All India Council for Technical Education

(A Statutory Body of the Govt. of India)
Ministry of Human Resource Development, Govt. of India
Nelson Mandela Marg, New Delhi – 110067
Phone: 011-26131576, 78, 80

24th April, 2018

Corrigendum - III

AICTE/e-Gov/NEW-SYSTEMS/272

Refer AICTE's open tender no. AICTE/e-Gov/NEW-SYSTEMS/272 for Selection of a System Integrator for Design, Development, Maintenance and Operations of AICTE's e-Governance Applications and Web Portal. **The following Amendments /Additions / Deletions have been made to the tender document:**

I. AMENDMENTS

1. **Section 4.4.3.4 Time Schedule**

- **Existing Clause:**

S No.	Topic	Date
6	Last date for Receipt of EMD & tender fee instruments	26th April, 2018
7	Last date for Online Submission of bids	26th April, 2018
8	Date and time of opening of Pre-Qualification bids	27th April, 2018
9	Date and time for opening of Technical bids	27th April, 2018
10	Date and time for Technical Presentation / PoC demonstration	10th May, 2018
11	Date and time for opening of Commercial bids	To be intimated later to technically qualified Bidders

- **Revised Clause:**

S No.	Topic	Date
6	Last date for Receipt of EMD & tender fee instruments	**03rd May, 2018**
7	Last date for Online Submission of bids	**03rd May, 2018**
8	Date and time of opening of Pre-Qualification bids	**04th May, 2018**
9	Date and time for opening of Technical bids	**04th May, 2018**
10	Date and time for Technical Presentation / PoC demonstration	**17th May, 2018**
11	Date and time for opening of Commercial bids	**To be intimated later to technically qualified Bidders**

2. **Section 7.3.4 Centralized Application (e-Governance Portal) – Point (c) (iii)**

- **Existing Clause:** The system should have a robust rule engine through which it should be possible to configure or modify complex rules in short period of time using a user-friendly interface instead of XML files or other such low-level formats.
- **Revised Clause:** The system should have a robust rule engine through which it should be possible to configure or modify complex rules in short period of time, **without a need of coding or changes to code. The rule definitions should be done using pseudo-english and using a user-friendly interface instead of XML.**

3. **Section 8.2 Software Licenses**

- **Existing Clause:**

S No.	License Description	Metrics	Quantity
33	Oracle Social Cloud	Production	2

- **Revised Clause:**

S No.	License Description	Metrics	Quantity
33	Oracle Social Cloud	Production	**1**
35	**Oracle Service Cloud**	**Production**	**1**

II. ADDITIONS

4. **General**

- **Disaster Recovery (DR) is not covered under the scope of this RFP. However, the solution proposed by the Bidder should be DR compliant on Cloud or otherwise, as specified & when required by the Purchaser.**

All other modifications / corrigenda in future, if any, will be published on http://www.aicte-india.org & https://www.eproc.gov.in only. All other terms and conditions of the tender document will remain the same.

Sd/-

Authorized Signatory

CLARIFICATIONS TO QUERIES RAISED BY PROSPECTIVE BIDDERS FOR SYSTEM INTEGRATOR

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
1	Tender Fees and Earnest Money Deposit	2	Tender Fees (non-refundable) INR 10,000/- (INR Ten Thousand only) Earnest Money Deposit to be submitted INR 25,00,000 (INR Twenty Five Lacs only)	Request for Exemption for the bidders registered under MSME- Micro, Small and Medium Enterprises and NSIC- National Small Industries Center according to GFR Rule 170 for Earnest Money Deposit and Tender Fees.	As per RFP requirements
2	3.4. Key Information	14	a) The primary objective of the project is to revamp identified e-Governance applications & build a robust web portal in order to create an acceptable and efficient system for the various stakeholders	Here revamping the identified e-Governance applications means developing them afresh on new standard technologies/platforms for uniformity and integrate them with new Web Portal or just improving them on the same existing platforms and integrate them to the new Web Portal?	As per RFP requirements
3	3.2(c)	14	The Purchaser reserves the right to extend the term for a period (or periods) of up to 6 months with a maximum of 12 monthson the same terms and conditions, subject to the Purchaser's obligations at law.	Bidder requests modification: - The Purchaser reserves the right to extend the term for a period (or periods) of up to 6 months with a maximum of 12 months on the same terms and conditions mutually agreeable to both the parties, subject to the Purchaser's obligations at law.	As per RFP requirements
4	3.1 (d)	14	d) The AICTE accredits postgraduate and graduate programs under specific categories at Indian institutions as per its charter. It is assisted by 10 Statutory Boards of Studies, namely, UG Studies in Eng. & Tech., PG and Research in Eng. and Tech., Management Studies, Vocational Education, Technical Education, Pharmaceutical Education, Architecture, Hotel Management and Catering Technology, Information Technology, Town and Country Planning.	Please clarify a) Through which channel do these 10 Statutory Boards access the applications viz. Internet / Intranet? b) If it is through Internet, do they access the applications through Virtual Private Network (VPN)? c) Please provide the user count on a per Statutory Board basis.	a) External agencies access the application via internet b) VPN is not used c) As per RFP requirements
5	3.1(d)	14	e) The AICTE has its new headquarters building in Delhi on the Nelson Mandela Road, Vasant Kunj, New Delhi, 110067, which has the offices of the chairman, vice-chairman and the member secretary. Additionally, it has regional offices at Kanpur, Chandigarh, Gurgaon, Mumbai, Bhopal, Baroda, Kolkata, Guwahati, Bangalore, Hyderabad, Chennai and Thiruvananthapurame)	As the application will be accessed by Internal users hosted in Data Center, please clarify a) How the Headquarter and regional offices of AICTE are connected to the Data Center? b) What is the WAN backbone - Leased Lines or MPLS, etc .c) Please share the WAN topology along with per office WAN bandwidth currently provisioned. d) Please confirm all costs associated with WAN links both Internet and Intranet links will be borne by AICTE and is out of SI's scope of deliverables. e) Please provide the application users count at Headquarter and at each Regional office. f) Please share the detailed LAN connectivity available at Headquarter and at each regional office and also suggest whether the existing LAN is on 100 Mbps or 1 Gbps at wiring closet. g) Does AICTE have structured LAN cabling at Headquarter and at each regional office h) TCS assumes that existing LAN and WAN monitoring, management, maintenance etc along with end user computing devices like Laptops, Desktops, Printers, UPS etc. at Headquarter and regional offices are not under the Scope of deliverables of this RFP by the bidder. Please confirm Please clarify the following: a) It is mentioned Data Center sites. Please clarify how many Data Centers are there with AICTE. b) As it is mentioned that the Bidder shall be granted access to the Data center Sites for inspection by the Purchaser before commencement of installation and The plan shall be drawn mutually at a later stage, it contradicts with the following clause (b) wherein the bidder is deemed to have the knowledge of the AICTE Datacenter Site and its surroundings and information available in connection therewith and account for all risks, contingencies, obligations etc at the time of bidding. This is a one sided clause and impractical one and request to delete the same. b) As it is mentioned that the Bidder shall be granted access to the Data center Sites for inspection by the Purchaser before commencement of installation and The plan shall be drawn mutually at a later stage, it contradicts with the following clause (b) wherein the bidder is deemed to have the knowledge of the AICTE Datacenter Site and its surroundings and information available in connection therewith and account for all risks, contingencies, obligations etc at the time of bidding. This is a one sided clause and impractical one and request to delete the same.	As per RFP requirements, however Bidders are also free to visit DC before 13th April during working hours

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
6	3.4	15	Key Information - Interface and Network Issues	In the first RFP released in Jan' 2018, and subsequently in March' 2018, the common problem area identified was detailed out in section 3.4 Key Information - "Blank Screen or unsupportive response", "Repeated Document upload failure", "Frequent Session out" and "Servers are either down or very slow during usual office hours". In order to mitigate these risks due to low bandwidth available to end users of AICTE applications or servers being unresponsive, and the need to have exceptional user experience while filling out off-line forms (much better and superior than Excel Macro based forms) a platform centric approach for "eForms/Forms Solution" is proposed. In the remote areas such as J&K, North-Eastern states, not all the students or institutes have access to proper internet connection. Therefore, AICTE needs a Forms/E-Form Solution/platform that has the intelligence to identify the bandwidth available (in case of internet being available), and render low resolution of images and videos as well as light versions of forms. This is extremely important for adoption of the AICTE platform by all users	Bidder is free to propose solution as long as it conforms to RFP requirements
7	Section 3.4 (c iii)	15	Helpdesk and Grievance Redressal	Are you looking for a seperate module on grievance redressal. Please explain the functionality and flow.	Please refer to Section 7.3.17
8	3.4 (c) (ii)	15	c) Some of the prevalent and significant issues are broadly categorized below: ii. Network Issues · Repeated Document upload failure. · Frequent Session out · Servers are either down or very slow during usual office hours · Network security	Additonally, We request the RPO, RTO Time frame for DC to DR Switch over be shared as this would have bearing on numbers of resources to assigned for such activity . How many times DC DR drill are planned ? Please provide information on place of DC N DR	To be discussed with selected bidder
9	4.2(b)	16	Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must: i. Include all documentation specified in this RFP ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP iii. Comply with all requirements as set out within this RFP.	Bidder requests modification: - Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must: i. Include all documentation specified in this RFP ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP iii. Comply with all requirements as set out within this RFP which do not form part of the bidder's deviations.	As per RFP requirements
10	Section 4 / 4.3.3	18	Bidders shall submit, along with their Proposals, an EMD of INR 25,00,000/- (INR Twenty Five Lacs only) in the form of a bank guarantee (BG) / demand draft (DD) in favour of All India Council for Technical ducation, payable at New Delhi, valid for a period of 90 days from the date of proposal submission	Request to provide with banking details Viz. Bank Name / Branch / Account No / IFSC Code / MCIR Code to prepare BG.	Please refer to corrigendum
11	4.4.3.3(f)	19	The EMD may be forfeited in the event of: i. Bidder withdrawing its bid during the period of bid validity ii. A successful Bidder fails to sign the subsequent contract in accordance with this RFP iii. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP iv. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.	Bidder requests modification: - The EMD may be forfeited in the event of: i. Bidder withdrawing its bid during the period of bid validity ii. A successful Bidder fails to sign the subsequent contract on mutually agreed terms and conditions in accordance with this RFP iii. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP by a court of competent jurisdiction iv. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.	As per RFP requirements
12	4.4.3.5(d)	19	If at any stage any upward revisions of the specifications given in the RFP are to be made to meet the requirement of the RFP; all such changes shall be carried out within the contract price without any impact to Purchaser.	Bidder requests modification: - If at any stage any upward revisions of the specifications given in the RFP are to be made to meet the requirement of the RFP; all such changes shall be carried out at a mutually agreed additional cost within the contract price without any impact to Purchaser.	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
13	4.4.3.5. Prices d)	19	d) The Bidder shall prepare the bid based on details provided in the tender document. It must be clearly understood that the requirements are intended to give the Bidders an idea about the order and magnitude of the work and are not in any way exhaustive and guaranteed by Purchaser. Bidder shall carry out the design of the solution and sizing of the infrastructure if needed in current data center in accordance with the requirements of the tender document and it shall be the responsibility of the Bidder to fully meet all the requirements of the tender document to complete the work duly operable and safe. If during detailed planning any upward revisions of the specifications given in the Bid Document are to be made to meet the requirement of bid documents; all such changes shall be carried out within the contract price without any impact to Purchaser.d) The Bidder shall prepare the bid based on details provided in the tender document. It must be clearly understood that the requirements are intended to give the Bidders an idea about the order and magnitude of the work and are not in any way exhaustive and guaranteed by Purchaser. Bidder shall carry out the design of the solution and sizing of the infrastructure	bidder can only propose the solution based on the inputs given in the RFP and any change which may have commercial impact later on during implementation will be jointly discussed and suitable cost implications will be borne by AICTE on as per actuals.	As per RFP requirements
14	4.6	22	c) The Purchase Committee would evaluate and classify them as “material deviation” or “non-material deviation“. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder or declare the bid as non-responsive. d) The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser. e) In case of non-material deviations, the deviations would form a part of the proposal & subsequent agreement.	Bidder requests modification: - c) The Purchase Committee would evaluate and classify them as “material deviation” or “non-material deviation“. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder or declare the bid as non-responsive. d) The Bidders would be informed in writing on the committee’s decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations submitted without the prior consent of the Purchaser. e) All In case of non-material deviations, the deviations would form a part of the proposal & subsequent agreement.	As per RFP requirements
15	4.7(d)	22	The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.	Bidder requests modification: - The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.	As per RFP requirements
16	4.6 (b)	22	The Bidder may provide deviation to the contents of the RFP document in the format prescribed in Appendix 1: Form 11.	We request to kindly delete this clause or clarify the process of monetize process with one example. How AICTE would arrive at Value ?	As per RFP requirements
17	4.6 (c)	22	The Purchase Committee would evaluate and classify them as “material deviation” or “non-material deviation“. In case of material deviation, the committee may decide to “monetize” the value of the deviations, which will be added to the price bid submitted by the Bidder or declare the bid as non-responsive.	We request to kindly delete this clause or clarify the process of monetize process with one example. How AICTE would arrive at Value ?	As per RFP requirements
18	Section 5 / 5.1. Pre-Qualification Criteria / Clause 2 & 3	24	1. Three years audited financial statements AND 2. Statutory auditor’s certificate (i.e. 2016-2017, 2015-16, 2014-15)	Request you to accept CA certificate confirming turnover & Net-Worth	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
19	Section 5 / 5.1. Pre-Qualification Criteria / Clause 4	24	Experience details with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client	For Work Completion / Satisfaction/ Go-Live certification, we request you to accept communication through email, newsletter or certificate.	Please refer to corrigendum
20	5.1	24	The Bidder should have experience of executing / be in the process of executing IT projects (with scope of work similar to that specified in this document) over multiple locations for a Central / State Government Organization / Public Sector Unit in India, during last 5 years (as on 31.03.2017). □ At least one project which is not less than INR 3 crores of total contract value* * 'total contract value' shall mandatorily include value of Application Development & Maintenance Services" and additionally any one of the following elements: □ Data Centre Infrastructure Support and Maintenance Services □ IT Application Support and application Maintenance Services	We understand similar work here means "Portal and Workflow projects" only. Please confirm our understanding.	As per RFP requirements
21	5.1	24	Pre-Qualification Criteria Pt No.8	You are requested to allow CMMI Level 3 Firms also having experience of Government projects.	As per RFP requirements
22	5.1	24	Pre-Qualification Criteria Pt No.2	Turnover Criteria should not be more than 75 Crores per Annum. At best AICTE can ask for Minimum Average Annual Turnover of Rs.75 Crores for last 3 financial years to allow healthy competition & Companies with relevant experience to bid.\	As per RFP requirements
23	5.1 Pre-Qualification Criteria Point No. 1	24	The Bidder should be a company or a Proprietorship firm registered under the Companies Act, 2013 or Limited Liability Partnership Firm registered under Limited Liability Partnership Firm Act 2008. Bidder should have registered offices in India and should be in existence for at least the last 5 years, as on 31st March 2017.	Request to clarify that is consortium allowed for the bidders?? And amend the clause as " The Bidder or its consortium partner should be a company or a Proprietorship firm or a firm registered under the Companies Act, 2013 or Limited Liability Partnership Firm registered under Limited Liability Partnership Firm Act 2008. Bidder should have registered offices in India and should be in existence for at least the last 5 years, as on 31st March 2017."	As per RFP requirements
24	5.1. Pre-Qualification Criteria Point No. 2	24	The Bidder should have an annual turnover of at least INR 250 Crores from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	Request to lessen the average annual turnover criteria and amend the clause "The Bidder should have an annual turnover of at least INR 8 Crores from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)"	As per RFP requirements
25	5.1. Pre-Qualification Criteria Point No. 3	24	The Bidder should have net worth of INR 50 crores (measured as paid-up capital plus free reserves) and profit after tax of INR 30 crores during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	Request to lessen the net worth criteria and amend the clause as "The Bidder should have net worth of INR 5 crores (measured as paid-up capital plus free reserves) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	As per RFP requirements
26	5.1. Pre-Qualification Criteria Point No. 4	24	The Bidder should have experience of executing / be in the process of executing IT projects (with scope of work similar to that specified in this document) over multiple locationsfor a Central / State Government Organization / Public Sector Unit in India, during last 5 years (as on 31.03.2017). project which is not less than INR 3 crores of total contract value*	The Bidder should have experience of executing / be in the process of executing IT projects (with scope of work similar to that specified in this document) over multiple locations for a Central / State Government Organization / Public Sector Unit in India, during last 5 years (as on 31.03.2017). At least one project which is not less than INR 1 crores of total contract value*	As per RFP requirements
27	Evaluation Criteria	24	The Bidder should have an annual turnover of at least INR 250 Crores from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	We hereby request DDA Authority to kindly modify & amend as, at least average INR 100 Crores from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	As per RFP requirements

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28	Evaluation Criteria	24	The Bidder should have experience of executing / be in the process of executing IT projects (with scope of work similar to that specified in this document) over multiple locations for a Central / State Government Organization / Public Sector Unit in India, during last 5 years (as on 31.03.2017). At least one project which is not less than INR 3 crores of total contract value* total contract value' shall mandatorily include value of Application Development & Maintenance Services" and additionally any one of the following elements: Data Centre Infrastructure Support and Maintenance Services IT Application Support and application Maintenance Services	We request you to please change the mentioned RFP point into "At least one project which is not less than INR 1 crores of total contract value"	As per RFP requirements
29	5. Evaluation Criteria/5.2. Technical Qualification Criteria	24	Experience details with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client	Request you to change the clause to as most of our clients have NDA signed and due to NDA we can not share original documentse.g. PO/ contract copies. Company Secretory signed letter is accepted in almost all the Central/ state Govt. departments : Experience details with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client/ Company Secretory	Please refer corrigendum
30	5.1 Point no. 2	24	The Bidder should have an annual turnover of at least INR 250 Crores from the IT Business (System Integration Services, Software Development Services, Hardware supply, installation, commissioning, and facilities management services) during each of the last three financial years (i.e. 2016-2017, 2015-16, 2014-15)	We suggest Certificate of CA should be considered	As per RFP requirements
31	5.1 Point no. 4	24	The Bidder should have experience of executing / be in the process of executing IT projects (with scope of work similar to that specified in this document) over multiple locations for a Central / State Government Organization / Public Sector Unit in India, during last 5 years (as on 31.03.2017).	We request that declaration of Company Secretary or authorized signatory should also be considered and providing work order copy or completion certificate in case Non disclosure agreement with client may not be possible	Please refer corrigendum
32	5. Evaluation Criteria/5.1. Pre-Qualification Criteria/Sr. No. 9	25	The bidder should have at least 500 professionally qualified personnel (relevant degree holders B.Tech / B.E. / MCA / MTech / MBA or equivalent qualification) working in the areas of software development, networking systems integration, IT infrastructure maintenance in India as on 31.03.2017	Request you to kindly modify this as follows: The bidder should have at least **300** professionally qualified personnel (relevant degree holders B.Tech / B.E. / MCA / MTech / MBA or equivalent qualification) working in the areas of software development, networking systems integration, IT infrastructure maintenance in India as on 31.03.2017	As per RFP requirements
33	5.1. Pre-Qualification Criteria Point No. 8	25	The Bidder should have a CMMi Level 5 certification	Request to amend the clause and allow the bidders who are CMMi Level 3 certified	As per RFP requirements
34	5.1. Pre-Qualification Criteria Point No. 9	25	The bidder should have at least 500 professionally qualified personnel (relevant degree holders B.Tech / B.E. / MCA / MTech / MBA or equivalent qualification) working in the areas of software development, networking systems integration, IT infrastructure maintenance in India as on 31.03.2017	The bidder should have at least 100 professionally qualified personnel (relevant degree holders B.Tech / B.E. / MCA / MTech / MBA or equivalent qualification) working in the areas of software development, networking systems integration, IT infrastructure maintenance in India as on 31.03.2017	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
35	5. Evaluation Criteria 5.1. Pre-Qualification Criteria	25	8. The Bidder should have a CMMi Level 5 certification Note: 1. In case the certificate is under renewal, the Bidder to provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids. 2. In case the certificate is not provided by the mentioned time, the bidder will be disqualified and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned un-opened	Laconically, we would like to apprise that, ITI Limited (Under Ministry of Communications and Information Technology) being a Central Government entity do not proffer CMMI Certification. We would like to chiefly stipulate that, for Government organization(s) like ours, who work for Ministry of defence (MOD), it is nugatory for us to be CMMI certified. Benevolently refer the clauses elucidated underneath, that vindicate ITI Limited not being CMMI Certified: • CMMI in an IT industry may prove to be a liability as it may add some overhead in terms of Organizational decisions due to its Software Development and process enhancement nature. Not necessarily the best "Solution outcome" has a CMMI structure behind. The coexistence embraces due to the experience and market structure of the business and importantly the nature of business. • For a steady state operational firm, it becomes imperative to constantly learn, adapt and improvise the organizational process structures, not necessarily binding by the edges of the CMMI perspective. An in-flow delivery of product and Customers infrastructure plays an important role in molding the business process of a firm. For that extra bit of efforts a structure may adopt and equally justify the changed business structure other than CMMI. • Besides above, the Capability Maturity Model does come with some drawbacks. One of which is that when organizations use CMM, they look at each level as a target. They make their goal to reach the next level up. This can be a dangerous thought because if you become fixated on reaching the next level, you begin to lose perspective and forget that the real goal is to actually improve the processes. • Another disadvantage is that, CMM only helps if it is put into place early in the software development process. For example, if there is a process that is in a crisis then CMM will not help overnight. It can't be used as an emergency method of recovering from a difficult position. • Finally, CMM is concerned with the improvement of management related activities. Whilst this is a big issue in the software development process it is not necessarily the most important thing to look at. Improved quality of code may be a vital issue in the context of the software. Therefore, we request you to kindly remove this clause.	As per RFP requirements
36	5.2	26	System Integration (Govt. Sector): Experience of Bidder in executing / be in the process of executing e-Governance project in education sector with Central / State Government / PSU Organization in India during the last 5 years(as on 31.03.2017) □ Project value less than INR 3 crore: 0 marks □ Project value greater than or equal to INR 3 crore but less than INR 4 crore: 3 marks □ Project value greater than or equal to INR 4 crore but less than INR 5 crore: 4 marks □ Project value greater than or equal to INR 5 crore: 5 marks	Request to kindly accept the projects done for Government sector for Application Development, Portal, Workflow etc. Accordingly request to change the clause as: System Integration (Govt. Sector): Experience of Bidder in executing / be in the process of executing e-Governance project in education/**Other** sector with Central / State Government / PSU Organization in India during the last 5 years(as on 31.03.2017) □ Project value less than INR 3 crore: 0 marks □ Project value greater than or equal to INR 3 crore but less than INR 4 crore: 3 marks □ Project value greater than or equal to INR 4 crore but less than INR 5 crore: 4 marks □ Project value greater than or equal to INR 5 crore: 5 marks	As per RFP requirements
37	5.2	26	Handholding in IT implementation Project for Central or State Government or PSU: Experience of Bidder of providing handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 250 users during last 5 years (as on 31.03.2017) □ 1 markper project (maximum 5 projects)	Request kindly modify the clause as follows: Handholding in IT implementation Project for Central or State Government or PSU: Experience of Bidder of providing handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than ~~**250**~~ **50** users during last 5 years (as on 31.03.2017) □ 1 markper project (maximum 5 projects)	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
38	5.2. Technical Qualification Criteria/A1	26	System Integration: Experience of Bidder in executing / be in the process of executing IT Portal with Workflow Engine during the last 5 years(as on 31.03.2017) □ 2 marks per project (maximum 5 projects) □ Additional 1 mark will be provided for each completed project with Central / State Government / PSU Organization in India	Request you to kindly modify this as follows: Experience of Bidder in executing / be in the process of executing IT Portal with Workflow Engine during the last 5 years(as on 31.03.2017) □ **5** marks per project (maximum **3** projects) **Additional 1 mark will be provided for Project value greater than or equal to INR 5 crore**	As per RFP requirements
39	5.2. Technical Qualification Criteria/A2	26	System Integration (Govt. Sector): Experience of Bidder in executing / be in the process of executing e-Governance project in education sector with Central / State Government / PSU Organization in India during the last 5 years(as on 31.03.2017) □ Project value less than INR 3 crore: 0 marks □ Project value greater than or equal to INR 3 crore but less than INR 4 crore: 3 marks □ Project value greater than or equal to INR 4 crore but less than INR 5 crore: 4 marks □ Project value greater than or equal to INR 5 crore: 5 marks	Request you to kindly modify this as follows: System Integration (Govt. Sector): Experience of Bidder in executing / be in the process of executing e-Governance project with Central / State Government / PSU Organization in India during the last 5 years(as on 31.03.2017) □ Project value less than INR 3 crore: 0 marks □ Project value greater than or equal to INR 3 crore but less than INR 4 crore: 3 marks □ Project value greater than or equal to INR 4 crore but less than INR 5 crore: 4 marks □ Project value greater than or equal to INR 5 crore: 5 marks	As per RFP requirements
40	5.2. Technical Qualification Criteria/A3	26	Training in Government sector: Experience of Bidder in development of training material and successfully delivered training for use of IT applications (application developed / customized) / basic computer skills / IT systems during last 5 years in Central / State Government/ PSU Organization (as on 31.03.2017). □ 1 mark per project (maximum 5 projects)	Request you to kindly modify this as follows Training in Government sector: Experience of Bidder in development of training material and successfully delivered training for use of IT applications (application developed / customized) / basic computer skills / IT systems during last 5 years in Central / State Government/ PSU Organization (as on 31.03.2017). □**2.5** mark per project (maximum **3** projects) **Additional 1 mark will be provided for Project value greater than or equal to INR 5 crore**	As per RFP requirements
41	5.2. Technical Qualification Criteria/A4	26	Handholding in IT implementation Project for Central or State Government or PSU: Experience of Bidder of providing handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 250 users during last 5 years (as on 31.03.2017) □ 1 markper project (maximum 5 projects)	Handholding in IT implementation Project for Central or State Government or PSU: Experience of Bidder of providing handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 250 users during last 5 years (as on 31.03.2017) □ **2.5** markper project (maximum **3** projects) **Additional 1 mark will be provided for Project value greater than or equal to INR 5 crore**	As per RFP requirements
42	5.2. Technical Qualification Criteria/A1	26	Experience details as per the Appendix I: Form 5 (Project Citation Format) of responding firm along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client	Experience details as per the Appendix I: Form 5 (Project Citation Format) of responding firm along with documentary evidence for scope of work and contract value, along with client contact details, in the form of Work order / Purchase order / Completion certificate from client/**Agreement copy/ Self declaration**	As per RFP requirements
43	5.2 (A-2)	26	System Integration (Govt. Sector): Experience of Bidder in executing / be in the process of executing e-Governance project in education sector with Central / State Government / PSU Organization in India during the last 5 years(as on 31.03.2017)	we request that word only in education sector may not insisted and deleted." it should be executing e-Governance project with Central / State Government / PSU Organization in India during the Last 5 Years as on (31.03.2017)	As per RFP requirements
44	5.2 (A-4)	26	Handholding in IT implementation Project for Central or State Government or PSU: Experience of Bidder of providing handholding services in IT implementation for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 250 users during last 5 years (as on 31.03.2017)	The no of user may kindly be considered over 50/100 or above in place of 250 or above	As per RFP requirements
45	5.3	30	POC	Please specify the parameters for POC. What features will be reviewed?	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
46	5.3	30	5.3. Presentation of Proposed Solution &Proof of Concept (PoC) a) Technically qualified Bidders will be invited to make a presentation of the proposed solution & a proof of concept as defined in this section b) Technically qualified bidders will have to prepare a PoC demonstrating the Approval Process as per the guidelines mentioned in the Approval Process Handbook 2018-19 available at https://www.aicte-india.org/sites/default/files/APH%202018-19.pdf c) The date & time for the presentation will be communicated to the technically qualified bidders at a later stage.	We request POC at this stage may not be considered and bidders be evaluated on presentation basis	As per RFP requirements
47	6.5(d)	33	The vendor should not assign or sublet any activities under the contract or any part of it to any other agency. Failure to do so shall result in termination of contract and forfeiture of Performance Bank Guarantee	Bidder requests modification: - The vendor should not assign or sublet any activities under the contract or any part of it to any other agency without the prior consent of AICTE. Failure to do so shall result in termination of contract and forfeiture of Performance Bank Guarantee	As per RFP requirements
48	6.6(b)	33	In case of exigency / non-performance / default, if Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.	Bidder requests modification: - In case of exigency / non-performance / default, if Purchaser gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder. Provided however that AICTE shall first give a prior reasonable notice to the Service Provider to rectify the default and only if the default continues even after the expiry of the cure period shall AICTE have the right to invoke this clause. Provided further that the aggregate liability on account of the invocation of this clause shall be restricted to 5% of the charges which otherwise would have been payable to the Service Provider had this clause not been invoked.	As per RFP requirements
49	6.7(b)	33	In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.	Bidder requests modification: - In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.	As per RFP requirements
50	6.8.1(c)	33	Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications upon agreement with the System Integrator and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the Schedule of Requirements.	Bidder requests modification: - Purchaser reserves the right to amend, upon mutual agreement with the System Integrator, any of the terms and conditions in relation to the Contract / Service Specifications upon agreement with the System Integrator and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the Schedule of Requirements.	As per RFP requirements
51	6.7 (a)	33	6.7. Failure to Agree with the Terms and Conditions of the RFP a) Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. b) In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder	The mutually agreed terms and conditions should be the included agreement based on legal inputs from both side	As per RFP requirements
52	.6.8.1 9 (c)	33	C) Purchaser reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications upon agreement with the System Integrator and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the Schedule of Requirements.	This clause in unilateral and one sided . We request this should be deleted	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
53	6.8.3	34	a) Purchaser reserves the right to inspect and monitor/assess the progress / performance / maintenance of the systems at any time during the course of the Contract. Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project. b) Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by Purchaser and the Bidder undertakes to cooperate with and provide to Purchaser/ any other agency appointed by Purchaser, all documents and other details or information as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which Purchaser may, without prejudice to any other rights that it may have issue a notice of default.	Bidder requests modification: - a) Purchaser reserves, upon giving a prior notice of at least thirty (30) days, the right to inspect and monitor/assess the progress / performance / maintenance of the systems at any time during the course of the Contract. Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project. b) Purchaser shall also have the right to conduct, either itself or through another agency (who shall not be a competitor of the System Integrator) as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by Purchaser and the Bidder undertakes to cooperate with and provide to Purchaser/ any other agency appointed by Purchaser, all documents and other details or information as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Bidder failing which Purchaser may, without prejudice to any other rights that it may have issue a notice of default. Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Contractor to provide to Customer access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of the Contractor's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to the Contractor's profitability or other such financial data.	As per RFP requirements
54	6.8.4. Intellectual Property Rights, b,	35	In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all program source codes, processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.	With this our understanding is that, the department requires the source code of the Custom development done for this project. However if Source Code of COTS based solution is required then same can be kept under the Escrow Agreement. Please confirm our understanding.	As per RFP requirements
55	6.8.4. Intellectual Property Rights, b,	35	In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all program source codes, processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.	With this our understanding is that, the department requires the source code of the Custom development done for this project. However if Source Code of COTS based solution is required then same can be kept under the Escrow Agreement. Please confirm our understanding.	As per RFP requirements
56	6.8.5(d)	36	The Bidder / Bidder's Team shall follow Purchaser's Information Security policy, if any. Access to Purchaser and Purchaser's data and systems, Email and Internet facility by the Bidder / Bidder's team at the Data Centre Sites and Purchaser office location shall be in accordance with the security and access policies set by the Purchaser, if any.	Bidder requests AICTE to share its information policy.	Please refer Section 7.3.11 (f)
57	6.8.8(d)	37	The Bidder shall be liable to fully recompense Purchaser for any loss of revenue arising from breach of confidentiality. Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.	Bidder requests modification: - The Bidder shall be liable to fully recompense Purchaser for any loss of revenue arising from breach of confidentiality. Purchaser reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
58	6.8.9	37	· It shall be the responsibility of the Bidder to meet all performance and other requirements of the Purchaser as stipulated in the Tender document / Contract. Any upward revisions / additions of quantities, specifications, technical manpower, service requirements to those specified by the Bidder in his Bid documents, that may be required to be made during installation / acceptance of the System or at any time during the currency of the contract in order to meet the conceptual design, objective and performance levels or other requirements as defined in the Tender documents shall not constitute a change order and shall be carried out by the Bidder without any change order and without any time and cost effect to the Purchaser whatsoever	Bidder requests modification: - · It shall be the responsibility of the Bidder to meet all performance and other requirements of the Purchaser as stipulated in the Tender document / Contract. Any upward revisions / additions of quantities, specifications, technical manpower, service requirements to those specified by the Bidder in his Bid documents, that may be required to be made during installation / acceptance of the System or at any time during the currency of the contract in order to meet the conceptual design, objective and performance levels or other requirements as defined in the Tender documents shall not constitute a change order and shall be carried out by the Bidder at a mutually agreed additional cost without any change order and without any time and cost effect to the Purchaser whatsoever	As per RFP requirements
59	.6.8.9 (b)	37	b) The Purchaser may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract, including but not limited to: i. Development of enhancements / new features in existing e-Governance applications that are listed in Section 7.2, .ii Any integration that will be required to be done with any new external system, which is currently not in scope, but can be requested later by AICTE , iii. Designing solution and developing new modules/applications as required by AICTE .iv. Developing any new website or portal. v. Any major enhancements in website	We suggest such changes should be discussed mutually centrally at a Predefined/Periodic interval (example 3 months or six months period) As it may impact the design of the application and based on agreement time frame and required changes be agreed on be incorporated	As per RFP requirements
60	6.8.9(c)	38	The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period.	Bidder requests that any increase of decrease should be on terms and conditions mutually agreeable to both the parties.	As per RFP requirements
61	6.8.9(d)	38	The clause for change order will come into effect from the date of go-live of the web portal and change order worth up to 5% of the total contract value would be covered under this contract and hence would not entail any additional payment by the purchaser	Bidder requests deletion of the clause	As per RFP requirements
62	6.8.9 d	38	The clause for change order will come into effect from the date of go-live of the web portal and change order worth up to 5% of the total contract value would be covered under this contract and hence would not entail any additional payment by the purchaser	Please clarify on this 5% value.	As per RFP requirements
63	.6.8.9 (c)	38	c) The Purchaser will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period.	we suggest it should be communicated prior to order being placed by the bidder. This may also result in hike in price as OEM normally give pricing for completer stack based quantities mentioned in their order and variation may result in price hike	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
64	6.8.9 (d)	38	d) The clause for change order will come into effect from the date of go-live of the web portal and change order worth up to 5% of the total contract value would be covered under this contract and hence would not entail any additional payment by the purchaser	We request this clause be deleted as impact the overall pricing of complete contract	As per RFP requirements
65	.6.8.10	40	Suspension of work	In case of suspension how bidder would be compensated for the work already carried out by him. How it would be evaluated ? Please clarify the the process	As per RFP requirements
66	6.8.12	41	During installation at site, if any item is found to be defective or broken, it will be replaced with new one by the Bidder at its own cost and risk within 30 days from the date on which the Bidder has been informed of such damage.	Bidder requests modification: - During installation at site, if any item is found to be defective or broken caused solely due to the gross negligence of the bidder, it will be replaced with new one by the Bidder at its own cost and risk within 30 days from the date on which the Bidder has been informed of such damage.	As per RFP requirements
67	.6.8.13	41	6.8.13. Payment for Working Overtime or on Weekends / Public Holidays	This should not be considered for evaluation of total value of contract as it would be required time to time	This information is only for reference purpose & will not form a part of the final evaluation
68	Section 6 / 6.8.17 / Protection and Limitations	43	The warranty period for the systems shall be taken into account from the date of completion of supply of products, its successful installation/commissioning and acceptance by Purchaser, including free spare parts, kits etc. Failure to provide satisfactory warranty service/support shall attract penalties.	Request to consider warranty from successful installation/commissioning of product. Consideration are requested in case of delays due to SNR & unavailability of concerned authorities	As per RFP requirements
69	6.8.18(iii)	43	That the representations and warranties made by the Bidder in its Bid, Tender and Contract are and shall continue to remain true and correct throughout the term of this Contract and Bidder shall fulfill all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.	Bidder requests modification: - That the representations and warranties made by the Bidder in its Bid, Tender and Contract are and shall continue to remain true and correct throughout the term of this Contract and Bidder shall fulfill all the requirements as are necessary for executing the obligations and responsibilities as laid down in the Contract and the Tender and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.	As per RFP requirements
70	.6.8.17	43	The warranty period for the systems shall be taken into account from the date of completion of supply of products, its successful installation/commissioning and acceptance by Purchaser, including free spare parts, kits etc. Failure to provide satisfactory warranty service/support shall attract penalties.	We assume this clause is valid for the new equipment/system software/services suggested by bidder ? However this would not be applicable for existing equipment/systems software available with AICTE	As per RFP requirements
71	.6.8.18 Point no (V)	43	That the Bidder shall ensure that all assets/ components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced..	we assume this would be required for additional equipment system software provided by the bidder only ?	Day to day maintenance & monitoring of all hardwrae & software will be the responsibility of the SI. However the AMC administration will be as per Section 7.3.25
72	6.8.18	44	vii. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto.	Request deletion	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
73	6.8.18	44	xvi. That the Bidder agrees to incorporate, within the contract value, all hardware configuration, software changes, upgrades and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system during the contract period. xvii. That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied hardware and software to meet the requirements of the applications.	Bidder requests modification: - xvi. That the Bidder agrees to incorporate, within the contract value, all mutually agreed hardware configuration, software changes, upgrades and patches to the system, announced by him and agreed by the bidder from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system during the contract period. xvii. That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied hardware and software to meet the requirements of the applications.	As per RFP requirements
74	.6.8.18 Point no XII	44	Xii) That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.	We request more clarity on this clause ?	As per RFP requirements
75	.6.8.18 XVI	45	XVI)That the Bidder agrees to incorporate, within the contract value, all hardware configuration, software changes, upgrades and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system during the contract period.	We request that clause be reviewed and deleted as at the time of signing of contract advancement of technology to be predicted and make provision for the same may not be possible for the entire period of contract	As per RFP requirements
76	.6.8.18 Point no (Xviii)	45	If and when the system and/or components of the system are required to be relocated / shifted within the same Data Center Site or to a new Data Center Site, the Bidder shall undertake required work related for de-commissioning / re-commissioning and other associated work, at no additional cost to the Purchaser. Associated cost for transportation, insurance and packing shall however be borne by the Purchaser. For any such relocation / shifting efforts beyond two such occurrences during the contract period, extra charges shall be mutually agreed upon.	Does AICTE plans to do shifting in near future ? If yes the please specify at which place shifting would be required, We assume it would be within Delhi itself? We request for services required outside Delhi cost travel of the team should be borne by AICTE	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
77	6.8.18.1	46	c) The Bidder warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract. d) The Bidder warrants that the goods supplied under this contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available. e) The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Purchaser's Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Data center Sites	Bidder requests modification: - c) The Bidder warrants that the Goods supplied under the Contract are, at the time of delivery, new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract. d) The Bidder warrants that the goods supplied under this contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available. e) The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the Purchaser's Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Data center Sites	As per RFP requirements
78	6.8.18.1.	46	A comprehensive warranty applicable on goods supplied under this contract shall be provided by the respective OEM for the period of contract from the date of acceptance of respective system by the Purchaser.	We request AICTE to consider warranty from the date of supply of respective system	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
79	6.8.19	47	b) Except in the case of Gross Negligence or Willful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the Purchaser or of any of Purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher. i. For the purposes of the Clause (b) of this section, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. ii. "Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith. c) This limitation of liability slated in Section 6.8.18, shall not affect the Bidder liability, if any, for direct damage by Bidder/Bidder's Team to a Third Party's real property, tangible personal property or bodily injury or death caused by the Bidder/Bidder's Team or any person	Bidder requests modification: - b) Except in the case of Gross Negligence or Willful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the aggregate liability of the Bidder, with respect to all claims under this contract shall not exceed the consideration received by the bidder in three (3) months preceeding the date when the claim first arose damage caused by the Bidder including to property and/or assets of the Purchaser or of any of Purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher. i. For the purposes of the Clause (b) of this section, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. ii. "Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith. c) This limitation of liability slated in Section 6.8.18, shall not affect the Bidder liability, if any, for direct damage by Bidder/Bidder's Team to a Third Party's real property, tangible personal property or bodily injury or death caused by the Bidder/Bidder's Team or any person or firm/company acting on behalf of the Bidder in executing the work or in carrying out the Services."	As per RFP requirements
80	.6.8.19 (b)	47	6.8.19. Limitation of Liability b) Except in the case of Gross Negligence or Willful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the Purchaser or of any of Purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher	The limitation of liability clause should be be restricted to value of contract only	As per RFP requirements
81	6.8.21. Audit, access and reporting	48	The selected bidder shall establish and maintain a web-based project tracking system wherein all the project tasks / activities are tracked against the baseline plan in a prompt manner – so that any of the project stakeholders can monitor the project progress without having to request / wait for periodic project status reports. In order to meet this requirement, the project members from the Bidder’s team must all diligently update the status in this tool at least on a daily basis.	Can bidder provided his own built tools for this ? Please clarify or it has to be built by bidder as a part of project. We understand that the bidder has to provision only the system software and not any hardware or security infrastructure. Hence the audit to be conducted will only be for the system software. Please confirm ?	Bidder is free to propose solution as long as it conforms to RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
82	6.8.22. Bidder’s obligation	49	Security and safety of data will be responsibility of the selected bidder and after completion of the project complete data for all the application software will be handed over to department and department reserves the right to validate the data and selected bidder will provide necessary assistance	As per our understanding, application security of the proposed solution is in bidder's scope and infrastructure security shall remain with AICTE. Please confirm.	Please refer corrigendum
83	6.8.22	50	h) The Bidder shall ensure that all the personnel identified for this project have high level of integrity. Bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. In addition, the Bidder would also get the background verification checks carried out for the personnel deployed, &will submit an undertaking verifying the same,as and when demanded by the Purchaser.Purchaser reserves the right to carry out background verification beyond the undertaking submitted by SI.	Bidder requests modification: - h) The Bidder shall ensure that all the personnel identified for this project have high level of integrity. Bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. In addition, the Bidder would also get the background verification checks carried out for the personnel deployed, &will submit an undertaking verifying the same,as and when demanded by the Purchaser.Purchaser reserves the right to carry out background verification beyond the undertaking submitted by SI.	As per RFP requirements
84	6.8.22 i)	50	The Bidder shall provide its team, at the Data Centre Sites and Purchaser office location, requisite equipment & tools etc. that may be required by it during the contract period for performance of Services under this contract, at no extra cost to the Purchaser, as per the SLAs defined in the RFP	For resources deployed at AICTE Data Center, the requisite, desktops, stationary, printer, etc should be provided by AICTE. Is this under scope of Vendor?	As per RFP requirements
85	.6.8.22 (k)	50	k) The Bidder shall ensure that the OEMs supply equipment/components including associated accessories and software required and shall support the Bidder in the installation, commissioning, integration and maintenance of these components during the entire period of contract. The Bidder shall ensure that the COTS OEMs supply the software applications and shall support the Bidder in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract.	We suggest this aspect should be left to bidder discretion whether OEM Service are required or not onsite/offsite. Or not ?	As per RFP requirements
86	.6.8.22 (M)	51	m) The Bidder shall ensure that the Annual Maintenance support for the software components is provided for the period from date of deployment of the software component till the end of contract. Annual Maintenance support shall include patches, updates and upgrades of the software. Bidder shall ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs or transfer in favour of purchaser for the benefit of any warranties given by OEMs.	We suggest this aspect should be left to bidder discretion whether OEM Service are required or not onsite/offsite. Or not ?	As per RFP requirements
87	6.8.22.1. Knowledge of Data Center Site conditions	51	b)However, if during pre-installation survey / during delivery or installation, Bidder detects physical conditions and/or obstructions affecting the work, the Bidder shall take all measures to overcome them.	We request the cost of the said work would be borne by AICTE ? Please clarify	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
88	6.8.22.2. Project Charter	52	a) Within 2 weeks of Effective date of the Contract, the Bidder shall submit to the Purchaser for its approval a detailed Project Charter with details of the program showing the sequence, procedure and method in which he proposes to carry out the works as stipulated under Scope of Work of this Tender whenever reasonably required by the Purchaser's Representative furnish in writing the arrangements and methods proposed to be made for carrying out the works.	We request to increase the period from 2 weeks to 4 weeks	As per RFP requirements
89	6.8.22.4	53	As per RFP	Bidder requests AICTE to share its policies.	As per RFP requirements
90	6.8.22.5	54	During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Purchaser indemnified in this regard.	Bidder requests modification: - During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. applicable to the bidder in its capacity as an IT service provider and shall keep Purchaser indemnified in this regard.	As per RFP requirements
91	6.8.24	54	a) The Bidder shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: i. any negligence or wrongful act or omission by the Bidder or the Bidder's Team or any third party associated with Bidder in connection with or incidental to this Contract; or ii. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team or any third party. iii. Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof. b) The Bidder shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.	Bidder requests modification: - a) The Bidder shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: i. any grossly negligent negligence or wrongful act or wilful omission by the Bidder or the Bidder's Team or any third party associated with Bidder in connection with or incidental to this Contract; or ii. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, thesis' Team or any third party. iii. Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof. b) The Bidder shall also indemnify the Purchaser against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.	As per RFP requirements
92	6.8.23. Purchaser's Obligation	54	Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the Purchaser's office location and Data Center Site	As per our understanding , stationary and consumables are required only for the bidder's project office. Please confirm.	Please refer corrigendum
93	6.8.22.6. Bidder's obligation – OEM	54	b) Bidder has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the OEM.	Please clarify if OEM MAF would suffice to fulfill this requirement or AICTE expects any other document for the same	As per RFP requirements
94	6.8.23 e)	54	Purchaser shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the Purchaser's office location and Data Center Site.	This is contracdicting the above statement. Should be clarified.	Please refer corrigendum
95	6.8.22.6. Bidder's obligation – OEM	54	a) The Bidder must pass on the standard OEMs' warranty which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this tender document. b) Bidder has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the OEM. c) The Bidder undertakes to ensure the maintenance of the acceptance criteria /standards in respect of the systems	we assume this would for additional equipment/system software only supplied by bidder? Please clarify	As per RFP requirements

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96	6.8.25	56	e) Purchaser may, by prior written notice sent to the Bidder at least 3 months in advance, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. f) Upon termination of the contract, the Parties will comply with the Exit Management Schedule g) Purchaser reserves the right to initiate civil as well as criminal action against the Bidder / Bidder personnel / agents for fraud or misappropriation, besides claiming damages and indemnification. The management of the Bidder would also be made liable for action in case of fraud, under applicable laws and Purchaser may terminate the contract, if deemed necessary.	Bidder requests modification: - e) Purchaser may, by prior written notice sent to the Bidder at least 3 months in advance, terminate the Agreement, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Department's convenience, the extent to which performance of work under the Agreement is terminated, and the date upon which such termination becomes effective. Notwithstanding anything contained to the contrary contained elsewhere, in the event of termination of the contract for any reason whatsoever, the bidder shall be paid for all the goods delivered and services rendered upto the effective date of termination. f) Upon termination of the contract, the Parties will comply with the Exit Management Schedule g) Purchaser reserves the right to initiate civil as well as criminal action against the Bidder / Bidder personnel / agents for fraud or misappropriation, besides claiming damages and indemnification. The management of the Bidder would also be made liable for action in case of fraud, under applicable laws and Purchaser may terminate the contract, if deemed necessary.	As per RFP requirements
97	6.8.28	58	a) Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of project and the Services which the Bidder shall be obliged to comply with which may include re-determination of the consideration payable to the Bidder as agreed mutually by Purchaser and Bidder or through a third party acceptable to both parties. The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.	Bidder requests modification: - a) Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of project and the Services which the Bidder shall be obliged to comply with which may include re-determination of the consideration payable to the Bidder as agreed mutually by Purchaser and Bidder or through a third party acceptable to both parties. The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.	As per RFP requirements
98	6.8.29. Sub-Contracting	59	a) The Bidder shall not be permitted to appoint any delegate/subcontractor for the performance of Bidder Services under this contract	Request AICTE to change this clause and allow white labelling of the resource with Bidders responsibility	As per RFP requirements
99	6.8.31.2 Conditions precedent for Project Operations and Maintenance Phase	61	c) The AICTE project post go-live should have run successfully for a period of 90 days, to the satisfaction of Purchaser and the Bidder shall have been granted requisite certification thereafter as per the Agreement	We assume this is referring to SAT period ? Please clarify ?	Yes
100	6.8.31.2 Conditions precedent for Project Operations and Maintenance Phase	61	d) Bidder has to get the AICTE application audited and cleared by a CERT-IN empanelled third party security audit agency as selected by Purchaser before Go-Live date	Kindly clarify Cert -in certificate is required before SAT or after SAT ?	Post SAT
101	6.8.33.2. Use of Project Assets	62	Xiii) Ensure the integration of the software with hardware to be installed and the current assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to all the Stakeholders of AICTE Project in an efficient and speedy manner;	We assume in case of AICTE Exisitng software, hardware if any support is required from OEM then same should be arranged by AICTE	Please refer to Section 7.3.25
102	6.8.34.4	65	As per RFP	Bidder requests deletion of the clause	As per RFP requirements
103	7.1	66	Scope of Work	There is no mention of any core solution or technology that is needed by AICTE. The functional requirements are very generic. Does the Department want bespoke development and no standard solution? Also, is future roadmap only Excel based?	Bidder is free to propose solution as long as it conforms to RFP requirements
104	7.2	66	e-Governance Applications	The entire RFP is only focusing on maintenance and upgradation. Is there no new Development? Are bidders not expected to propose new solutions that could be far superior to existing applications. For example, on one hand there is requirement of Portal but on other hand Website has to be only maintained? Are there two separate platorms? For Portal/Website - Content Management System is very critical. Features and specifications are not defined.	Bidder is free to propose solution as long as it conforms to RFP requirements

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105	7.2	66	e-Governance Applications	For the progressive vision that AICTE has from this prestigious project and to have a world class solution for developing e-Governance applications, it is extremely important to visualize the experience and requirements from end users perspective, who are both students and faculty. Keeping this ease of adoption, convenience and low cost of ownership in the long run, the registration and onboarding process based on online-offline forms, should have the following essential functionalities, that must be included in the specifications: A) Provision to create dynamic forms by configuring the fields with basic and cross-page validation checks for all e-Form, both in online and offline forms (downloaded e-Forms) B) Facility to create forms using objects/components like text box, radio buttons, check/uncheck boxes, list box, dropdown box, command buttons, rich text box, tables, captcha, scribble signature field, tabs, multiple files upload button etc. C) Provision to save the form in offline mode and to fill an offline/online form in stages D) Allow user to open saved/delete e-Forms and edit/reset details E) Allow user to import and submit the saved e-form that has been filled offline F) Allow the users to resubmit the e-Form in case e-Form submitted was incomplete w.r.t. the supporting documents required to complete the registration, self-declarations G) Perform a validation of input data for all/key fields before submitting the e-Form H) The System should generate appropriate error message for validations performed on the input details (both in off-line and online forms) I) The e-Form solution must provide a comprehensive integrated workflow solution for routing the submitted data to various stakeholders (reviewers, approvers) J) The data filled using e-Form must be auditable for reporting any data entry discrepancies or data manipulation	Bidder is free to propose solution as long as it conforms to RFP requirements
106	7.2	66	7.2. AICTE e-Governance Applications	**Recommendation:** In all the 17 e-governance applications listed (and for the future upcoming), applicants have to fill the form and attach multiple supporting documents. Many a times, due to network issues, application server load issues etc. attachments might not get uploaded correctly. Applicants filling up the application may think that they have uploaded all the required documents. With the bespoke application development, the application will have to take care of storing attachments as blob objects in database and later on will have to write lots of custom code to recreate the same application for reviewers/approvers. To avoid any possible issues due to missing documents, the application must not get rejected or asked to be re-submitted; it is advisable that eForm platform be used to generate a single document as secured PDF (tamper proof), embedding all the attached documents (in-line within the PDF) and the information filled in by the applicants in the online form. One copy of the same must also be sent to applicant as acknowledgment for record keeping via email. This will ensure, both applicants and AICTE officials see the same information and use the same to review the various applications and documents. The same single PDF can then be stored in AICTE's DMS for archival and later retrieval. Else, storing submitted application data and attachments in different repositories will make the correlation very difficult as well as search cumbersome. Significant development time and effort will be required to build new such applications while making maintenance of currents applications costly & error prone.	Bidder is free to propose solution as long as it conforms to RFP requirements
107	Section 7.1 (a)	66	Deployment and maintenance of a comprehensive software solution for departmental portal to meet requirements of the e-Governance applications	Are we expected to build one portal or multiple portals for multiple departments. How many departments are there in that case. Do we need to propose multisite capability COTS solution for portal.	As per RFP requirements
108	Section 7.1 (d)	66	Deployment and maintenance of ICT infrastructure (Bidder needs to use the existing infrastructure as detailed out in Section 8. If the Bidder proposes any additional infrastructure, the same needs to be justified to the Purchaser)	Is Hardware Maintenance and Upkeep (Server, LAN, Network, Switch, Routers) in bidders scope?	Day to day maintenance & monitoring of all hardware & software will be the responsibility of the SI. However the AMC administration will be as per Section 7.3.25
109	Section 7.1 (f)	66	Migration of data from legacy departmental applications to the new system	What is the voulme of data to be migrated. How many departmental application's data need to be migrated.	Please refer to Section 8.3
110	Section 7.1 (j)	66	Preparation of Training Plan, Training Material & Delivery of Training to Departmental Staff	Training required at how many locations? Please name the locations.	Please refer to section 7.3.23 (k)
111	Section 7.2	66	AICTE e-Governance Applications	Are there any additional processes need to be built apart from 17 processes mentioned as part of section 7.2	As per RFP requirements
112	Section 7.1 (d)	66	Deployment and maintenance of ICT infrastructure (Bidder needs to use the existing infrastructure as detailed out in Section 8. If the Bidder proposes any additional infrastructure, the same needs to be justified to the Purchaser)	AICTE is asking to use existing Infra. To use the same existing applications and deployments on dev and test may need to be brought down. Is AICTE okay for this? Also during the production go-live there could be a downtime of 2 weeks while the new portal is being deployed, tested and rolled out. Is AICTE okay for this?	Bidder needs to minimize downtime while deployment. The solution for the same needs to be presented & discussed during the technical presentation/PoC

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113	Section 7.1 (d)	66	Deployment and maintenance of ICT infrastructure (Bidder needs to use the existing infrastructure as detailed out in Section 8. If the Bidder proposes any additional infrastructure, the same needs to be justified to the Purchaser)	Are you looking infra/OS upgrade as well.	As per RFP requirements
114	7.1 (c)	66	If & when AICTE decides to move to cloud during the contract period, it would be the Bidder's responsibility to provide effort estimate and sizing requirements for the same and execute the migration to cloud environment. However, the cost required to move to cloud will be borne by AICTE.	Do the bidder need to factor cost of "Future movement to cloud" in current commercials or it will be done via CR route.	Please refer to Section 7.1 (d)
115	Section 7.2.4	69	Designated official logs into the AICTE portal using single sign-on facility	What is the Single Sign On system available with AICTE. Are we expected to use the same SSO solution.	No SSO is available with AICTE. Bidder is free to propose solution as long as it conforms to RFP requirements
116	7.2.6. J&K Scholarship, Point 7-12	70	12. Approval process is carried offline by AICTE.	What do you mean by offline Approval? Is it manual activity outside the system?	As per RFP requirements
117	7.3	79	AICTE web Portal Development	Keeping in mind the aggressive implementation timelines and also delivering true end-user experience for different stakeholders accessing the web portal, it would be important to have the web portal to be build on a COTS portal platform. Can you please confirm the same.	As per RFP requirements
118	7.3.1	79	The portal shall also host all forms for various services accessible to students and institutions. A user will be able to fill the form electronically through internet and save/submit his/her application electronically	Without a good Forms Solution the future system will not be able to solve existing usability issues users are facing. With more and more e-Governance applications getting added on AICTE in future years, scalable and secure solution is needed, that has most of the requirements, Out of the Box and requires minimal customization and development. Is Document security important (Excel canot provide). Also, are there no offline form requirements for registration and enrolment?	Bidder is free to propose solution as long as it conforms to RFP requirements
119	7.3.1	79	AICTE Web Portal Development - 7.3.1. General Requirements: The portal shall also host all forms for various services accessible to students and institutions. A user will be able to fill the form electronically through internet and save/submit his/her application electronically	Without a robust e-Form Platform/Solution, with integrated online-offline capabilities being part of technical requirement, the future system will not be able to solve the current usability issues users are facing. With more and more e-Governance applications (from 8 in Jan' 2018 RFP to 15 in March' 2018) getting added on AICTE, unless AICTE adopts a e-form framework centric approach to serve its users (online, offline, mobile, desktop, mobile/tablet app with built-in workflow for online/offline review and approvals etc.), scalable and secure solution is needed, that has most of the requirements, Out of the Box and requires minimal customization and development. For example - Document generation and reduction in the size of the PDF documents generated e.g. certificates, letters etc. by more than 30%. Hence, the storage cost to archive these document will also come down. This way, it can augment the capabilities offered by e-Office DMS currently deployed at AICTE.	Bidder is free to propose solution as long as it conforms to RFP requirements
120	Section 7.3.1 (e)	79	Shall be available anytime, anywhere: The portal will be available 24 hours a day, 7 days a week, and accessible from anywhere in the world via the internet. While the technology shall be available round the clock, functional support might be available only during the normal working day.	Support is required 8x5. Please confirm.	As per RFP requirements
121	7.3.1	79		How often are we expecting Content Updates in the portals and what is the CDN used in the existing portal	Content updation would be done by the Bidder as & when required by AICTE
122	7.3.1	79	The portal can be accessed via a variety of established channels	What is the UI framework currently used in the Drupal?	UI framework is HTML5, Bootstrap
123	7.3.2	79	The CMS should be capable of uploading pictures, videos, brochures, information dockets and other material for generating interest	What is the size or volume of the Digital assets in the current portals and What are the various formats expected to be available in the portals?	6.65 GB, format as pdf, jpeg, png, office, pptx

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124	7.3.3. Mobility Requirements	80	Technical Requirements	As per mentioned in the RFP document the bidder should provide a mobile application development platform via which AICTE can build mobile applications that should connect to backend systems. So having this requirement into consideration, we suggest that department has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code. Please confirm our understanding.	Bidder is free to propose solution as long as it conforms to RFP requirements
125	7.3.3. Mobility Requirements	80	Mobility Requirements	The request is to confirm if a SaaS can be positioned for Mobility Solution	As per RFP requirements
126	b) Technical Requirements	80	iii. The mobile application should authorize and authenticate the user via Single Sign On two- factor authentication.	Would all users have access to mobile application and would all users be required to access mobile applications after authenticated by Two factor authentication solution.	As per RFP requirements
127	b) Technical Requirements	80	iii. The mobile application should authorize and authenticate the user via Single Sign On two- factor authentication.	Would it be a native app or web app?	As per RFP requirements
128	7.3.3. Mobility Requirements	80	Mobility Requirements	The Mobile App has to integrate with multiple backend applications as per the RFP, could you please confirm that the Mobile Platform proposed should support both REST and SOAP based services at the backend applications? This would be very important as the proposed Mobile App need to seemlessly integrate with existing backend applications.	Bidder is free to propose solution as long as it conforms to RFP requirements
129	7.3.3. Mobility Requirements	80	Mobility Requirements	Please note that the Mobility and chatbot solutions are offerings where most of the innovation (e.g. NLP/AI capabilities, as asked in RFP) is happening on public platforms. The leading analysts have specific quadrants for Mobile Application Development Platforms (MADP) which highlights the trend of leading vendors in this space have mobile and chatbot offerings. The request is to confirm if a subscription service can be positioned for Mobility, Chatbot and similar solution that do not anyways have student data.	Bidder is free to propose solution as long as it conforms to RFP requirements
130	7.3.3	80	Mobility Requirements	The mobile app should be bundled with E-Forms solution/platform to give capability to AICTE to provision the same online Web forms available within the mobile app in offline mode also. With GPS enabled devices, the mobile app will also allow users to upload photos of documents with the form (online and offline both). This is extremely relevant for AICTE requirements and for easy adoption by students and faculty, besides saving enormous time on customization	Bidder is free to propose solution as long as it conforms to RFP requirements
131	7.3.3. Mobility Requirements	80	Technical Requirements	As per mentioned in the RFP document the bidder should provide a mobile application development platform via which AICTE can build mobile applications that should connect to backend systems. So having this requirement into consideration, we suggest that department has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code. Please confirm our understanding.	Bidder is free to propose solution as long as it conforms to RFP requirements
132	7.3.3. Mobility Requirements	80	Technical Requirements	What all Business Processes are to be implemented on the mobile app?	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
133	7.3.4. Centralized Application,c)	81	Workflow Services	As per the RFP one of the key requirement of the application is automation of various workflows to enable applications like Pragati & Saksham, Post Graduate Scholarship, etc. Each workflow has its own unique form and will be used to process many applications. Therefore, based on our experience of working with various government department we recommend that the department would require Business Process Management (BPM) based Workflow engine to automate all these process. The COTS based BPM platform should be having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
134	7.3.4. Centralized Application,c)	81	Workflow Services	As mentioned in the RFP document the workflow based processes will used to process different applications. The department would be verifying eligibility criteria based on various rules, which are required for effective approval and processing of the application. These eligibility criteria may get changed and modified from time to time based on the new government regulations introduced in the department. This will impact the process output and the benefit transferred to the applicant. So taking this requirement into consideration, the department would require centralized Rule Management engine as part of workflow management system which should have at least the below mentioned capabilities in it in order to fulfil the objective of the system: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”. 5) Audit logging of changes/modifications done in the rules. Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
135	7.3.4. Centralized Application (e-Governance Portal) (iii)	81	The compartmentalized central database will provide for the required role based access control mechanisms to ensure that departmental data remains secure	Is this database a consolidation of multiple databases, without changing their applications. Are you looking at managing many databases as one, yet retains the compartmentalization, isolation and resource prioritization of separate databases	As per RFP requirements
136	7.3.4. Centralized Application (e-Governance Portal); a) Centralized Data Repository	81	The internal stakeholders at AICTE can access the central application by providing their access credentials.	Are you looking for the solution should to be highly available in active-active clustering and load-balancing mode for the application to continue in case of any server failure.	As per RFP requirements
137	7.3.4. Centralized Application,c)	81	Workflow Services	As per the RFP one of the key requirement of the application is automation of various workflows to enable applications like Pragati & Saksham, Post Graduate Scholarship, etc. Each workflow has its own unique form and will be used to process many applications. Therefore, based on our experience of working with various government department we recommend that the department would require Business Process Management (BPM) based Workflow engine to automate all these process. The COTS based BPM platform should be having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and integrated Document Management System for storing documents. Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
138	7.3.4. Centralized Application,c)	81	Workflow Services	As mentioned in the RFP document the workflow based processes will used to process different applications. The department would be verifying eligibilty criteria based on various rules, which are required for effective approval and processing of the application. These eligibility criteria may get changed and modified from time to time based on the new government regulations introduced in the department. This will impact the process output and the benefit transferred to the applicant. So taking this requirement into consideration, the department would require centralized Rule Management engine as part of workflow management system which should have atleast the below mentioned capabilities in it in order to fullfill the objective of the system: 1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. 2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards. 3) Solution should have the capability to deploy rules as the web service. 4) Solution should have the capability to define rules through “If else” statement or through “Decision Table”. 5) Audit logging of changes/modifications done in the rules. Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
139	7.3.4. Centralized Application (e-Governance Portal)	81	The system should have following functionalities: SMS Gateway Integration, email integration, Mobile device compatibility (Responsive & Adaptive CMS), Dashboards for Senior Management and Regular MIS Reports.	Please confirm a) the SMS Gateway and Email Integration are the capabilities which the system should have and that AICTE already has the SMS gateway and Email messaging solution in place. b) Also, all costs associated with sending SMSes and emails will be directly borne by AICTE.Please confirm	As per RFP requirements
140	7.3.5	82	It provides quick graphical outputs based on the adhoc queries raised.	Are you looking for quick visualization based on drag and drop functionality where users could do their own discovery and analysis without IT team's intervention ?	Bidder is free to propose solution as long as it conforms to RFP requirements
141	Section 7.3.5	82	MIS Reporting	What kind of reports are expected. How many reports and dashboards are required.	To be discussed with selected bidder
142	Section 7.3.4 (d)	82	The system should have following functionalities: SMS Gateway Integration, email integration, Mobile device compatibility (Responsive & Adaptive CMS), Dashboards for Senior Management and Regular MIS Reports	How many payment gateway integration is required. Is the payment gateway provider cost to be included in financial proposal of Bidder or will be provided by AICTE	Please refer to Section 7.3.13
143	Section 7.3.4 (d)	82	The system should have following functionalities: SMS Gateway Integration, email integration, Mobile device compatibility (Responsive & Adaptive CMS), Dashboards for Senior Management and Regular MIS Reports	Please confirm that mail and message gateway will be provided by AICTE.	Bidder is free to propose solution as long as it conforms to RFP requirements
144	7.3.7	83	APP.REQ.05 - Application Architecture Requirement	To give exceptional "online" experience to AICTE users using either desktop or mobile browser based interface, it is recommended that the platform allows designing of responsive wizard driven forms. In case the online application form is designed to have tabs, the framework must allow lazy loading of online forms to work in low bandwidth conditions.	Bidder is free to propose solution as long as it conforms to RFP requirements
145	Section 7.3.7 APP.REQ.02 of	83	System shall provide interfaces and service to integrate harmoniously with external entities like UIDAI, etc.	What is the the number of extcted Transaction Per Second (TPS)?	Bidder to factor the same as per RFP requirements
146	Section 7.3.7 APP.REQ.03 of	83	System shall be capable of integrating with all communication channels.	What is expected Transaction per Second (TPS) on integration platform?	Bidder to factor the same as per RFP requirements
147	7.3.7. Application Architecture	84	The system must be capable of supporting a minimum of -200 concurrent internal users -1500 concurrent external users at any time The system must be capable of supporting a multilocations and approximately 500 users projected for next 5 years on Intranet. The web users will be around 2500 in next 5 years	With this our understanding is that there will be -500 total internal user with a concurrency of 200 user. - 10 lac total external users with a concurrency of 5000 users Please confirm our understanding.	As per RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
148	APP.REQ.12 Application Architecture Requirement	84	The system must be capable of supporting a multi-locations and approximately 500 users projected for next 5 years on Intranet. The web users will be around 10 lacs in next 5 years	Assumption is internal users (employees, contractors and outsourced workers/SI) are 500 and external users would be 10 lacs, that would need to be factored for, for single sign on solution. Pls confirm.	As per RFP requirements
149	7.3.7	84	The system must be capable of supporting a minimum of □ 200 concurrent internal users □ 5000 concurrent external users at any time	Is there requirement for these users to view operational/MIS reports through application portal ? If yes, can we consider the same concurrency for reporting tool ? Otherwise, please suggest total user concurrency for MIS reports.	As per RFP requirements
150	7.3.7	84	APP.REQ.17 - Application Architecture Requirement	Excel based utilities have poor UI/UX. Is AICTE focusing on a good student experience?	Bidder is free to propose solution as long as it conforms to RFP requirements
151	7.3.7	84	APP.REQ.17 - Application Architecture Requirement	For offline data entry, Excel based utilities are not the best in class and experience. Hence, online & offline wizard driven forms development platform with built-in workflow engine for review and approvals (rather than bespoke, hand code forms development) is desirable for AICTE. Using the same form design template, AICTE will be able to manage offline and online versions of the forms. This will not be the same, in case any Excel based approach is continued. Also, Macros are source of virus attacks if enabled. While AICTE's Excel based offline forms may not be malicious, enabling Macros will leave user's computers vulnerable to such attacks and may interfere with institute's security policies.	Bidder is free to propose solution as long as it conforms to RFP requirements
152	7.3.7	84	APP.REQ.19 - Application Architecture Requirement	e.g. https://www.aicte-pragati-saksham-gov.in/resources/Instructions%20for%20Pragati_Saksham_2017-18.pdf online form asks students to attach at least 13 images of various documents. If the student does not have all the documents available at the time of filling up the form or it is taking lot of time to fill the form online, the AICTE Portal/Application Server will have to maintain the user sessions for that long. This will cause the servers to respond slowly. Using PDF based offline form, students/applicants can download offline form to provide all the information is offline itself, attaching all the relevant document. The offline PDF form will also enforce restrictions such on the file formats and size of the attachments. In the online version, only when the document is uploaded on the server, the server will be able to reject if the size exceeds. E.g. if the limit is 2 MB per attachment and candidate is attaching 3 MB file; in the current online system, 3 MB will be uploaded to the server only to be rejected. Offline PDF form can help provide better experience and resource utilization. Once the PDF forms are filled and validated, candidate can upload the PDF form online. In case, of online forms, eForm platforms have built-in mechanism for applicants to save the partially filled forms (either auto-save or user initiated) without developers writing a single line of code. Given that number of such applications are increasing, bespoke development will make it complex for AICTE to manage changes and usability of such e-Governance applications	Bidder is free to propose solution as long as it conforms to RFP requirements
153	7.3.7. Application Architecture	84	The system must be capable of supporting a minimum of -200 concurrent internal users -1500 concurrent external users at any time The system must be capable of supporting a multilocations and approximately 500 users projected for next 5 years on Intranet. The web users will be around 2500 in next 5 years	With this our understanding is that there will be -500 total internal user with a cocurrency of 200 user. - 10 lac total external users with a concurrency of 5000 users Please confirm our understanding.	As per RFP requirements
154	7.2.12	84	CII Ranking System	Please le us know the number of rules governing the scoring and ranking system	To be discussed with selected bidder
155	Section 7.3.7 APP.REQ.11 of	84	Application Architecture Requirement	What is expected maximum Transaction per Second (TPS) on integration platform from the entire system? Incremental breakup would help better to finetune the required software/hardware sizing.	Bidder to factor the same as per RFP requirements
156	7.3.8. Data Architecture. DAT.REQ.01	85	System shall be able to archive transactional database records to prevent long term speed concerns.	Please define the list of transactional databases, that needs archive	As per RFP requirements
157	7.3.8. Data Architecture. DAT.REQ.02	85	A separate secured database backup, which mirrors the operational database, shall be created to ensure data security in case of any data corruption.	Should it be an active replica which can also be used for reporting purpose. Or is it just a passive backup on tape. Please define should it be 100% replica. What user workload would work on it for sizing.	As per RFP requirements
158	DAT.REQ.07	85	The data exchange formats shall comprehensively address all possible transactions and capture all transactional related information items.	What are the possible source & target systems for data exchange	As per RFP requirements
159	Section 7.3.8 DAT.REQ.04 of	85	System shall design business rules for controlled access to data.	How many rules are expacted, and what kind of complexity is foreseen - simple, medim and complex (in ratio)? Some insight is required to estimate both sizing and effort.	Bidder is free to propose solution as long as it conforms to RFP requirements

S. No.	RFP Document Section No.	RFP Document Page No.	Content of RFP requiring clarification(s)	Points of clarification	Clarification
160	7.3.9. Security Architecture	86	SEC.REQ.06 Security Architecture Requirement Adopt 2-factor authentication using digital certificates / OTP and login id and password for external users	As per RFP it is understood that the client does have the existing infrastructure consisting of some solutions, Kindly clarify whether new solution should be proposed for Digital Signature solution or its already available	Bidder is free to propose solution as long as it conforms to RFP requirements
161	SEC.REQ.07 Security Architecture Requirement	86	Mechanisms like use of SSL, 2 factor authentication, digital certificates, challenge and responses, shall be evaluated	Assumption is internal and external users, would use only user id and password. 2 factor authentication solution is not mandatory, but should be supported. Pls confirm	Bidder is free to propose solution as long as it conforms to RFP requirements
162	7.3.9. Security Architecture	86	SEC.REQ.06 Security Architecture Adopt 2-factor authentication using digital certificates / OTP and login id and password for external users	Please confirm that the costs for OTP (SMS / Emails etc.) related to one time setup and recurring will be directly borne by AICTE	Please refer to Section 7.3.12
163	Information Security; SEC.REQ.17	87	Maintaining an inventory of all hardware and software assets	Do you want to maintain it manually or automate discovery by using a tool. Also would you like to maintain the versions of all software components.	As per RFP requirements
164	SEC.REQ.10 Security Architecture Requirement	87	User credentials for external and internal users shall be stored in separate repositories	Can you please let us know, the existing repository used for external users and internal users.	User repositories are maintained application wise in the database
165	SEC.REQ.10 Security Architecture Requirement	87	User credentials for external and internal users shall be stored in separate repositories	Is there a single repository where all internal users can be found?	User repositories are maintained application wise in the database
166	SEC.REQ.10 Security Architecture Requirement	87	User credentials for external and internal users shall be stored in separate repositories	Is there is single repository, where all external users can be found	User repositories are maintained application wise in the database
167	SEC.REQ.10 Security Architecture Requirement	87	Using a centralized system logging service to look at patterns of unusual activity	We recommend to go for SaaS model	Bidder is free to propose solution as long as it conforms to RFP requirements
168	7.3.9	87	SEC.REQ.17 - Security Architecture Requirement	**Document & Information security in public and internal domain** – AICTE issues certificates (e.g. promotion, continuation), affidavits, authorization letters, approval letters (to students, institutes etc. In the current age of forgery, if these soft copies (PDF) are not generated securely using copy prevention, print prevention, password protection, watermarked, edit prevention, anyone can edit and circulate the modified copy on internet (WhatsApp, Mail etc.). Secure and robust e-Form platform solutions will help provide AICTE the needed security and scale, in line with Digital India e.g. On AICTE's website, "List of AICTE approved institutions (A.Y. 2016-17) as on 30th April 2016" is a PDF document, saved from Excel sheet. This is also editable. At minimum, these document must have edit and copy controls with master password controls.	Bidder is free to propose solution as long as it conforms to RFP requirements
169	7.3.11. Information Security Infrastructure	88	Procurement of digital certificates will be done by AICTE, as & when required.	As per RFP it is understood that the client does have the existing infrastructure consisting of some solutions, Kindly clarify whether new solution should be proposed for Digital Signature solution or its already available	Bidder is free to propose solution as long as it conforms to RFP requirements
170	7.3.11. Information Security Infrastructure	88		Information Security also includes, data security like encryption, protection from insider theft. 2.Ideally, the proposed database should restrict direct access to database tables and restrict users, DBAs & any privileged users from accessing the application/business data through SQL Language / Tools like Toad etc., using direct connection. It should encrypt the data at rest (stored data) or in transit.	As per RFP requirements
171	7.3.10	88	OTH.REQ.03 No component or sub-component that is likely to be declared end-of-sale within 24 months of award of contract shall be suggested	End of Sale policies are solely governed by the OEMs and bidder has no role in the same. As technology advances, newer upgrades are launched by the OEMs, however, duly supporting the previous releases as per OEM support policies. Hence, request to remove this clause as it is impractical to adhere to the same.	As per RFP requirements
172	7.3.11 ci	88	. Information Security Infrastructure C I. The external users will be accessing the e-Services and related application features. The traffic of external users will be routed through security devices such as Firewalls and IPS. The users will be authenticated through log-in credentials and digital certificates, if available, ii. AICTE users on Intranet will be routed to the core business applications through Application Proxy Firewall and authenticated using their log-in credentials	Please provide complete list of existing Network and Security components available in existing Data Center along with the make, model, warranty / AMC status. Please provide a comprehensive list of other elements placed in the Old and New Data centers viz. Firewalls, IPS, LAN Switches, Routers, Anti-APTs, etc to name a few.	Please refer to Section 8

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173	7.3.13. Payment Gateway	89	Bidder is expected to enable Payment Gateway including a secure site page using industry-standard encryption technologies like Secure Socket Layers (SSL) to handle the backend communications and transactions, contacting the bank and reporting back on the results	Do solution provider need to ensure data encryption over LAN ? (i.e. Data at rest and data in transit should be encrypted ?)	As per RFP requirements
174	7.3.12	89	Log of all the SMS and emails sent to the students/institutes should be maintained by the system. Also, the system should be able to track the SMS/E-mail delivery, read, opened bounce back(soft/hard) status.	With advancement in technology there are campaign automation solution available in software as a service model which have a orhestrated workflow for E-Mail, SMS & PUSH inetegrated to reduce the retargeting of the receipients on the basis of their behavior & digital body language, e.g. if recepient has read an Email, one will not forward an SMS, and if one read an SMS, then don't follow with Message again & similarly, if the Receipent has not opened an email for 2 days then an automated follow sms will be sent. This help us to save on excessive SMS and Email expenses. Please confirm if such solutions are envisaged.	Bidder is free to propose solution as long as it conforms to RFP requirements
175	7.3.12	89	Bidder should provide capabilities to send the SMS to the SMS Gateway hosted by third party.	Please confim if bidder is free to provide marketing solutions that have its own inegrated E-mail/SMS platform available natively and give end to end capability through a single solution without need of any integration.	Yes
176	7.3.14. Chatbot Solution	90	Chatbot Solution	Chatbots need to understand Natural Language and be equipped with AI technologies for accutae results such solutions are possible only with SAAS softwares. Hope it is acceptable.	Bidder is free to propose solution as long as it conforms to RFP requirements
177	7.3.14	90	Bidder to ensure the chatbot solution is capable of handling all the queries related to the services offered by AICTE, including but not limited to e-Governance applications	Will each of the 15 e-Governance application require its own Chatbot or it is expected to have one Chatbot which can handle queries regarding all 15 applications. If latter, then please let us know which site the Chatbot will be deployed in? Also let us know the number of fuctional chatbots (one chatbot for FAQ only, one for chatbot to receive complaints/suggestions etc).	Please refer corrigendum
178	7.3.14	90	FAQ chatbot should be able to interact with the user and respond to various basic level queries raised in English with Natural Language Processing capabilities to identify user's query/request/complaints and respond accordingly. In future, provision to implement other Regional languages as per industry standards should be available.	Please explain the process of how the Chatbot is expected to handle requests/complaints and which backend systems & 3rd party systems it is to be integrated with? Please do mention the integration technology/protocols and any special considerations for integration with them(sp. digital certificates, etc)	Bidder is free to propose solution as long as it conforms to RFP requirements
179	7.3.14	90	FAQ chatbot should be able to interact with the user and respond to various basic level queries raised in English with Natural Language Processing capabilities to identify user's query/request/complaints and respond accordingly. In future, provision to implement other Regional languages as per industry standards should be available.	Please give us a rough estimate on the number of FAQs and query/requests/complaints that need to be supported as part of the initial scoping of the project.	To be discussed with selected bidder
180	7.3.14	90	For example a user may have in the previous conversation raised the complaint with regards to service. The chatbot after fetching the previous data from the OCRM should share the status and request for user feedback & in case the user is not satisfied the Chatbot may transfer the conversation to the next level.	What "next level" integration is hinted at here? Is it integration with some existing Live Agent or provide a call center number to talk to someone or from the backend drop an email to a particular group who will take care of handling the particular user grievance or any other type of next level is expected here?	Please refer corrigendum
181	7.3.14	90	Chatbot solution should be accessible from website, from facebook social property and mobile device.	How will the user personalization, authentication work in case of Facebook which the user will use to login and start chatting? How will a user be identified in your backend systems/SSO if he is chatting via facebook? Do you also store fb profile id of the user in your system for association?	For generic queries, Chatbot will not require any authentication. However, for application or user specific queries, authentication will be done at Chatbot level
182	7.3.14	90	Chatbot solution should be accessible from website, from facebook social property and mobile device.	for mobile, is the Chatbot expected to be integrated as part of Mobile App or are you refering to accessing AICTE Websites from mobile phone/tablets via responsive design?	As per RFP requirements
183	7.3.16. Data Migration	91	extracting data from the legacy system and uploading the same into the new system.	What will be the size of data that needs to move from legacy system to new system ?	Please refer to Section 8.3
184	7.3.16. Data Migration	91	Migration	Please provide clarity on the volume and format of data that needs to be migrated from the legacy application to the proposed application.	Please refer to Section 8.3
185	7.3.16. Data Migration	91	Migration	Please provide clarity on the volume and format of data that needs to be migrated from the legacy application to the proposed application.	Please refer to Section 8.3

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186	Helpdesk, Clause 7.3.17	92	Generic	We suggest that department should proposed helpdesk be Axelos Gold level certified on at least 11 ITIL 2011 processes on all the 15 ITIL processes that are the most mature way to demonstrate that at least three IT organizations : Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalogue and Request Fulfilment, etc. There should be a valid certificate furnished to establish the same.	As per RFP requirements
187	Helpdesk, Clause 7.3.18	92	Generic	Should the helpdesk provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location or customer.	As per RFP requirements
188	Helpdesk, Clause 7.3.19	92	Generic	We understandd that the helpdesk should be able to relate and link problems to specific incidents. Please confirm	As per RFP requirements
189	Helpdesk, Clause 7.3.20	92	Generic	Should the helpdesk support closed loop incident process to more quickly and accurately discover incidents and execute triage and remediation	As per RFP requirements
190	Helpdesk, Clause 7.3.21	92	Generic	Servicedesk management now adds tremendous insights and value to your service desk by leveraging so called unstructured data, which makes up to 90 percent of all data. It helps in Problem hunting as it displays impact of potential problems based on cluster size of related incidents , determine patterns in thousands of incidents for faster problem isolation and finally discovers incident trends based on analysis of unstructured data for proactive management. This allows for spotting service desk trends easily. Please confirm if the same needs to be included in the Helpdesk section.	As per RFP requirements
191	7.3.17. Helpdesk	92	The help desk team should consist of at least 3 personnel & should be based at AICTE HQ. Bidder should provide additional manpower, if AICTE requires similar help desk arrangement at Regional offices, in future. The bidder should provide the	we assume infrastructure for help desk would be provided by AICTE ?	Bidder is free to propose solution as long as it conforms to RFP requirements
192	7.3.19. Third Party Interfacing,	93	Integration	Will there be any other application apart from the mentioned below, with which the proposed system needs to be integrated : 1. Unique Identification Authority of India (UIDAI) 2. Permanent Account Number (PAN) 3. Document Management System 4. Content Management System 5. SMS Gateway 6. Email Gateway	As per RFP requirements
193	7.3.20. Project Planning & Monitoring	93	Project Timeline	Please provide details about the project timeline envisaged by the department.	Please refer to Section 7.4
194	7.3.19. Third Party Interfacing,	93	Integration	Will there be any other application apart from the mentioned below, with which the proposed system needs to be integrated : 1. Unique Identification Authority of India (UIDAI) 2. Permanent Account Number (PAN) 3. Document Management System 4. Content Management System 5. SMS Gateway 6. Email Gateway	As per RFP requirements
195	7.3.20. Project Planning & Monitoring	93	Project Timeline	Please provide details about the project timeline envisaged by the department.	Please refer to Section 7.4
196	7.3.18	93	The website will have multi-lingual support (Presently in English and Hindi but in future in other Indian Languages)	The portal applications should be available in English and Hindi seperately or a single site should accommodate both languages in the site pages.	As per RFP requirements
197	7.3.18 Website Update & Maintenance	93	The website will have multi-lingual support (Presently in English and Hindi but in future in other Indian Languages).	Is the multi-lingual support required in Chatbots as well or is this only limited to content display on the portals? Further is multi-lingual support only for display or even for input of data. Please note that various Channels(FB, Mobile, etc) and NLP technologies may or may not support all Indian Languages.	Chatbot to support only English language
198	7.3.18. Website Update & Maintenance	93	b) The present AICTE website is developed on Drupal CMS platform and MySQL database.	Can bidders suggest changes in this setup ?	Bidder is free to propose solution as long as it conforms to RFP requirements

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199	7.3.21. Software Development & Testing,c,	94	Bidder should ensure that the solutions proposed be integrated based on open standards, ensure loose coupling and interoperability, preferably supporting SOA and Web Services principles.	As mentioned in the RFP document the proposed solution should be based on open standard. With reference to the proposed workflow and Document Management System, the proposed application should be compliant to the various industry level standards which ensures the solution is best in terms of features and performance levels. It is recommended that the proposed systems should comply to these open standards: Workflow Management System- BPMN, BPEL, WfMC. Document Management System- CMIS, WebDav, ODMA, DoD 5015.02 Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
200	7.3.21. Software Development & Testing	94	Environment	Please confirm if there will be any more environment required apart from the once mentioned below: 1. Development 2. Training 3.UAT 4. Production	Bidder is free to propose solution as long as it conforms to RFP requirements
201	7.3.21. Software Development & Testing,c,	94	Bidder should ensure that the solutions proposed be integrated based on open standards, ensure loose coupling and interoperability, preferably supporting SOA and Web Services principles.	As mentioned in the RFP document the proposed solution should be based on open standard. With reference to the proposed workflow and Document Management System, the proposed application should be compliant to the variou industry level standards which ensures the solution is best in terms of features and performance levels. It is recommended that the proposed systems should comply to these open standards: Workflow Management System- BPMN, BPEL, WfMC. Document Management System- CMIS, WebDav, ODMA, DoD 5015.02 Please confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
202	7.3.21. Software Development & Testing	94	Environment	Please confirm if there will be any more environment required apart from the once mentioned below: 1. Development 2. Training 3.UAT 4. Production	Bidder is free to propose solution as long as it conforms to RFP requirements
203	7.3.22 Performance and Load testing	94	Under controlled environment, by applying pressure/stress on a system, response and speed of the system needs to be evaluated to match the SLAs	What is the expected SLAs for Chatbots?	Please refer corrigendum
204	7.3.22. Software Development & Testing	94	a) Bidder should carry out development and customization of all the proposed solutions from its own premises using its own infrastructure including but not limited to servers, storage, networking, software licenses, automated testing tools etc.	We request that the development team may operate from AICTE location for better co-ordination and project management	Please refer to Section 6.8.23 €
205	7.3.22. Software Development & Testing, Point e -x	95	Bidder should independently identify the development methodology along with specifying the applications that would be based on business process management ('BPM') platform and the applications that would be based on the traditional software development methodologies.	Do you need a full fledged BPM platform here or please elaborate the scope of BPM?	As per RFP requirements
206	b) Preparation of Training Material	99	i. Bidder shall prepare the solution specific Training Manuals for each Application / Module and submit the same to AICTE for review and approval. The Training Manuals etc. shall be provided in both English and Hindi.	Please clarify if Bidder can propose Learning Management System (LMS) instead of in-person training covering the required topics	As per RFP requirements
207	7.3.23. Training & Change Management,I	101	Details of Training Program	Please provide the number of user in each of these group who will be required to be trained, this will be required to estimate the number of workshop to be done: 1. Executive Leadership 2.All Departmental Employees from Record Keeper and above 3.Train the trainer 4.Reporting users 5.Administrators 6. AICTE – all staff members	Please refer to corrigendum

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208	7.3.23. Training & Change Management,I	101	Details of Training Program	Please provide the number of user in each of these group who will be required to be trained, this will be required to estimate the number of workshop to be done: 1. Executive Leadership 2.All Departmental Employees from Record Keeper and above 3.Train the trainer 4.Reporting users 5.Administrators 6. AICTE – all staff members	Please refer corrigendum
209	7.3.23. k) Details of Training Program Page No. 101	101	For user group of Executive Leadership- RFP table says - 1 monthly session of training during implementation period at Head office to be conducted.	Is this 1 monthly session is for every month till the end of implementation period? Or this is only the 1 training session during the implementation period? Need more clarity. Also specify the batch size as well as training duration / days of this session.	One training session per month during implementation period Number of trainees under following categories need to be specified: 1. Executive Leadership - 20 2. All departmental employees - 200
210	7.3.23. k) Details of Training Program Page No. 101	101	Training program to All Departmental Employees as per the table…	Kindly specify the batch size for this user group of training	Please refer corrigendum
211	7.3.23. Training & Change Management	101	i). Bidder will also be required to provision for any Travel / Boarding / Lodging arrangements for the Trainers, its own and supporting staff at no additional cost.	We request that the travel boarding lodging arrangement for the trainers be reimbursed by AICTE at Actuals	As per RFP requirements
212	7.3.23. Training & Change Management	103	ii. With the objective of keeping track of the version updates in the application, Bidder should adhere to the configuration management process defined in conjunction with AICTE.	is AICTE using any configuration management tool as of now	To be discussed with selected bidder
213	7.3.26 (q) i&ii Administration of Database, System & Network	107	q) Change Management i_Bidder should be responsible for managing the changes that happen to the DC and DR setup on an ongoing basis, including but not limited to, changes in hard / soft configurations, changes to system software, changes to policies, applying of upgrades / updates / patches, etc. ii. Bidder should undertake planning required for changes, draw up a task list, decide on responsibilities, co-ordinate with AICTE users, establish and maintain communication with AICTE to identify and mitigate risks, manage the schedule,	Is AICTE Planning to set up DR ? If so at which locatio and what is the expected level of RPO and RTO ?	To be discussed with selected bidder
214	iv. Quarterly Reports	108	iv. Quarterly Reports Asset database report and Asset Audit report Summary of incidents reported like Application down, Components down, overall downtime, security vulnerabilities detected, hacker attacks / security threats, peaking of utilization, etc. vi. Security Incident Reporting (as and when it occurs) Detection of security vulnerability detection with the available solutions / workarounds for fixing. Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.	AS per the clauses mentioned kindly clarify what is the expected duration to conduct the VAPT e.g. Quarterly, half yearly ? As per RFP kindly clarify does the client have any VAPT tools/products in the existing environment.	As per RFP requirements
215	7.3.27. Audit	108	The Bidder should conduct audit of the central infrastructure through the OEM on a half-yearly basis. The OEMs should undertake audits of their respective infrastructure and certify that all necessary precautions have been undertaken. Bidder may conduct this audit himself, in which case, Bidder shall ensure that the audit conducted by him is certified by the respective OEM	It is suggested that infrastructure audit and certification be done by 3rd party auditor instead of OEM	As per RFP requirements

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216	7.3.27. Audit	109	h) A half-yearly audit for the security practices, implementation of security policy and vulnerability assessment shall be conducted by a 3rd party appointed and paid for by the Purchaser. The report of the 3rd party auditors shall rate the security implementation in three grades viz. Satisfactory, Requires Improvement and Unsatisfactory. Bidder shall provide necessary support and co-operation for the same.	AS per the clauses mentioned kindly clarify what is the expected duration to conduct the VAPT e.g. Quarterly, half yearly ? As per RFP kindly clarify does the client have any VAPT tools/products in the existing environment.	As per RFP requirements
217	7.3.27. Audit	109	a) The Bidder should conduct audit of the central infrastructure through the OEM on a half yearly basis. The OEMs should undertake audits of their respective infrastructure and certify that all necessary precautions have been undertaken. Bidder may conduct this audit himself, in which case, Bidder shall ensure that the audit conducted by him is certified by the respective OEM h) A half-yearly audit for the security practices, implementation of security policy and vulnerability assessment shall be conducted by a 3rd party appointed and paid for by the Purchaser. The report of the 3rd party auditors shall rate the security implementation in three grades viz. Satisfactory, Requires Improvement and Unsatisfactory. Bidder shall provide necessary support and co-operation for the same.	From the point (a) its is understood that the bidder can do the auditing and certication of the IT infrastructure along with proposed solutions by itself along the solution OEM however the point (h) is having the requirement that the bidder have to suggest the 3rd party Audit Agency (STQC/CERT-In) empanelled to conduct the entire IT infrastructure including VAPT security assessment. **Kindly clarify the contradicting statements related to this requirement.**	The bidder needs to fulfil the criteria as per point (a). However, the client can conduct an independent audit as per point (h) at its own discretion
218	7.3.28. Compliance with Industry Standards	109	a) As per government guidelines, the choice of open source vs proprietary software is left to bidder till the time it follows open standards b) While developing an application in response to this RFP, the SI shall adhere to all applicable policies and standards published by Government of India, which includes: i. Ministry of Electronics and Information Technology, Government of India as updated from time to time. The latest version of the standards may be found at https://egovstandards.gov.in ii. National Informatics Corporation The latest version of the standards may be found at www.web.guidelines.gov.in/ iii. Guidelines for Indian Government Websites (GIGW), available at : http://darpg.gov.in/sites/default/files/Guidelines_for_Government_ websites_0_0.pdf iv. “Policy on Open Application Programming Interfaces (APIs) for Government of India” available at: http://www.egazette.nic.in/WriteReadData/2015/164238.pdf	The specifications given under 7.3.28 AICTE Portal Development, for various solution components are such that the bidder may haveto propose COTS products. This seems to be in contradiction to the GOI open source software policy. Please clarify whether the bidder is required to adhere to these guidelines, if so, how will the solution component specifications be addressed?	As per RFP requirements
219	7.3.29. Acceptance Testing and Certification	110	(f) Selected bidder should ensure that the eGovernance applications (including AICTE website and AICTE web portal) should comply with STQC and GIGW guidelines. AICTE may appoint third party auditor for auditing the e-Governance applications (including AICTE website and AICTE web portal) as per STQC and GIGW guidelines f	We infer that STQC Audit is not part of bidder responsibility please clarify ?	As per RFP requirements

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220	Infra Complaince Review	111	Compliance review shall not absolve the vendor from ensuring that proposed infrastructure meets the SLA requirements. Any additional hardware proposed by the SI should be as specified in RFP or better without any cost escalation subject to following restrictions: 1. OEM cannot be replaced; 2. Product should meet all functionalities listed in the RFP. 3. OEM must provide a representation that the new product is a newer version of the proposed product. 4. If COTS is used then its version should be as specified or newer version.	We request clarity on the the said clause " Any additional hardware proposed by the SI should be as specified in RFP or better without any cost escalation subject to following restrictions: ? Please clarify	As per RFP requirements
221	7.3.28	112	Acceptance Testing and Certification Manageability Review: The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the selected Bidder. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc	We understand that remote monitoring, administration and inventory management is to be done for assets deployed by SI. Kindly confirm.	Bidder is free to propose solution as long as it conforms to RFP requirements
222	7.3.29. Acceptance Testing and Certification	112	Availability: The solution should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, DC/DR fail-over tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations	DR sizing should be done for all environments (i.e. Production , Development , Testing and Staging) ? What should be the capacity of DR site with respect to DC (i.e. 100% as of DC or less than 100%)	As per RFP requirements
223	SLA Reporting System	112	Generic	Since SLA Management is critical from operational and financial impact perspective, it is important that industry standard, enterprise grade EMS tools be proposed by the bidders for the project. This will ensure that SLA metrics and data is not tweaked/ modified and is acceptable by all the stakeholders involved. Therefore certain minimum specifications for EMS tools must be specified in the RFP to ensure that industry standard, enterprise grade EMS tools are proposed by the bidders.	As per RFP requirements
224	Manageability Review	112	Generic	We suggest department to consider EMS solution from a single vendor to allow proper integration and information exchange between various EMS Modules and quick implementation time.	As per RFP requirements
225	Manageability Review	112	Generic	Please clarify, Is there is requirement for a single integrated dash board to provide line of business views and drill down capabilities to navigate technical operators right from services to last infrastructure components.	As per RFP requirements
226	Manageability Review	112	Generic	We believe as an Industry practice, EMS need to integrate fault, availability, performance, and configuration management across the network infrastructure in order to manage the dynamic virtual infrastructure & complex services. Thus, it is imperative to have Up-to-date and complete data on network device assets as well as the visibility into Real-time configuration changes. Please confirm if the same needs to be included in the Enterprise Monitoring system.	As per RFP requirements
227	Manageability Review	112	Generic	We believe as an Industry practice, EMS tools should provide a centralized point of control with out-of-the-box policy-based management intelligence for easy deployment for the servers, operating systems, applications and services for correlating and managing all the IT infrastructure components of a business service. Kindly confirm if our understanding is correct.	As per RFP requirements

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228	Manageability Review	112	Generic	We believe as an Industry practice, Automatic Remediation plays a vital role in automatically reducing the noise, so as soon as the problem is detected, the root cause should be determined by the management console and a ticket should be created to focus on remediation. Using the automatic remediation of common IT tasks, the fix will be handled automatically in IT data centers. For noncommon IT tasks the same should be escalated to appropriate level. Please confirm if the same needs to be included in the Enterprise Monitoring system.	As per RFP requirements
229	Manageability Review	112	Generic	We suggest department that proposed EMS tools should powerful correlation capabilities to reduce number of actionable events. Also, Topology based and event stream based correlation should be made available.	As per RFP requirements
230	Availability	112	Availability: The solution should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, DC/DR fail-over tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations.	kindly provide details of DR Setup ? Also RPO and RTO time frame for the same ? At what capacity should DR function ? Active- Active, Active-passive etc? Also specify the link speed between the DC DR ?	To be discussed with selected bidder
231	7.3.29. Acceptance Testing and Certification	112	Manageability Review: The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the selected Bidder. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.	Can bidder use its own EMS tool or any other freeware tool for this purpose or does AICTE has any existing EMS tool. If so, please provide details about the same viz. Make, model, licenses, warranty / AMC status etc	Bidder is free to propose solution as long as it conforms to RFP requirements
232	7.4. Milestones	113	7.4. Milestones Time frame for completion	Since the scope of work has been increased from previous RFP We feel time line for project completion should be increased to 10 -12 Months	As per RFP requirements
233	8	115	8. Current Infrastructural Setup	Software / Hardware components mentioned in section 8 are total for DC & DR ? Or only for DR?	Current Infrastructural Setup is for DC only
234	8. Current Infrastructural Setup	115	8. Current Infrastructural Setup	AICTIE has not mentioned validity of warranty period for the equipment and also validity OEM licences (start date and end date) ? Kindly specify and in case these licences terms expires during the contract would AICTE take ATS support form OEM directly ?	Please refer to Section 7.3.25
235	8. Current Infrastructural Setup (General)	115	b) Software Licenses and c) Deployment and maintenance of ICT infrastructure (Bidder needs to use the existing infrastructure as detailed out in RFP . If the Bidder proposes any additional infrastructure, the same needs to be justified to the Purchaser	a) Please confirm whether AICTE proposes to reuse the existing infrastructure in terms if licences available for Siebel and Oracle. b) If yes, then please confirm whether Siebel and Oracle meet the specifications given under AICTE Portal Development, for various solution components like portal, CMS, eForms, Workflow etc	Bidder is free to propose solution as long as it conforms to RFP requirements
236	8.4. Existing Document Management System	131	e-Gov Office	In order to understand the integration challenges please provide details regarding the vendor whose e-Gov Office and Document Management System is being used as existing application as mentioned in RFP	Please refer to Section 8.4 of the RFP
237	8.4. Existing Document Management System	131	Existing Document Management System	a) Can you please tell to which OEM the existing Document Management System belongs? B) For the new Web Portal to be developed do you suggest to use the Existing Document Management System?	The existing DMS has been provided by Newgen Software Technologies Ltd. Bidder is free to propose a solution as long as Purchaser's existing software & hardware components are optimally utilized
238	8.4. Existing Document Management System	131	e-Gov Office	In order to understand the integration challenges please provide details regarding the vendor whose e-Gov Offic and Document Management System is being used as exisiting application as mentioned in RFP	Please refer to Section 8.4 of the RFP
239	8.5	131	The website has around 596 dynamic pages	How many Static pages do we have?	All pages are dynamic since content of pagres can be changed by drupal cms

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240	9(d)	136	Bidder shall promptly notify Purchaser of its intention to re-hire any member of the Key Personnel who had resigned from Bidder in the previous 12-month period. Purchaser shall have the right to request that any member of the Key Personnel who resigns and is re-hired by Bidder within 12 months of the resignation date be re-assigned to the provision of the Services.	Bidder requests modification: - Bidder shall promptly notify Purchaser of its intention to re-hire any member of the Key Personnel who had resigned from Bidder in the previous 12-month period. Purchaser shall have the right to request that any member of the Key Personnel who resigns and is re-hired by Bidder within 12 months of the resignation date be re-assigned to the provision of the Services.	As per RFP requirements
241	9.5	136	As per RFP	Bidder requests deletion of the clause	As per RFP requirements
242	Section 10 / Payment Schedule	137	Payment Schedule	We request you to release 10% advanced payment on submission of BG.	As per RFP requirements
243	7.4. Milestones	137	10. Payment Schedule	We request that payment schedule proposed by AICTE is very stringent and should be reviewed as bidder are getting at very late stage. It should be broken activity wise. For hardware and system software 90% should be released on delivery and 10% on installation of the same. Similarly for the Application software 20% on SRS Submission 20 % on SRS acceptance, 40% on completion of SAT and balance 20% on go live.	As per RFP requirements
244	11(b)	138	Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of <2 (two) years> from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.	Bidder requests modification: - Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by a court of comptent jurisdiction the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of <2 (two) years> from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.	As per RFP requirements
245	Form 1: : Performance Bank Guarantee	163	Appendix III: Templates for Performance Bank Guarantee (PBG) & Change Control Note (CCN)	The following clause may kindly be included in PBG format as it a standard norm of banker to included “ Notwithstanding anything contained hereinabove: a. Our liability under this guarantee is restricted to Rs. ……. (in words & figures). b. This Bank Guarantee will be valid up to ……; and c. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before …….. In witness whereof the Bank, through its authorised officer, has set its hand and stamp on this…….day of……..2018 at……	As per RFP requirements
246	7.3.17. Helpdesk Appendix IV: Service Level Agreement	167	iv. Operational window for helpdesk – 7 days X 12 hours starting at 8 AM iii. "Helpdesk Support" shall mean the Bidder’s 24x7x365 center which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.	The given two statement are contradictory from Helpdesk timing perspective. Request clarification	Please refer corrigendum
247	Appendix IV: Service Level Agreement	167	"Helpdesk Support" shall mean the Bidder’s 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.	Please clarify help desk support is required in three shifts or 2 shifts ? In case it is three shifts manpower should be increased	Please refer to Section 7.3.17

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248	Appendix IV: Service Level Agreement	167	SLA /Penalty 1 Implementation Phase 2 Performance of System – System Integrator 3. Quality of Services 4. Technical Support Services 5. Helpdesk & Facility Management	The SLA Penalty very is open ended and high it should be capped to maximum of 10% of contract value under any provision of the contract as per industry standard How would AICTE Evaluate SLA Measurment in case the existing equipment goes down and concerned service are impacted ? Kindly clarify	Please refer to Corrigendum
249	6.5 (a)	178	Performance Bank guarantee : a) On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a Performance Bank Guarantee equivalent to 10 per cent of the total contract value, on or before the signing of the subsequent contract, within 15 days from notification of award. In case the successful Bidder fails to submit Performance Bank Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encash the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.	We request initially 10% PBG be taken for the value of Implementation phase of project and once the maintenance phase start the subsequent 10% of maintenance cost PBG be taken YOY basis.	As per RFP requirements
250	General	NA		Do SI need to offer DR for EMS setup? Kindly let us know the DC-DR load %age.	DR is currently not covered under the scope of this assignment
251	General	NA		How many End Users will access the Helpdesk tool?	Please refer to APP.REQ.12 under Section 7.3.7
252	General	NA	Scalability/Storage Infrastructure	In order to provide the hardware sizing including SAN storage sizing, request you to please provide the clarity about the approximate number of applications per process ,processed by the department on monthly/yearly basis. Please clarify.	Please refer to Section 8.3 of the RFP
253	General	NA	Uptime/Availability of the system	Request you to please provide the clarity about the uptime/availability of the proposed application.	Please refer to Appendix IV: Service Level Agreement
254	General	NA		Is there any requirement of displaying dashboard through application portal for external users (like status dashboards etc.)	As per RFP requirements
255	General	NA		Is there any requirement for High availability (active-active) for the systems like database, ETL, Reporting tools, portal, web servers etc.	As per RFP requirements
256	General	NA		Are you expecting DR capacity (HW/SW) be equal to DC ?	DR is currently not covered under the scope of this RFP
257	General	NA		What is the current and expected data volume of the database?	Please refer to Section 8.7
258	General	NA	Scalability/Storage Infrastructre	In order to provide the hardware sizing including SAN storage sizing, request you to please provide the clarity about the approximate number of applications per process ,processed by the department on monthly/yearly basis. Please clarify.	Please refer to Section 8.3 of the RFP
259	General	NA	Uptime/Availability of the system	Request you to please provide the clarity about the uptime/availability of the proposed application.	Please refer to Appendix IV: Service Level Agreement
260	General	NA	General	Let us know if AICTE is looking for completly open source solution or bidder can propose closed source solution as well.	Please refer to Section 7.3.28
261	General	NA	General	Please let us know your preference towards technology (Java, .NET, COTS, Open Source Products etc.)	Bidder is free to propose solution as long as it conforms to RFP requirements
262	General	NA	General - Document Management System	Understanding is that there will be lot of documents inflow in the system. What is the Document Management System currently being used. Are we expected to use the same DMS.	The existing DMS has been provided by Newgen Software Technologies Ltd. Bidder is free to propose a solution as long as Purchaser's existing software & hardware components are optimally utilized
263	General	NA	General - Document Management System	Is there a need for Digitization and Scanning. If yes, Please explain.	Digitization & scanning of documents are not covered under the scope of this RFP
264	General	NA	General - Integration	What are the integration touchpoints. How many internal and external system integration is required. Please provide the use cases.	As per RFP requirements
265	General	NA	General - Supporting document/Attachment Verification	Is there a need to verify the supporting documents (Land Registration, Domicile or Income Certificate, PAN, Aadhaar etc.) with any state govt. or central system/application before approval. Please explain/indicate all such integration touchpoints.	As per RFP requirements

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266	General	NA	General - Examination and Admission Scope	Please confirm that examination registration, examination conduction, examination result processing, admission counselling and admission are out of scope of this system.	As per RFP requirements
267	General	NA	General - DSC	Is there any need for Digital Signatures and eKYC.	As per RFP requirements
268	General	NA	General - Scope of Work	Apart from the 17 processes mentioned in scope of work, what are the other modules/functionalities required to be developed under this system.	As per RFP requirements
269	General	NA	General - Aadhaar Integration	Is aadhaar integration currently being used in AICTE? Are we expected to use the same AUA and KUA for connecting to UIDAI?	Bidder is free to propose solution as long as it conforms to RFP requirements
270	General	NA	General - Support Model	Does the complete support (L1, L2, L3) needs to be provided from AICTE Office?	To be discussed with selected bidder
271	General	NA	General	Please advise the deployment model of BPM and ESB/API Mnagement software. Is Active-Active setup expected or Active-Passive would do.	Bidder is free to propose solution as long as it conforms to RFP requirements
272	General	NA	Clause to be added	Bidder’s failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	As per RFP requirements
273	General	NA	Clause to be added	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP requirements
274	General	NA	Clause to be added	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	As per RFP requirements
275	General	NA	Clause to be added	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	As per RFP requirements
276	General	NA	Clause to be added	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	As per RFP requirements
277	General	NA	Clause to be added	The bidder shall have the right to terminate the contract in the event any undisputed amount remains unpaid for a period exceeding 15 days.	As per RFP requirements
278	General	NA	Clause to be added	During the term of this Agreement and for a period of one year thereafter Customer shall not, directly or indirectly, hire or solicit for hire, any of the personnel engaged by Bidder, without the prior written consent thereof from Bidder. Thus, the Customer agrees to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder, and acknowledges such relief shall be in addition to such other and further relief as may be available to Bidder at law or in equity	As per RFP requirements