बिहार सरकार

Prohibition, Excise & Registration Department

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Tender No: e-Registration Project/Registration/2022/01
Dated: 3/10/2022

e-Tender Notice

Proposal for "Selection of vendor for Design, Supply, Implementation and Support of e-Registration solution" for Prohibition, Excise & Registration Department, Government of Bihar.

NB: Any Addendum/ corrigendum relating to the tender shall be notified on the website of Prohibition, Excise and Registration Department.

Corrigendum for Tender No: e-Registration Project/Registration/2022/01			
S.no	***Description***	**Suggestion**	**Response**
1	Consortium and Subcontracting is strictly not Allowed	It is requested allow consortium participation to enable wider participation and competitive offer for department.	As per RFP, Consortiums and Sub-contracting is not allowed.
2	The bidder shall strictly deploy personnel on their permanent payroll for the e-registration project. The vendor shall submit EPF/ESI/Salary slips of resources to be deployed during the bid submission.	Being a project based organisation, we acquire & deploy resources on the basis of project requirement. It may kindly be noted that 3rd party manpower linked with service level shall not only ensure compliance to resource requirement but also bring down the cost considerably. In view of above, it is requested that this criteria may please be diluted to key resources such as Project Manager only.	The clause mentioned in RFP will remain same.
3	The Bidder should possess a valid CMMi Level 5 certificate as on the date of submission of the bid.	It is requested to relax the CMMi requirement to Level-3 certification to enable CMMi L-3 organisations to participate. Please appreciate 'Technical Evaluation Criteria' favours CMMi L-5 organisations with additional marks.	The clause mentioned in RFP will remain same.
4	Data Migration from existing Stamp Duty and Registration	We request you to kindly provide the volume of data to be migrated. Also we	Approximately 200 TB pdf data and 8TB Oracle data needs to be

	application	understand that the Data are in soft copy format.	migrated.
5	To resolve all technical issues pertaining to operation of e-Registration application along with other applications (such as e-Stamping, Treasury Portal, other online services and various online payment systems) to which it has been integrated	We assume that the selected Bidder shall only be responsible for resolving technical issues which have occurred due to developed e-Registration application. The selected Bidder shall not be responsible for resolution of technical issues occurred due to other integrated applications. Kindly confirm	The selected bidder shall be responsible for resolving all technical issues directly or indirectly related to the system.
6	To provide helpdesk support for all the application and hardware for satisfactory operations at the Registration Offices.	We assume that helpdesk resources shall have standard 5 working days per week and will be given off on national holidays. Also, we request you to kindly modify working hours from 9 AM to 6 PM.	Helpdesk support should be available between 8:00 am – 7:00 pm everyday expect National Holidays as notified by the Government of Bihar.
7	Allows user to download the final signed approval certificate from the online portal.	Request you to kindly clarify the signing process.	The bidder needs to propose efficient mechanism for online signing and downloading the document.
8	Integration with third party applications like O-gras, e-stamping, Land Revenue, Aadhaar, PAN Database and other suggested applications by the Department.	We understand that APIs for integration, necessary approval for this is the responsibility of the Client. Bidder will only integrate the application.	The bidder shall integrate the new system with third party applications as suggested by the Department. For any approval process (if required), the Department shall facilitate the approval process.
9	Online registration of Partnership firm and Society Registration	We request you to kindly provide the number of users and concurrent users who will use the system.	The entire 126 registry offices of the state shall use the system based on their roles like Registrars, Sub-Registrars, Assistants, Operators and citizens.
10	Capture of Digital Photo and Biometric Fingerprints of the parties	We assume that the camera for capturing of digital photo will be provided by the client. Kindly confirm.	Yes, the Department shall provide the camera for capturing the photos of the parties at the registry office.
11	Development of mobile application for site inspection to verify property and land during inspection	Kindly specify whether the mobile application shall be developed in Android or iOS platform or both.	The bidder shall develop the app for Android and iOS platform .
12	Registration Module: This eDeed will be authenticated by means of a Digital Signature Certificate of the Registering Officer	We assume that Client will provide the Digital Signature required for implementing the solution. The SI will only be responsible for integrating Digital Signature with the developed system if required.	Yes, the Department shall provide the Digital Signature.
13	The system shall be able to register Fingerprints of the presenter, claimant, Executants, identifier and witnesses. When the citizen details are initially entered by the Data Entry Operator, the digital signatures and the thumb impression of the citizen will also	We assume that the Biometric devices will be provided by the Client and the selected bidder shall only be responsible for integrating Biometric devices with the developed system if required	Yes, the Department shall provide the Biometric devices at the registry offices and the vendor shall integrate the devices with the new system to be developed as a part of this project.

	be captured.		
14	Software Related solution for Prohibition, Excise & Registration Department hosted in the State Data Centre shall be made available to all DSRO/SRO through intranet and Citizen through Internet.	As it is mentioned that all DSRO/SRO shall be accessing using intranet, we request you to kindly provide details of connectivity (MPLS/VPN or any other) between data centre and all DSRO/SRO. Kindly Specify.	The internet connectivity of SDC is 60 Mbps and minimum 4 Mbps at the registry offices.
15	The bidder should deploy skilled resources with relevant experience and expertise to manage project in an efficient manner and establish proper team structure to monitor and control the project.	We request you to kindly clarify whether resources need to be deployed onsite. If yes, we request you to kindly allow offsite development since it would help to reduce the development cost or else allow we request you to allow selected bidder to adopt hybrid model for engagement of resources.	The bidder shall deploy the resources at the client site (onsite) to execute the work.
16	Solution Architect: B.Tech/ B.E/ MCA/ M.Tech/ MSC(IT) in Computer Science/IT with TOGAF certification is preferred	We request you to kindly remove requirement of TOGAF certification since it would increase cost of resources resulting in overall cost of project.	TOGAF certification is not mandatory, however it is preferred.
17	Senior Application Developer: B.Tech/ B.E/ MCA/ M.Tech in Computer Science or IT and Internationally recognized OEM certification in a Leading Testing Tool;	We request you to kindly remove requirement of Internationally recognized OEM certification since it would increase cost of resources resulting in overall cost of project	The clause "Internationally recognized OEM certification in a Leading Testing Tool" is removed.
18	Turnover: The bidder must have achieved annual turnover of atleast INR 200 crore each in the last three years ending on	We request you to modify the clause as "Turnover: The bidder must have achieved annual turnover of at least INR 50 crore each in the last three years ending on 31 Mar 2022 from IT/ITes services."	The revised clause is: The bidder must have achieved annual turnover of at least 100 crore each in the last three years ending on 31.03.2021
19	Relevant Experience: The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 10 Crs each in last 7 Years as from the bid submission date Note: Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India	We believe this clause is restricting the bidders to have experience in particular scope in order to encourage more bidder participation and competitive bidding, We request you to modify the clause as "Relevant Experience: The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 50 lacs each in last 7 Years as from the bid submission date Note: Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India"	As per RFP

20	Bidder should have annual turnover of at least Rs.200 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services For annual Turnover of INR 200 cr- 300 cr – 3 marks Or For more than 300 cr -5 marks	We request you to modify the clause as "Bidder should have annual turnover of at least Rs.50 Cr each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services For annual Turnover of INR 50 Cr- 60 cr – 3 Marks Or For annual turnover of more than 60 cr – 5 Marks"	The revised clause is : Pre-qualification level:- Bidder should have annual turnover of at least Rs.100 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services Technical qualification level: Bidder should have annual turnover of at least Rs.100 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT / ITEs services Marking:- For annual Turnover of INR 100 cr- 200 cr – 3 marks Or For more than 200 cr -5 marks
21	Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores) For Project of value INR 10 crore – 15 crores – 20 Marks Or For project value of more than 15 crores – 25 Marks	We request you to modify the clause as "Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of 50 lacs each (Single work order of minimum value 50 lacs) For Project of value INR 50 lacs – 1 crores – 20 Marks Or For project value of more than 1 crores – 25 Marks"	As per RFP
22	Note: The bidder shall not engage in subcontracting of any of the services to be provided under the terms of this Contract The bidder shall strictly deploy personnel on their permanent payroll for the e-registration project. The vendor shall submit EPF/ESI/Salary slips of resources to be deployed during the bid submission	We request you to accept HR declaration and EPF challan for the whole organization instead of EPF/ESI/Salary slips of resources to be deployed.	The bidder shall submit HR declaration and EBP challan as well.
23	Liquidated damages: b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 5% of the contract price for the	We request you to modify the clause as "b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 0.5% of the contract price for the respective location for every month (30 days) or part thereof of delay, up to maximum deduction of 3% of	Liquidated damages: b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 5% of the contract price for every week (seven days) or part thereof

	respective location for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price for the respective location. Once the maximum is reached, Department may consider termination of the contract.	the contract price for the respective location. Once the maximum is reached, Department may consider termination of the contract."	of delay, up to maximum deduction of 10% of the contract price for the respective location. Once the maximum is reached, Department may consider termination of the contract.
24	Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – • For Level 1= INR 50,000 • For Level 2=INR 25,000.	We request you to modify the clause as "• Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – • For Level 1= INR 5,000 • For Level 2=INR 2,000. • The penalty shall be deducted / adjusted from Quarterly pay-outs."	The clause mentioned in RFP will remain same.
25	Payment schedule: 1 Submission and acceptance of System Requirement Specifications, High-level, Low-level design of the solution along with the Data Migration approach report : 10% of the Project value 2 Completion of 100% Unit Test : 5% of the Project value 3 Completion of 100% Integration Test : 5% of the Project value 4 Completion of 100% UAT : 5% of the Project value 5 Completion of FAT : 10% of the Project value 6 Data Migration of existing system to new system Change Management and Transition Plan : 15% of the project value 7 Successful Go-Live of the application : 20% of the Project value 8 Operation and maintenance phase Remaining : 25% Payment in quarterly basis 9 Exit Management Plan Remaining : 5% of the Project value	We request you to modify the clause as "1 Submission and acceptance of System Requirement Specifications, High-level, Low-level design of the solution along with the Data Migration approach report : 20% of the Project value 2 Completion of 100% Unit Test : 10% of the Project value 3 Completion of 100% Integration Test : 10% of the Project value 4 Completion of 100% UAT : 15% of the Project value 5 Completion of FAT : 5% of the Project value 6 Data Migration of existing system to new system Change Management and Transition Plan : 5% of the Project value 7 Successful Go-Live of the application : 10% of the Project value 8 Operation and maintenance phase Remaining: 20% Payment in quarterly basis 9 Exit Management Plan Remaining : 5% of the Project value"	The clause mentioned in RFP will remain same.
26	Last date of submission of bid-15 Oct 2022, 4:00 PM	We would request for an extension of 2 weeks. Given the kind of Project nature it would be condusive for the vendor to have ample time to study the tender document have a proper analysis and submit the bid	There would be no extension in bid submission date. The last of bid submission shall be 15 October, 4:00 PM.

27	The System Integrator shall perform the data migration from existing e-Score 4.1 to proposed system.	Please specify whether APIs would be provided or not. How many TB data is there to be migrated. Whether all ar Transactional data, Web Data or Master data.	Approximately 200 TB pdf and 8 TB oracle data needs to be migrated to the new system. Both transaction and master data.
28	Application Design & Development of land management information and instrument registration application & integration - T+170 days	Request to make it atleast to T+200 days. Given the exhaustive umber of instruments to be dvelepoed and tested.	The clause mentioned in RFP will remain same.
29	Pay a penalty of Rs. 30,000 if average feedback rating from the participants is less than 7 for a particular training program at a particular Batch and repeat that training till the average feedback rating is 7	Request you to please remove the monetary penalty clause. Please specify number of times training is to be provided during project. Also in how many phases training is to be completed. The location of Training. We suggest to keep it at HO.	The clause mentioned in RFP will remain same.
30	Consortium and Sub-contracting is strictly not Allowed	Request you to kindly allow Consortium, this will help project to give better delivery output.	The clause mentioned in RFP will remain same.
31	The bidder must have achieved annual turnover of atleast INR 200 crore each in the last three years ending on 31 Mar 2021	Consortium cummalivtie turnover to be considered and Lead bidder to have 50% of turnover.	Consortiums not allowed.
32	43.1 Pre-qualification criteria: - The bidder must have achieved annual turnover of atleast INR 200 crore each in the last three years ending on 31 Mar 2021 from IT/ITes services.	we request you to reduce the turnover from 200 Cr. To 100 Cr. In last three financial years from IT Services.	The revised clause is: The bidder must have achieved annual turnover of at least 100 crore each in the last three years ending on 31.03.2021 from IT/ITes services.
33	The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 10 Crs each in last 7 Years as from the bid submission date Note: Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India	It is our request to reduce from 100 to 50 manpower and whenever manpower is required bidder should have ability to deploy the same on requirement basis.	The clause mentioned in RFP will remain same.
34	43.2 Technical Evaluation Criteria:- Bidder should have annual turnover of at least Rs.200 Crores each in the last three Financial year, (FY 2018-19, FY 2019-20 & FY 2020-21) from IT /	Request you please provide the maximum marks based on the eligibility criteria in turn over INR 100 Cr. As requested in sr. no. 1	The revised clause is: The bidder must have achieved annual turnover of at least 100 crore each in the last three years ending on 31.03.2021 from IT/ITes services

	ITEs services		
35	Experience in implementation of software design, development, maintenance & enhancements of any e-Governance system/ICT software of minimum value of INR 10 crore in a single work order during last 7 years. Work order provided for 1-2 projects – 7 Marks Or For more than 2 projects- 10 Marks	Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India – we presume that any project executed in these department regarding or related to the ITES can be considered.	Any land/ property related project executed for any State /CentralGovernment/PSU/Autonomous bodies
36	Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores)	Request you please remove the value of the contract , we feel that the work order should have with the Bidders in these departments.	As per RFP
37	Integration experience with Payment Gateway/ERP/Pan Card/Aadhar card for any Government body (state/central)/PSU/Govt Undertaking/Autonomous bodies /Private firms in India. Bidder shall provide at least 2 work orders for the same:- Work order provided for 2-3 projects – 3 Marks Or For more than 3 projects- 5 Marks	We request you please consider one project and marking should be according	As per RFP
38	The bidder should have 100 minimum technically qualified personnel in the areas of software development, design, implementation and O&M	we request you it should be 50 instead of 100 no. and marking should be accordingly	As per RFP
39	General queries	Architecture Diagram of existing SCORE app, SRS etc What OS is running on SCORE Database ,Application, Web Server (Licensing Model) Processor Details of the Servers above - Cores, Speed, Processor Model Database Schema Details (to compute the efforts involved) eg, No of tables - Fields, No of Records, No of Stored Procedures, Views etc. Number of Forms, Reports in the Score Application Any other coding language apart from	The existing implementation details with the selected vendor shall be shard during the award of the contract.

		Dotnet 4.5 Is the existing documentation, Design, Test, Training, User etc. upto date, what documents are available? Which third party applications is this App integrated to apart from Pan, Adhaar, SMS What API's are exposed by the application if any Workflow:- How many workflows are estimated	
40	Consortium	we request that please allow for Consortium.	The clause mentioned in RFP will remain same.
41	The Bidders must have all Certifications/registrations (like GST Registration, PAN, TAN, other required Licenses to operate as Internet Service Provider etc.) in order to comply all rules, regulation, acts of the governing / regulatory authorities.	License for operator as internet services in not required for Land related projects Request to please remove this clause	The clause is removed.
42	Technical evaluation: Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores) For Project of value INR 10 crore – 15 crores – 20 Marks Or For project value of more than 15 crores – 25 Marks's	Experience of the bidder on Design, Development & Implementation of Land related projects (Land Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹20 Crore each (Single work order of minimum value 20 crores) 1. Two Project of value more than INR 15 Crore each – 15 Marks 2. Three projects of value more than 15 crores each – 20 Marks 3. More than Three projects of value more than 15 crores each - 25 marks	As per RFP
43	The successful bidder is required to submit Performance Bank Guarantee (PBG) equivalent to 5% of the contract value	We request you to please change the PBG amount equivalent to 3% of the total contract value as per the circular No. F./9/4/2020-PPD followed by Office Memorendum issued on 30th December 2021.	The selected bidder has to submit to submit Performance Bank Guarantee (PBG) equivalent to 5% of the contract value
44	Payment schedule revision		The clause mentioned in RFP will remain same.
45	The Contract will be awarded on QCBS method. The technical and financial scores secured by each Bidder will be added using weightage of 75% and 25%	It seems there is type error in Formula and request you to rectify the same.	The Contract will be awarded on QCBS method. The technical and financial scores secured by each Bidder will be added using weightage of 75% and 25%

	respectively to compute a Composite Bid Score. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:- Sn = 0.60 * Tn + 0.40* Fn		respectively to compute a Composite Bid Score. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:- Sn = 0.75 * Tn + 0.25* Fn
46	Development of mobile application for site inspection to verify property and land during inspection	Please clarify whether Mobile App for Site Survey is required on IoS and Android both or Android Only	The bidder shall develop mobile site app on both platforms – Android and iOS
47	System to be reviewed regularly for Application Vulnerability Assessment	We understand that the 3rd Party agency for the periodic application vulnerability assessment will be engaged by the client and bidder don't have to factor any cost related to third party audit of proposed application. Is our understanding correct? Please clarify	The bidder shall be responsible for vulnerability assessment, risk assessment etc to ensure system is secure. Department of Excise and Prohibition may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project at its own cost.
48	Site Survey - The system shall have the capability to display estimated inspector arrival time via the online portal based on the inspector's real time progress in completing their inspection route via route optimization technology using permissible third API.	Kindly provide list of permissible API	The SI shall provide the same.

49	The system shall be able to register Fingerprints of the presenter, claimant, executants, identifier and witnesses. When the citizen details are initially entered by the Data Entry Operator, the digital signatures and the thumb impression of the citizen will also be captured. The fingerprints and the digital signatures will then be printed on the registered document and will also be stored in the database for records and future reference.	The fingerprint and signature shouldn't be stored in the database due to security reasons, kindly clarify on the requirement. As per UIDAI Guideline and Privacy Policy Fingure Print & Signature of any individual should not be stored.	The existing implementation with respect to capturing and storing fingerprints and signature shall be discussed with the selected vendor during the award of the contract. The Department and the selected vendor shall discuss and mutually agree on the "To-be" process for capturing and storing the fingerprints and signature later.
50	We understand that the SSO solution is available with SDC as mentioned in the page no. 108, kindly clarify if bidder has to procure SSO solution or only integrate with the existing SSO solution	We understand that the SSO solution is available with SDC as mentioned in the page no. 108, kindly clarify if bidder has to procure SSO solution or only integrate with the existing SSO solution	The SI has to provide SSO solution.
51	We understand that the EMS system is available with dept. as mentioned in the page no. 108, kindly clarify if bidder has to procure any componnet of EMS solution	kindly clarify if bidder has to procure any component of EMS solution	SDC shall provide below components as part of EMS: a) CPU Utilization b) Memory utilization c) Virtual Machines availability However for the application monitoring, SI has to arrange the same.
52	kindly clarify if bidder has to procure any component of EMS solution	kindly clarify if bidder has to procure any componnet of EMS solution	SDC shall provide below components as part of EMS: a) CPU Utilization b) Memory utilization c) Virtual Machines availability However for the application monitoring, SI has to arrange the same.
53	Kindly clarify which RDBMS licences are available at SDC	Kindly clarify which RDBMS licences are available at SDC	SDC shall provide MySQL standard version. For enterprise version, SI would have to provide the database solution.
54	Database Administrator: Break up of Manpower cost for O&M	As per section 14 at page 41 Database Administrator is required during O&M phase at site. However, in Break up of Manpower cost for O&M at page 105 same is not mentioned. Please clarify the same and modify table accordingly at page 105	Kindly refer to the table as mentioned below.

55	Manpower SLA (Support Manpower to be deployed at client place) - Absence without prior approval Penalty : 2% of the proposed cost per resource per month for every one day of absence.	We request you to please consider our request to reduce the Penalty should as 0.5% of the proposed per resource cost per month for every day of absence.	The clause mentioned in RFP will remain same.
56	Timely Delivery - All the milestones defined in the RFP have to be implemented on-time (with no delay). For every one week or part there of delay in submission of deliverable would attract a penalty of 0.25% of the project value per week or part thereof beyond the schedule date as mentioned in project plan schedule. Partial submission of the deliverable would also be treated as non- submission of the deliverable and above said penalty clause shall apply.	We request the department to place an upper cap of maximum 10% of the Project Cost excluding O&M cost. We request to amend the clause as mentioned below: For every one week or part there of delay in submission of deliverable would attract a penalty of 0.25% of the project value excluding O&M cost per week or part thereof and maximum capped @10% of the project value beyond the schedule date as mentioned in project plan schedule	The maximum penalty to be levied shall be 10% of the overall contract value. In case, penalty against the SLA is beyond the maximum limit, the Department would be independent to take further action against the vendor as per the terms and conditions of the contract.
57	The penalties for Operational Level SLAs shall be capped to a maximum of 20% of the total payout to SI for that particular Quarter.	The current capping of Penalties for O&M is very high so We would like to request the authority to please amend the clause as mentione below: The penalties for Operational Level SLAs shall be capped to a maximum of 10% of the total payout to SI for that particular Quarter.	The maximum penalty to be levied shall be 10% of the overall contract value. In case, penalty against the SLA is beyond the maximum limit, the Department would be independent to take further action against the vendor as per the terms and conditions of the contract.
58	Annexure II: Financial Proposal Backup Solution, Archival Solution etc. Break up of System Software and License costs as mentioned above: - All the licenses required for the solution which is essential to meet the requirements mentioned in the Functional requirement specifications.	Annexure II: Components available for Software Related to Prohibition, Excise & Registration Dept. As per table mentioned in RFP page 108 under above section rBackup Solution, Archival Solution etc. is not listed as a requirement from SI or to be provided by client. Please confirm if the backup solution is already available at SDC and will be utilized for this project as well for databackup as SAN and other IT Infra for deployment of proposed applications is being provided by SDC. Please confirm	SDC shall provide back up /archival solution for database. Note: File system or application back up facility is not available in SDC.
59	Annexure II: Financial Proposal	We understand that as per table " Available at SDC/in "Annexure II: Components available for Software Related to	The components mentioned in Annexure II : Components available for Software Related to Prohibition,

		Prohibition, Excise & Registration Dept" bidder will only supply items as mentioned to be brought by SI and rest all other Infrastructure shall be provided by client at SDC for deployment of proposed application and other O&M activties	Excise & Registration Dept. is indicative. In case of any additional component required for the implementation of project, SI shall provide the same. The SI shall quote for the additional component against the item "Any other items required for the successfully implementation of the Software solution mentioned in SOP" in financial proposal.
60	Annexure II: Financial Proposal SAN Management Software Solution	We understand that SAN Management Software Solution shall be provided by client as Supply of SAN Storage is not in bidder scope. Is our understanding correct? Please confirm	SDC will provide storage area network. In case of any requirement of additional storage, SDC shall provide the same. For storing legacy data, SDC shall provide SAS drive.
61	Annexure II: Financial Proposal Helpdesk Solution & SLA Monitoring Tool	Please provide Technical/Functional Requirement Specification for Helpdesk and SLA Monitoring Tool. We understand that EMS will be provided for SLA monitoring by client at SDC and helpdesk application/tool is to be provided by bidder. Is our understanding correct? Please confirm	SDC will provide VM level SLA monitoring, however SI has to provide ticketing tool (it can be JIRA ot any other appropriate software)
62	14: Manpower Deployment Senior Application Developer B.Tech/B.E/MCA/M.Tech in Computer Science or IT and Internationally recognized OEM certification in a Leading Testing Tool;	Certification of Testing Tool for Developer should not be a mandatory criteria for evaluation. Knowledge of testing tool may be desired skill of developer. So request you to make it optional or remove it	The clause **"**Internationally recognized OEM certification in a Leading Testing Tool" is removed.
63	14: Manpower Deployment Application Developer	Certification of Testing Tool for Developer should not be a mandatory criteria for eveluation. Knowledge of testing tool may be desired skill of developer. So request you to make it optional or remove it	The clause **"**Internationally recognized OEM certification in a Leading Testing Tool" is removed.
64	Recuring Charges - PRI Line Seating arrangement and electricity will be provided by the Prohibition, Excise & Registration Department. SI needs to provision to convert the telephone line into multiple lines as required and also provision for the software/hardware required for the same	We request you to please clarify Who will be paying for One Time Procurement & Recurring Cost for PRI line for helpdesk operations against complete O&M Duration.	The Department shall provide PRI line for helpdesk operations.
65	Components available for Software Related to Prohibition, Excise & Registration Dept.	We understand that client will provide all system OS Software during implementation & O&M duration. Please clarify.	SDC shall provide Redhat LINUX OS 8.3 version.

66	IPR: 27.1 Products and fixes: All products and related solutions and fixes provided pursuant to this work order shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product. <<'SI)'>>would be responsible for arranging any licenses associated with products. "Product" means any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to Department for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing. development done during the implementation of the project must lie with the Department. 27.3 Residuals: In no event shall <<'SI'>> be precluded from independently developing for itself, or for others, anything, whether in tangible or non-tangible form, which is competitive with, or similar to, the deliverables set-out in this Agreement or Annexure. In addition, subject to the confidentiality obligations, <<'SI)'>> shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of providing the Services.	Please include clause related to Pre-Existing Work in the IPR Clause as mentioned below; Pre-Existing Work All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a party under this Agreement ("pre-existing work") including any enhancement or modification thereto shall remain the sole property of that party. During the performance of the services for this agreement, each party grants to the other party (and their sub-contractors as necessary) a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the SI should grant 'Registration Department' a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to 'Registration Department' as part of the service or deliverables only for its internal business operations. Under such license, either of parties will have no right to sell the pre-existing work of the other party to a Third Party. 'Registration Department' license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that bidder leaves with 'Registration Department' at the conclusion of performance of the services.	The clause mentioned in RFP will remain same.

	27.4 Source Code Prohibition, Excise & Registration Department shall have a non-exclusive, non-replicable and non- transferable right (license) to use the source code of the developed solution for Prohibition, Excise & Registration Department. OEM should submit a self-declaration to this affect as part of authorisation certificate. The latest version of the Source Code for the entire solution shall be kept in a repository, after the initial certification by a 3rd Party and after the 'Go Live' by the SI. The SI shall ensure that the Source code shall be updated during the entire contract duration on a periodic basis with the time interval between consecutive updates not exceeding six months. Bidders should submit a declaration to this affect.		
67	Break up of manpower cost for O&M Kindly add solution architect, Database administrator in the breakdown cost table	Kindly add solution architect, Database administrator in the breakdown cost table.	Kindly refer to the revised breakup of manpower cost as mentioned below
68	Resource deployment	Resource deployment – onsite and offsite model	The resources shall be deployed onsite.
69	The bidder must have successfully completed / ongoing at least two similar project of value not less than INR 10 Crs each in last 7 Years as from the bid submission date Note: Similar Project means the project must be related to Land record or Property Registration for any State or Central Govt or Union Territory in India	Would request to reconsider the note for similar project and not restrict it to land record or property registration domain, as it will not allow similar nature of credential of large scale which complies of all the components of scope of work such as application development, customization and implementation, Data migration, Training and Capacity building, Operation and maintenance, Manpower, MIS reports and helpdesk services.	As per RFP
70	Payment schedule	Would request to reduce payment percentage of the first milestone from 10% to 5 % and add payment of 5 % for submission of data migration study and approach report.	As per RFP
71	15. Scope of service for Operation and Maintenance:	As per RFP 16. Helpdesk services, page 47, it is stated that "Monitoring should be done	SDC shall provide below components as part of EMS:

	Point d - Ensuring that the system is available as per the prescribed SLAs. The SI should install/develop his/her own tools for monitoring the SLAs.	with the help of SDC EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto-generated." Further, as per Annexure II, Enterprise Management System is already available at SDC. Can you please provide some details on the EMS. Based on the above, we understand that the EMS to be provided by SDC and will be configured to monitor the e-Registration solution SLAs. SI doesnt need to procure and provide EMS/SLA monitoring tool.	a) CPU Utilization b) Memory utilization c) Virtual Machines availability However, for the application monitoring, SI has to arrange the same.
72	The Help desk services would be for Infrastructure Facility Management and Application support across all stakeholders.	From the scope of work defined in the RFP, we understand that the Helpdesk services are only limited to application support across all stakeholder and Infrastructure Facility Management is not in scope. Please confirm.	The SI shall be responsible for providing helpdesk services for the application support.
73	b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 5% of the contract price for the respective location for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price for the respective location. Once the maximum is reached, Department may consider termination of the contract.	Can you please explain by the term "respective location" in the statement - " 5% of the contract price for the respective location for every week"	b. If the bidder fails to deliver the Solution or to perform the services within the time period(s) specified in the contract, Department shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to the 5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, Department may consider termination of the contract.
74	Point 3 - The Bidders must have all Certifications/registrations (like GST Registration, PAN, TAN, other required Licenses to operate as Internet Service Provider etc.) in order to comply all rules, regulation, acts of the governing / regulatory authorities.	Can you please explain the relevance of licenses to operation as Internet Service provider for this assignment. Request you to kindly delete this requirment.	The clause is removed.
75	Point 3 - Experience of the bidder on Design, Development & Implementation of Land related projects (Land	Would request to reconsider the note for similar project and not restrict it to land record or property registration domain, as it will not allow similar nature of credential of large scale which complies of all the	As per RFP

	Records/ e-Registrations or Land Revenue) in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores)	components of scope of work such as application developemnt, customization and implementation, Data migration, Training and Capacity building, Operation and maintenenace, Manpower, MIS reports and helpdesk services. Request you to consider the change as below: "Experience of the bidder on Design, Development & Implementation of Revenue Administration/Health projects in India during last 7 years with minimum value of ₹10 Crore each (Single work order of minimum value 10 crores)"	
76	Proposed Domain Expert/Business Analyst: Qualification - B.E./B.Tech./MCA/MBA/MSC(IT) with certification in Business Analysis like CBAP is preferred	We request you to delete the requirement for "CBAP certification"	As per RFP
77	4. Senior Application Developer B.Tech/B.E/MCA/M.Tech in Computer Science or IT and Internationally recognized OEM certification in a Leading Testing Tool;	The statement "Internationally recognized OEM certification in a Leading Testing Tool" is not in line with the requirement mentioned for Senior Application developer on Page 85, Resource Deployment table. Hence, we understand that the requirements mentioned on Page 85, Resource Deployment table supersedes the stated in Section 14.	The clause" Internationally recognized OEM certification in a Leading Testing Tool" is removed.
78	The objective of the presentation is to evaluate the agency's technical understanding of the survey; hence, they should not reproduce whatever material given in the tender document in their presentation.	Request you to kindly clarify on the term " survey" mentioned in section 43.3	The objective of the presentation is to evaluate the agency's technical understanding of the e-registration project (as per the scope of work mentioned in RFP) ; hence, they should not reproduce whatever material given in the tender document in their presentation.
79	The Contract will be awarded on QCBS method. The technical and financial scores secured by each Bidder will be added using weightage of 75% and 25% respectively to compute a Composite Bid Score.	We understand the that QCBS is 75:25 as stated in the section 44. Hence, the below statement is read as: "The overall score will be calculated as follows:- Sn = 0.75 * Tn + 0.25* Fn" *Where, Sn = overall score of Bidder; Tn = Technical score of the Bidder (out of maximum of 100 marks); Fn = Normalized financial score of the Bidder	We understand the that QCBS is 75:25 as stated in the section 44. Hence, the below statement is read as: "The overall score will be calculated as follows:- Sn = 0.75 * Tn + 0.25* Fn" *Where, Sn = overall score of Bidder; Tn= Technical score of the Bidder (out of maximum of 100 marks); Fn = Normalized financial

			score of the Bidder

Break up of Manpower cost for O&M as mentioned above:

#	Resource	Quantity	Rate of manpower per month	Tax	Total rate including tax
1	Project Manager	1			
2	Domain Expert/Business Analyst	1			
3	Solution Architect	1			
4	Senior Software Developer	1			
5	Software developer	2			
6	Lead Tester	2			
7	System Administrator	1			
8	Database Administrator	2			
9	Support Executive	10			

Sd/-

Authority Signature
(AIG, Registration)
Bihar, Patna