#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
1	Page 40	7.2 (2) - Technical Evaluation Criteria	Experience of supply, installation, commissioning and maintenance of IT Infrastructure including servers, network, IT security components and system software in PSU/Central Govt. /State Govt. in India during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date)	Kindly remove this clause because this do not match as the requirement of RFP. Here in this RFP you are seeking for selection of Application Development & Maintenance Agency. Or Please change it to: Bidder should have an experience of one or two Central Govt. /State Govt. e-Governance Projects in India during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date)	No Change, Hardware supply is an integral part of the RFP hence this clause stays
2	Page 187	1.8 - Migration of legacy data		Please quantify how much data is to be migrated to new application	Migration to be handled during O&M Phase under T&M model hence data quantification may not be required at this point of time. Number of records is around 3 Crores
3	Page4	Bid Data Sheet & Point # 7	INR 15,00,000/- in form of DD or Bank Guarantee from a nationalized / scheduled bank in favour of: PAO Census, MHA, payable at New Delhi	The firms registered with NSIC or Micro & Small Enterprises under MSME act, under its they are exempted from furnishing bid security, Tender fee	As per MSME policy, exemption in EMD would be considered for those having the relevant certificate
4	Page 37	Pre-Qualification, Point # 3 of 6.2	The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17).	Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria.	No Change
5	Page 37	Pre-Qualification, Point # 5 of 6.2	The Bidder should have experience of development & maintenance of webbased applications / web portals during last three Financial Years (2014-15, 2015, 16, 2016-17 and till bid submission date) for PSU/Central Govt./State Govt.: a) One project with work order value of at least INR 3 Crores; or b) Two projects with work order value of at least INR 1.5 Crores each; or c) Three projects with work order value of at least INR 75 lakhs each	Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria.	No Change

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6	page 40	Technical Evaluation Criteria , Point # 1 of 7.2	Citation as per format in Annexure 10 with Copy of Work order / Contract mentioning the scope of work and Completion / Phase Completion certificate. Ongoing Work Orders which are in maintenance phase are permitted. Each Project with Work Order Value of at least INR 3 Crores = 10 marks Each Project with Work Order Value of at least INR 1.5 Crores = 5 marks Each Project with Work Order Value of at least INR 75 Lakhs = 2.5 marks Note: The Work Order Value above refers to the Web Application in the Work Order which is mentioned distinctly and not the composite value of the Work Order.	Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria.	No Change
7	page 40	Technical Evaluation Criteria , Point # 2 of 7.2	Citation as per format in Annexure 10 with Copy of Work order / Contract mentioning the scope of work and Completion / Phase Completion certificate. Ongoing Work Orders which are in maintenance phase are permitted. No. of Projects Each Project with Work Order Value of at least INR 75 Lakhs = 5 marks	Relaxation of Norms for Startups and Micro & Small Enterprises in Public Procurement on Prior Experience - Prior Turnover criteria.	No Change
8	Page 37	Pre-Qualification, Point # 5 of 6.2	The Bidder should have experience of development & maintenance of webbased applications / web portals during last three Financial Years (2014-15, 2015, 16, 2016-17 and till bid submission date) for PSU/Central Govt./State Govt.: a) One project with work order value of at least INR 3 Crores; or b) Two projects with work order value of at least INR 1.5 Crores each; or c) Three projects with work order value of at least INR 75 lakhs each	Kindly consider the International Experience so that we can bid from our Parent company also.	No Change

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9	37	6.2	Point 3. The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17). CA / Auditor Certificate or Certificate from Company Secretar	Request to ammend the clause as : The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2015-16, 2016-17 and 2017-18(Provisional). CA / Auditor Certificate or Certificate from Company Secretar (Or) Request to ammend the clause as : The Bidder should have an average annual turnover of INR 40 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17). CA / Auditor Certificate or Certificate from Company	No Change
10	20	1.10. Indicative Phasing Plan for Integration with States / UTs for integration of States with CIRBD	States / UTs have been categorized into Model 1, 2, 3 and 4 for integration of states / UTs with CIRBD:	Request to clarify on the support to be provided by ORGI for integration / roll-out to states	ORGI will help liaison the ADMA with the respective states
11	22	Track 3 – Development & Deployment of SRS Application and its Operations & Maintenance	A mobile-based application would be developed for field work by PTEs, Supervisors & DCOs	What will be high level features there for all three user types?	These details have been mentioned in Section 4.4, 4.5 and Annexure 5 of the RFP
12	22	Track 3 – Development & Deployment of SRS Application and its Operations & Maintenance	A mobile-based application would be developed for field work by PTEs, Supervisors & DCOs	How many form will need to be there for each user type for data collection at field?	Mentioned in Annexure 2 of the RFP
13	22	Track 3 – Development & Deployment of SRS Application and its Operations & Maintenance	A mobile-based application would be developed for field work by PTEs, Supervisors & DCOs	Will there be any requirement of collecting latitude and longitude of the user of the app?	Not Required
14	22	1.11.1. Track 1: Maintenance of existing CRS Application	Requirement of PHP Developers	Kind request you to please clarify the detailed requirement of the PHP developers - * Duration * Count of resources * Deployment Location * Onsite/ Offsite (full-time deployment)	Please refer to the commercial format (Annexure 20) for more clarity * Duration - 3 Years * Count of resources-2 * Deployment Location-New Delhi * Onsite/ Offsite (full-time deployment)- Onsite-Full time
15	60	9.7. Payment Terms 9.7.2. Track – 2	IT Hardware & Software Payment terms - 40% of the cost of Hardware & Software - T+2 months 10% of the cost of Hardware & Software - T+3 months 30% of the cost of Hardware & Software - T+4 months 20% of the cost of Hardware & Software - T+5 months	Kind request you to please reframe the payment terms of IT Hardware & Software. Request to consider 80% payment of hardware and software products on delivery, and balance distributed across the milestones. This is to meet OEMs supply criteria for 100% advance for the supplied IT Hardware & Software products.	No change

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16	61	9.8. Service Level Agreements 9.8.1. Track – 2 9.8.2. Track – 3	Penalty terms for the Track -2 & Track -3 events	Kind request you to please cap the upper limit of the Penalty terms of the Track -2 & Track -3 events to 10% of the payment milestone	Overall penalty is capped at 10% only, please refer page no 59
17	64	9.8. Service Level Agreements	Note: 5. However, it is the responsibility/ onus of ADMA to prove that the outage is attributable to ORGI. ADMA shall obtain the proof authenticated by ORGI's official that the outage is attributable to ORGI.	Please clarify that whether ORGI has any performance management solution implemented or the solution has to be implemented by ADMA itself.	ADMA to provide system generated SLA reports to ORGI showing the uptime of the applications deployed by ADMA
18	134	Mobile Features	The mobile app must be downloadable through Google play store or any other medium as applicable	Can we assume that there is no mobile app for general public ? It's only for internal users for on field data gathering? General public however can access website mobile and other handheld devices and UI will be mobile friendly?	SRS mobile application is for internal users only and not for general public
19	114	Annexure 3: Technical Details of Existing CRS & SRS Application of ORGI	Technology Platform	What is the technology platform of the existing mobile? Does maintenance of existing app also comes in the scope of RFP?	Existing mobile app is built on Android
20	187	Annexure 22: Project Scope and Deliverable 1.8. Migration of Legacy Data	Data Migration of the Civil Registration System & Sample Registration System	Kind request you to please share the details related to the Data Migration of the Civil Registration System & Sample Registration System - * Data formats	Data formats will be shared post ADMA onboarding
21	13	1.4.2. Sample Registration System in India	(i) Baseline Survey: The base-line survey is carried out prior to the start of continuous enumeration. This involves preparation of a notional map of the area to be surveyed, house numbering and house listing and filling of a household schedule. The supervisor prepares a notional map with the help of the enumerator showing important landmarks and location of the houses to be covered in the sample unit.	1. How the data for preparation of national map of the area to surveyed will be captured? 2. If it will be requied to captured from 3rd party system integration, then we assume that required web services for it will be provided by ORGI. Please confim. 3. Which type of national map will be required to create? if possible, please provide the sample of it. 4. We assume that required map will be provided by ORGI. Please confirm.	Required details to be provided by ORGI during implementation phase
22	19	1.8. Envisaged IT Solution 1.8.1. For CRS	The deployment of the SIRBD in the states is not in the scope of this RFP. However, the Bidder would have to provide **necessary support and handholding to such states** as required.	1. Please provide list of states with support and handholding period in which necessary support and handholding will be required to provide.	Any state can opt for SIRBD. Handholding would be ongoing process and part of O&M Phase.
23	19	1.9. Project Outline (i) Track 1 – Maintenance of existing CRS Application	b. Maintenance would include making necessary updates, bug-fixes and improvements in the application.	1. Please provide list of required updates, open bugs and details of improvement required in the application.	ORGI will share the data once ADMA is on boarded

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24	20	(ii) Track 2 – Development & Deployment of CIRBD & Development of Model SIRBD and Operations & Maintenance of CIRBD	c. CIRBD will integrate with states as per following scenarios: (i) States which are using the existing central CRS application would be integrated with CIRBD by ORGI. (ii) States which have single integrated application will need to integrate with CIRBD for transmitting the required information to ORGI. (iii) States which do not have single integrated application are required to customize the State Integrated Repository of Births and Deaths (SIRBD) provided by ORGI and integrate with CIRBD. (iv) States which are registering events manually can use SIRBD application	1. How many states are having CRS Application running? 　1.1. What is the technology stack? 2. How many states are having Single Integrated Application currently running? 　2.1. We assume that required changes (for development of web services) in current application to push data to CIRBD will be done by respect state. Kindly confirm. 　2.2. If bidder has to do necessary changes (for development of web services) then please let us know technology stack of the current application of each state. 3. How many states do not have single integrated application? 　3.1. We assume that required changes (for development of web services) in current application to push data to CIRBD will be done by respect state. Kindly confirm. 　3.2. If bidder has to do necessary changes (for development of web services) then please let us know technology stack of the current application of each state.	1.Currently around 23 states are using CRS application but not completely 1.1 Technology stack already mentioned in the RFP 2. Model 2 states likely 2.1 Yes, ADMA to provide technical guidance 2.2 Same as above 3. Complete data for the same not available 3.1 ADMA to provide model SIRBD and assist State's technical team 3.2 Same as above
25	27	3. Technical Standards & Specifications	CIRBD, SIRBD and SRS applications should be designed to comply with below mentioned standards and guidelines, where ADMA has to provide compliance reports or test results: (vii) Security compliant and STQC certified.	1. We assume that security audit will be required to carried out for CIRBD, SIRBD and SRS application, whereas GIGW certification will be carried out only for CIRBD application. Existing CRS application, which will be maintained by ADAM will not required security audit. Please correct us if ADMA is required to carry out Security Audit and GIGW certification for applications other than above mentioned applications. 2. How many times security audit and GIGW cerification will be required to carried out for above mentioned applicaitons during the entire project period (i.e. 3 years)	1.Assumption is correct 2. One time but internal audits to continue during O&M Phase
26	28	4.2. Key Features of SIRBD	(vi) There will be a sub-module of SIRBD (Registration Module) which would have enhanced features of the existing CRS application such as: n. Integration with Aadhaar e-KYC (if required) o. Integration with Aadhaar e-sign (if required) p. Integration with UIDAI for sharing Aadhaar of the deaths registered	1. We assume that required API and hardware for integration with Aadhar e-KYC, Aadhar e-sign and UIDAI will be provided by ORGI. Please confirm	RGI will facilitate the pre-production API for integration with Aadhaar in SIRBD, states may choose to integrate with respective AUA's of their states.
27	28	4.2. Key Features of SIRBD	(vi) There will be a sub-module of SIRBD (Registration Module) which would have enhanced features of the existing CRS application such as: q. SMS / Email notifications	1. We assume SMS Gateway will be provided by ORGI or respective state authority. Please confirm. 2. If ADMA need to procure SMS Gateway then kindly provided the period and estimated SMSes per Month?	RGI will facilitate provision of SMS API with NIC for integration. States may choose to integrate with their respective agencies as they deem fit once it is deployed in their states
28	28	4.2. Key Features of SIRBD	(vii) The registration module would also have an android-based mobile application for users on the field.	1. Who will bear the application hosting cost on Google Play Store?	Respective state in case of SIRBD, ORGI in case of SRS Mobile App

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29	41	7.2. Technical Evaluation Criteria	**Evaluation Criteria** - Technical Solution supplemented by Presentation and interactions (To be evaluated by a committee for awarding of marks after presentation) **Criteria** - ii. Technical Solution Proposed for CIRBD & SIRBD & SRS application (**with same technology stack**) (5 marks)	1. Please clarify about same technology stack. Whether this 5 marks will be given for proposing of CIRBD & SIRBD & SRS application in same technolgy stack OR it will be given to proposing of CIRBD & SIRBD & SRS application in same technology stack of existing applicaiton. 2. if it will be given to proposing of same technogy stack as per existing application then which technology stack will be considered for it because existing CRS application is in PHP frame work and SRS application is in .NET platform. Please clarify.	Bidders to propose applications on a single technology stack. Existing CRS will continue on its current technology and existing technology is not necessarily to be proposed.
30	42	7.3. Minimum Team Composition 7.3.1. Key Resources in Project Implementation Team	2. Solution Architect - Should possess Industry standard certifications	1. Please provide the name of industry standard certification, which is to be required to possess by proposed Solution Architecture.	Subject to proposed technology and standards by the bidder e.g. SOA etc. Any other relevant industry certification may also be accepted
31	42	7.3. Minimum Team Composition 7.3.1. Key Resources in Project Implementation Team	3. IT Infrastructure Architect - Should have OEM/Industry Standard certification	1. Please provide the name of OEM/ industry standard certification, which is to be required to have for proposed IT Inftracture Architecture.	Subject to proposed technology and standards by the bidder. Any other relevant industry certification may also be accepted
32	42, 43	7.3. Minimum Team Composition 7.3.1. Key Resources in Project Implementation Team	4. Database Architect - Should have OEM standard certification as applicable.	1. Please provide the name of OEM standard certification, which is to be required to have for proposed Database Architecture.	Subject to proposed technology and standards by the bidder
33	46	7.3. Minimum Team Composition	Note: (ii) The resources shall be deployed onsite as per the resource deployment plan submitted by the bidder.	1. We assume that resouces will be required to deploy onsite as per proposed resource deployment plan (Annexure 17) during implementation phase only for CIRBD, SIRBD and SRS applications. Please confirm 2. If not then let us know in which other phases resources will be required to deploy onsite. Also know us required resources detail like - Resource type - Number of resource for each type - Minimum qualification criteria for each type - Minimum experience required for each type 3. We also assume that required office infrastructure, internet connectivity, etc. for deployed resources will be provided by ORGI. Please confirm	1,2. Resources will be deployed on-site full time during the entire project duration as proposed by the bidder 3.Assumption is correct

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34	56	9.2. Interpretations	x. ORGI may nominate a technically competent agency or Project Management Unit (PMU) for conducting acceptance testing and certification of the various requisite infrastructure to ensure a smooth, trouble free and efficient functioning of the project or carry out these tasks itself;	1. We assume that cost of such nominated technically competent agency or PMU will be bear by ORGI. Please confirm. 2. if not then kindly provide the detail of required technically competent agency or PMU for conducting acceptance testing and certification of the various requisite infrastructure to ensure a smooth, trouble free and efficient functioning of the project.	1. Assumption is correct
35	58	9.4. Project Timelines 9.4.2. Track – 2	2. Conduct Security Audit of CIRBD portal through Cert-In empanelled vendor and obtain GIGW Compliance Certificate **Timeline** - 3 months from effective date	1. GIGW Compliance Certification is lengthy and 3rd party dependent process. It will required minimum 8 to 10 months to complete, so we request you to keep GIGW Compliance Certificate as a separate line item and not mix with any other line item. Kindly consider.	Delay due to conditions not in control of ADMA may be considered by the monitoring committee.
36	58	9.4. Project Timelines 9.4.2. Track – 2	4. Technical Documentation, Training and User Manual of CIRBD & SIRBD	1. We assume that all kind of Technical Documentation, Training and User Manual will be required to provide in English language only. Please confirm. 2. If not then, please provide all languages in which these documents will be required to provide.	1. Assumption is correct
37	60	9.7. Payment Terms	Payment of IT Hardware & Software	1. We assume that IT hardware and related softwares will be requried to deploy from Go-live phase. Please confirm. 2. If it is required to deploy from effective date (work order date) then we request you to change the payment term as per below: **Milestone**: Deplyment of IT Hardware & Software **Payment of IT Hardware & Software**: **"100% of the cost of Hardware & Software"**	1.Yes, except for UAT Environment which would be setup early
38	64	9.8. Service Level Agreements	Note: 6. The total deduction per quarter shall not exceed 20% of the total QP value	We suggest below change in this clause. Note: 6. The total deduction per quarter shall not exceed **10%** of the total QP value	Overall penalty is capped at 10% only, please refer page no 59
39	115	(iv) SRS Technical Details	Database	1. Which database is used in existing SRS application?	MS-Sql Server 2008 R2(V 10.0)
40	120	(ii) General Features Gamification	52. ADMA must implement the portal with gamification techniques using game mechanics to enhance user engagement 53. Displaying fancy graphics and animations to enhance the appeal of the website / portal	1. Please provide your expectaton about gamification feature with example.	This means display of statistics and numbers in fancy graphics and animated mode

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41	120	(ii) General Features Integrating an External Web Application into a Portal	55. Surface existing external web application content within Proposed Portal. 56. Proposed Portal provides screen scraping to integrate web applications	1. Please elaborate your requirement. 2. How many application needs to be integrated with the proposed portal? 3. Please provide technology stack for each application to be integrated. 4. What kind of data needs to be integrated?	The software design should allow integration with other applications using standard APIs etc.
42	120	(ii) General Features Information Section	57. Web portal should be CMS based and any modification to the content should be made through front end only	3. We assume that content of CMS pages will be provided by ORGI in digital format for English and 22 regional languages. Please confirm	Assumption is correct
43	122	(iii) CIRBD Core Module Public Dashboard (without login)	31. Dashboard should be available anonymously and for public view for analysis and download	1. Which type of information will be required to provide on Public Dashboard?	Will be shared once ADMA is on boarded
44	122	(iii) CIRBD Core Module Public Dashboard (without login)	38. System should be able to generate trend analysis	1. How many and which types of trend analysis will be required to generate?	Different Vital Indicators like Infant Mortality Rate, Sex Ratio at Birth etc. may be used for trend analysis
45	127	(vii) SIRBD Registration Module	The certificate shall be automatically digitally signed by the Aadhaar of the Registrar with date and time stamp once approved	1. We assume that Required Hardware and Software for Digital Signature will be provided by ORGI. Please confirm 2. ADMA only have to implement Digital Signature with the system. Please confirm 3. If ADMA has to procure Digital Signature solution then please let us know how many Dongle / Key need to be supplied along with other Hardware and Software.	To be provided by the respective state
46	130	Training	77. The training module will have training material for downloading/view as well e-learning module 78. e-Training/e-Learning material, web based learning courses, Multiple choice questions should be enabled in the system 79. The system should allow the videos and other training material to be available for download	1. We assume that all kind of training material will be required to provide in English language only. Please confirm. 2. If not then, please provide all languages in which these training material will be required to provide. 3. We assume that Multiple Choice questions carries only text based MCQs. Please confirm 4. If not then, which other types of MCQs will be requierd to provide?	1.Assumption is correct
47	139	(i) Servers (Application / Database / Development, Processor, Processor	E5-2650 V4 or higher (meeting all other parameters)	1. Asked processors are earlier generation processor, request you to change as latest skylake processor. "Intel Xeon Gold 5118 or higher (meeting all other parameters)"	The given specifications are minimum in nature, any higher configuration suggested by the bidder may also be accepted
48	139	(i) Servers (Application / Database / Development, Processor, Cache	2.5 MB per Core or Higher	1. As per new processor architecture of skylake cache memory is changed so request you to change as "1.37 per core or Higher"	The given specifications are minimum in nature, any higher configuration suggested by the bidder may also be accepted

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49	140	(i) Servers (Application / Database / Development, Local Disks, Quantity	Maximum 24 No of disks per server	1. As Current Requirement is only 2 x 300GB HDDs, we request you to change as "Maximum 12 No of Disks per server"	No change
50	187	1.6. Deployment of CIRBD at ORGI and handholding States for deployment of SIRBD	(ii) ADMA will also handhold states who choose to deploy SIRBD in their states. ADMA would be responsible for providing the necessary technical support to such states as and when needed. ADMA will be responsible for coordination with the state team, providing technical guidance, walk-through / presentations, integration with CIRBD including but not limited to making changes to the source code, if required	1. Please provide the list of all states, in which handhold supports will be required to provide. 2. What will the period for handholding support for each state? 3. Do ADMA need to deploy resources onsite for handholding support?	Will be shared once ADMA is on boarded. ADMA resource may need to travel during handholding
51	187	1.7. Deployment of SRS Application at ORGI and handholding DCOs and field functionaries	(ii) ADMA would also handhold DCOs and would be responsible for providing the necessary technical support as and when needed. ADMA will be responsible for coordination with the DCOs, providing training, technical guidance, walk-through / presentations, if required.	1. Please provide the list of all states in which handholding of DCOs will be required to provide. 2. What will the period for handholding support for each state? 3. Do ADMA need to deploy resources onsite for handholding support?	1. All states & UT's 2. Ongoing process, one O&M team for all support 3. Not required to be deployed at DCO
52	187	1.8. Migration of Legacy Data from CRS Application to SIRBD	It is envisaged that the Model 1 and Model 4 states would be the primary adopter of SIRBD. Hence, there would be requirement for migration of existing CRS application data of those states to the SIRBD of such states. (d) Get final sign off from ORGI / State for migrated / digitized data	1. What will be the size of data to be migrated? 2. In which format data will be provided? Database or CSV or Excel? 3. We assume that this migration / digitized data activity will not involve scanning of any physical documents? 3.1 If yes, please let us know the size-wise quantum of such physical document and quality of such documents. 3.2 Is there any data entry work (e.g. making entries into the database from physical forms) is involved in the scope of work. 3.3 If yes, then please share details on number of forms, average number of fields per form.	1. No of Records is approximately 3 Crores 2. Data will be provided as SQL Dump 3. Scanning is out of scope of ADMA
53	188	1.9. Migration of Legacy Data from existing SRS Application to new SRS Application	The legacy data of the existing SRS application has to be migrated to the new SRS Application. The ADMA as a part of its study shall understand the availability of the existing SRS data and plan to migrate it to the new SRS application after it has been deployed.	1. What will be the size of data to be migrated? 2. In which format data will be provided? Database or CSV or Excel? 3. We assume that this migration / digitized data activity will not involve scanning of any physical documents? 3.1 If yes, please let us know the size-wise quantum of such physical document and quality of such documents. 3.2 Is there any data entry work (e.g. making entries into the database from physical forms) is involved in the scope of work. 3.3 If yes, then please share details on number of forms, average number of fields per form.	1. Number of Records is around 3.4 Crores 2. SQL Dump 3.Scanning is out of scope of ADMA

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54	188	1.10. Application Training	ADMA will, as part of the CIRBD / SIRBD, SRS Solution, provide training to the portal users.	1. Total how many users need to be trained for each application? 2. Total how many users need to be trained for each stake holder? 3. What will be the batch size? 4. Total how many times training will be required to provide during complete project period (i.e. 3 years)? 4. We assume that training infrastructure will be provided by ORGI. Please confirm. 5. We assume that training will need to be provided at single location. If multiple location then please specify the locations.	Will be shared once ADMA is on boarded. Training will need to be provided through web conference or in New Delhi
55	189	1.11. Operations & Maintenance of CIRBD and SRS Application	ADMA shall deploy its resources to operate and maintain the CIRBD and SRS Applications.	1. We assume that Operation & Maintenance will be required to carried out on offsite basis. There will not be any type of resource required to deploy onsite during this period. Please confirm. 2. If not, then know us the required onsite resources detail like - Resource type - Number of resource for each type - Minimum qualification criteria for each type - Minimum experience required for each type 3. We assume that required office infrastructure, internet connectivity, etc. for such deployed resources will be provided by ORGI. Please confirm	1.Assumption is incorrect, resource deployment will be onsite as proposed by the bidder 2. Already mentioned in the commercial format (Annexure 20) 3. Assumption is correct
56	190	1.12. Helpdesk Setup	ADMA will also setup a helpdesk for internal users and run the helpdesk as soon as they take over the existing CRS application	Please provide below details for providing of helpdesk to ORGI: 1. Operation window of helpdesk 2. Who will provide infrastructure (i.e. Office Space, Laptop/PC, Internet Connectivity etc) to the helpdesk resource? 3. Who will provide telephone lines for helpdesk support? ADMA or ORGI? 4. If ADMA need to provide telephone lines then how many lines are required? 5. Will these numbers Toll Free or Landlines or Mobile Numbers? 6. What are the estimated calls per day? 7. We assume that process related queries will be taken care by ORGI and System related queries will be taken care by ADMA. Kindly confirm.	Helpdesk support will be provided through mobile phones and email only . Any additional tool may also be suggested by the bidder at no additional financial implications to ORGI

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57	190	1.13. Deployment of Resources	This section outlines guidelines for staffing and provisioning of manpower for implementation of CRS system by the selected ADMA.	1. We assume deployed resources will be requred to follow working calenadar and working hours of ORGI. Please confirm 2. We also assume that required office infrastructure, internet connectivity, etc. for deployed resources will be provided by ORGI. Please confirm	1.Yes, except in pressing situations 2. Assumption is correct
58		General	Inter integration, 3rd party integration	1. We assume that proposed system / web application will not required to integrated with any 3rd party system (except Inter integration, Email, SMS, Payment Gateway, Aadhar API). 2. If required to integrate with any other 3rd party system then kindly provide below details for it. 2.1 Will this be one way integration or two way? 2.2 What information / data needs to be integrated? 2.3 Who will provide web services for it? 2.4 What is the technology stack of it?	1.Yes 2.Any other integration will be required during O&M Phase
59		General	Language	1. We assume that CIRDB, SIRDB and SRS needs to be developed in English language only? Kindly confirm. 2. If multi-lingual then we assume that lables will need to be provided in multi-lingual but data entry will be done in English Language only. Kindly confirm.	1. Assumption is incorrect, please refer to FRS 2. System should allow data entry in both English and vernacular
60		General	Application Users	1. Please provide user type wise number of user for each application.	Types of users have already been mentioned in Annexure 4
61		BOQ	Additional Resource Type	1. Please provide resource type and education qualificaiton required for each type of additional resource 2. Please also provide required quantity for each type of additional resource	This is an optional provision and may depend on the solution and timelines proposed by the bidder
62		General	Technology	1- Please let us know perferred technology for new developing system so that appropriate OS, Database and other system softwares can be identified. 2-Please provide the details of existing OS,Database, Firewall, Switches, Routers and Antivirus details.	No such preference
63	22	1.11.1 Track 1: Maintenance of existing CRS Application	The existing CRS application is built on PHP platform and hence PHP developers have been sought through this RFP who would start the work from Day 1 to dedicatedly manage, fix and update the application	What will be the technology used to develop the new applications?	Track 1 application is to maintained as it is.
64	182	1.3. Design, development of CIRBD, Model SIRBD and SRS applications	Develop and follow standardized templates for capturing requirements and system documentation	Is there any documentation of the existing systems?	Yes. Will be shared once the bidder is on boarded
65	12	1.3. Project Objectives	Maintenance of existing Central CRS application of ORGI	What is the size of the data to be migrated from Central CRS application of ORGI to SIRBD and how many states are identified?	Approximately 3 Crore Records, migration to be handled during O&M phase
66	12	1.3. Project Objectives	Migration of existing data to new SRS application	What is the size of the data to be migrated from existing SRS application to new SRS application?	Approximately 3.4 Crore Records

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67	13	1.4.2. Sample Registration System in India	The base-line survey is carried out prior to the start of continuous enumeration.	In SRS, Kindly elaborate on the classification and the frequency of surveys?	Baseline survey is carried out every 10 years, HYS is carried out every six months and continuous enumeration is a continuous process
68	16	1.6.2. SRS	The existing SRS software has the following issues	Will ADMA on-boarded have to fix the issues in the existing SRS system?	The issues will be fixed through the new system. Changes in the existing system will not be done
69	17	1.7. Existing Applications hosted by ORGI	There is an existing central CRS Application hosted by ORGI for the registration of births and deaths	Where are the existing applications hosted?	At ORGI and NIC data centre in New Delhi
70	19	1.8.1. For CRS	The deployment of the SIRBD in the states is not in the scope of this RFP. However, the Bidder would have to provide necessary support and handholding to such states as required.	What is the scope of necessary support that needs to be provided to the states for the deployment of SIRBD?	To discuss with States' technical team, provide clarity on system, features etc.
71	17	1.7.2. For SR	DCO uses matching algorithm and generates either of the three indicators	Do we have to use the already existing business logic and algorithm for data matching?	Yes, most likely. To be firmed up during requirement analysis phase
72	73	9.22. Exit Management	Project data as is reasonably required for purposes of the project or for transitioning of the services to its replacing successful ADMA in a readily available format	Since ADMA on-boarded will be responsible for maintaining existing CRS and SRS application, what will be the transition process and who will be providing it?	As per industry standards
73	37	Section 6. Pre-Qualification Page No. 3	The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17).	Request to amend the clause and allow the bidders to participate who is having lessen average annual turnover i.e. "The bidder should have an average annual turnover of INR 35 Crores from IT Services/ Implementation over the last three financial years (2014-15, 2015-16 and 2016-17).	No Change
74	19	1.8.1. For CRS	The deployment of the SIRBD in the states is not in the scope of this RFP. However, the Bidder would have to provide necessary support and handholding to such states as required.	What kind of support and handholding to SIRBD in the states are anticipated?	ADMA will need to work towards integrating the existing system of states with CIRBD as well as handhold the states in the implementation of the SIRBD if they opt to implement the SIRBD in their states
75	19	1.8.1. For CRS	The Bidder for this RFP has to provide the detailed technical solution including proposed architecture, technical specifications and implementation approach in the technical bid.	Development of the modules also not in the scope. Please confirm.	Development of modules is in scope
76	22	1.11.2. Track 2: CIRBD & SIRBD Application	(i) ORGI would develop and host the CIRBD and integrate the existing central CRS application with it to begin with	In RFP it is mention ORGI would develop. We assume it means ORGI would develop through selected Bidder. Please confirm.	Assumption is correct
77	22	1.11.3. Track 3: SRS Application	ORGI would develop a web-based central SRS application and host it at the ORGI data centre	In RFP it is mention ORGI would develop. We assume it means ORGI would develop through selected Bidder. Please confirm.	Assumption is correct
78	25	2.2. Technical Solution for SRS	(v) Matching algorithm which will be part of the new software, will help DCO in verifying the data	Is there any matching algorithm used in current application? If yes then how reliable it is and whether the current algorithm can be re-used.	Yes, most likely. To be firmed up during requirement analysis phase
79	28	4.2. Key Features of SIRBD	(vii) The registration module would also have an android-based mobile application for users on the field.	Please confirm where Mobile development scope is only in Android platform	Assumption is correct

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80	65	9.10. Use & Acquisition of Assets during the term	i. Take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components	Whether hardware details are expected from the Bidder for the application requirements at ORGI data centre? If yes, what details are required	Manage infrastructure components supplied by bidder
81	115	(iv) SRS Technical Details	SRS application is built on .Net Framework 4.0 and deployed on window IIS 7.0	Is it necessary to use .NET application for revamped SRS application or we can propose Open Source stack?	Bidders to propose applications on a single technology stack. Existing CRS will continue on its current technology
82	119	(ii) General Features	48. Analytics-based tools to be used for monitoring the usage of web portal by different types of internal users as well as individual users for the purpose of user statistics, security management, online behavioural analysis and dynamic information provision.	Is there any Analytics requirement besides Web-Analytics? If yes, please specify.	As per RFP
83	171	Annexure 20: Commercial Bid Format	(A) IT Infrastructure Cost (Hardware & System Software)	Whether hardware is to be supplied by the successful bidder. What is the scope of hardware installation, hosting etc	Hardware will be supplied, installed and commissioned by the successful bidder. It will be hosted at ORGI Data centre in New Delhi
84	Page 37	6.2 (3) - Pre-qualification Criteria	The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17).	Request to revised the clause as below: "The Bidder should have a **cumulative turnover** of INR 50 Cr from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17)".	No Change
85	37	6.2. Pre-qualification Criteria for Selection of Application Development & Maintenance Agency	The Bidder should have an average annual turnover of INR 50 Crores from IT Services / Implementation over the last three financial years (2014-15, 2015-16 and 2016-17).	We request department that they will increase the average annual turnover to 200 Crores so that serious players can only participate.	No Change
86	38	6.2. Pre-qualification Criteria for Selection of Application Development & Maintenance Agency	The Bidder should have experience of development & maintenance of web-based applications / web portals during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) for PSU/Central Govt./State Govt.: a) One project with work order value of at least INR 3 Crores; or b) Two projects with work order value of at least INR 1.5 Crores each; or c) Three projects with work order value of at least INR 75 lakhs each	We request department that they should ask application development scope as an experience from bidder in their implemented or ongoing projects rather then specific web portal development. In large IT / ITES projects, web based applications are part of complete scope of deliverables.	No Change
87		General		We request department to allow the consortium but main bidder will be responsible for all acountability	No Change

#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
88		7.2. Technical Evaluation Criteria	Experience of development & maintenance of web-based applications / web portals in PSU/Central Govt. /State Govt. in India during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) Each Project with Work Order Value of at least INR 3 Crores = 10 marks Each Project with Work Order Value of at least INR 1.5 Crores = 5 marks Each Project with Work Order Value of at least INR 75 Lakhs = 2.5 marks	As we have already requested department to consider citation for project in which portal management for dashboard creation for single view is part of the scope of overall project. So request department that they should ask the citation must include the scope but not specific to it. We also request that project size should be increase by 20 Cr+	No Change
89		7.2. Technical Evaluation Criteria	Key Resources Proposed	Requesting department to clarify how they will examine the marking score of 40 against resource proposed. What valid evidence is required to score the required marks.	The skill set of the resources has already been mentioned in the RFP based on which evaluation will be done
90	37	6.2. Pre-qualification Criteria for Selection of Application Development & Maintenance Agency & No: Table Sl. No.5	Statement as per RFP The Bidder should have experience of development & maintenance of web- based applications / web portals during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) for PSU/Central Govt./State Govt.: a) One project with work order value of at least INR 3 Crores; or b) Two projects with work order value of at least INR 1.5 Crores each; or c) Three projects with work order value of at least INR 75 lakhs each	This is PAN India project which would have many complexities and would require the bidder who has experience of large state wide and PAN India wide project experience. Hence keeping such low criteria is not advisable. Bidder should have similar experience of large projects. Also the projects experience should be within India. With this background, we propose this clause to be modified as below: Request to consider Bidder's with experience of PAN-India or State wide project involving development & maintenance of web- based applications / web portals during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) for Urban Local Bodies/PSU/Central Govt./State Govt. in India: a) One project with work order value of at least INR 15 Crores; or b) Two projects with work order value of at least INR 7 Crores each; or c) Three projects with work order value of at least INR 5 Crores each	No Change
91	37	6.2. Pre-qualification Criteria for Selection of Application Development & Maintenance Agency & No: Table Sl.No.5	Note: The Work Order Value above refers to the Web Application in the Work Order which is mentioned distinctly and not the composite value of the Work Order.	Here we understand that this would mean that the software product and services components like deployment, implementation, training, operations and support for the projects would only considered. Any hardware, infrastructure, scanning kind of components would not be considered. Please confirm.	Assumption is correct

#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
92	38	6.2. Pre-qualification Criteria for Selection of Application Development & Maintenance Agency & No: Table Sl.No.6	The Bidder should be CMMI Level 3 or above certified	This should be SEI CMMI Level 3 or above. SEI CMMI refers to the quality certificate by Kanegi Milan which is renowned organisation. Since this project involves services, the quality certificates like ISO 9001:2008 or above, and ISO 20000-1:2001 are also important	No Change
93	40	7.2. Technical Evaluation Criteria &No: Table Sl.no.1 7.2. Technical Evaluation Criteria &No: Table Sl.no.2	Experience of development & maintenance of web-based applications / web portals in PSU/Central Govt. /State Govt. in India during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission d ate) Each Project with Work Order Value of at least INR 3 Crores = 10 marks Each Project with Work Order Value of at least INR 1.5 Crores = 5 marks Each Project with Work Order Value of at least INR 75 Lakhs = 2.5 marks Experience of supply, installation, commissioning and maintenance of IT Infrastructure including servers, network, IT security components and system software in PSU/Central Govt. /State Govt. in India during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) No. of Projects Each Project with Work Order Value of at least INR 75 Lakhs = 5 marks Each Project with Work Order Value of at least INR 50 Lakhs = 2.5 marks Each Project with Work Order Value of at least INR 25 Lakhs = 2 marks	Normally the projects undertaken by SI comprises of components like Software development, implementation, operations & maintenance, providing infrastructure and deployment on Data Centre or hosting on cloud. Some of the large e-Governance projects only have software components as the data centre are already setup by the state or in recent times, hosting is done on cloud. With this background, keeping two separate clauses in TQ – one with software experience and other with hardware component will demotivate the strong software product, implementation and services company from bidding. Also the project value should be kept much higher considering the importance of this PAN India project and its complexity. We propose combined clause for TQ 1 and 2 as below: "Experience of development & maintenance of web- based applications / web portals, hardware supply and maintenance, hosting on cloud etc. during last three Financial Years (2014-15, 2015-16, 2016-17 and till bid submission date) for ULB/PSU/Central Govt./State Govt.: Each Project with Work Order Value of at least INR 15 Crores = 10 marks Each Project with Work Order Value of at least INR 10 Crores = 5 marks Each Project with Work Order Value of at least INR 5 Crores= 2.5 marks	No Change
94	39	7.2. Technical Evaluation Criteria &No: Table Sl.no.` 7.2. Technical Evaluation Criteria &No: Table Sl.no.2	Note: The Work Order Value above refers to the Web Application in the Work Order which is mentioned distinctly and not the composite value of the Work Order. Note: The Work Order Value above refers to the IT infrastructure value in the Work Order which is mentioned distinctly	These two clauses being merged into 1 criteria, the note would read as Note: The Work Order Value above refers to the Web Application development, implementation, training, support and maintenance and IT infrastructure value in the Work Order which is mentioned distinctly and not the composite value of the Work Order.	No Change

#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
95	39	7.2 Technical Evaluation Criteria	Proposed clause	Since this project involves software involving citizen services like Birth Registration, Death Registration, Issue of Birth/ Death Certificate, this bidder having similar experience in state wide project involving more than 100 Urban Local Bodies should get added advantage. Hence atleast 10 marks should be kept for such experience by the bidder.	No Change
96	42	7.3.1. Key Resources	Project Manager	Project Manager should have experience of atleast 3 years in e-Governance projects in Municipalities or projects involving Birth/Death related software solution and implementation.	No Change
97	89	Annexure 1: Process of Registration of Births and Deaths and Issuance of Certificates	Existing CRS Application – Birth, Death & Still Birth Registration	Work-flow Indicates Generation of Unique Registration No. & Generation of Certificate even in case of Still birth. But as per our understanding of the Birth & Death Act 1969, Registration of Still birth is only for recording purpose and no certificate is issued. So we request you to please clarify the same	Yes, Registration and certification are two different activities
98	117	Annexure 4: Indicative Functional Requirement Specifications of CIRBD and SIRBD	The portal will support English and all 22 regional languages with the user having option to switch from one language to another	FRS indicates about Portal in Bi-lingual , But not giving any clarity about B & D data in Bi-lingual format. As per B & D Act , Birth and Death data should be in Bi-lingual form i.e. English & Regional Language. Certificates have to be printed in both the languages. Hence data entry should be allowed in both the languages. Pl clarify the same	FRS indicates provision of 22 regional languages
99	127	(vii) SIRBD Registration Module / 15	In case erroneous information has to be corrected or cancelled, then the approval process flow has to be designed in accordance with the CRS Rules framed by the respective state	Registration of Birth & Death is worked on Central Govt. Act 1969 hence Correction of any erroneous information or Cancellation of the same for an event is base on CRS Rules framed by State is not possible. It should be same for All as registration process is common for all. Pl. Clarify the pt.	Generally all states follow model rules framed by ORGI
100	127	(vii) SIRBD Registration Module / 20	Once approved, a registration number should be auto- generated by the application. The registration number shall not change even if modifications are made in the application If rejected, then also the status update must be communicated to the applicant	Registration number should be Auto Generated but clarification not given about format or rule of Generation of Registration No. ; As per Provision in Act registration No. should be reset to 1 at each Calender Year. Pl. Clarify the rule of Generation of Registration No.	To be firmed up during requirement analysis stage

#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
101			Once approved, a registration number should be auto- generated by the application. The registration number shall not change even if modifications are made in the application If rejected, then also the status update must be communicated to the applicant In Addition to Above Queries Need Clarification on Following Services and Reports which is not available / Clarification not given in RFP. With vast experience in this domain, we understand that there are many more functions/ reports required by any Municipality for this Birth & Death module. We have given the list here. Please evaluate the same and include it in the scope.	Need Clarification on Following reports 1. Birth Register 2. Death Register 3. Monthly Birth Summary Report 4. Monthly Death Summary Report 5. Monthly Still Birth Summary Report 6. Monthly Still birth Summary Report 7. Hospital Wise Birth Details 8. Sex and Month of Occurrence 9. Certificate wise Collection Details 10. Births by level of Education of Father 11. Births by Occupation of Father & Birth Order 12. Births by level of Education of Mother 13. Births by Occupation of Mother & Birth Order 14. Place wise Death Registration Summary 15. Child Mortality Report 16. Institutional Deaths by Cause 17. Deaths by Age, Occupation & Sex 18. Pregnancy related Deaths by Age & Occupation 19. Death By Type of Attention and Sex 20. Deaths by Age, Sex & Religion of the Deceased 21. Medically Certified / Not Certified Death Cause, Age & Sex wise 22. Month wise Certificate Issued/ Not Issued 23. Certificate wise Collection Details 24. Receipt	Please refer annual report on CRS ORGI website
102		Issues Found in CRS Software and need Clarification on it	We have listed some of the known issues in CRS system from our experience of working with ULB projects.	CRS system having provision to enter old record but numbers are generated as per their auto sequence and due to that number which is already given to registration is mismatch and new number is given for same record for which certificate was already issued to Citizen with old number. Name of Village / Cities are not properly updated and wrong names are given and due to that unable to issue certificate. There is no provision to correct the name of Village / Cities Software is not link with accounts module.	To be firmed up during requirement analysis stage

#	Page No.	Section (Name & No.)	Statement as per RFP	Query / Clarification Sought by Bidder	Clarification
103	59-60	9.7.2 Payment Terms Track 2	Payment of IT Hardware & Software Development, testing and deployment of CIRBD portal 40% of the cost of Hardware & Software Development, testing, deployment and security audit of SIRBD State Level data consolidation module 10% of the cost of Hardware & Software Integration of all existing CRS application States and one Model 2 State with CIRBD portal 30% of the cost of Hardware & Software Development and testing of SIRBD Registration module including Mobile application 20% of the cost of Hardware & Software	It has to be understood that no OEM provides credit for hardware components. In such scenario, these payments terms would create negative cash-flow for bidders. Delivery, deployment, testing and acceptance of hardware may be planned such that it is in sycn with the software implementation plan. The payment milestone cannot be linked with software milestones. Hardware procurement can be done only after go-ahead from the purchaser. Proposed payment terms for hardware can be as below: 80% on Delivery 10% on installation 10% on Testing and acceptance that the hardware / infrastructure is in working state.	No Change
104	59-60	9.7.2 Payment Terms Track 2 and 3	Payment of Application Development Development, testing and deployment of CIRBD portal. 30% of the Cost of Application development Development, testing, deployment and security audit of SIRBD State Level data consolidation module 5% of the Cost of Application development Security Audit through Cert-In empanelled vendor and GIGW Compliance Certificate 100% of CIRBD & SIRBD Certification Cost Integration of all existing CRS application States and one Model 2 State with CIRBD portal 25% of the Cost of Application development	The payment terms should be win-win for both purchaser and the bidder. We propose following payment terms: 10% of the overall project software related capex amount on submission of Inception Report (Table B and C) 20% of overall software related CAPEX amount on acceptance of SRS (Table B and C) For Track 2: Development, testing and deployment of CIRBD portal 30% of the Cost of Application development (Table-B of Commercial bid) Development, testing, deployment and security audit of SIRBD State Level data consolidation module. 5% of the Cost of Application development (Table-B of Commercial bid) Integration of all existing CRS application States and one Model 2 State with CIRBD portal 20% of the Cost of Application development (Table-B of Commercial bid) Development and testing of SIRBD Registration module including Mobile application 15% of the Cost of Application development (Table-B of Commercial bid)	No Change