RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
1.	Para 3	**Intended Use.** Facilitating seamless integration of all units of NAI, real time monitoring, tracking of inspection and quality assurance activities.	Please elaborate the number of NAI units to be integrated.	Details would be brought out in RFP.
2.	Para 4 (a)	**Technical Parameters.** Vendors are to indicate whether similar COTS product/ proposed solution is in use by any other Navy or offered for use by other Governmental or Non-Governmental agencies within India and if so, unit price(without taxes/ custom duties) and year in which it was supplied. The differences between these versions of COTS product/ proposed solution may also be highlighted.	We would like to submit that it will be possible for us to give technical information about COTS products used in similar solutions for other organisations. However, it would not be possible to give the unit prices at which they were supplied to those organisations. Also, since each solution has its unique requirements, it will be difficult to give comparison/ differences between the product suites used in other solutions with the one proposed for your requirements.	SI may submit the details of projects undertaken. Unit price is optional.
3.	Para 4 (b)	**Approximate Cost Estimation.** Vendors are to provide indicative cost for the solution as per the table given at Appendix B. The estimated cost is required only for budgetary estimation, final cost estimation (without taxes/	(a) Budgetary prices for the COTS SW products can be given as per their licensing model (core-based, user based, applicance based etc). (b) Budgetary estimate of services for design, implementation and O&M, needs to be included as separate line item.	(a) Vendors may provide the budgetary prices for COTS sw for applicable types of licensing model - core based, user based, application based, etc. (b) The estimate of services for design, implementation should be included in the

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
		custom duties) would be provided by the vendor during RFP stage.		respective component cost. Cost of O&M may also be provided separately.
			(c) Server hardware, VMs, OS etc for T&D and Production setups for the SW applications - we understand that the bidder has to only give the details of HW requirements, and Navy will provision for the same in their DC & DR. Please confirm.	(c) The bidder should cater for the hardware devices mentioned in Appendix B of the RFI. Rest of the hardware wold be provisioned by IN.
4.	Para 4 (e)	**Option Clause.** An Option Clause may be exercised in the procurement case. Vendors must express their willingness for Option Clause for licenses, hardware and support for entire duration of the contract.	What is option clause?	Options clause may be exercised by IN for future procurement of additional quantities of components being procured. Vendors are required to only indicate their willingness to the option clause in the RFP and indicate the duration for which the Option Clause willingness would be valid.
				Duration of Option Clause is being reviewed and would be mentioned in RFP.
5.	Para 5 (a)	The solicitation of offers will be as per 'Single Stage-Two Bid System'. It would imply that a 'Request For Proposal' would be issued soliciting the technical and commercial offers together, but in two	We can propose Offer validity for 6 months maximum. Our vendors does not provide the quote with 18 months validity and also as Indian Navy are aware that our internal costs increases every year. Is there any scope to reduce the duration under this clause.	As per RFI. Quote is only for an estimate and internal approval process.

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
		separate sealed envelopes. The validity of commercial offers would be at least 18 months from the date of submission of offers,		
6.	Para 5 (d)	Commercial Negotiation Committee would decide the lowest cost bidder (L1) and conclude the appropriate Contract.	We request dept to change the bid evaluation from L1 to QCBS.	Refer Amendment-II to RFI.
7.	Para 5 (d)	Commercial Negotiation Committee would decide the lowest cost bidder (L1) and conclude the appropriate Contract.	We would request NIA to consider Quality cum Cost based Selection (QCBS) methodology instead of L1 based selection process for selecting the SI for AIIMS project. As the bid evaluation Is heavily dependant on past experience and also the Stable and timely outcome it is requested that it be QCBS so as to give proper weightage to both technical and financial parameters	Refer Amendment-II to RFI.
8.	Para 5 (e)	Vendor would be bound to provide product support for time period specified in the RFP, which includes maintenance(AMC) of proposed solution, software, hardware and infrastructure.	In case of extension beyond Contract period as specified in RFP due to any reason, please ensure AMC for SW/ HW/ Infrastructure should be borne by Customer.	As per RFI. Any extension beyond contract shall be discussed and agreed mutually between buyer and seller at the end of the contract.
9.	Para 5 (f)	The Vendor would be required to accept the general conditions of Contract given in the Standard	Would propose the changes against non standard clauses mentioned in DPP16 at the time of submitting the bid.	As per RFI.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
10.	Para 5 (g)	Contract Document at Chapter VI of DPP 16. **Integrity Pact**. Vendor is to indicate willingness to sign Integrity Pact along with appropriate IPBG in accordance with provisions of DPP 16.	Would propose the changes against non standard clauses mentioned in DPP16 at the time of submitting the bid. Please take Legal review on this because management is not agreeing to such condition.	As per RFI. Clause is as per MoD guidelines.
11.	Para 5 (h)	**Performance-cum-Warranty Bond**. Performance-cum-Warranty Bond equal to 10% value of the Contract is required to be submitted after signing of the contract as per provisions of DPP 16.	Would propose the changes against non standard clauses mentioned in DPP16 at the time of submitting the bid and RFI document at the time of submitting the bid.	As per RFI. Clause is as per MoD guidelines.
12.	Para 6 (e)	**Procedure for Response**. Last date of acceptance of filled form is 27 Jun 2018.	We request dept to change the submission date from 27th Jun 2018 to 15th Jul 2018.	Refer Amendment-I to RFI.
13.	Para 6 (f)	**Procedure for Response**. RFI responses must remain valid and open for a period of at least one year from the time of the closing date of RFI. The validity of RFI may be explicitly stated.	RFI responses should be valid for 6 months only.	As per RFI.
14.	Para 6 (j)	**Procedure for Response**. The System Integrator, at the RFI stage, is given the liberty to propose its solution with	As per the RFP we understand that Commercial Off-The-Shelf (COTS) solution has been requested for Armament Inspection Information Management System (AIIMS)	As per RFI.

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Sl No	Reference in RFI	RFI Statement	Queries	Clarification
		more than one OEM products for the COTS solution modules.	project. There are equally proven and reliable bespoke/ opensource products in the market which would meet the Pre qual and technical criteria. Having a trusted besopke option will reduce the cost and also have minimum customization. It will also reduce the dependancy on proprietary products. We would request NAI to allow Vendors/ SI to propose Bespoke or Framework based solutions along with COTS solutions?	
15.	Para 13	**Non-Disclosure Agreement (NDA).** The Bidder would have to submit a non-disclosure agreement as per format given in Appendix J.	A Bidder has to interact with multiple OEMs and partners to put together a complete RFI/ RFP proposal, for which information will have to be shared with them. The NDA format is very stringent and it will be very difficult to work within its bounds. It is therefore requested that the NDA be reworded to permit bidders to share the information with their ecosystem of partners, OEMs and all others involved in putting together the proposal, both at the RFI and RFP stages. All confidential information may be shared with the bidders through a separate document, to enable better control on distribution of such information.	NDA is as per the IN standard norms. The bidder should get the NDA signed from their partners (partners, OEMs, etc) and a copy of the same should be submitted to IN.
16.	Para 1 (a) of Appendix A	**Essential modules – ILCM.**	We understand that there will be users from the NAI organisation as well as from external units. Users from the external units will have a self-service portal will be provided to raise inspection request, check status and manage information on armaments held.	Details of Roles management of NAI & external users and integration with IDAM or any other software would be brought out in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
17.	Para 1 (a) of Appendix A	**Essential Modules.** There are around 30 inspection processes performed by NAI units which are classified under 6 categories on the basis of their involvement from design to discard of an armament – Design and Development, Production, Depot Inspection, Afloat Inspection, Disposal and Supporting processes.	Please clarify on how the NAI and external users and their roles will have to be managed in the solution. Is there any integration to be done with the IdAM solution of the Navy or do all the users have to be managed within the application itself?	Details would be shared at RFP stage.
			kindly detailed out the 30 inspection processes performed by NAI units for us to understand the functional requirements. Also request if AIIH can share us functional specs report or process flows related to inspection processes.	
18.	Para 1 (c) of Appendix A	**Essential modules – Document Management.**	Please specify as which all type of Product Drawing formats need to be stored in Document Management Module.	The required formats of the drawings would be included in RFP.
19.	Para 1 (c) of Appendix A	**Essential modules – Document Management.**	Who all will be the users of the Document management module? What is the No of Users who will access this module?	The tentative number of users for is mentioned at Para 5 of Appendix A to RFI. Further details would be provided in the RFP.
20.	Para 1 (d) of Appendix A	**Essential modules – HRM.**	We understand that the Human Resource Management Module (HRM) has three components:	The high level functionalities requirements in HRM module is as per RFI. Further details on HRM and integration

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
			(a) NAI technical management to manage the employees' technical profiles, skills, experience, courses & certifications etc, primarily from their employability perspective.	requirements would be provided in the RFP.
			(b) NAI administrative management to record, track, approve and manage the employees' data related to leave & Ty duty management, ACRs/ APARs etc.	Bidder is free to offer multiple solutions at RFI stage and accordingly finalise one solution at RFP stage after reading the detailed requirements.
			c) Individual employees managing their personal data, as well as raising leave requests etc for workflow based approvals	
			Please clarify on whether the Navy's enterprise IdAM will be used to manage the Ids of various employees as well as those of the appointments participating in approval workflows at various units/ HQs	
			Please list out all the required HRM functions, so that an appropriate solution can be suggested for the same. For example, will the HRM module also have to cater to postings & promotions, Genform Management System (GMS) facilities etc?	
21.	Para 1 (d) of Appendix A	**Essential Modules.** Human Resource Management Module (HRM)- This module will help in managing the details of all NAI employees	Please confirm whether payroll function is in scope	Payroll function is out of scope of the project.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
		with respect to their profile, experience, skills, leave details, Annual Confidential Report (ACR)/ Annual Performance Assessment Report (APAR) management, etc.		
22.	Para 1 (e) of Appendix	**Essential modules - MIS Reporting & Analysis.**	We understand that this reporting will be done on the data collected as part of the inspection process and is required to assess the reliability of an armament at a given time. Wall there be any other areas for reporting and analysis?	MIS Reporting & Analysis tool may gather data from all modules and perform analysis on them. The details will be brought up in RFP.
23.	Para 2 of Appendix A	**Handheld Device.** A lite version of AIIMS would be resident on the device for collection of data.	Please elaborate the what all functionality is being sought for lite version. As would help in assessment of efforts and cost of the same.	The details would be provided in the RFP.
24.	Para 2 of Appendix A	**Handheld Device.** Towards collection of inspection data, handheld devices are envisaged. Handheld device should be ruggedised and devoid of any transmitting hardware such as bluetooth, Infra-red, Wi-Fi, 2G/3G/4G etc.	Please provide the specification for handheld device.	The details would be provided in the RFP.
25.	Para 3 of Appendix A	**Infrastructure.** AIIMS application is intended to work on the Naval Communication Network	The servers, network, security etc components that would be provided by Navy, how is the Bidder/ SI supposed to Manage/ Monitor that? Is that in scope of Bidder/ SI?	Monitoring and Management of infrastructure supplied by IN is out of scope of SI. EMS would be required only

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
		(NCN) being commissioned by the Indian Navy. Data Centre and Disaster Recovery (DC and DR) facilities and most of the IT infrastructure components including servers, network, security etc. required for hosting the AIIMS application would be provided by the Indian Navy. Only a few infrastructure components such as storage, handheld devices, printers etc. will be required to be provided by the SI.	Will Navy provide EMS/ NMS?	for components to be supplied by SI. Further requirements shall be detailed in RFP.
26.	Para 3 of Appendix A	**Infrastructure.** AIIMS application is intended to work on the Naval Communication Network (NCN) being commissioned by the Indian Navy. Data Centre and Disaster Recovery (DC and DR) facilities and most of the IT infrastructure components including servers, network, security etc. required for hosting the AIIMS application would be provided by the Indian Navy. Only a few infrastructure components such as storage,	The SI will not be responsible for maintenance of infrastructure provided by Indian navy for this project. SI will only maintain the components supplied by him. Hope our understanding is correct.	Yes, the understanding is correct. The maintenance of the infrastructure components provided by the IN is the responsibility of IN.

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Sl No	Reference in RFI	RFI Statement	Queries	Clarification
		handheld devices, printers etc. will be required to be provided by the SI.		
27.	Para 4 of Appendix A	**High level scope of work for SI.** This is a turnkey project which involves customisation of COTS software, supply of hardware and includes 07 years of operations and maintenance after Project Go-Live	In general, end-user components Hardware OEMs do not provide support for 9 years (2 yrs implementation + 7 yrs O&M). Request revise support duration to 3 years Or consider one technology refresh during the contract period	The SI is expected to provide support for the duration as per the RFI. However, this may include tech refresh during the O&M phase by the SI. Further details would be provided in RFP.
28.	Para 4 of Appendix A	**High Level Scope of Work for SI.** IT Infrastructure Procurement, Supply and Implementation. Supply of hardware(like SAN storage, handheld devices, etc), infrastructure for test, development and training environment(limited sites preparation).	Please provide scope of limited site preparation as mentioned in the para	Site preparation includes installation of hardware to be provisioned by SI. Further details would be provided in RFP.
29.	Para 4(b) of Appendix A	**High Level Scope of Work for SI.** COTS and associated software Installation, Configuration, Customization, Data Digitization, Data Migration & Documentation for Modules/ Sub- Modules/ Customised portions and integration	Please clearly define the scope of data migration. Kindly provide the key details such as Years of data need to be migrated, Volume and size of the data etc.	Details would be provided in RFP.

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
30.	Para 4 of Appendix A	**High Level Scope of Work for SI.** Multi-location training and handholding	Please specify the no of locations, users counts for which training need to be provided.	Details would be provided in RFP.
31.	Para 4 (c) of Appendix A	**High Level Scope of Work for SI.** Multi-location training and handholding	We request to please elaborate it more by adding further details like no of locations; no of users for handholding etc.	Details would be provided in RFP.
32.	Para 4 (e) of Appendix A	**High Level Scope of Work for SI.** Operation & Maintenance of proposed solution & related IT infrastructure during warranty/ AMC period.	Please elaborate that the tools required for Helpdesk, Change Control, Security would be provided by the vendor or Vendor will need to provide the same and also elaborate on the specification for such tools, if any required	Details would be provided in RFP.
33.	Para 5 of Appendix A	**License Estimation.** The number of licenses has been estimated by identifying the usage of AIIMS application by various NAI users as per their roles and credentials.	Please specify the total number of users. It is not clear whether the user Count mentioned in the clause are distinct or overlapping. If this is the same set of 300 users who require access to ILCM, AM, DM, HR and Reporting modules, then from the product licensing point of view, it would only be 300 user licenses. However, if the users/ appointments accessing these modules are different, then the total would sum up to 1500 user counts. Similarly for Self Service for ILCM & HRM modules, does the 700 user count include the 300 user count of the other modules? What about the user count of external units, who need to raise inspection requisitions in the ILCM module?	Some of the users may be overlapping. For the purpose of RFI, the budgetary quote may be given considering separate users for each module. The number of users mentioned in ILCM and HRM self-service portal are not overlapping with ILCM and HRM modules. Further details would be provided in the RFP.
34.	Para 5 of Appendix A	**License Estimation.** The number of licenses has been	Please confirm whether the same numbers can be considered as the no of users.	Yes. However, this is the tentative number of users

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
		estimated by identifying the usage of AIIMS application by various NAI users as per their roles and credentials. The estimated number of licenses for various modules of the AIIMS application is given below:- (a) Inspection Life Cycle Management Module: 300 (b) Asset Management Module: 300 (c) Document Management Module: 300 (d) Human Resource Management Module: 300 (e) Reporting & Analysis: 300 (f) Self-Service Portal (ILCM): 700 (g) Self-Service Portal (HRM): 700		given for budgetary purpose in RFI. The exact number of users would be provided in the RFP.
35.	Para 6 of Appendix A	**Quantity of Handheld Devices.** The number of handheld devices to be supplied by the SI is 200	Who all and what all business functions are expected to be performed from the handheld devices apart from Inspections (ILCM) tasks? Will these devices have the latest standard OSes like iOS & Android, or will have non-standard OSes like Windows-CE etc	Handheld device are envisaged only for ILCM module. Further details would be provided in the RFP.
36.	Para 7 of Appendix A	**Estimated Timeline.** The total time period for Go-Live of AIIMS application is 24	Please confirm during support phase whether any resources need to be deployed at onsite for L1 and L2 support. Please mentioned the	On site team would be required for O & M. Further details would be provided in

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Sl No	Reference in RFI	RFI Statement	Queries	Clarification
		months from the date of signing of contract. Post Go Live, Operation & Maintenance support will be provided for a period of 7 years.	type of resources required and the numbers	the RFP.
37.	Para 7 of Appendix A	**Estimated Timeline.** The total time period for Go-Live of AIIMS application is 24 months from the date of signing of contract. Post Go Live, Operation & Maintenance support will be provided for a period of 7 years.	(a) Please confirm during support phase whether any resources need to be deployed at onsite for L1 and L2 support. (b) Please mentioned the type of resources required and the numbers. (b) Usually, OEMs provide 5 Year Post warranty support, therefore, requested to please reduce the O&M period as this is OEM dependent for SI's.	(a) On site team would be required for O & M. (b) Further details would be provided in the RFP. (c) As per RFI.
38.	Para 7 of Appendix A	**Estimated Timeline.** Total time period is 24 months Go-live and 7 years support.	Please request for total project duration of 5 years including Implementation and Support years as we do not get quotes for more than 5 years from OEM. Extension beyond 5 years can be taken on mutual consent	The SI is expected to provide support for the duration as per the RFI. However, this may include tech refresh during the O&M phase by the SI. Further details would be provided in RFP.
39.	Appendix A	**Technical Parameters.** This module will help in managing the details of all NAI employees with respect to their profile, experience, skills, leave details, Annual Confidential Report (ACR)/	We would request if specific envisaged HRMS processes could be listed.	Details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
40.	Appendix A	Annual Performance Assessment Report (APAR) management, etc.		
		Technical Parameters. Integration requirement details are missing in document	We proposes to add system architecture diagram (high level) and explicitly mention integration requirement of ILCM, AM, DM and HRM modules;	Details would be provided in the RFP.
41.	Appendix A	**Technical Parameters.** NFR details missing in RFI	Propose to add volumatrix details to know the scale of application, peak lead transactions, concurrent users etc should be mentioned in RFP	Details would be provided in the RFP.
42.	Appendix A	**Technical Parameters.** A lite version of AIIMS would be resident on the device for collection of data.	We would request for more details on the term "Lite" used here	"Lite" version refers to limited functionality such as downloading inspection forms onto the device & capture the data and upload/ transfer the captured data to main AIIMS application. Further details would be provided in the RFP.
43.	Appendix B	**Approximate Cost Estimation.** SAN Storage (100 TB)	We understand that the solution requires a mid-range storage. Please clarify the no of redundant active controllers, FC & iSCSI ports, drives to be provisioned & scalability, IOPS required in the SAN storage, as well as the features required, viz, clustering, virtualisation, snapshot, cloning, auto-tiering and replication	Details would be provided in the RFP.
44.	Annexure B to RFI	**Approximate Cost Estimation.** Data Digitization	Kindly confirm that data digitization will be done at a centralized location? If No, then what will be the number of	Data digitisation needs to be undertaken at multiple places. Further details would be

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
45.	Appendix B	**Approximate Cost Estimation.** Approximate Cost Estimate	location where the digitization activity needs to be done and what will be volume distribution of different documents at each location?	provided in the RFP.
			As this is a RFI, it would be not possible to share our Approximate Cost estimates at this stage and financials would be submitted during the RFP stage. The cost can only be given once complete scope and terms are defined. Also this opens up the possible commercials of the proposed bidder and is not a norm in the industry to give at this stage. Also we request the department to do the budgeting etc and dependancy on this cost could turn to be highly misleading. Request the clause to be deleted.	The bidder may provide budgetary prices as per their understanding.
46.	Annexure B	**Approximate Cost Estimation.** Data Digitization	Kindly confirm that the pages are in loose form or bound form?	The pages are combination of both.
47.	Annexure B	**Approximate Cost Estimation.** Data Digitization	If documents are in bound form, Kindly confirm that bidder will be allowed to unbind and bind the documents?	The best possibilities would be exercised during the digitisation phase.
48.	Annexure B	**Approximate Cost Estimation.** Data Digitization	what will be the average number of pages per document/ file?	Total digitisation requirement(no of pages in total) would be specified in the RFP.
49.	Annexure B	**Approximate Cost Estimation.** Data Digitization	What will be number of metadata fields and average number of characters per metadata field?	Details would be provided in the RFP.
50.	Annexure B	**Approximate Cost Estimation.** Data Digitization	Kindly confirm that entry of metadata will be done in English?	Yes.

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SI No	Reference in RFI	RFI Statement	Queries	Clarification
51.	Annexure B	**Approximate Estimation. Cost** Estimation. Data Digitization	Kindly confirm that scanning will be done at 200 DPI, Black & white and images will be saved in JPG/ PDF format?	Details would be provided in the RFP.
52.	Annexure B	**Approximate Estimation. Cost** Estimation. Data Digitization	Apart from digitization, Is there a requirement for data migration? If yes, then what will be the quantum of data migration?	The tentative quantum of data migration is mentioned in the RFI. The exact figure and the scope of data migration would be provided in the RFP.
53.	Annexure B	**Approximate Cost Estimation**	(a) Where shall the bidder include the commercials for implementation efforts?	(a) Component cost should include implementation efforts.
			(b) Is there any estimate for support efforts to be included?	(b) O&M cost may be indicated separately.
54.	Appendix B	**Approximate Cost Estimation.** Data Digitisation	All datasheets in different sizes (A0/A1/A2/A3/A4) and shape sums up close to a million datasheets and digitization of the same could be a sizable effort. Could we see a few sample sheets to understand the complexity and estimate the required efforts with higher accuracy.	The sample sheets may be shared with the bidder during the RFP stage.
55.	Appendix B	**Approximate Cost Estimation.** Data Digitisation	Request to kindly elaborate the scope. Also please confirm whether data capture/ data entry is in the scope of the System Integrator.	Yes, data capture/ entry is part of the scope.
56.	Appendix B	**Approximate Cost Estimation.** Hardware Estimation Table	Navy has asked for the tentative budgetary Pricing for few HW components however there is NO specifications provided for the HW components. Budgetory pricing should not be asked in RFI.	SI shall provide budgetary prices based on current understanding.

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Sl No	Reference in RFI	RFI Statement	Queries	Clarification
57.	Appendix B	**Approximate Cost Estimation**. The Bidder should be profitable for the previous three years and must have an annual turnover of not less than Rs 100 Crores from IT System Integration services for each of the last three financial year (2014-15 to 2016-17) for Indian operations. The Bidder should have a positive net worth of Rs 25 Crores or above for each of the three financial years as mentioned above.	We suggest to change this criteria: The Bidder should be profitable for the previous three years and must have an annual turnover of not less than Rs 200 Crores for each of the last three financial year (2014-15 to 2016-17) The Bidder should have a positive net worth of Rs 50 Crores or above for each of the three financial years as mentioned above.	As per RFI.
58.	Appendix B	**Approximate Cost Estimation**. Hardware Estimation Table	Navy has asked for the tentative budgetary Pricing for few HW components however there is NO specifications provided for the HW components. Kindly suggest the benchmark for giving pricing.	Hardware specifications shall be detailed in RFP. SI shall provide budgetary prices based on current understanding.
59.	Appendix E	**Checklist**. Authorization of signatory - Board resolution/ Power of Attorney	Requesting for a change in clause as "Board resolution/ Power of Attorney/ Letter of authorization"	Refer Amendment-II to RFI.
60.	Appendix E	**Checklist**. CMMI Level 5 (IT Services/ Development) or equivalent · ISO 20000 for service management or equivalent · ISO 27000 or equivalent	Requesting change as "CMMI Level 5 (IT Services/ Development) or equivalent Or, · ISO 20000 for service management or equivalent · ISO 27000 or equivalent" Or,	Refer Amendment-II to RFI.

SI No	Reference in RFI	RFI Statement	Queries	Clarification
61.	Appendix E	**Checklist.** Authorization of signatory - Board resolution/ resolution/ Power of Attorney	Requesting for a change in clause as "Board resolution/ resolution/ Power of Attorney/Letter of authorization"	Refer Amendment-II to RFI.
62.	Appendix F	**Pre-Qualification Criteria.** (d) Qualitative Requirements (ii) Compliance to Standards Bidder should have attained the following or equivalent as on date of submission of the RFI: (aa) CMMI Level 5 for its IT/Software Development Services in India. (ab) Should be ISO 20000 certified for service management in India. (ac) Should be ISO 27000 certified for information security in India	Request to kindly modify the clause as below: (ii) Compliance to Standards Bidder should have attained the following or equivalent as on date of submission of the RFI: (aa) CMMI Level 3 or above for its IT/Software Development Services in India. (ab) Should be ISO 20000 certified for service management or ISO 9001: 2008 certified for Quality Management system in India. (ac) Should be ISO 27001:2013 certified for information security in India.	Refer Amendment-II to RFI.
63.	Appendix F	**Pre-Qualification Criteria.** (ii) Experience working in projects in similar domain (Defence) The Bidder must have successfully completed at least one implementation Project in the Defence sector in India or Abroad as on date of submission of response to RFI.	Request to kindly modify the clause as below: (ii) Experience working in projects any System integration/ PSU/ PSB/ Urban or Government domain. The Bidder must have completed at least one implementation Project in the system integration/ Government in India or Abroad as on date of submission of response to RFI	**Refer Amendment-II to RFI.**

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
64.	Appendix F	**Pre-Qualification Criteria.** The Bidder must have successfully completed at least one implementation Project in the Defence sector in India or Abroad as on date of submission of response to RFI.	We suggest to change this criteria : The Bidder must have successfully completed at least one implementation Project in the Defence/Aerospace sector in India or Abroad as on date of submission of response to RFI.	Refer Amendment-II to RFI.
65.	Appendix F	**Pre-Qualification Criteria.** (aa)Three similar completed works costing not less than Rs 30 crore; or (ab)Two similar completed works costing not less than Rs 50 crore; or (ac)One similar completed work costing not less than Rs 65 crore.	Large Turnkey project along with COTS ERP Application are very complex in nature and Project timeline is generally more than 5 to 6 years. We request client to amend the clause below as (aa)Three similar completed/ **ongoing** works costing not less than Rs 30 crore; or (ab)Two similar completed/ **ongoing** works costing not less than Rs 50 crore; or (ac)One similar completed/ **ongoing** work costing not less than Rs 65 crore.	Refer Amendment-II to RFI.
66.	Appendix F	**Pre-Qualification Criteria.** Experience working in projects in similar domain must have successfully implemented or implementing ERP project in the Defence sector in India or abroad as on the date of (Defence). The Bidder must have successfully completed at least one implementation Project in the Defence sector in India or Abroad as on date of submission of response to RFI.	Request to amend the clause as "The bidder must have successfully implemented or implementing ERP project in the Defence sector in India or abroad as on the date of response to RFI."	Refer Amendment-II to RFI.

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Sl No	Reference in RFI	RFI Statement	Queries	Clarification
67.	Appendix F	**Pre-Qualification Criteria.** Undertaking from Authorised Signatory along with a power of attorney/ board resolution identifying Authorised Signatory	Requesting for a change in the clause as "Undertaking from Authorised Signatory along with a power of attorney/ board resolution/Letter of authorization identifying Authorised Signatory"	Refer Amendment-II to RFI.
68.	Appendix F	**Pre-Qualification Criteria.**	In the appendix it is mentioned as IT integration services but in the attachment I it is mentioned as IT related services. Which turnover is to be provided? We are Indian registered company but provide services to global organizations as well. Can we provide the turnover for entire operations or Indian operations alone? What does Indian Operation mean here?	IT Integration services IT turnover is required and Turnover of India Registered company would be applicable.
69.	Appendix F	**Pre-Qualification Criteria.** At least one COTS application Project with a user base (licenses) of more than 300 for the core modules.	Requesting for a change in clause as "At least one COTS application Project with a user base (licenses) of more than 300."	Refer Amendment-II to RFI.
70.	Appendix F	**Pre-Qualification Criteria.** The Bidder must have successfully completed at least one Project in the Defence sector in India or Abroad as on date of submission of response to RFI.	Requesting for a change in clause as "The Bidder must have executed at least one Project in the Defence sector/DRDO/Govt. unit in India or Abroad as on date of submission of response to RFI."	Refer Amendment-II to RFI.
71.	Appendix F	**Pre-Qualification Criteria.** The Bidder must have	Requesting for a change in clause as "The Bidder must have supported or is supporting	Refer Amendment-II to RFI.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
		supported or is supporting its client for Operation & Maintenance for multi-location projects inclusive of Warranty and AMC for a period of three years period during last seven years until date of submission of response to RFI.	its client for Operation & Maintenance for multi-location projects inclusive of Warranty and AMC for a period of atleast one year period during last seven years until date of submission of response to RFI."	
72.	Appendix F	**Pre-Qualification Criteria.** The Bidder must have successfully completed at least one Project in the Defence sector in India or Abroad as on date of submission of response to RFI.	Requesting for a change in clause as "The Bidder must have executed at least one Project in the PSU/ PSB or Government Organization or defense organisation in India or Abroad as on date of submission of response to RFI."	Refer Amendment-II to RFI.
73.	Annexure I	**Format-Financial Information.** Signed by Company secretary or Statutory Auditor	Requesting you to kindly allow us to submit this certificate signed by authorized signatory along with CA certificate in Bidders own format please.	This is accepted however, the bidder should ensure the required information is included in the certificate submitted.
74.	-	General	What is meant by "standardization of existing procedure"? - is it product based To-Be or product agnostic BPR?	It related to the standardisation of technical and administrative functions of NAI. Further details would be provided in the RFP.
75.	-	General	What is the scope of data digitization?	High level scope provided in RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
76.	-	General	Does product license to be bundled in SI cost?	Yes.
77.	-	General	What is the Current Process of Inspection	Presently the inspection records are captured on paper. Further details would be provided in the RFP.
78.	-	General	What Inspection Software is being Used now, if any	No inspection software is currently being used.
79.	-	General	What is the Frequency of Audits and Inspections	Details would be provided to successful bidder.
80.	-	General	How many Products/ Product Variants are covered during Inspection	Details would be provided in the RFP.
81.	-	General	Is the Inspection Carried out by some Third Party	No.
82.	-	General	Are there any handheld devices currently being used for Inspection. If yes, what kind of Hand Held devices are used for Inspection.	No.
83.	-	General	What Certification (IS/ TS/ Any other Standard Certification) does this Unit have?	Not applicable.
84.	-	General	What is meant by real time monitoring? Is there any requirement of RFID or IOT?	AIIMS user should be capable of knowing the present status of any ongoing inspection across NAI units.
85.	-	General	(a) Why is commercials being asked at the stage of RFI? (b) Where shall the bidder include the commercials for implementation efforts? (c) Is there any estimate for support efforts	(a) Commercials are required for budgetary estimate. (b) Component cost should include implementation efforts.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			to be included?	(c) O&M cost may be indicated separately.
86.	-	General	Are you looking for any Preventive Maintenance in addition to Checks & Inspection.	Details would be provided in the RFP.
87.	-	General	Will the implementation happen from a Central location or whether multiple locations of Navy Armament? Also please share the location details.	Details would be provided in the RFP.
88.	-	General	Are you looking for a data warehousing solution for the MIS reporting	Details would be provided in the RFP.
89.	-	General	Are Suppliers and Supplier Processes also covered in Inspection	Details would be provided in the RFP.
90.	-	General	If Yes, then the Below Questions may apply How many Tier 1 Suppliers are involved in direct Shipment? How many Tier 2 Suppliers are involved in the above Process? How many Supplier Locations are Involved inDirect Shipment to Navy? What is the Frequency of Supplier Audits? Is there a Process of Supplier Identification and onboarding? What standards are followed at Supplier onboarding? What Standards and Processes are followed at Supplier Audits and Inspections? What are the Storage Locations? How many Storage Locations are covered in this?	Details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
91.	-	General	What are the Minimum Physical Ambient Conditions Required to store the Parts/Materials? What are the Temperature variations in the Storage Location? What is the Frequency of audits at the Storage Locations? What is the Shelf Life of the Products stored at the Storage Locations? What kind of Inventory Management is followed at the Storage? What Precautions are Carried during Storage? Are there any Chemical Units in Storage? What is the Frequency of Delivery of the parts? What precautions are carried during Delivery? What protocol is followed during Handover and Takeover during Delivery? Is there any Ambient Condition required during Delivery? Request you to add the following clause: The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language.	The official language for communication is English.
92.	-	General	Request you to add the following clause: As the first step for the assignment, the BUYER will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the	As per RFI.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance.	
93.	-	General	Request you to add the following clause: Bidder will commence work within 4 weeks of receiving the requisite advance payment.	As per RFI.
94.	1	General	Request you to add the following clause: The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfil its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
95.	General		be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of BUYER during regular working hours. BUYER shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.	
			Request you to add the following clause: **Co-ordination** BUYER will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. BUYER will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various BUYER Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from BUYER to take decisions and give timely approvals as per the need of the project.	As per RFI. Further details would be provided in the RFP.
96.	General		Request you to add the following clause: **Assistance** The BUYER will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for	As per RFI. Further details would be provided in the RFP.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
97.	-	General	Bidder to understand and document the same for the purpose of time-bound formal approval by the BUYER, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in BUYER with Bidder personnel during this stage of the assignment.	As per RFI. Further details would be provided in the RFP.
			Request you to add the following clause: **Methodology, Tools and Techniques** Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the BUYER will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.	
98.		General	Request you to add the following clause: **Acceptance of Deliverables** BUYER will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER.	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non-conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause	

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
99.	-	General	within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.	As per RFI. Further details would be provided in the RFP.
			Request you to add the following clause: **Change Management Procedure** A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the BUYER to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to	

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
100.			the BUYER for its approval within a reasonable time period. Bidder will incorporate the change after receiving the BUYER's written approval. In case of delay in approval by the BUYER, the baseline itself may undergo a change; this will mean a reassessment of the charges. Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the BUYER. These will be evaluated jointly by the BUYER and Bidder and will be provided by the BUYER at no cost to Bidder.	As per RFI. Further details would be provided in the RFP.
			All invoices and bills for the Application Software will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments are to be made by demand draft/cheque. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			as breach by it of the provisions of this Agreement. All fees payable to Bidder are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, BUYER shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the BUYER. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the BUYER. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. Kindly confirm that this is acceptable to Indian Navy?	

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
101.		General	Request you to add the following clause: **Reimbursement of Tax/Levy** Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.	As per RFI. Further details would be provided in the RFP.
102.			Request you to add the following clause: **Intellectual property rights:** All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Bank shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of Bank the right and nonexclusive, nontransferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes Bank to (a) separate Bidder pre-existing IP from the deliverable/software in which they are	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			incorporated for creating a standalone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Contract. For the purposes of clarity the	

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
103.	General		Service Provider shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for Invest India, for any other client or Customer of the Service Provider. Nothing contained in this Section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party. **Liquidated Damages / penalty** Liquidated damages shall be 0.5% of the value of delayed goods/ services subject to a limit of 5% of the value of the delayed goods/ services and shall be levied only if the delay is for reasons solely and entirely attributable to Bidder and not for delay due to reasons attributable to Buyer and/or its other vendors or due to reasons of Force Majeure . Kindly confirm that this is acceptable to Indian Navy?	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
104.	-	General	Request you to add the following clause: **Warranty** Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by the BUYER or three (3) months after the delivery of the software, whichever is earlier. BUYER shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the BUYER. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the BUYER without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by BUYER in connection with the preparation of the deliverable. In case of breach of this warranty, BUYER's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the BUYER if already paid by the BUYER. EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO BUYER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER.	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
105.	-	General	**Additional Support and Services:** In case Indian Navy requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate. Kindly confirm that this is acceptable to Indian Navy?	As per RFI. Further details would be provided in the RFP.
106.	"	General	Request you to add the following clause: **Travel and Related Expenses** Should the assignment require any travel by any Bidder expert outside their respective base location(s), the BUYER will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.	As per RFI. Further details would be provided in the RFP.
107.	"	General	Request you to add the following clause: **Cost Escalation** Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the BUYER, non-availability of facilities at the BUYER, increase in the scope of the agreed Change-Requirements or increase in the BUYER's Implementation support requirements etc., Bidder will bring this to the attention of the BUYER. All such cost increases will be discussed and mutually agreed upon. Bidder	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
108.			will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal. Request you to add the following clause: **Confidentiality** Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective clients. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents, samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it: a. Is obtained from another source without restriction. b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			confidential information; e. is required to be provided under any law, or process of law duly executed. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. Similarly Purchaser agrees that during the course of discussions/services, Purchaser is likely to receive or come into possession of information confidential/proprietary to the SI (including but not limited to information relating to software, trade secrets, know-how/technical data, research, products, software services, development, inventions, processes, engineering techniques, strategies, etc.) and that it shall not disclose or divulge such confidential/ proprietary information to any third parties or make use or allow others to make use thereof either for it's own benefit or for the benefit of others directly or indirectly and that the terms and conditions herein above set out with respect of the confidential information of the Purchaser shall apply mutilates mutandis to SI confidential/proprietary information.	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
109.	-	General	Request you to add the following clause: **Non-employment** The BUYER will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising here from.	As per RFI. Further details would be provided in the RFP.
110.	-	General	Request you to add the following clause: **Liability** Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.	
			Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.	
			The total cumulative liability of either party arising from or relating to this Agreement shall not exceed the total amount paid to Bidder by the BUYER in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose); provided, however, that this limitation shall not apply to any liability for damages arising from (a) willful misconduct or (b) indemnification against third party claims for infringement.	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
111.			Request you to add the following clause: **General Indemnity** The BUYER will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	As per RFI. Further details would be provided in the RFP.
112.	General		Request you to add the following clause: **Indemnity for infringement of intellectual property rights** The BUYER warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.	As per RFI. Further details would be provided in the RFP.

SI No	Reference in RFI	RFI Statement	Queries	Clarification
113.	-	General	Request you to add the following clause: **Force Majeure** Except to the extent otherwise provided herein, no liability shall result to other Party from delay in performance of from non-performance caused by circumstances beyond the control of the Party affected, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, accident, labour trouble but each of the hereto shall be diligent in attempting to remove such cause or causes. If such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate this Agreement without liability, by notice in writing to the other party. However Bidder shall be entitled to receive payments for all services rendered by it under this Agreement.	As per RFI. Further details would be provided in the RFP.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
114.	-	General	Request you to add the following clause: **Arbitration** In the event of a dispute or difference of any nature whatsoever between Bidder and the BUYER during the course of the assignment arising as a result of this proposal, the same will be referred for arbitration to a Board of Arbitration. Such Arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act 1996.This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. Bidder and the BUYER will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out in Delhi	As per RFI. Further details would be provided in the RFP.
115.	-	General	Request you to add the following clause: **Governing law:** This proposal shall be governed by and construed in accordance with Laws of India and the parties submit to the exclusive jurisdiction of the courts in Delhi.	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
116	-	General	Request you to add the following clause: **Termination** The Agreement resulting from this proposal may be terminated: (a) by either party by giving the other party not less than ninety (90) days written notice of termination; (b) forthwith if either party commits any material breach of any term of this contract and which in the case of a breach capable of being remedied shall not have been remedied within thirty (30) working days of written notice to remedy the same; (c) forthwith by either party if the other party shall convene a meeting of its creditors or if a proposal is made for a declaration as insolvent or a proposal for any other composition scheme or arrangement (or assignment for the benefit of its creditors), or if a trustee receiver, administrative receiver or similar officer is appointed in respect of all or any part of the business assets of the other party or if an order is made or a resolution is passed for the purpose of the winding-up of the other party or for the making of an administration order (otherwise than for the purpose of amalgamation or reconstruction); (d) by either party pursuant to Force Majeure. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination. In the event of this assignment being terminated, the BUYER shall be liable to make payments of all the amount due under this assignment for which services have been rendered by Bidder's Consultant's. Forthwith on the expiry or earlier termination of this agreement, each party shall, return to the other party all documents and materials, belonging to the other party with regard to this assignment, or shall at the option of the disclosing party destroy all documents or materials in connection with this assignment.	As per RFI. Further details would be provided in the RFP.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
117.	-	General	Request you to add the following clause: **Waiver** No forbearance, indulgence or relaxation by any Party at any time to require performance of any provision of this Proposal shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Proposal shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Proposal.	As per RFI. Further details would be provided in the RFP.
118.	•	General	Request you to add the following clause: **Assignment** Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party	As per RFI. Further details would be provided in the RFP.
119.	-	General	Request you to add the following clause: **Nonexclusively** Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal. **Independent Relationship** This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship.	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party. **Modification** This proposal may be modified only by an amendment executed in writing by a duly authorised representative for each party. **Publicity** Neither party shall publicize any information pertaining to this assignment or the other party without seeking the prior written consent of the other party.	
120.	General		Request you to add the following clause: **Entire Understanding** This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supersedes and cancels all previous negotiations thereof. To the extent permitted by applicable law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
121.	-	General	Request you to add the following clause: **Survival** The clauses of this proposal which by their nature are intended to survive shall so survive the termination/expiry of this proposal.	As per RFI. Further details would be provided in the RFP.
122.	-	General	As per our understanding of the following requirements, Navy intends to procure DMS along with ILCM, AM and HRM modules : (a) DMS platform should control and protect document even after they are retrieved from repository and shared inside or outside the organization. DMS should have the features viz. Information encryption, Permissions management. Documents should be encrypted and usage permission applied at the DMS server itself, there should not be any need for the document to travel to different server for protection. (b) System should have ability to dynamically control and manage information security by allowing content owners to decide who gets to view, edit, print or forward emails and documents and who does not. System should also expire or revoke document access at any time and allow modification of usage permission & addition of users on the files even after they have been distributed, without resharing the file. (c) DMS system should provide security to	The details of DM module would be brought out in the RFP.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
123.	General		prohibit printing of entire document, should water mark pages if printing privileges are granted, should support restriction over screen capture and screen grabbing and should be able to disable the copy/paste capabilities over the documents when they are downloaded from DMS.	
			(d) Solution should have the ability to restrict file access to a particular IP address or a range of IP addresses once downloaded from DMS.	
			(e) Solution should allow changing of file extension of protected files while preserving the encrytion and usage permission over the file. For eg When protected word file is changed to pdf, protection should be preserved along with the rights.	
			Kindly include our recommended specifications.	
			As per the RFI document, Navy needs the capability of Inbuilt configurable approval/ workflow/ BPM(Business process management) platform as part of process automation. So taking the requirement into consideration, we recommend that approval platform should have ateast the below mentioned capabilities in it: (a) system should have a complete web based environment for the design, definition and usage of the processes.	As per RFI. Further details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			(b) Workflow should have integration capability through 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. (c) Audit logging of changes/modifications done in the processes Please confirm.	Details would be provided in the RFP.
124.	-	General	Please mention concurrency ration for each module. Please elaborate how many users will be login/hit server at a time per module.	Details would be provided in the RFP.
125.		General	As per our understanding, Navy requires a workflow platform to which can provide flexibility and agility to ILCM , AM and HRM modules and which should comply to various open workflow standards such as BPMN, BPEL, WFMC. Kindly confirm.	Details would be provided in the RFP.
126.	-	General	As per our understanding the proposed solution need to be integrated with e-mail server, web portal, LDAP. Are there any other applications/system that need to be integrated with the proposed solution .If yes, then kindly share the details of such applications/system that need to be integrated with the proposed solution.	Details would be provided in the RFP.
127.	-	General	Please elaborate the number of process and name of the processes envisaged to be automated under ILCM module.	Details would be provided in the RFP.
128.	-	General	Please elaborate the number of process and name of the processes envisaged to be	Details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
129.	-	General	automated under Asset Management module	
130.		General	Please elaborate the number of process and name of the processes envisaged to be automated under HRM module	Details would be provided in the RFP.
			As per our understanding, Navy has the requirement for flexible and configurable workflow engine to handle complex workflows including multi-level hierarchical workflows. Based on that, our understanding is that the Navy needs a Business Process Management (BPM) platform having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and inbuilt Document Management System for storing documents. kindly confirm.	Yes. Further details would be brought out in the RFP.
131.	.	General	Since there would be lots of document which would get generated as part of various processes and approvals. So our understanding is that required Enterprise Document Management System should have at least but not limited to below mentioned capabilities:	Yes. Further details would be brought out in the RFP.
			- Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder	

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
132.	-	General	- Document Version Management with Check In/ Check Out/ - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents Kindly confirm our understanding. As per the our understanding, Navy needs the capability of Inbuilt configurable rules engine as part of process automation for straight through processing in some processes. So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it: (a) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules. (b) 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. (c) Solution should have the capability to	Details would be provided in the RFP.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
133.	-	General	deploy rules as the web service. (d) Solution should have the capability to define rules through "If else" statement or through "Decision Table". (e) Audit logging of changes/modifications done in the rules. Please confirm.	Yes. Further details would be brought out in the RFP.
			From the scope of this RFP we understand that less paper initiative is key requirement of project and so there will be requirement of capture solution for scanning paper documents with support for following : • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page separator • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning Please confirm if our understanding is correct.	
134.	-	General	Please elaborate use case for webportal for ILCM portal and list features required for the same.	Details would be provided in the RFP.
135.	-	General	Please elaborate features required for mobile app.	Details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
136.	-	General	Please elaborate use case for webportal for HR portal and list features required for the same.	Details would be provided in the RFP.
137.	-	General	Please explain how Navy is managing their current inventory and asset information.	Details would be provided in the RFP.
138.	-	General	Please explain how Navy is managing HR related data. Are they storing all data related to employees in some database?	Excel and Access based database is being used presently. Further details would be brought out in the RFP.
139.	-	General	Please confirm if Navy wants BPM along with case management framework. Please confirm if following features are required : -Ability to save & retrieve collaboration conversation. -Ability for end users to collaborate work on a task and complete it. -Add/ edit Wikis/ Discussion forums -Emails interface to send ad-hoc emails from BPM -Create/ Design templates for sending email/ SMS messages. It should include placeholders for process data -Workload Management (Ability to balance workload based on transaction volumes and user availability) -Ability to select routing rules, including Routing based on conditions and enabled through mobile -Ability to dynamically allocate workload to	Details would be provided in the RFP.

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			different user for Workload balancing like round robin etc. -Support for Skills-based routing -Support for Queue management -Support for advanced routing, for example, When a request is returned for correction from the branch to head office, -system has intelligence to allocate the work to the same employee who handled it initially -Ability to move tasks to different users or queues -Ability to create ad-hoc tasks at runtime -Alert Management (Ability to configure alerts based on business needs) -Ability to configure Alerts -Ability to send alerts/notification to process users/managers for various business/system for certain events including task completion and approaching deadlines/approval/rejection/ status change/SLA violation -Ability to send external alerts and notifications. For example, Notification to customers on booking incoming/outgoing remittance through swift. -Multiple UI (Work on same task through different platforms like web, branch, tablet, phone) Ability to define multiple UI for single task (web forms or chain UIs)	

SI No	Reference in RFI	RFI Statement	Queries	Clarification
140.	-	General	Help Ability to provide business user context help (information icon to describe the field inputs, validations Ability to provide Online help like videos for the product Other Features List all the accelerators and its capabilities including accelerator packs (Free and Licensed) List all the solution frameworks and its capabilities including frameworks (Free and Licensed) Portal Based View for End users Ability to configure views by including different components for end user to work on, based on his work profile. Ability to configure multiple views for end user to work on Ability to customize views according to individual user preferences by simply dragging & resizing the individual portlets in the view Ability to configure theme for the system Ability to integrate external web applications in user views without coding Please confirm If Navy wants following features under BPM platform along with simulation and case management framework: -Ability to create multiple versions of a process (Major/Minor)	Details would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			-Ability to Export and import process models and dependent artefacts on the same server or on a different server	
			-Ability to give rights to multiples users on a process for editing the same process map.	
			-Ability to activate a previous version of the process and redeploy it on the production server	
			-Add and edit meta information of the processes in repository like notes and comments	
			-Show dependent process artefacts for each version	
			- Ability to define multiple simulation scenarios based on various process artefacts	
			-Ability to visualize process flow during simulation	
			-Ability to define user/process level calendars, cost, work timings for simulation	
			-Ability to specify work distribution probability across various routes in the process	
			-Ability to playback of simulation with KPI/SLAs	
			-Ability to identify and report process optimization possibilities automatically	
			-Ability to simulate activity/ process times, find bottlenecks, Capacity planning for users	
			-Ability to do capacity planning for users	
			-Ability to export simulation reports in various formats (Excel/PDF)	
			-Ability to compare multiple simulation	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			scenarios on various parameters. The solution should allow system administrator to design case task, dashboard, process route (parallel, sequential, ad-hoc) for a particular case type and assign user/group of users on a particular case.	
			The case management system should be built upon a BPM platform to allow flexibility of designing business processes and web forms required for the case data.	
			Solution shall assign cases to users through the use of automated workflows, manages scheduling of important dates and meetings. The solution should also have capability to assign/re-assign cases to user on ad-hoc basis.	
			The solution should provide a holistic case file view enabling 360 degree view of case data, linked documents and case file properties from a single screen	
			"The solution should provide graphical view of case status in real time (showing current and completed activities) without opening the complete case in a summary view. For example, tracking status of case and ability to view the present status of the process in Real time"	
			Ability to delegate/reassign tasks from one user to another based on business needs Ability to escalate tasks based on business rules/needs	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			Ability to set escalations conditions during process designing for auto escalation based on various conditions like SLA breach	
			Ability to collaborate with other users by sharing the case file view in real time and enabling the participants to edit the case in real time during collaboration.	
			Ability to send ad-hoc custom emails (including case data) from case management system	
			Create/Design templates for sending email/SMS messages. It should include placeholders for process data	
			Ability to send alerts/notification to process users/managers for various business/system for certain tasks including task completion and approaching deadline, approval/ rejection/ status change/ SLA violation	
			The solution should allow user to configure its view as per his/her requirement from the web interface itself	
			The solution should have capability to assign/re-assign cases to user on ad-hoc basis.	
			The solution should provide single user interface to view assigned the case files, case summary and case calendar.	
			The solution shall provide facility to generate event based triggers for automatically sending mails/ fax, generating responses, invoking data form for data entry,	

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			communicating from external systems	
			The system administrator should be able to add new application components for a group of users from the web interface only.	
			The solution should have integrated reporting tool for designing and generating reports from the user interface itself.	
			The solution should provide out of the box canned reports for Case KPIs like detailed report on Pending cases, Cases in progress, user wise reports etc.	
			The system should have capability to create multiple tasks for one case file.	
			The case management system should support creation of ad-hoc task for the case file and its assignment to the system user.	
			The solution should allow user to allocate a deadline for every task created.	
			The solution should have a provision to design custom form for capturing task data.	
			The solution should also have capability to design HTML form for task as per the associated data fields.	
			The solution should provide a graphical visualization of every case displaying the various tasks and activities performed with date and time.	
			The Solution should allow multiple tasks to be initiated in parallel.	
			The solution should provide a framework for task workers to further initiate tasks	

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			Ability to allow a single task to be initiated multiple times based on business conditions/scenario	
			Ability to add multiple documents in case file.	
			Ability to view the entire case file at task level.	
			The solution should allow case manager to revoke any in-progress task and re-assign it to some other user.	
			The case visualization should mark the initiated, in progress and completed task in different color for case analysis.	
			-Ability to define pre-conditions of a Event based on other tasks or Documents or Case Data or a combination of all three	
			-Ability to save pre-defined tasks as templates	
			-Ability to define Ad-Hoc tasks at run-time from Global templates or New Ad-hoc tasks at runtime during case execution	
			-Ability to change the Due Date of tasks based during initiation	
			-Ability to manually assign priority to the tasks	
			-Ability to define Mandatory/Optional tasks for case manager	
			-Ability to change Mandatory/Optional tasks for case manager based on conditions at run time	
			"Case management should provide calendar management as an inbuilt feature with	

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
141.	-	General	following capabilities: -Manually create a new event for the user -Assign created event to other users -Populate tasks from the case file such as deadlines and highlight in the user calendar -Should allow user to put event status and relevant information for completion -Should support email notification to respective user" Please elaborate what are the operations to be performed under HR module (related to transaction part)	Details would be provided in the RFP.
142.	-	General	Please elaborate what are the operations to be performed under Asset module (related to transaction part)	Details would be provided in the RFP.
143.	-	General	COTS solution is best fit for your requirement with some amount of customisation. COTS products are matured products having global standards. Bespoke developed softwares have very long maturity period and scalability is a challenge. Newage applications are developed on BPM tools, which is again a COTS product. Bespoke development is on its wayout.	As per RFI.
144.	-	General	Suggest usage of Analytics platform in assisting inspection of Armaments. Predictive Analytics can be used to forecast the life of armaments. If possible Analytics scope should	The exact details of the Reporting & Analysis tool required for AIIMS application would be provided in the RFP.

RESPONSE TO QUERIES ON RFI

SI No	Reference in RFI	RFI Statement	Queries	Clarification
			be included in the RFP.	
145.	-	General	Shall we suggest changes or deviations to the conditions of Contract provided by Standard Contract Document at Chapter VI of DPP 16?	Bid evaluation shall be as per DPP16.
146.	-	General	Shall we suggest, license agreement draft be used if the vendor's proprietary software or products are part of its proposed solution?	All Agreements shall be as per DPP16.
147.		General	The RFI & DPP talks about separate contract up to a 50% quantity. We would like to understand whether these are additional quantities or Indian Navy would like to carve out these quantities and sign a new contract. Under what circumstances does Indian navy would like to exercise Option clause?	Options clause may be exercised by IN for future procurement of additional quantities of components being procured. Vendors are required to only indicate their willingness to the option clause in the RFP and indicate the duration for which the Option Clause willingness would be valid.
				Duration of Option Clause is being reviewed and would be mentioned in RFP.
148.	.	General	Implementation period has been mentioned as 24 Months. Will there be any phase wise roll out with respect to specific Offices or Applications? Or It will be Big Band roll out only at all offices for all applications?	Phased roll out would be there. Pilot testing would be from few identified locations.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
149.	-	General	Will there be any special requirements for Handholding support during rollout?	Hand-holding period will require guidance to the users learning and migrating to AIIMS. Further, details would be specified in the RFP.
150.	-	General	Can you please share the volume of data in terms of number of records for all the modules in scope?	Volume of pages/ data has been specified in the RFI. Further, details would be provided in the RFP.
151.	-	General	Is there any specific data protection constraints around data access by offshore development team/ data administrator on LIVE environment?	As per, MoD guidelines data cannot be accessed from offshore location, hence, a team has to be setup at IN premises.
152.	-	General	Will Offshore team access be limited to Staging, UAT and Training Environments only? (This will be important from Data Migration activity and effort perspective please)	As per, MoD guidelines data cannot be accessed from offshore location, hence, a team has to be setup at IN premises.
153.	-	General	How many resources (and of which role) will be available from customer end during implementation duration (Month 1 to Month 11 - Phase 1 and 2)? (E.g. During stages like Requirement Gathering Stage, SIT, UAT, Training, GO LIVE Support etc.). Would there be any Project Governance structure please?	A committee would be set-up and would form part of Project Governance Structure. AIIMS implementation and support team would be reporting to AIIMS Committee.
154.	-	General	Is there any dependency on the Third Party Organisation for the knowledge of any existing systems required integration or Customer resources will provide the required	IN/ AIIMS Committee would provide required support for interact with Third Party Organisation, if required.

RESPONSE TO QUERIES ON RFI

Sl No	Reference in RFI	RFI Statement	Queries	Clarification
			support? Since we will need support during requirement gathering and implementation stage on this (If applicable)	
155.	-	General	We would request for more details on Training management aspects like no. of locations, batch size, no. of users etc. Also please clarify as to who will bear the expense of providing training facility / infrastructure	Details would be provided in the RFP. Expenditure to be borne by the bidder.