

Bidder Name	S No.	Volume	Section (Name)	Page No.	Clause No.	Statement As per Tender	Request for change/Query by Bidder	Accept/Reject	Remarks
	I	II	III	IV	V	VI	VII	VIII	IX
CMS	1	I	Pre-Qualification: Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects	32	5.5.1 Point no. 4	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening)	<p>Since, in TQ, for experience, 07 years duration is considered as bench mark, hence, we request you to kindly keep the same for Pre-Qualification for Experience Criteria and modify the same as below.</p> <p>The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last <del>three</del> Seven financial years ((FY 2016-17 to FY 2022-23, ending month of March prior to the bid opening)</p>	Clarified in Remarks	Pre-Qualification criteria is for selecting of prospective bidder for further evaluation and requires recent experience where as criteria given in technical qualification is for scoring purpose.
	2	I	Pre-Qualification: Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects	32	5.5.1 Point no. 4	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening)	<p><b>We request for modification as follows:</b></p> <ol style="list-style-type: none"> <li>At least One (1) such project of value more than INR 16 Cr, OR</li> <li>At least Two (2) such projects each of value more than INR 10 Cr each, OR</li> <li>At least Three (3) such projects each of value more than INR <del>8-6</del> 7 Cr each</li> </ol>	Rejected	No Change, Same as per RFP
	3	I	Pre-Qualification: 5 Certifications	32	5.5.1 Point no. 5	The Bidder should possess the following certifications: i. CMMi 3	This is the prestigious project and for creating a level equal for field for all, we recommend to add <b>CMMi level 5</b> in the prequalification.	Clarified in Remarks	The mentioned certification is minimum requirement. Bidders having higher certifications will be considered
	4	I	4.2 Sub-Contracting and Consortium	17	4.2	However, sub-contracting is only permissible for providing Helpdesk/Call Centre services	This is pure IT project and scope is within the ambit of a IT System Integrator/Application Development Agency and Help Desk and Call Center is associated directly with the application. Hence, we request "Not to Allow" consortium or Sub-contracting of any form.	Clarified in Remarks	No Change, Same as per RFP Sub-contracting is only permissible for providing Helpdesk/Call Centre services
	5	I	Technical-Qualification: Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY	36	5.6 Point no. 3	Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	<p><b>There are very few projects which would be touching all the aspects mentioned here. Hence, to make it more clear and ease of qualification, we request below modifications:</b></p> <p>Experience in implementing Emerging Technology Solutions in the field of ERP or BI or Portal and Cloud Deployment or hosted in Data Center environment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.</p>	Accepted	Revised Changes shall be published in Corrigendum III  Experience in implementing Emerging Technology Solutions in the field of <b>ERP or BI or Portal or eGovernance hosted on Cloud Deployment or Data Centre environment</b> with minimum value greater than 5 Cr each initiated or executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.
	6	I	Technical-Qualification: Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	36	5.6 Point no. 3	Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	<p><b>Putting Symbol "/" is confusing. We request you to kindly use the word "Or" "And" in place of "/".</b> Accordingly the below clause should be mentioned as:</p> <p>Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated <del>Or</del> executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.</p>	Accepted	Revised Changes shall be published in Corrigendum III  Experience in implementing Emerging Technology Solutions in the field of <b>ERP or BI or Portal or eGovernance hosted on Cloud Deployment or Data Centre environment</b> with minimum value greater than 5 Cr each initiated or executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23

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	7	I	Technical-Qualification: Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY	36	5.6 Point no. 3	Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.  <b>Where 'X' is No. of Projects, and the project cost shall exclude hardware/network/infrastructure cost.</b>	<b>Sir, since this is to establish the Bidder's credential for ERP/BI/ Portal/Cloud and generally such projects is awarded in turn key basis and User Infra Network becomes integral part of it.</b> <b>Hence, we request you to kindly modify below as mentioned:</b>  Experience in implementing Emerging Technology Solutions in the field of ERP or BI or Portal and Cloud Deployment or hosted in Data Center environment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.  <del>Where 'X' is No. of Projects, and the project cost shall exclude hardware/network/infrastructure cost.</del>	Partially Accepted	Revised Changes have been published in Corrigendum III Experience in implementing Emerging Technology Solutions in the field of <b>ERP or BI or Portal or eGovernance hosted on Cloud Deployment or Data Centre environment</b> with minimum value greater than 5 Cr each initiated or executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23 <b>Where 'X' is No. of Projects, and the project cost shall exclude hardware/network/infrastructure cost.</b>
	8	II	Transition and Management of Existing Application	23	3	Entire knowledge transfer process is concluded within 15 days starting from the project's commencement at T (Period) where T- Date of issue of LOI/Work order to Successful/Selected Bidder.	Transition period should be at least 30 days from the date of signing of agreement or date of deployment of resources	Rejected	No Change, Same as per RFP
	9	II	Section 6	52	6.3 ( Point No:5)	Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components shall be replaced, shall be the responsibility of the Bidder.	We understand hosting environment and IT infra is not in the scope of bidder and bidder need to implement and configure with respect to the requirement of application developed.  Please clarify the <b>"any hardware/ network failures/ if any hardware/ network components shall be replaced, shall be the responsibility of the Bidder."</b>	Clarified in Remarks	Only tuning and configuration of hardware/Network component shall be responsibility of the bidder. WDRA will provide the required IT infra ( hardware/ network Components) to the selected MSP.
	10	II	Section 8	68	Point No.2	Application Development and Implementation	Looking at the size of application, we request department to increases the time line for the Development of Module to T3+6 month, Go live of all module T3+7 and Security and Application UAT for release T3+8	Rejected	No Change, Same as per RFP
	11	II		33	4.3.2.5	ERP to contain various functions for Finance, Procurement, Receivables, Payables, HRA, FA and Payroll etc. Existing ERP solution of the system is presently based on ODOO.	We understand department is using the ODOO platform for their ERP and selected bidder will be only responsible for the API based integration with newly development portal and Operation and maintenance of ODOO platform is not in the scope of selected bidder.	Clarified in Remarks	No Change, Operation and maintenance of ODOO platform shall be in the scope of selected MSP.
	12	II		103		The Successful/Selected Bidder shall be responsible for end-to-end development of such Mobile App.	We understand the mobile application development is in the scope of Selected bidder therefore please clarify the desired platform i.e. Android or Apple (Both)	Clarified in Remarks	As of now Mobile developments is not in the present scope of RFP. In future if requirement arises, the selected MSP shall be responsible for developing in both Platforms (Android and Apple) as per Change Management Vol II, Clause No-5.2.
	13	II	Section - 1.3	18	Support Components Point (D)	The bidder shall have the provision for development and integration of Mobile App.	Provision for Development and Integration should be specified to avoid the ambiguity in later stages	Clarified in Remarks	As of now Mobile developments is not in the present scope of RFP. In future if requirement arises, the selected MSP shall be responsible for developing in both Platforms (Android and Apple) as per change management policy Vol II, Clause No-5.2.
	14	II	4.2.1 Application Development	30	Point C		Functionality of EMS should be defined. As we understand that the IT Infra is in the scope of Purchaser.	Clarified in Remarks	EMS functionality required from bidder is to monitor SLAs Only.
	15	II	4.3.2.3	33	Data Files		What is meaning of Data Files. Purpose of Data Files in the Application should be elaborated	Clarified in Remarks	Data files is meant for migration from the existing application to the new application.
	16	II	4.3.3.3	35			Requirement of Data Warehouse is not provided in annexures	Clarified in Remarks	The indicative requirement of collecting the active data from portal to the warehouse is already mentioned in Volume II, Clause 4.3. The details of reporting, analytics, shall be finalized during the finalization of FRS and SRS.
	17	II	WH.REQ.20	85		Geo-Tagging facility shall need to be provisioned.	We understand that the Geo Tagging is part of Mobile App, Hence it should be mentioned in the Mobile App instead of Application.	Clarified in Remarks	Geo tagging is part of the core application.
	18	II	10.9.3	127		Data Dissemination and Acquisition	Would request you to kindly explain the relevance of service compliance as in relation to the requirement specified in the RFP.	Clarified in Remarks	The proposed solution should have these features listed under the RFP Volume II, Annexure-E, Clause 10.9.3 Data Dissemination and Acquisition

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	19	II	10.9.4	129		Data Management Service	Would request you to kindly explain the relevance of service compliance as in relation to the requirement specified in the RFP.	Clarified in Remarks	The proposed solution should have these features listed under the RFP Volume II, Annexure-E, Clause 10.9.4 Data Management Services
	20	II	Annexure H: eLearning Module	141		The recommended training material may be in paper & electronic media with courses business process overview, job activity training, and delivery options being on-line, instructor led classrooms, etc. Online training modules shall be made available so that users can keep on taking these training in case of eventualities. Two refresher training per year to be provided to the Purchaser and other users whenever changes are made in the application and/or personnel for the entire O&M phase of 3 years.	We understand that the Training requirement and LMS should separately be elaborated to avoid the ambiguity.	Clarified in Remarks	The LMS Requirement are separately detailed in Volume II, Annexure-E, Clause 10.9.5, e-Learning Platform
	21	II	Section 4	28	4.2 B	6. Products shall be supported in terms of upgrades (upgrading of open-source packages within 15 days of release), bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective developer organization for a period of not less than three (3) years from the date of Go-live of WDRA portal.	Our understanding is that we can use open-source products for production, but they require regular updates. Could you please clarify if this is correct?	Clarified in Remarks	Your understanding is correct. Ensuring the update of open source package within 15 days of its release.
	22	II	Section 4	37	4.3.3.11	4.3.3.11 Email Services through relay The solution will strengthen the internal users to send personalized E-mails to other users. Configuration and integration of E-mail service will be done as a part of solution, this will be followed by the interface development for writing personalized contents to users. Email services are envisaged to be made available as part of the solution design to send alerts/intimations/automated messages to register email ids, based on preference set up by various stakeholders of the eco-system.	Is it correct that WDRA already has an E-mail (SMTP) server for us to use in integrating with our application for notifications?	Clarified in Remarks	Yes, WDRA will provide SMTP Relay Service through NIC.
	23	II	Section 4	32	4.3.2	x. Should support upload, store, organize and share documents	Could you please share the current size of the document and database, as well as the year-wise growth in size?	Clarified in Remarks	Not required at this stage and other information related to sizing is provided in the RFP Vol II, Page-62-63, Clause 6.9.
	24	General				xxii. Should support content archiving capabilities	Could you please share the current archived data size, and year-wise growth in size?	Clarified in Remarks	Not required at this stage and other information related to sizing is provided in the RFP Vol II, Page-62-63, Clause 6.9.
	25	General					Could you please share the existing VM's (per VM's allocated CPU, RAM, and disk size) configuration details?	Clarified in Remarks	Not required at this stage. Existing Details will be shared to Successful Bidders.
	26	General					Who will bear the expense of SSL	Clarified in Remarks	SSL will be provided by Purchaser, As per RFP Vol II, Section-6, Clause-6.9
	27	II	Annexure E	129	10.9.1 Pt.4	The solution should be available in Cloud Foundry environment	Is the solution required to be developed using the Cloud Foundry platform and Build Packs? If not, then what is the requirement of making it available on Cloud Foundry? Request you to please clarify.	Accepted	Deleted, Revised Changes shall be published in Corrigendum III
	28	II	Annexure D	123	10.7.8	Deployment of Resources within 7 Days of LOA	Request to allow staggered deployment in 4 Week's time from the date of LOA/Work Order	Clarified in Remarks	WDRA is asking for the deployment of resources within 7 days of LOA for Key Personnel Resources (Five Resources) only.
	29	II	Annexure D	126	10.8.1 Point 14	Penalty of Rs. 200000/- for Replacement of Key Personnel within 1 Year of DOJ	Following the labour laws, it is not legal to force an employee to continue in employment against his/her will after resignation. So in case of resignation of employee this penalty should not be levied.	Clarified in Remarks	Initial one year is crucial for WDRA therefor change in key personnel shall not allowed for one year only.
	30	II	Annexure D	126	10.8.1 Point 14	Penalty of Rs. 200000/- for Replacement of Key Personnel within 1 Year of DOJ	In case if WDRA doesn't want to remove this clause, WDRA should give the written consent/directive to the selected bidder to sign/impose bond with the selected candidates and should arrange such permissions from the concerned labour officer in Delhi.	Rejected	It's MSP responsibility to hire the Resources
	31	II	Section 7: Manpower Requirement	65	Clause 7	<b>Resources in O&amp;M Phase</b> Project Manager * Business Analyst * DBA Quality Tester Senior Developer * Junior Developer * System Expert* Security Architect* Analytics Expert* DevOps Expert*	As per our understanding in O&M phase keeping such dedicated resources i.e. DevOps Expert, Analytics Expert is not a viable proposition. As these are need basis job and the resource will not be required for full time. Hence, we would request you to kindly revisit the section and do the necessary amendments.	Clarified in Remarks	Resource in O&M Phase is not correctly indicated in the query, MSP is requested to refer Vol II, Page No-65, Section-7. Resource with Star (*) mark shall be deployed at WDRA Office

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	32	II	Section 7: Manpower Requirement	65	Clause 7	<b>Resources in Development &amp; O&amp;M Phase - Security Architect</b>	Since Infra is not in scope of the Bidder, the requirement of full time Security Architect doesn't seem to be a viable proposition. We request you to Kindly remove.	Clarified in Remarks	MSP is requested to refer Vol II, Page No-65, Section-7. Resource with Star (*) mark shall be deployed at WDRA Office
	33	II	Section 7: Manpower Requirement	65	Clause 7	<b>The following key personnel will operate from Purchaser/ Successful/Selected Bidder premises as decided by the Purchaser. Their deployment will be as per the deployment plan proposed by the Successful/Selected Bidder and agreed by Purchaser: Proposed Resources for WDRA Portal</b>	What "Proposed Manpower" means; is it mandatory to deploy the listed manpower or the bidder has to decide as per proposed plan of implementation in approval with WDRA at later stage.	Clarified in Remarks	Proposed Manpower indicates the minimum Manpower requirement and additional Manpower can be decided by the bidder as per their proposed plan
	34	II	6.6 Help Desk Services	55	6.6	<b>Successful/Selected Bidder will be responsible for setting up Centralized Call Centre (hereafter referred to as Helpdesk), for the Purchaser, for handing queries from department users, employers, and officials. The shift would be of eight hours, seven days a week. Successful/Selected Bidder will also:</b>	We understand that the Purchaser will provide the space for Help Desk/setting up call center in its premises for all 7 days a week availability including Saturday and Sunday.	Accepted	Revised Changes shall be published in Corrigendum III Yes, Space will be provided by Purchaser
	35	II	Section 7: Manpower Requirement	137	10.10.1	<b>Education: Full time MBA or equivalent in the field of Warehouse Application, Supply Chain Management, Logistics, or a related field or IT domain. At least 10 years of experience in supply chain management, logistics, or a related field In-depth knowledge of warehouse operations, transportation management, and inventory control Understanding of regulatory compliance requirements in the logistics industry Familiarity with industry standards and best practices for warehousing and distribution Ability to analyze complex data sets and identify areas for improvement</b>	Since its domain expert of Warehousing domain, We recommend: - Any post graduate should be allowed with rich experience in domain - Should not be mandatory full time on-site deployment in the WDRA premises - Can be a ex-employee or Consultant of WDRA	Rejected	No Change, As per RFP
	36	I	Pre-Qualification: Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects	32	5.5.1 Point no. 4	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) 1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	We have various work orders for this experience criteria, However those are executed in Manpower Mode through NICS (i.e. deployment of technical resources).  \We can get the client certificate conforming that the scope of work in line with the criteria mentioned here. Accordingly we can present the client certificate along with the work orders which is issued by NICS/NIC/GeM.  <b>Will WDRA consider this kind of work order executed in Manpower mode for PQ/TQ.</b>	Rejected	As per RFP
	37	II	Proposed Resources for WDRA Portal	66	7 Section 7: Manpower Requirement	Proposed Resources for WDRA Portal	Request you to please clear if the resource requirement is "Proposed" or "Mandatory to be deployed"	Clarified in Remarks	Proposed Manpower indicates the minimum Manpower requirement and additional Manpower can be decided by the bidder as per their proposed plan.
	38	II	Proposed Resources for WDRA Portal	66	7 Section 7: Manpower Requirement	The Successful/Selected Bidder shall provide different CVs for each profile mentioned above. <b>No person can be proposed in both development phase and operation and maintenance phase.</b>	Dear Sir, Generally it happens that some of the team members of the Development Team continue in the support team and due to this clause the bidder will be required to appoint new team for O&M. So request you to kindly redraft this English to avoid conflict at later stage.	Clarified in Remarks	This applies to the three Developer (Exclusively support for Existing Application until Go Live of New Application) who will support only the existing portal till Go Live of new application.
	39	II	Section 8: Deliverables, Timelines and Payment Schedules	68	8.2	Payment Schedule	Dear Sir, the payment for the application development phase, STQC audit happens before Go-Live. So: 1. The sequence to be changed accordingly 2. Paying after completion of all the module will result into negative cash flow for the bidder. So we request you to break the same into at least two phases.	Accepted	Revised Changes shall be published in Corrigendum III
<b>E&amp;Y</b>	1	II	Section 8: Deliverables, Timelines and Payment Schedules	68	Sr. No. 1 - Transition and Management of Existing Application	a) Mobilization of resources for Transition Phase b) Submission and Approval of Compliance and Required Documents - 0.5 Month	The bidder requests the following modifications: a) Mobilization of resources for Transition Phase b) Submission and Approval of Compliance and Required Documents - 1 Month	Rejected	Same as per RFP
	2	II	Section 8: Deliverables, Timelines and Payment Schedules	68	Sr. No. 1 - Transition and Management of Existing Application	a) Approval of Implementation Plan for WDRA b) Project Transition and HOTO of existing WDRA Solution - 0.5 Month	The bidder requests the following modifications: a) Approval of Implementation Plan for WDRA b) Project Transition and HOTO of existing WDRA Solution - 2 Months	Rejected	Same as per RFP

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	3	II	Section 8: Deliverables, Timelines and Payment Schedules	68	Sr. No. 1 - Transition and Management of Existing Application	Submission & Approval a) FRS & SRS b) Prototype/wireframe and c) SoW for WDRA portal document - 0.5 Month	The bidder requests the following modifications: Submission & Approval a) FRS & SRS b) Prototype/wireframe and c) SoW for WDRA portal document - 1.5 Months	Rejected	Same as per RFP
	4	I	Section 6 - Award of Contract	37	6.4 Performance Bank Guarantee (PBG)	The Performance Bank Guarantees (PBG) will be for an amount equivalent to 10 % of total contract value to be submitted at issuance Letter of Intent.	As per latest circular by Department of Expenditure, Dated. 03.04.2023, Performance security should be for an amount 3 to 10% of the value of the Contract. The bidder requests the following modifications: The Performance Bank Guarantees (PBG) will be for an amount equivalent to 3% of total contract value to be submitted at issuance Letter of Intent.	Rejected	Same as per RFP
	5	I	Section 6 - Award of Contract	37	6.4 Performance Bank Guarantee (PBG)	The PBGs shall be submitted within 15 days from the date of issuance of the Letter of Intent	The bidder requests the following modifications: The PBGs shall be submitted within 30 days from the date of issuance of the Letter of Intent	Rejected	No Change, Same as per RFP
	6	I	Section 6 - Award of Contract	37	6.4 Performance Bank Guarantee (PBG)	The PBGs shall be submitted within 15 days from the date of issuance of the Letter of Intent. In case of non-submission of PBG in time, a penalty of 1% of PBG will be levied for first 7 days delay and 2% of PBG for 15 days delay. Delay beyond 15 days will result in forfeiture of EMD.	Request no penalty be levied in case there is delay in submission of the PBG. Hence request this clause be deleted	Rejected	No Change, Same as per RFP
	7	I	Section 5 - Selection Process for Bidder	33	5.6 Technical Evaluation Criteria	The Bidder's technical solution proposed in the Technical Proposal document will be evaluated as per the evaluation criteria mentioned in the table below: Resource Strength - 30 Bidder Experience - 30 Approach and Methodology - 40	We propose to reduce the subjective marking to 20. To check bidder qualitative strength bidder past experience is more relevant The bidder requests the following modifications : Resource Strength - 30 Bidder Experience - 50 Approach and Methodology - 20	Rejected	No Change, Same as per RFP
	8	I	Section 4 - Instruction to Bidders	17	4.4 Earnest Money Deposit (EMD)	The Bidders shall submit an Earnest Money Deposit (EMD) as bid security fee for the amount specified in the data sheet provided in Volume I of this RFP in the form of Demand Draft / Bank Guarantee from commercialized scheduled bank (As per format provided in Annexure 5 of Volume I of this RFP) in favour of Warehousing Development and Regulatory Authority and payable at New Delhi. EMD in any other form will not be accepted. EMD will remain valid for 45 (Forty-Five) days beyond the validity of the proposal and the validity of the EMD should be extended in the event the last date of submission of the proposal is extended. No interest will be payable by Purchaser on the EMD.	Since we are exempting from paying the EMD as per GeM guidelines, hence EMD will not be required. Please confirm.	Clarified in Remarks	As per GeM Guidelines, Bidder need to submit the necessary documents
	9	I	Section 6 Award of Contract	37	6.2 Letter of Acceptance and Signing of Contract	he Successful Bidder shall, within 15 (fifteen) days of the receipt of the LOI, give acceptance on its letterhead having authorized signatory, submit Performance Bank Guarantee and the Master Service Agreement (MSA) (Refer volume III)	The Successful Bidder shall, within 30 (Thirty) days of the receipt of the LOI, give acceptance on its letterhead having authorized signatory, submit Performance Bank Guarantee and the Master Service Agreement (MSA) (Refer volume III)	Rejected	Same as per RFP
	10	II	Annexure D: Service Level Agreements & Penalty	123	10.7.8 Resource & 10.8.1 Penalty	Replacement of Key Personnel Resource :  Target Performance - 0 Description - In case of resource leaves the organization or WDRA asks to replace the resource due to lack of performance or required skillset or reason mentioned in module Penalty Ref - 14 Replacement of Key Personnel - Within one year of DOJ = INR 2,00,000	The bidder requests the following modifications:  Target Performance - 30 Days Description - In case of resource leaves the organization or WDRA asks to replace the resource due to lack of performance or required skillset or reason mentioned in module <i>better or equivalent resources shall be provided with-in 30 days</i> Penalty Ref - 14 Replacement of Key Personnel - Beyond 30 Days : Per Day Penalty of INR 1000 Beyond 60 Days: Per Day Penalty of INR 5000	Rejected	Same as per RFP
	11	II	Annexure D: Service Level Agreements & Penalty	126	10.7.7 Project Implementation & 10.8.1 Penalty	Delay in any of the project milestone as defined in Section 8 of Vol-II - Measured as the difference between the agreed planned date for the milestone defined in Section 8 of Vol-II and the actual date of its completion  Penalty : If the Successful/Selected Bidder fails to achieve the completion of any milestones within the defined duration in Section 8 of Vol-II, the payment to him will be liable for deduction @2.5% per week or part of the week for that milestone payment for any delay.	Delay in any of the project milestone as defined in Section 8 of Vol-II - Measured as the difference between the agreed planned date for the milestone defined in Section 8 of Vol-II and the actual date of its completion  Penalty : If the Successful/Selected Bidder fails to achieve the completion of any milestones within the defined duration in Section 8 of Vol-II, the payment to him will be liable for deduction @2.5% per week or part of the week for that milestone payment for any delay. <i>In Case the delay is not attributable to the Selected bidder then no penalty shall be imposed on the selected bidder.</i>	Accepted	Revised Changes shall be published in Corrigendum III



Bidder Name	S No.	Volume	Section (Name )	Page No.	Clause No.	Statement As per Tender	Request for change/Query by Bidder	Accept/Reject	Remarks
	I	II	III	IV	V	VI	VII	VIII	IX
	12	I	Key Dates and Information for WDRA	6	1	Last date and time for submission of bids	We would request WDRA to extend the Last Date of submission of Bid by 3 weeks. This is in lieu of time required to seek internal approval. We would request WDRA to extend the Bid Submission date as 14-Feb-2024	Partially Accepted	Revised Changes shall be published in Corrigendum III for Date of Bid submission and other dates inline to date of Bid submission.
	13	I	Pre-Qualification Evaluation Criteria for MSP	31	2	Sales Turnover Bidder is an IT System Service Provider, it should have an average annual revenue/sales turnover of at least INR 80 Crores in last 3 financial years (FY 2020-21, FY 2021-22, FY 2022-23) from IT system integration services, software consultancy, software development & implementation service.6	We request WDRA to increase the an average annual revenue/sales turnover of at least INR 300 Crores in last 3 financial years (FY 2020-21, FY 2021-22, FY 2022-23) from IT system integration services, software consultancy, software development & implementation service.6	Rejected	Same as per RFP
	14	I	Pre-Qualification Evaluation Criteria for MSP	32	4	Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria:  1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	Considering the critical nature of the project, We request WDRA to increase value of executed projects and change the clause as:  The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria:  1. At least One (1) such project of value more than INR 50 Cr, OR 2. At least Two (2) such projects each of value more than INR 35 Cr each, OR 3. At least Three (3) such projects each of value more than INR 20 Cr each	Rejected	Same as per RFP
	15	I	Pre-Qualification Evaluation Criteria for MSP	32	5	Certifications The Bidder should possess the following certifications: • CMMi 3	As this is a critical project we would request WDRA is have well processed organizations to bid. Hence, we request WDRA to have companies with min CMMi 5 certification	Clarified in Remarks	The mentioned certification is minimum requirement. Bidders having higher certifications will be considered
	16	III	Intellectual Property Rights (IPR) Indemnity	30	13.2	IPR Warranty	Suggestion: We request WDRA to included following clause" Company may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that company own in performing the Services. Notwithstanding the delivery of any Reports, Company retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that Company compile and retain in connection with the Services (but not Client Information reflected in them).Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.	Rejected	Same as per RFP
	17	III	Indemnification and Limitation of Liability	30	13	Limitation of the Bidder's Liability towards the Purchaser	Suggestion: We request WDRA to include following clause under Limitation of Liability: "The Client (and any others for whom Services are provided) shall not recover from shortlisted bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from shortlisted bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services."	Rejected	Same as per RFP

Bidder Name	S No.	Volume	Section (Name )	Page No.	Clause No.	Statement As per Tender	Request for change/Query by Bidder	Accept/Reject	Remarks
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	18	III	Confidentiality and Information Security	35	15	Confidentiality	Suggestion: We request WDRA to include following clause for confidentiality: Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 1 year from the date of termination of this Agreement.	Rejected	Same as per RFP
	19	III	Confidentiality and Information Security	28	12.3	Termination	Suggestion: We request WDRA to include following clause under Termination: Shortlisted bidder may terminate this Agreement, or any particular Services, immediately upon written notice to Client if Shortlisted bidder reasonably determine that Shortlisted bidder can no longer provide the Services in accordance with applicable law or professional obligations. EY may terminate this Agreement, or any particular Services, immediately upon written notice to Client if EY reasonably determine that EY can no longer provide the Services in accordance with applicable law or professional obligations.	Rejected	Same as per RFP
	20	I	Table 1 :Key Dates and Information	6	Last date and time for submission of bid	24-01-2024	The date of Prebid response is 10th Jan 2024 and bid submission date i.e. 24th Jan. So , effectively only 15 days are given to bidder for submission. Bidder request atleast 30 days to be provided post release of Prebid response.	Partially Accepted	Revised Changes shall be published in Corrigendum III for Date of Bid submission and other dates inline to date of Bid submission.
	21	I	Table 2 : Data Sheet	14	Project Duration	The duration of the Project will include implementation phase plus 3 (three) years of O&M phase. Based on the Bidder's performance and requirement of the Purchaser, the O&M phase may be extended further Up to 1+1 years basis the consensus of the Purchaser and the Bidder at the same price of deployment phase.	The bidder request the following: Please note that the rate will not remain the same as the overall cost will be changed after the completion of current project because of inflation. This needs to be changed as mutually discussed or the bidder should be given a minimum 10% increment year on year from the cost of the final year of the current contract.	Rejected	Same as per RFP
	22	I	4.20 Key Personnel	27	4.20.1 Obligation	unless that person resigns, is terminated for cause, dies, is long-term disabled, on medical grounds	The bidder request the following modification: Unless that person resigns or take transfer , is terminated for cause, dies, is long-term disabled, on medical grounds	Rejected	Same as per RFP
	23	I	4.20 Key Personnel	27	4.20.2 Resource Replacement	An opportunity to interview the candidate.	The bidder request to delete the clause	Rejected	Same as per RFP
	24	I	Annexure 1: Bid Submission Covering Letter	40	Point 10	We further certify that no investigation by a Government Body is pending either against us or against our CEO/Partners or any of our directors/managers/employees.	The bidder request the following modification: We further certify that no investigation by a Government Body is pending against us.	Partially Accepted	Revised Changes shall be published in Corrigendum III  We further certify that no investigation by a Government Body is pending either against us or against our CEO/Partners/Directors or any of our Project Manager/employees to be deployed for this project.
	25	I	Form 10	57	Format of Power of Attorney	Format	The bidder requests the following clarifications: As a standard business practice, Generic Power of Attorneys are pre-issued to Business Heads. Hence, Bidder requests to remove this clause of submitting the Power of Attorney in the specific format and allow submission of standard pre-issued Power of Attorney	Clarified in Remarks	Same as per RFP, To maintain uniformity proposal can not be accepted
	26	II	Section 4	12	Conditions Precedent to be fulfilled	Furnishing by the Bidder, within 15 days of issuance of Letter of Award by the Purchaser, an unconditional, irrevocable, and continuing Bank Guarantee equivalent to 10% of the Total Contract Value, in a form and manner acceptable to the Purchaser which would remain valid from the date of issuance till 6 months after expiry of the Term of the Agreement.	The bidder request the following modifications: Furnishing by the Bidder, within 30 days of issuance of Letter of Award by the Purchaser, an unconditional, irrevocable, and continuing Bank Guarantee equivalent to 3% of the Total Contract Value, in a form and manner acceptable to the Purchaser which would remain valid from the date of issuance till 6 months after expiry of the Term of the Agreement.	Rejected	Same as per RFP

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	27	II	Section 3: Transition and Management of Existing Application	25	Sr. No. 3.3 - Transition	The MSP shall point out any lapse or defect or shortcoming at an early stage of transition phase with two months which shall have to be met/overcome by the incumbent MSPs and in case the same is not done or agreed by the incumbent MSP, the MSP shall complete the task and provide details to WDRA.	The bidder requests the following modifications: The MSP shall point out any lapse or defect or shortcoming at an early stage of transition phase with three months which shall have to be met/overcome by the incumbent MSPs and in case the same is not done or agreed by the incumbent MSP, the MSP shall complete the task and provide details to WDRA.	Rejected	Same as per RFP
	28	II	Section 10 : Annexures Functional Requirements	75	Sr. No. 10.1.1 - Portal	On approval of application for registration, allow WDRA to issue Certificate of Registration and generate a login for the inspection agency in the WDRA online portal	Any Time Line for the approval of application ? On approval of application for registration, allow WDRA to issue Certificate of Registration and generate a login for the inspection agency in the WDRA online portal	Clarified in Remarks	Same as per RFP, Not required at this stage to be finalized during SRS
	29	II	Section 6: User Support and Maintenance for the Integrated IT application for 3 Years	63	6.9 Source Code, Infrastructure and Sizing	To keep the source code safe and in sync all source code is kept in in-house source code repository hosted in Cloud. Providing of Cloud infrastructure, Firewall, Infrastructure Security, Network, Bandwidth, Email Gateway, SMS Gateway, SSL, Domain Name, App Store/Play Store and Payment Gateway will be the responsibility of WDRA (Purchaser).	The bidder requests the following confirmation : As the cloud infrastructure and related hardware / software and security components are to be provided by WDRA. Any delay due to non-provisioning of cloud components on time shall not be attributable to the successful bidder.	Accepted	Revised Changes shall be published in Corrigendum III  <b>In Case the delay is not attributable to the Selected bidder then no penalty shall be imposed on the selected bidder.</b>
	30	II	Section 2: Scope of Work	22 & 143	Summary of Scope of Work for WDRA Portal & Annexure G	Integration with Applications/Portals of the Purchaser, Associated organizations, Other Ministries, and other Government Departments	Please provide the list of Integration to be carried out. Pl. also confirm that any future integration requirement shall be considered as change request. Pl. also confirm that the successful bidder is only responsible for integration and all the CAPEX or OPEX for the interface components Like SMS/Email/Payment Gateway will be borne by the WDRA.	Clarified in Remarks	Refer Annexure G: External Integration with Applications/Portals
	31	II	Section 2: Scope of Work	22 & 143	Summary of Scope of Work for WDRA Portal & Annexure G	Integration with Applications/Portals of the Purchaser, Associated organizations, Other Ministries, and other Government Departments	The bidder requests the following clarifications: For each of the systems mentioned please provide the nature of integration (Realtime, batch), data to be interchanged, size of data exchanged per day	Clarified in Remarks	The data sharing will be on batch basis and further information will be shared at time of SRS.
	32	II	Section 2: Scope of Work	35 & 131	4.3.3.3 Data Warehouse & 10.9.4 Data Management Service	The data management tools should be able with integrate multiple data source at the same time to process the reporting and analytical requirement. They should have capability to integrate, design, transform, configure, and load the information across the available data sources and provide a strong data delivery layer for reporting and analytical solution	Kindly provide the following information with respect to Data Management 1. Approx. total amount of structured data to be migrated for each source system. 2. Approx. amount of un-structured data to be migrated for each source system. 3. Please provide the formats in which the un-structured data is stored. 4. In case of structured data, what is the total number tables and average number of fields in each table for each source system. 5. Please confirm that entire data is in English Language only.	Clarified in Remarks	This information will be shared at time of SRS.
	33	II	Section 2: Scope of Work	22 & 143	Summary of Scope of Work for WDRA Portal & Annexure G	Knowledge Transfer-Handover and Takeover of Existing Application	The bidder request to arrange a walkthrough / demonstration of current WDRA Portal and Other applications currently being used at WDRA and bidder needs to takeover.	Accepted	As decided in pre-bid meeting held on 2nd Jan 2024 corrigendum I& II were issued and, Walk through/Demonstration was arranged on 5th Jan 2024 at WDRA, New Delhi
	34	II	Section 4: Application Development, Implementation	34	4.3.3 Dashboard, Reporting and Analytics	As a part of data dissemination process, Purchaser is responsible for publishing many periodic and reports, the reporting requirement of department will be reviewed and analyzed in detail as a part of proposed system. Services will include the development of Dashboards/Web services/API for Web on various subjects. Based on the existing and upcoming reporting/KPI needs, department will segregate the accessed need separate categories that are discussed in detail in this RFP.	Please provide details on: A) Types of reports expected B) Dashboard expected C) Number of reports and dashboards to come up with Analytics solution.	Clarified in Remarks	Same as per RFP Refer Vol II, Clause. 4.3.3. Further details will be finalized at time of SRS
	35	II	Section 5: Training and Capacity Building	46	5.1 Training and Capacity Building Requirement	As and when required, an on-going classroom and virtual training plan needs to be developed for any of the stakeholders, Training plan would include 10 sessions (5 classroom training sessions + 5 Virtual Training Sessions) per year for the period of 3 years. If, however, apart from the training requirement is not adequate and The Purchaser feels the need to conduct a greater number of trainings, then additional trainings may be planned.	Please provide a list of the following in a tabular form 1. Type of Training to be conducted (like user, system admin etc.) 2. Please confirm that training will be conducted at a centralized location.	Clarified in Remarks	1.Refer Vol II, Section-5.1 2.Training will be conducted at centralized location
	36	II	Section 2: Scope of Work	22 & 143	Summary of Scope of Work for WDRA Portal & Annexure G - UIDAI	It is proposed that WDRA be linked with UIDAI(Aadhar) to help in the e-signing of forms on WDRA For processes like registration, licensing and filing of returns it is mandatory for signing of applications and linking with UIDAI will help in the process. Additionally, during registration for validation of employer details Aadhar number would be used to register, and validation would be sought through the integration with UIDAI.	Please confirm that Aadhar number is not stored anywhere in the Database, only its reference ID will be stored in the database, Kindly confirm.	Clarified in Remarks	UIDAI(Aadhar) number is not stored anywhere in the Database.



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	37	II	Section 4: Application Development, Implementation	43	4.4.2 Third Party Audit (Security and Performance Audit)	The Purchaser shall appoint a third-party auditor who shall be responsible for performing the Performance and Security Audit of the Portal. The Successful/Selected Bidder needs to ensure that the Portal follows the Security Policy and Guidelines released by MeitY. The third-party agency shall conduct audit on minimum below mentioned parameters. The audit shall be carried out by Cert-in empaneled auditor. The vendor is required to disclose the name of the finalize Auditor before on-boarding. The final decision will be taken by the Purchaser for appointment of auditor. The cost of audit shall be borne by the Bidder; also, the cost of rectification of non-compliances by the Successful/Selected Bidder shall be borne by the Bidder. The audit shall be performed at least on the below mentioned aspects.	Please confirm that WDRA will engage the third party auditor and will bear all the costs related to third part audit. Successful bidder will be responsible for the resolution of the issues/incidents//suggestions raised by the auditor.	Partially Accepted	Revised Changes shall be published in Corrigendum  The bidder is required to disclose the three name of the Auditor before under taking audit. The cost of audit shall be borne by the Bidder.
	38	II	Annexure F: Profile requirements for the Proposed Manpower for WDRA	142	10.10.2 Minimum Qualification for Helpdesk Support	Level 1(L1) Helpdesk & Level 2 (L2) Technical Support	Please confirm the following 1. the incidents will be logged in English only. 2. Helpdesk team team will speak Hindi and English only. 3. Calls will not be recorded.	Accepted	1.Yes 2.Yes 3.Call will be recorded as per the TRAI guidelines.
	39	II	Annexure F: Profile requirements for the Proposed Manpower for WDRA	142	10.10.2 Minimum Qualification for Helpdesk Support	Level 1(L1) Helpdesk & Level 2 (L2) Technical Support	1. Seating space (chairs tables, internet connection, lighting, AC etc.) for the support team will be provided by WDRA (except the laptops). 2. Working hours for the support team will be the WDRA official working hours, kindly confirm.	Accepted	1.Yes 2.Revised Changes shall be published in Corrigendum III
	40	II	Section 1: Overview		1.3 WDRA Functional Architecture and Modules overview - A. Portal	The WDRA Portal is a robust warehouse management system offering streamlined end to end management of warehousing processes by providing a series of services for the stakeholders in the warehousing sector. The portal allows users to register themselves and their warehouses, submit applications for licenses and renewals, and make payments online. The detailed functional requirements of the WDRA Portal are appended in Annexure-A. Existing Module will be redeveloped to make the overall solution more robust, modular, and comprehensive in nature. The Successful/Selected Bidder shall carry out the required redesign of the department as per the need over the period.	Kindly provide module wise: 1. Total number of users 2. Concurrent users.	Explained	As Hardware and cloud is provided by purchaser the total and concurrent users does not matter. The sizing already provided in the RFP Vol II, Clause no-6.9. Module wise user will be discuss and finalized at the time of FRS and SRS submission.

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	I	II	III	IV	V	VI	VII	VIII	IX
XTRANET	1	I	5.5 Pre-Qualification Evaluation Criteria	31	point 4 Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria: 1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	<b>We request to please consider the ERP project also under this clause and amend the clause as under:</b> The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal/ <b>ERP Projects</b> over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria: 1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	Accepted	Revised Changes shall be published in Corrigendum III
	2	I	5.6 Technical Evaluation Criteria	32	Point 1 of B. Bidder Experience (30 marks)	Sales Turnover: The IT System Provider Bidder shall have generated an average sales turnover of at least INR 80 Crores in the last three financial years (FY 2020-21, FY 2021-22, FY 2022-23) from its IT system integration services, software development, and implementation services. >= 250: 5 Marks • 150 < X < 250: 3 Marks • 80 ≤ X ≤ 150: 2 Marks • Where 'X' is Turnover in INR crores	<b>The asked Turn over is high, we request to please reduce it and allot the marks as under:</b> Sales Turnover: The IT System Provider Bidder shall have generated an average sales turnover of at least INR 80 Crores in the last three financial years (FY 2020-21, FY 2021-22, FY 2022-23) from its IT system integration services, software development, and implementation services. >= 125: 5 Marks • 100 < X < 125: 3 Marks • 80 ≤ X ≤ 100: 2 Marks • Where 'X' is Turnover in INR crores	Rejected	No Changes, Same as per RFP
	3	I	5.6 Technical Evaluation Criteria	32	Point 2 of B. Bidder Experience (30 marks)	Experience of working on Digital Transformation Projects (Design, Development, Implementation, Operations & Maintenance) with Central Government/State Government/PSU in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. Max marks - 20 Marks • Every 'X' project would be awarded 4 marks each. Where 'X' is No. of Projects, and the project cost shall exclude hardware/network/infrastructure cost.	Experience of working on Digital Transformation/ <b>ERP Projects</b> (Design, Development, Implementation, Operations & Maintenance) with Central Government/State Government/PSU in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23. Max marks - 20 Marks • Every 'X' project would be awarded 5 marks each. Where 'X' is No. of Projects, and the project cost shall exclude hardware/network/infrastructure cost.	Clarified in Remarks	Digital transformation includes all IT projects. Rest as per RFP or Corrigendum.
	4	I	6.4 Performance Bank Guarantee (PBG)	36		The Performance Bank Guarantees (PBG) will be for an amount equivalent to 10 % of total contract value to be submitted at issuance Letter of Intent.	We request to reduce the PBG amount to 3% as per the govt. ordinance. Reference - Memorandum of Govt. No. F.9/4/2020-PPD Government of india Ministry of Finance Department of Expenditure Procurement Policy Division From Deputy Secretary to the Govt. of india	Rejected	No Change, Same as per RFP
Liferay	1	II	1.3 WDRA Functional Architecture and Modules overview	14	Brief on New Requirements for the Core Components of Envisaged WDRA Application	Brief on New Requirements for the Core Components of Envisaged WDRA Application	As per details provided in RFP, modules mentioned in New Requirements are to be a part of a separate and new Portal that needs to be developed along with the redevelopment of existing WDRA portal. Please confirm if our understanding is correct.	Clarified in Remarks	Both the core modules and the new modules are the integral part of the proposed solution wherein all the modules in the proposed solution shall be modular.
	2	II	4.3.2 Enterprise Portal Application Service	33	4.3.2.6 e-Learning Module	WDRA is presently using the Moodle Framework for e-Learning Module	As per the leading tech standards for Learning Management Systems, we would suggest the proposed e-learning module should have built-in Web Content Management so that it is easier for creating/ modifying courses, assessments, and trainings which can be done without any technical dependency.	Clarified in Remarks	Existing e-Learning Module works on the Moodle Framework. Bidder can propose better solution at the time of bid submission without any separate cost quoted additionally. WDRA will take final decision on acceptance of the same.
	3	II	4.3.2 Enterprise Portal Application Service	33	4.3.2.6 e-Learning Module	WDRA is presently using the Moodle Framework for e-Learning Module	Is there a Content Agency that is responsible for creation of course materials?	Clarified in Remarks	There is no any Content Agency. Please refer RFP Vol II, Clause 10.9.5 for brief scope of work for e Learning. As per Volume II, Clause-5.1 Two specific contents(Video for Registration and Inspection) are part of the RFP for MSP .
	4	II	4.3.2 Enterprise Portal Application Service	36	4.3.3.6 Document Management System	2. Document Input	Please specify the features and functionalities expected out of "Document Input". This will help the bidders propose the suitable solution	Clarified in Remarks	Document input will be decide during FRS and SRS

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	5	II	4.3.2 Enterprise Portal Application Service	36	4.3.3.6 Document Management System	4.3.3.6 Document Management System	Is there a current Document Management System being used or Liferay's Document repository is being leveraged?	Clarified in Remarks	Yes Liferay is used
	6	II	6.9 Source Code, Infrastructure and Sizing	63	The detail of proposed envisaged solution is as below:	d) There are currently nine inspection agencies engaged in inspecting warehouses, and this number is expected to increase by at least two per year. The proposed solution should be able to handle this increased capacity	Is the 1000 user concurrency mentioned in point C includes the concurrency projections for Inspection Agencies as well? If not, please provide a ball park on the expected user concurrency for the same.	Clarified in Remarks	Yes including the inspection Agency. Please Refer Vol II, Clause 6.9
	7	II	6.10 Existing Infrastructure Details	63	WDRA Portal & Monitoring and Surveillance	Framework: Liferay DXP 7.0 with Tomcat	Since WDRA is currently using Liferay DXP 7.0 for the portal and other applications, we would suggest to upgrade the current system to the latest version of Liferay DXP to reap the following benefits: 1.) Upgrade to the latest Liferay DXP will enable a faster Go-LIVE adhering to the SLAs and remove unwanted complexities owing to the availability of Rapid Upgrade Tool from the OEM 2.) Latest version will bring a bouquet of benefits in terms of inclusion of cutting edge technology features such as AI, ML, Low Code including enhanced robustness and modularity 3.) Since RFP mentions the adoption of Low Code/ No Code on page 29 of Vol II, the same will be available as part of built-in capability of latest Liferay version thereby reducing the TCO and unnecessary stitching of another LCNC product 4.) New Portal and modules required to be developed can be parallely developed on upgraded Liferay version thereby unifying the WDRA solution landscape by bringing technology standardization.	Clarified in Remarks	1.DXP 7.0 will be used for Existing Portal and interim stage after that The selected Bidder are free to choose any of the Framework or platform suitable to them confirming to the conditions as per the RFP 2.Not Required, As per RFP Point 3. and 4 -The selected Bidder free to choose any of the language or Framework suitable to them confirming to the conditions as per the RFP
	8	II	6.10 Existing Infrastructure Details	63	DR query	DR query	Since the hosting will be cloud based, please clarify if sizing and licenses needs to be included for Disaster Recovery or will the same be managed by cloud provider's backup and recovery program. If DR is required, please suggest compute w.r.t. DC.	Clarified in Remarks	The sizing of the hardware is in terms of VM and Networking including DR shall be given by the MSP. Providing of Data Center or cloud infrastructure including DR is under the scope of WDRA. However all the software tools use for application shall be provided by MSP
	9	II	Annexure E: Application Service Compliance Criteria	131	10.9.5 e-Learning Platform	10.9.5 e-Learning Platform	Please suggest the user concurrency per second for e-Learning platform	Clarified in Remarks	The indicative sizing is already given in the RFP, Refer in Vol II, Clause 6.9
	10	II	Annexure E: Application Service Compliance Criteria	131	10.9.5 e-Learning Platform	10.9.5 e-Learning Platform	Will the new e-Learning platform will also be hosted on cloud or is there any other strategy?	Clarified in Remarks	On CDAC Data Center
	11	II	Annexure E: Application Service Compliance Criteria	131	10.9.5 e-Learning Platform	10.9.5 e-Learning Platform	Will Disaster Recovery site also required for e-Learning platform?	Clarified in Remarks	DR will not be required for e-Learning
<b>OASYS</b>	1	II	3.2 Support of Existing Application till Go Live	24	3.2	• Rectifying 'broken links' or those leading to 'Page not found' errors	a) Need to understand the list of Bugs and errors present in the existing application.	Clarified in Remarks	This is applicable for maintenance of the existing application till Go Live. As of now, there are no major issues in the existing application, if it is occurred during maintenance the incumbent MSP is expected to fix the bugs including 'broken links' or those leading to 'Page not found' errors.
	2	II	C. Integration	29	4.2 Business Requirements (FRS and SRS), System Design & Application Development	1. The integrated solution design should include integration framework (API Based) for integration of both internal and external applications and services 2. The Integration Framework should be robust enough for data collection and data dissemination in a seamless manner.	Hope the department will share all the APIs required for integration.	Accepted	Yes
	3	II	8 Section 8: Deliverables, Timelines and Payment Schedules	67	1 Transition and Management of Existing Application	Submission & Approval a) FRS & SRS b) Prototype/wireframe and c) SoW for WDRA portal document T3 = T1+ 1.5 10% of Price quoted for Application Development and Implementation	The timeline for FRS & SRS with Prototype/Wireframe would need a minimum of 3 Months.	Rejected	As per RFP

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	4	II	3 Training and Capacity Building	68	Pre-Requisite: Post Go Live of WDRA Portal	Submission and Approval of training, plan, and strategy (for all stakeholders) the Project Submission and Approval of training material (CBTs, Presentations, documents, Help modules, etc.) for all modules of WDRA Portal by the Purchaser T7=T3+5 The bidder shall be paid 40 % of the price quoted for Training & Capacity building as defined in activities column in this Table after completion of the required activities (B) Submission and approval of Refresher Training (Minimum 6 in three years and Maximum 12 in 3 years) Post Go live of WDRA Portal application During 3 years of O&M Phase 60% (Divided equally into 12 Payment) (B)	a) Will training be an ongoing process ?	Clarified in Remarks	The Training program that shall be given by the MSP are detailed in RFP Vol II, Clause No. 5.1
	5	II	b. Resources deployment during Development Phase	65	7 Section 7: Manpower Requirement	6 Liferay Developer * 1	Is it mandatory to develop application with Liferay ?	Clarified in Remarks	The Liferay developer is required for maintaining the existing Application. MSP is free to choose any platform confirming to the RFP for the new product
	6	NA	General	NA	NA	No of Concurrent Users	How many concurrent users are there	Clarified in Remarks	As per RFP Vol II, Clause 6.9
	7	NA	General	NA	NA	Max Transaction per Day	What is the number of transactions per day	Clarified in Remarks	As per RFP Vol II, Clause 6.9
	8	NA	General	NA	NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Clarified in Remarks	As per RFP Vol II, Clause 6.9
	9	NA	General	NA	NA	Any Document Upload Permitted	Is there any document upload required	Clarified in Remarks	Yes, provision for document uploading is required.
	10	NA	General	NA	NA	Max Size of File in MB	What is the file Upload size in MB	Clarified in Remarks	To be decided at the time of FRS/SRS Development
	11	NA	General	NA	NA	Max Files per User	What is the file upload per user required	Clarified in Remarks	As per RFP The detail will be shared during FRS/SRS finalization
	12	NA	General	NA	NA	Database Backup Policy	What is the database back policy	Clarified in Remarks	To be mutually decided at the time of FRS/SRS Development
	13	NA	General	NA	NA	Database Retention Policy	What is database retention policy	Clarified in Remarks	To be mutually decided at the time of FRS/SRS Development
	14	NA	General	NA	NA	DC - DR Policy	What is Data recovery policy	Clarified in Remarks	To be mutually decided at the time of FRS/SRS Development
	15	NA	General	NA	NA	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Clarified in Remarks	The present RPO is 15 Min
	16	NA	General	NA	NA	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Clarified in Remarks	The present RTO is 4hrs
	17	NA	General	NA	NA	Data Archival Policy	What is the Data Archival Policy	Clarified in Remarks	To be mutually decided at the time of FRS/SRS Development
	18	NA	General	NA	NA	What is Project Budget ?	What is the Project Budget ?	Rejected	Not Required
TRIGYN	1	I	Pre-Qualification Criteria for MSP	32	4	<p><b>Pre-Qualification Criteria Description:</b> The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria:</p> <ol style="list-style-type: none"> <li>At least One (1) such project of value more than INR 16 Cr, OR</li> <li>At least Two (2) such projects each of value more than INR 10 Cr each, OR</li> <li>At least Three (3) such projects each of value more than INR 8 Cr each</li> </ol> <p><b>Evidence Required</b> Citation as per format specified in Form 4 Annexure 2 of Volume I of this RFP</p> <ul style="list-style-type: none"> <li>Summary of Pre-Qualification Citations as per format specified in Form 3 Annexure 2 of Volume I of this RFP</li> <li>Completion Letter from client containing project value executed by the bidder.</li> <li>In case of non-availability of completion letter, the bidder shall submit Work Order/ Contract Agreement/ Letter of Intent / Letter of Award supported by relevant documents for work completion/execution proof.</li> <li>Certificate by the Company Secretary of the Bidder for all projects status</li> </ul> <p><b>Please Note:</b></p> <ul style="list-style-type: none"> <li>In case of integrated project, relevant certificate from the Statutory Auditor confirming value of relevant work to be submitted.</li> </ul>	<p>We would request to kindly consider projects from last seven financial years i.e., the current financial year and the last <b>seven</b> financial years ((FY 2017-18, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, ending month of March.</p> <p>Considering Project from last Seven years will be allowing Bidder to showcase strength for Project covering different Technology Stack which will be helpful to demonstrate Technical Capability of Bidder.</p>	Clarified in Remarks	Pre-Qualification criteria is for selecting of prospective bidder for further evaluation and requires recent experience where as criteria given in technical qualification is for scoring purpose.

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	2	I	Technical Evaluation Criteria for WDRA Portal of WDRA  B. Bidder Experience (30 marks)	35	2	Experience of working on Digital Transformation Projects (Design, Development, Implementation, Operations & Maintenance) with Central Government/State Government/PSU in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.  <b>Supporting Documents:</b> project value executed by the bidder. • In case of non-availability of completion letter, the bidder shall submit Work Order/ Contract Agreement/ Letter of Intent / Letter of Award supported by relevant documents for work completion/execution proof. • <b>Certificate by the Company Secretary of the Bidder for tall projects status</b>	We would request to kindly consider projects with inclusion of Software Application (Web/Mobile) too. Considering that many Bidder's can showcase their technical strength in state-of-art Solution deliveries. As Digital Transformation Projects are mainly focusing on e-governance model.	Clarified in Remarks	Digital transformation includes all IT projects.
	3	I	Technical Evaluation Criteria for WDRA Portal of WDRA  B. Bidder Experience (30 marks)	36	3	Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.  <b>Supporting Documents:</b> project value executed by the bidder. • In case of non-availability of completion letter, the bidder shall submit Work Order/ Contract Agreement/ Letter of Intent / Letter of Award supported by relevant documents for work completion/execution proof. • <b>Certificate by the Company Secretary of the Bidder for tall projects status</b>	<b>We would request your good office to kindly amend the clause as below;</b>  Experience in implementing Emerging Technology Solutions in the field of <b>ERP/BI/Portal/ Cloud Deployment/Software Application (Web/Mobile)/E-governance Projects</b> with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Partially Accepted	1.Revised Changes shall be published in Corrigendum III  Experience in implementing Emerging Technology Solutions in the field of <b>ERP or BI or Portal or eGovernance hosted on Cloud Deployment or Data Centre</b> environment with minimum value greater than 5 Cr each initiated or executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23 <b>2. Software Application(Web/Mobile) Projects</b> are covered in ERP, BI and Portal Projects



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SISL INFOTECH	1	I	Pre-Qualification Criteria for MSP	31	4	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU in India, excluding the hardware, network, and infrastructure cost meeting following criteria: 1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	The Bidder shall have experience of successfully Go-Live/ executed/ /completed similar services for development, implementation, and maintenance of a web application/web portal over the last three financial years i.e., the current financial year and the last three financial years ((FY 2020-21, FY 2021-22, FY 2022-23, ending month of March prior to the bid opening) implemented with central Government/State Government/PSU/ <b>Private Organization</b> in India, excluding the hardware, network, and infrastructure cost meeting following criteria: 1. At least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	Rejected	No Change, Same as per RFP
	2	I	Technical Evaluation Criteria for WDRA Portal of WDRA	34	1	Sales Turnover: The IT System Provider Bidder shall have generated an average sales turnover of at least INR 80 Crores in the last three financial years (FY 2020-21, FY 2021-22, FY 2022-23) from its IT system integration services, software development, and implementation services.	Sales Turnover: The IT System Provider Bidder shall have generated an average sales turnover of at least INR 80 Crores in the last three financial years (FY 2020-21, FY 2021-22, FY 2022-23) from its <b>IT system and integrated</b> services, software development, and implementation services.	Clarified in Remarks	"IT system integration" and " IT system and integrated services" are appears to be same
	3	I	Technical Evaluation Criteria for WDRA Portal of WDRA	34	2	Experience of working on Digital Transformation Projects (Design, Development, Implementation, Operations & Maintenance) with Central Government/State Government/PSU in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Experience of working on <del>Digital Transformation</del> <b>IT Projects (Design, Development, Implementation, Operations &amp; Maintenance)</b> with Central Government/State Government/PSU/ <b>Private Organization</b> in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Rejected	No Change, Same as per RFP
	4	I	Technical Evaluation Criteria for WDRA Portal of WDRA	35	3	Experience in implementing Emerging Technology Solutions in the field of ERP, BI, Portal, and Cloud Deployment with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Experience in implementing Emerging Technology Solutions in the field of <b>ERP / BI / Portal / Cloud Deployment</b> with minimum value greater than 5 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Accepted	Revised Changes shall be published in Corrigendum III  Experience in implementing Emerging Technology Solutions in the field of <b>ERP or BI or Portal or eGovernance hosted on Cloud Deployment or Data Centre</b> environment with minimum value greater than 5 Cr each initiated or executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23
TerraCistech	1	II	7 Section 7: Manpower Requirement	68	7 Section 7: Manpower Requirement	Liferay Resource	Please clarify if the bidder is require to use current technology stack like Liferay only or it can propose any other open source stack.	Clarified in Remarks	No, The Liferay developer is required for maintaining existing application. MSP is free to choose any platform confirming to the RFP for the new product.
	2	II	7 Section 7: Manpower Requirement	68	7 Section 7: Manpower Requirement	Liferay Resource	In case if the bidder comes up with other tech stack, then also the Liferay developer is required?	Clarified in Remarks	No, The Liferay developer is required for maintaining existing application. MSP is free to choose any platform confirming to the RFP for the new product.
	3	II	10.4.5 Workflow Management	111	10.4.5	10.4.5 Workflow Management	Please confirm if the bidder may propose community edition or it is mandatory to use enterprise.	Clarified in Remarks	Bidder can use any open source platform confirming to meet the SLAs as per RFP. Bidder shall ensure that the developed web portal shall execute on the latest stable version of the software along with required updates. The bidder should also ensure necessary expertise on the platform for the project
TrendMicro	1	I	3 Project Overview	16	3. iii	The solution shall be entirely cloud based and all the application and portal shall be deployed on cloud. Cloud infrastructure will be provided by WDRA Authority. The sizing and cloud infrastructure requirement shall be provided by bidder with justification/ calculation.	We request to consider the cloud cyber security posture management, Container/Server security, Storage security, Virtual Network Intrusion Prevention System	Clarified in Remarks	The cloud security will be taking care by hosted Data center by CDAC.

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ARAHAS	1	I	4.2	Page -17	Pg17, Volume I: Instruction to Bidders, Qualifying and Selection Criteria I, 4.2 Sub-Contracting and Consortium	Consortium is not allowed.	We Would like to request you to kindly allow consortium for bid participation.	Rejected	As per RFP
	2	I	5.5	Page-31	5.5 Pre-Qualification Evaluation Criteria, Pg 31	Legal Entity The Bidder should be: A company incorporated in India under the Companies Act, 1956 or Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments and should have been operating in India, for at least five years.	Our request is that Parent company financial capabilities would be considered for only 100% subsidiary or division or subdivision or branch business unit which is registered in India and vice versa. Bidder to provide necessary proof for subsidiary of the parent company. Request you to include the financial capabilities of our parent company in the evaluation criteria for the tender. Our parent company has significant financial strength and a strong track record of successful projects. While we understand that the evaluation criteria are typically based on the financial capabilities of the bidding company, we believe that including the financial capabilities of our parent company will provide a more accurate assessment of our overall financial strength and ability to deliver on the project requirements. Kindly consider our request and allow us to show the financial capabilities of parent company to access the overall financial strength and stability of the organization. Kindly confirm.	Clarified in Remarks	Necessary evidence in name of only prospective bidder will be considered
	3	I			Bid submission extension	Current Bid submission date 24th Jan 2024	We request you to kindly allow us at least two weeks extension in bid submission after publication of Pre Bid replies so that we can adhere the changes suggested in the pre bid replies.	Partially Accepted	Revised Changes shall be published in Corrigendum III for Date of Bid submission and other dates inline to date of Bid submission.
CY Future	1	I	Pre-Qualification Criteria for MSP	31	5.5.1	Experience in Design, Development, Implementation, Operations & Maintenance of Large-Scale IT System Projects	Please reduce the amountAt least One (1) such project of value more than INR 16 Cr, OR 2. At least Two (2) such projects each of value more than INR 10 Cr each, OR 3. At least Three (3) such projects each of value more than INR 8 Cr each	Rejected	No Change, Same as per RFP
	2	I	Pre-Qualification Criteria for MSP	35	5.5.1	Experience of working on Digital Transformation Projects (Design, Development, Implementation, Operations & Maintenance) with Central Government/State Government/PSU in India with minimum value of INR 8 Cr each initiated/executed in last 7 Financial years i.e., FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23.	Please Exempt the 8CR to 4 CR.	Rejected	No Change, Same as per RFP
	3	I	Summary of Cost Components	71	Form 2	Product License on Web portal.	Please suggest existing/Currently using Product License on Web portal.	Clarified in Remarks	As of now no current license for the existing Portal. Bidder can use any open source platform confirming to meet the SLAs as per RFP. Bidder shall ensure that the developed web portal shall execute on the latest stable version of the software along with required updates. The bidder should also ensure necessary expertise on the platform for the project
	4	General					As we analysed the existing web portal <a href="https://wdra.gov.in/">https://wdra.gov.in/</a> has been developed on Java programming with Liferay CMS, Would your like to share your any preference backend language & Opensource or Enterprise CMS?	Clarified in Remarks	Bidder can use any open source platform confirming to meet the SLAs as per RFP. Bidder shall ensure that the developed web portal shall execute on the latest stable version of the software along with required updates. The bidder should also ensure necessary expertise on the platform for the project
	5	General					Please update the expected user traffic on newly web portal on a daily basis, share number of concurrent users of web portal.	Clarified in Remarks	Please refer Vol II, Clause 6.9 further details will be shared to selected Bidders
	6	III	Commencement and progress	12	3	The Bidder shall keep all back-end contracts with all OEMs, subcontractors etc. in force and up to date to ensure provision of Services as per the RFP and to meet all the SLAs.	Is it compulsion for the bidder to be an OEM like Liferay for CMS Web portal?	Clarified in Remarks	The Liferay developer is required for maintaining the existing Application. MSP is free to choose any platform confirming to the RFP for the new product

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	7	General					What are the available permission levels and how can they be assigned to different user groups in the CMS?	Clarified in Remarks	Details will be shared to selected Bidders
	8	II	Change Management	48	5.2	The migration to WDRA Portal shall be a systematic approach to deal with the transition or transformation	Please update about size of meta data for migration?	Clarified in Remarks	Details will be shared to selected Bidders
	9	General					Please confirm do we need to develop from scratch or bidder can use existing code?	Clarified in Remarks	The existing code will be shared for maintaining the existing portal. Bidder has to completely redevelop the new web portal accommodating existing and new functionalities mentioned in the FRS as per Architecture defined in RFP
	10	II	Email/SMS	32	4.3.1.3	Bidder will make the necessary arrangement to integrate with SMS Gateway	To send SMS and acknowledgment notifications, bulk SMS packages are required. The cost of these packages depends on the number of SMSs. We assume that the cost associated with SMS packages will be in the scope of WDRA. Please confirm?	Clarified in Remarks	The cost of SMS packages is under the scope of WDRA
	11	II	Training and Capacity Building	47	5	Training and Capacity Building	Please allow Maximum session of training will be conducted via online medium?	Clarified in Remarks	As per RFP
	12	II	e-Learning Module	34	4.3.2.6	Moodle Framework for e-Learning Module	Please confirm that bidder only need to integrate portal with existing Moodle Framework for e-Learning Module	Clarified in Remarks	Existing e-Learning Module works on the Moodle Framework. Bidder can propose better solution at the time of bid submission without any separate cost quoted additionally. WDRA will take final decision on acceptance of the same.
	13	II	Document Management System	37	4.3.3.6	Document Management System	Please confirm that if department already have Document Management System and bidder only need to integrate portal with existing DMS.	Clarified in Remarks	Document Management system is integral part of the functioning of Portal. Bidder can choose Document Management System based on any framework for the Portal development
	14	II	Interoperability and Meta Data Standards	37	4.3.3.8	CERT – IN	Please confirm frequency of CERT – IN security audit in year?	Clarified in Remarks	At least once in a year and any before Go Live of any major changes of the software Please refer further details given in RFP Vol II, Clause No. 4.4.2
	15	II	Payment Gateway	38	4.3.3.10	Payment Gateway	Please suggest list of Payment Gateways need to integrate?	Clarified in Remarks	at present it is one payment gateways to integrate if anyother will be required after Go-Live,it will be the part of change request