unconditionally to COC. The above three mentioned points will enable COC, for achieving high degree of Open Standards and also will ensure high impact in Commercial savings in the proposed Project Cost, at the time of the purchase and also in the future running of the application.	CoC requires retaining Source Code, for all the proposed customized applications (existing applications and custom-made developments)
156	Volume I, Page.No.105. Specification about desktop	Please clarify whether it should be Windows or Linux.....Preloaded latest version of office software--- -Please specify whether it is Microsoft office or Open office and which edition	Desktop OS must support all the feature of solution provided by SI. OEM compatible product and latest version.
157	Volume I, Page. No. 56. Technical Documents	Pls. Confirm if all the documents need to be provided in English and Malayalam	English and/or Malayalam. Discretion of vendor

Sl No	Section	Query	Response
158	Volume I, Page. No. 56. Technical Documents	Are only G2C interfaces expected to be bilingual or are G2G, G2B and G2E applications also expected to be bilingual? Should all end-user and technical documentation like System Manual, SRS, Operations Manual, and Application SDD etc. be necessarily bilingual or is the Malayalam version optional?	User to have an initial menu to opt for English or Malayalam. (Screens & Menus). Database and data entry to be bilingual preferred, but forms and reports to be bilingual compulsorily
159	Volume I, Page. No. 41. Technical Requirement	Does this mean Applications are required in both the languages? Only for reporting or for data entry purpose as well?	User to have an initial menu to opt for English or Malayalam language (Screens & Menus). Database and data entry to be bilingual preferred, but forms and reports to be bilingual compulsorily
160	Volume I, Page. No. 41. Technical Requirement	Please provide details on the readiness of legacy application on language requirement. Language requirement in Malayalam only – We understand COC wants the menus and screens in bilingual apart from the Data entry. Please confirm.	Legacy application only supports English. User to have an initial menu to opt for English or Malayalam. (Screens & Menus). Database and data entry to be bilingual preferred, but forms and reports to be bilingual compulsorily
161	Volume I, Page. No. 41. Technical Requirement	1. Whether all the existing applications are bilingual? 2. Which font is being used? 3. During migration, if the existing font is not supported for UNICODE, what is the solution? 4. Please confirm what are the standard DBs with version which supports UNICODE?	1. Existing application only support English language. 2. Vendor to suggest required tools & techniques so that all the final DB are UNICODE compliant. 3 & 4. CoC existing DBs are in non standardized format with no standard fonts used, vendor to ensure database should be UNICODE complaint, the existing non UNICODE database to be converted to UNICODE.

Sl No	Section	Query	Response
162	Volume I, Page. No. 42. Technical Requirements-Bilingual Functionality	To what extent should Malayalam user interface be implemented - for example in a form the prompts may be in Malayalam but data entry will have to be in English as internal storage has to be in English. If data entry should also be in dual language then internal storage in the database will have to be thru transliteration software and this can create discrepancies if the same values are entered in English in one place and Malayalam elsewhere. The usual procedures is only form prompts and report headings are in Malayalam but values will be in English. Otherwise in the database should values be stored both in English and Malayalam format?	User to have an initial menu to opt for English or Malayalam. (Screens & Menus). Database and data entry to be bilingual preferred, but forms and reports to be bilingual compulsorily
163	Volume I, Page. No. 42. Technical Requirements-Bilingual Functionality	Are dual language keyboards envisaged? Will the same keyboard be used for Malayalam as well as English? Also can a user have an initial menu to opt for English or Malayalam or should all forms and reports be bilingual?	Same keyboard to be used. User to have an initial menu to opt for English or Malayalam. Data entry preferably in English & Malayalam, but forms and reports to be compulsorily bilingual
164	Volume I, Page. No. 80. Technical Specification	Though the requirement is for Blade Servers, specifications like 4 x PCI-E Slots, 8 Hot Swap Hard Disks, Internal DVD Drives, 4 x Gig Enet Ports, Min 4 USB, Dual Redundant Power Supplies form the configuration of a rack server. Please clarify the form factor required and modify the specificati ons accordingly.	This is the base line that has been considered.

SI No	Section	Query	Response
165	Volume I, Page. No. 81. Technical Specification	2 Gbps HBAs are obsolete in the market. We request you to amend it to 4 Gbps HBAs.	Kindly note that HBA mentioned there is 2* 4 Gbps HBA
166	Volume I, Page. No. 82. Technical Specification	8 x 4 Gbps Host Ports are much higher for no of disks populated initially and maximum scalability requested. Hence request to amend it to 4 x 4 Gbps host ports.	As per RFP
167	Volume I, Page. No. 82. Technical Specification	4.5 TB usable space on which RAID Level is required for both FC and SATA configurations.	All RAID level should support. Should support dynamic RAID configuration
168	Volume I, Page. No. 82. Technical Specification	Snapshot / Volume Copy licenses should be provided for the offered capacity or for the fullest scalability. If these licenses are required for the offered capacity then Cochin Municipal Corporation will have to purchase license whenever they upgrade the disks. Hence request to amend it to fullest scalability licenses.	As per RFP
169	Volume I, Page. No. 82. Technical Specification	Dedicated Hardware based XOR RAID Engine is vendor specific and hence request to remove this.	Can be taken as descriptive specification and base line
170	Volume I, Page. No. 82. Technical Specification	12 Port Fiber Switch is a non-standard configuration. Hence request to amend it to 2 Nos. of 16 port switches.	Specification written as "Minimum 12 ports activated or more " SI can suggest more than 12 port switch.

SI No	Section	Query	Response
171	Volume I, Page. No. 83. Technical Specification	LTO - 3 is a two generation old technology. Please amend this to LTO-4 or higher. No of cartridges is mismatching with the last line of the tape library specs. Request to clearly specify the no of data and cleaning cartridges required.	Specification written as "LTO Generation 3 or higher " SI can suggest LTO-5 as well. Please consider 48 DATA cartridges and one cleaning cartridges.
172	Volume I, Page. No. 87. Technical Specification	Request to clarify the point "Should support centralized management and manage NIPS, VA, and Antispam" in a Firewall scenario. Request to clarify the point "Should support centralized management and manage NIPS, VA, and Antispam" in a Firewall scenario	Firewall must have manageable NIPS, VA and Antispam feature
173	Volume I, Page. No. 91. Technical Specification	The Internet Firewall spec actually refers to a UTM solution, which includes IPS. Server Load Balancer specs also contains IPS specs. Request you to clarify the need of an additional dedicated IPS appliance.	For future requirement
174	Volume I, Page. No. 94. Technical Specification	Please specify the quantity required. In case of two core switches, please clarify the need of redundant switching fabric. Please clarify the need of 8 x ISDN BRI ports in an Internet Router	Number of switch..... SI to finalize during the study phase. The ISDN will used for auto dial-back in case of lease line failure.
175	Volume I, Page. No. 97. Technical Specification	Please mention the quantity required. Please clarify the need of 8 x ISDN BRI ports in an Internet Router	Number of switch..... SI to finalize during the study phase. The ISDN will used for auto dial-back in case of lease line failure.
176	Volume I, Page. No. 99. Technical Specification	Please mention the quantity required. 4 x E1 ports is less than the no of 2 Mbps links mentioned in the bandwidth section. Pls clarify the exact number of ports required.	SI to finalize during the study phase.

SI No	Section	Query	Response
177	Volume I, Page. No. 103. Technical Specification	No of extensions required have not been mentioned. Please mention quantities of the IP and Analog phones required. In case of IP Phones, please specify the existing or required switching infra to support the IP Phones. Please mention the no of Trunk lines to be terminated on the IPPBX.	SI to finalize during the study phase.
178	Volume I, Page. No. 114. Technical Specification- GENSET	Please specify minimum capacity of Genset	125 KVA
179	Volume I, Page. No. 41. Technical Specifications	Please specify the label of bilingual support in areas like message, label, data and searching. Application help is required in English only or in both the languages	User to have an initial menu to opt for English or Malayalam language (Screens & Menus). Database and data entry to be bilingual preferred, but forms and reports to be bilingual compulsorily
180	Volume I, Page. No. 53. Technical Training	Pls. Confirm if a defect logging/tracking system need to be delivered along with the application	Onsite support to be extended that will addresses defect logging/tracking system
181	Volume II, Page. No. 69. Termination of Contract	NO Termination right is available to the SI- even if there is a breach of any terms and conditions of the contract by CoC –Request to add following clause under this: Similarly the Vendor shall also have a right to terminate this Contract by giving to tCoC 30 30 days notice specifying the default, provided the default is not cured by the CoC within such notice period.	To ensure commitment from the vendor CoC prefer to reserve the right to termination

Sl No	Section	Query	Response
182	Volume I, Page. No. 19. Testing and Acceptance	Is there any current benchmark for 'operational and technical performance criteria' or it can be discussed and baseline during requirement & design phase	As per RFP
183	Volume I, Page. No. 38. The system designed should be highly scalable, secure and reliable	Is CoC open for an ERP package like Oracle EBS or SAP or MS, as ERP systems are most scalable, secured and reliable	FOSS is preferred but COTS/Proprietary software is not restricted to. CoC to retain the source code of the customized application.
184	Volume I, Page. No. 52. Training	"CoC staff is well trained to manage the system in longer run" - what does it imply?	The Vendor is required to train/retrain if required the designated technical personnel and end-users to enable them to effectively operate the system and shall undertake Change Management interventions as necessary to achieve project objectives.
185	Volume I, Page. No. 51. Training and Training Materials	Please confirm if KSUDP has any current Defect Management System	Project for CoC not KSUDP. CoC does not have any defect logging system
186	Volume I, Page. No. 51. Training and Training Materials	We assume that application training will be provided to users at single location. Please confirm	Training plan will be prepared by the selected vendor in consultation with CoC. Training plan to provide such details, but a single training location preferred

Sl No	Section	Query	Response
187	Volume II, Page. No. 80.Web, Application & Mail Servers.	The tender spec has asked for Blade Form Factor. All the other specs for the server are met by a Rack Server. Depending on the requirement of the application the bidder might require more resources that are not met in a Blade Form Factor. Request you to put Blade/Rack as the form Factor. The Tender has asked for 4 Nos of 146 Gb Disk and expandable to 8 drives. All Manufacturers will not be able to give 4 disks on the blade which can expand to 8 because of the different Blade Architectures. We request you to amend the spec for allowing a SAN boot with same no of hard disks. SAN Boot will give you more advantage in terms of flexibility and reliability. In case of SAN Boot there are two Raid Controllers on the SAN storage, compared to single raid card in a server making it a single point of failure.	As Per RFP
188	Volume II, Page. No. 10. General Instruction to bidders	The penalty clause alone may be enforced, and the deposit may be waived for Govt. agency	As per RFP
189	Volume II, Page. No. 11.EMD	IKM to be exempted	As per RFP

Sl No	Section	Query	Response
190	1.2.1 Process Description	The operator / applicant would log into the system after identification (using his username and password) and authentication (biometric identification or any other mechanism if Available) to the system.	10.11. Annexure I: Specification for Digital Certificates/Signature> Usability: The applicant would log into the system after identification (using his username and password) and authentication (biometric identification or any other mechanism if Available) to the system.
191	Page No.85,Server Load Balancer	Server load balancer should be appliance based multi-processor device	Vendor can propose the same if it meets the requirement.
192	Page No.85,Server Load Balancer	The three clauses are confusing: - First requirement of 9 Gbps of backplane and then asking for only 200 Mbps. - 9 Gbps of backplane is required for equipment that has 8 Fast Ethernet port and 2 gig ports.	Requirement is 9 Gaps and No change in other specifications
193	Page No.85,Server Load Balancer	Does Servers mean both Real Servers and Virtual Servers or only one?	Server means all real servers
194	Page No.85,Server Load Balancer	Should support Client NAT & Server NAT, the terminology shall be changed	Can be considered if the requirement meets
195	Page No.85,Server Load Balancer	Should Support VRRP	Should Support VRRP / other equivalent protocol for higher availability

Sl No	Section	Query	Response
196	Page No.85,Server Load Balancer	<p>Kindly delete the clause: Bandwidth Management</p> <p>Should be upgradeable to support bandwidth management based on any L3-L7 information</p> <p>Should be upgradeable to support CBQ, WRR, RED mechanism for BWM</p> <p>Should be able to upgrade to provide Minimum & Maximum bandwidth allocation limit Should be upgradeable to provide Two-Way bandwidth management</p> <p>Should be upgrade able to support bandwidth borrowing between 2 policies Should be upgradeable to limit P2P bandwidth & protocol like Kazaa, Bit-Torrent, Edonkey</p>	As per RFP
197	Page No.85,Server Load Balancer	The term 'Segmentation' may be changed to 'Virtualization' so that the scope may be increased to include more relevant features of the present times.	As per RFP
198	Page No.85,Server Load Balancer	Request you to kindly delete the clause of Application Security & Intrusion Prevention and modify the same.	As per RFP
199	Page No.86, Internet Firewall	Should have minimum 4 nos. of 10/100/1000 copper ports expandable to 12 GE copper ports	As per RFP

Sl No	Section	Query	Response
200	Page No.87, Internet Firewall	Performance : Robust High Level Performance for firewall and VPN and should minimum of 1 Gbps firewall throughput and 500 Mbps 3 DES throughput	As per RFP
201	Page No.87, Internet Firewall	High Availability : The firewall should be able to support high availability and dynamic load balancing for data going through the firewall (active-at least without an external firewall load balancer and should at least support Active-Active HA for more than 10 firewalls without an external firewall load balancer	As per RFP
202	Page No.87, Internet Firewall	Kindly Delete this clause: Traffic Management: option to configure traffic shaping on a per policy basis for specific application/specific networks and should be able to define guaranteed bandwidth and maximum bandwidth per policy.	As per RFP
203	Page No.87, Internet Firewall	Kindly Delete this clause: The appliance should support Link aggregation (IEEE 802.3ad) technology to group multiple physical links into a single logical link of higher bandwidth and link fail over capability.	As per RFP
204	Page No.87, Internet Firewall	Kindly reduce the no. of VLAN to 250.	VLAN support should be 500
205	Page No.87, Internet Firewall	The Firewall should support OSPF instead of both OSPF & BGP	No change, Vendor can configure OSPF during implementation. But firewall should support BGP
206	Page No.87, Internet Firewall	As a device supporting a Data Center. Gateway Antivirus protection should be a separate Appliance	Vendor can propose separate appliance.

Sl No	Section	Query	Response
207	Page No.88, Internet Firewall	As a device supporting a Data Center. Web Filtering protection should be a separate Appliance	Vendor can propose separate appliance.
208	Page No. 90, Intranet Firewall	Should have 90,000 (instead of 25,000) new connections per second.	Vendor can propose
209	Page No. 90, Intranet Firewall	Should have concurrent sessions of 1,000,000 (instead if 150,000)	Vendor can propose
210	Page No. 90, Intranet Firewall	Should support 10 10/100/1000 Mbps ports and scalable to 24 10/100/1000 Mbps ports in future.	Vendor can propose
211	Page No. 90, Intranet Firewall	Kindly Delete this clause: Should support encryption algorithms like DES, 3DES, AES	As per RFP
212	Page No. 91, Intranet Firewall	Kindly Delete this clause: Should support IPSec NAT Reversal Should interoperate with major VPN vendors	As per RFP
213	Page No. 91, Intranet Firewall	The appliance should support VLAN tagging (IEEE 802.1q) and should support VLANS on all interfaces and minimum of 250 VLAN should be supported	Vendor can propose
214	Page No. 91, Intranet Firewall	IPS Device should have 1 Gbps Throughput only is sufficient to protect traffic from Internet whose bandwidth is 4 Mbps.	As per RFP
215	FRS Page. No 84. 2.3 , Solid Waste Management	1. Please confirm, whether this module includes GPS/GPRS based vehicle Tracking?	1. This module does not include GPS /GPRS based vehicle tracking. Vehicle Management and Route Management to the extent of availability, allocation and completion envisaged
216	FRS Page No. 110. 2.6 Issue of Certificates	2.6.1 Overview of Birth/Death & Marriage	As per FRS

Sl No	Section	Query	Response
217	FRS Page. No. 201 3 Accounts Department	Payment to vendors	Internet based cheque writing facility at customer location. & ECS as desirable functionality.
218	FRS Page No. 240. 3.3 Asset Management	Fixed Asset register	1. As per FRS 2. All the schedules to capture the details as mentioned in FRS
219	FRS Page No. 240. 3.5.6 Collections Management	Collection of various taxes, advance / deposit, etc	1. Consolidation of daily transaction and updation of respective databases accordingly. 2. Process flow and description well within the Standard Operating Procedure at CoC.
220	FRS Page No. 299. 4. Revenue Department	All Revenue Items	The scope includes the following as per FRS: 1. Warrant notice register. 2. Jabti notice register. 3. Auction register. 4. Seized (Movable/Immovable) article register. 5. Name transfer register. 6. Defaulter.
221	FRS Page No.358. 4.5 Assessment of Professional Tax	Professional Tax	As per FRS (4.5.2)
222	FRS Page No. 506. General Administration	Attendance	The employees attendance will be captured via access card
223	FRS Page No.588. Integration with BPAMS.Building Plan Approval	Under implementation by Third party Vendor	As per RFP and FRS
224	FRS Page No. 657.GIS	Under implementation by Third party Vendor	Refer section 10 of FRS. Clearly defines the scope of e-gov vendor and the work undertaken by third party

Sl No	Section	Query	Response
225	General	Availability (F/CO/CU/NA/TP) – what are these options?	The options are: F - Fully Provided CO- Configuration Required CU- Customization Required NA- Not Available TP - Third Party As per RFP, Volume II, page 28
226	FRS Page No.19. General	What kind of biometric information the system requires?	Biometric devices and specification (finger prints) as mentioned in RFP. Please note that bio metric devices are to be given to limited number of staff against criteria as specified in RFP.
227	FRS Page No. 293. Payroll	What is the total number of employees to be covered under payroll?	Exact number of employees (permanent and temporary) to be obtained by vendor approximate number given in RFP
228	FRS Page No.306. Revenue Management	What is the estimated number of property Tax or other Tax assesses or Trade licenses to be covered under the system?	Approximate transaction volumes under different services in Revenue Management are as below: 1. Property Assessment & Numbering of property: >22000 per year 2. Renewal Petition: > 2600 per year 3. Issue of ownership and residence certificate: > 6000 per year. Vendor to perform detailed study while vetting of FRS document
229	FRS. Real Estate Management	Is there any requirement for Managing the Rental / Lease of commercial complexes belonging to the Corporation?	As per FRS
230	FRS Page No.283. Pension	What is the total number of pensioners to be covered under payroll?	Depends on the no. of employees that retires. Vendor to obtain the information during requirement gathering

Sl No	Section	Query	Response
231	FRS. All Functions	Can we assume that the Requirements given in FRS are not covered by the existing applications that are required to be carried forward?	Requirement given in FRS is how the CoC needs to function post implementation of e-governance
232	FRS Page No. 459. E Tendering: In the proposed e Governance system, fully fledged e tendering system is envisaged.	Is E-Tendering included in the scope of this Tender?	The e-tendering & e-government procurement is expected to be rolled out on a state wide platform, the system integrator is required to gather the information, undertake the analysis and integrate with the proposed application.
233	FRS Page No. 459. E-Tendering	What is the Annual Procurement Value purchased through E-tendering?	It varies depending on the government programmes and corporation development plans. Also refer to tender purchase rule of GoK. Approximate information to be obtained during information gathering phase
234	FRS Page No. 536. Employee self services	Is the Employee self services are to be handled in the proposed system or in the existing system? If ESS needs to be provided by the new system, how many employees will use this Functionality?	The employee self services are to be handled in the proposed system. The exact number of employees to be obtained during requirement gathering phase.
235	Training and Training Materials:	How many employees are needed to be covered under the Training management?	As per RFP
236	FRS Page No. 18.Application acknowledgement	The estimated time required for data entry / waiting time of a customer at the counter to be specified. What is the expected number of applicants per day	Citizens to be served on first come first serve basis. Employees to be trained to handle maximum citizens that can be accommodated during a given working day

Sl No	Section	Query	Response
237	1.2.1 No.11 Daily Schedule for dispatching the document to the concerned department	What is the periodicity? Whether the original document is required for further processing. Specify the possible date of service in the acknowledgement	Till the legal change is effected, the operator schedules a Daily dispatch (twice in a day) of the hard copies of the Application forms and the associated documents' copies to the respective department's office
238	FRS Page No. 24. Status Tracking. 1.3.1 No. 2 Trigger to higher level in the case of failure in service level framework	What is the escalation matrix	As per organizational hierarchy.
239	1.5.2 No. 26 Net payment- Card details - validity, no etc	Is this taken care in the payment gateway in the case of PGSP?	Yes, its needs to be provided.
240	FRS Page No. 47 1.5.2 No 46 Parameters in the receipt	Feels to much generic	Minimum field are mentioned, any specific and more informative fields can be suggested by vendors.
241	FRS Page No. 48. 1.5.2 No. 47 Facility for temporary receipt	There is no temporary receipt in KMAM	It is for the acknowledgement of receipt of cheque and it will capture the cheque details , not clearing status
242	FRS Page No. 49. 1.5.2 No. 57 Final receipt	There is only one receipt in KMAM and if the cheque bounce the accounting process is different (reverse entry)	Final receipt to be the true acknowledgement of receipt of payment.
243	FRS Page No. 49. 1.5.2 No. 58 Details of final receipt	Not required. Refer above No 57	Required. Refer above point.(S.No 242)
244	FRS Page No. 50. 1.5.2 No. 63 Field collection - Through cheque / card	Process Reengineering is required at local body level	Process reengineering to be facilitated by vendor and the necessary approvals would be provided by CoC

Sl No	Section	Query	Response
245	1.5.2 Requirements in General	Feels vendor specific	Descriptive and vendor can quote better solution
246	FRS Page No. 58. Issue of Licenses. 2.2.2.1 Generates a challan for payment of license fees for approved request	This is actually a demand for paying the request fees based on the tharif. Whether the tharif is linked with the system	Yes. It is linked with the system
247	FRS Page No. 58. Issue of Licenses. 2.2.2.1 HO/HS issue the certificate	The Issuing Authority is Secretary. Needs a process reengineering	Process reengineering to be facilitated by vendor and the necessary approvals would be provided by CoC
248	FRS Page No. 59. Issue of Licenses. 2.2.2.2 Process description	May be different for renewal of licenses	As per FRS
249	FRS Page No. 89. Issue of Licenses. 2.3.3 Collection from Citizen	What type of collection is expected? In Kerala, Kudumasree facility is being used for house hold collection on a monthly subscription. How the fine is linked with a citizen correctly?	Field visit and fine collection pertaining to violation in waste disposal. The fine is calculated as per the slab maintained my CoC. Vendor to obtain the same during requirement gathering.
250	FRS Page No. 91. 2.3.4 Detailed FRS for Solid Waste Management. No. 4 Attendance System	Why a separate attendance system required? Why not a common attendance system as per the payroll / establishment	Attendance system would ease the manual entry, better tracking of employee attendance, leave and helps in salary processing
251	FRS Page. No. 119. 2.6.2.1 Process Description – Birth/Death Registration Within 30 Days. Online submission	Need process reengineering in govt.	Process reengineering to be facilitated by vendor and the necessary approvals would be provided by CoC

Sl No	Section	Query	Response
252	FRS Page. No. 119. 2.6.2.1 Process Description – Birth/Death Registration Within 30 Days. Time frame	It is too high. IKM aiming within 24 hrs	Please understand that 30 days is not the time frame. Different rules are applicable if birth/death is registered within certain time span (one week, 21 days, 30 days 1 year and so)
253	FRS Page. No. 132. 2.6.2.6 Process Description – Birth/Death Registration After 1 Year Process	Process not complete	Vendor to Validate the FRS. Submit Updated/vetted FRS. Refer page 76 of RFP
254	FRS Page. No. 201. 3 Accounts	Government of Kerala needs additional reports which is covered in the IKM double entry accrual based accounting software	Process reengineering to be facilitated by vendor and the necessary approvals would be provided by CoC
255	FRS. General	To incorporate all statutory regulations/ Municipality Acts, / mandatory rules in the FRS document, which shall be compulsory, while architecting the solution?	Vendor to Validate the FRS. Submit Updated/vetted FRS. Refer page 76 of RFP

5. Annexure(s)

5.1 SAN Switch

- Should support multiple OS
- Non disruptive subsystem maintenance.
- Should have dual Fans and Hot plug power supplies switching and service modules.
- Should have web based management software for administration and configuration.
- Non disruptive microcode / firmware upgrades and hot code activation.
- Switch shall support in built diagnostics, power on self test, command level diagnostics, online and offline diagnostics.
- Should support hardware ACL based Port security, Port Zoning and LUN Zoning
- Should support Secure Shell (SSH) encryption to provide additional security for Telnet sessions to the switch.
- Should support multilevel security on console access prevent unauthorized users from altering the switch configuration
- Should support Fibre Channel trace route and Fibre Channel Ping for ease of troubleshooting and fault isolation
- Should support the following diagnostics:
 - a) Online Diagnostics
 - b) Internal Loop backs
 - c) SPAN
 - d) FC Debug
 - e) Syslog

f) Online system health

g) Power on self test (POST) diagnostics

➤ Should support Applications for device management and full fabric management. The management software shall be able to perform the following:

- Fabric View
- Summary View
- Physical View
- Discovery and Topology Mapping
- Network Diagnostics
- Monitoring and Alerts
- Any other specification

5.2 Training and Training Materials:

5.2.1 Process Training

5.2.1.1 Overview of existing running processes to be given to the concerned departmental officials

5.2.1.2 Overview of revised process after (Business Process Reengineering) for the selected services covered under e governance

5.2.1.3 Identification of roles and responsibilities of actor

5.2.1.4 Introduction to service levels

5.2.1.5 Introduction of monitoring and control of action by top management.

5.2.1.6 Identification of online and offline activities associated with the process.

5.2.2 Activity Training

5.2.2.1 Establishing revised roles and responsibilities of concerned actors for all departments

5.2.2.2 Developing action and activities list interactively

5.2.2.3 Understanding the revised method of performing action and activity

5.2.2.4 Identification of deletion of action and activity.

5.2.2.5 Modification in action and activity

5.2.2.6 Addition in action and activity

5.2.2.7 Identification of action and activity associated with use of computer