SI. No.	Company Name	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Response from Department
			Response to the Queries from prospective bidders for Request for Proposal for Monitoring and Data Analytics for TPDS End to End computerization pilot in Kerala		
1	Rolta India Limited	Section 3, Page 14	Scope of Services	What is the data volume for each source systems PoS devices, Grievance portal, RC database, Supply Chain system ?	Please see the following figures for your understanding:- 80 lakhs ration card holders resides in RCMS, ePoS application. 14267 Authorized Ration Dealers(ARDs) resides in ePoS application & DMS, 334 Authorized Wholesale Dealers(AWDs) resides in DMS , 294 Kerosene Wholesale Dealers(KWDs) resides in DMS. But, RFP is for 22 Model Pilot ARDs
2	Rolta India Limited	Section 3, Page 14	Scope of Services	Will Source system connectivity be provided for enabling data load to Transparency DB or Flat files to be loaded ?	The connectivity would be present but the solution provider will have to write and deploy the web services (both client and server side) to ensure that data is picked up. In the final product no manual transfer of files will take place
3	Rolta India Limited	Section 3.6 Pg no.26	1. The proposed solution should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols.	Do you need a complete COTS based User Identity & Access Management solution. If yes, kindly provide the no of users (Internal & External) with the number of application to be integrated	The department shall provide estimate from HRMS as the whole department will access this module
4	Rolta India Limited	Section 6.3, Pg. No. 63	Data Loss Prevention	Kindly provide the detail specifications for a Data Loss Prevention solution required	This is with respect to adequate backup and High Availability (HA) of the analytics platform. The criteria for data loss prevention should be provided by the bidder and would be one of the evaluation points.
5	Rolta India Limited	General	General	There is no mention of a Infrastructure Monitoring tool (EMS) requirement specifically for Network Devices/ Servers/ Application in this RFP. Do you need such a application & performance management solution to be procured by SI?	No.
6	Rolta India Limited	Section 3.5, Page 36	Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives:	What is the expected RPO /RTO.	Industry standards and shall be mentioned in the SLA document
7	Rolta India Limited	Section 3.5, Page 36	Ensuring that there is no single point of failure and adequate level of redundancy is built in to meet the uptime and other requirements of this RFP. While building redundancies, it should be ensured that failure of a single component of communication link does not result in failure of primary as well as secondary connectivity. Hence primary and secondary connectivity should be taken from 2 separate communication link providers and both links should not have any single point of failure. Preferably, all the redundancy will be in auto fail over mode so that if primary component fails, secondary component automatically takes over.	Is providing network connectivity and Hardware also the scope of the Bidder? What is the expectation from DR Site? Is it 50 % of DC?	No. Department shall use DR facility being provided by the State Data Centre(SDC)

8	Rolta India Limited	Section 6.2	State Data Centre	We unsderstand DC to be hosted in SDC. Where the DR will be hosted? Which location is SDC?	Department shall use DR facility being provided by the State Data Centre(SDC). SDC is located in Trivandrum
9	Rolta India Limited	Section 6.6, Page 65	Specification of hardware deployed at different locations	Which all location and what sort of application needs to be deployed?	Data Analytics application shall be hosted in SDC and it should be browser based application so, only central deployment at SDC is required
10	Rolta India Limited	General General	General	What all services of SDC can be used by Bidder?	SDC shall provide infrastructure facilities (physical, electrical, air conditioning etc.,) installation and integration of IT infrastructure (servers, telecom equipment, integrated portal/ departmental information system, Enterprise and network management system, security, firewalls/IDS, networking components etc.)
11	Rolta India Limited	General	General	Do you have any hardware complaince requirements? Please specify.	No.
12	Rolta India Limited	Section 3.10, Page 30	The selected Bidder will be responsible for smooth Operations and Maintenance Services for the period covering onsite support for 1 year of warranty and followed by 2 years of AMC from the date of commissioning the IT Infrastructure covering the following: A. Onsite Warranty support. B. Onsite Periodic and AMC support including repair and replacement. C. Annual Technical Support (ATS) for all the licensed software.	Do you require Onsite resources? Kindly specify.	Yes.
13	Rolta India Limited	Section: 2.2 Page no: 12	Figure 3: Entitlements and Issues Prices	Kindly elaborate more on FPS system	Every month cardholders shall be given entitlement based on the type of card which they hold, and issue price is fixed by the department. Directorate allocates food grains to District Supply Offices(DSOs) and DSOs allocate to Taluk Supply Offices (TSOs) TSOs allocates to Authorized Wholesale Dealers (AWD), Kerosene Wholesale Dealers (KWDs) and Authorized Retail Dealers (ARDs). AWDs lift food grains from FCI, KWDs lift kerosene from oil companies and ARDs lifts food grains from AWDs and Kerosene from KWDs. End distribution happens at ARDs to the beneficiaries

14	Rolta India Limited	Section: 2.3 Page no: 13	An effective data analytic platform requires four components for functioning which are capturing of data from existing databases and sources, monitoring and analysis of data as per requirements of different users, predictive analytics of the data and presentation of the data in user-friendly manner in form of reports.	Our understanding is, all data will be captured from existing database and not from outside sources. Is our understanding correct?	Data shall be captured from in housed developed applications and applications developed by external agencies
15	Rolta India Limited	Section: 2.3 Page no: 13	An effective data analytic platform requires four components for functioning which are capturing of data from existing databases and sources, monitoring and analysis of data as per requirements of different users, predictive analytics of the data and presentation of the data in user-friendly manner in form of reports.	Kindly provide volume of data of existing database	Please see the following figures for your understanding:- 80 lakhs ration card holders resides in RCMS, ePoS application. 14267 Authorized Ration Dealers(ARDs) resides in ePoS application & DMS, 334 Authorized Wholesale Dealers(AWDs) resides in DMS , 294 Kerosene Wholesale Dealers(KWDs) resides in DMS. But, RFP is for 22 Model Pilot ARDs
16	Rolta India Limited	Section: 3.3.1 Page no: 16	1. Interactive Voice Response System (IVR) 2. SMS based feedback survey 3. Online questionnaire	Our understanding is IVR, SMS Gateway will be provided by Dept. Is our understanding is correct?	Solution provider needs to set up the IVR. Frequency of survey shall be informed later. SMS gateway shall, be provided by the department
17	Rolta India Limited	Section: 3.4.1 Page no: 17	2. Data should include but not limited to below listed sources a. RC Database b. SCMS c. ARD automation (PoS/Mobile Terminal for sale of commodities) d. Grievance Redressal	Is there any envisage plan for having provision to get data from other source except RC, SCMS, ARD, GR? Kindly elaborate more on this.	As of now no. but, in future department may implement Direct Benefit Transfer (DBT) for subsidy distribution
18	Rolta India Limited	Section: 3.4.1 Page no: 18	Figure: Overview of data flow in e2e computerization project	Kindly elaborate more on each component of the diagram	Diagram shows data shall be captured from different applications for defining and analyzing various kind of reports. Reports generated by Data Analytics shall be published through Transparency Portal (TP) and Decision Support System (DSS) in different formats
19	Rolta India Limited	Section: 3.4.2 Page no: 19	Reports are classified into two major functional categories as defined	Kindly provide detail functionality of each type of reports	Department shall give required reports format to solution provider. Solution provider should additionally come up with various types of reports and also support the department to understand various possibilities of Data Analytics to enable department officers to take informed public decision
20	Rolta India Limited	Section: 3.4.2 Page no: 20	These routine reports should further be subdivided as per the access credentials of the user into following categories	Kindly provide total no of concurrent users and volume of users	There shall be 7-8 categories of users.

21	Rolta India Limited	Section: 3.4.2 Page no: 21	Report formats shall be defined by the department	Kindly provide the report format	Department shall give required reports format to solution provider. Solution provider should additionally come up with various types of reports and also support the department to understand various possibilities of Data Analytics to enable department officers to take informed public decision
22	Rolta India Limited	Section: 3.4.4 Page no: 24	Portal development W3C (World Wide Web Consortium) specifications.	Our understanding is, portal with BI is in scope. Is our understanding correct?	It means BI webpage / portal should have the compliance
23	Rolta India Limited	Section: 3.4.5 Page no: 24	Specification	Is document management system in scope? Kindly elaborate more on DMS functionality	No. Distribution Monitoring System(DMS) is the supply chain tool of Kerala
24	Rolta India Limited	Section: 3.6 Page no: 27	6. The proposed solution should be able to check the authenticity of the data entering the system.	Our understanding is, authenticity of data has to be verified against source of data with target data. Kindly elaborate more on this	Yes
25	Rolta India Limited	Section: 3.6 Page no: 27	7. The proposed solution should be able to monitor security and intrusions into the system and take necessary preventive and corrective actions.	Is intrusion detection system in scope?	Yes
26	Rolta India Limited	Section: 3.6 Page no: 26	1. The proposed solution should provide security including identification, authentication, authorization, access control, administration and audit and support for industry standard protocols.	Is single sign on, directory access & Role based access system in scope?	Yes.
27	Rolta India Limited	Section 4.10, Page 45	Pre-Qualification Evaluation-Sr.no.8-Fees: Should have submitted a EMD of Rs. 1,00,000 (Rupees One Lakhs only) - Demand Draft for Rs. 1,00,000	As per Section 4.4.3 Earnest Money Deposit (EMD) on Page 35, Our understanding is that EMD will be in the form of a Demand Draft OR Bank Guarantee (in the format specified in Section 6.6.7, Page 76,77 of RFP). Is our understanding correct?	Section 6.6.6, format for EMD and 6.6.7 is for Performance Bank Guarantee
28	Rolta India Limited	Section 3.4.7, Page 25	The bidder will be responsible for engaging STQC to conduct the assessment / review for the system before "Go Live".	Is Bidder responsible for Assessment Fees to STQC or Department will pay Assessment charges to STQC.	Bidder has to include STQC fees also in the costing
29	Rolta India Limited	Section 3.9, Page 29	Capacity Building and Training	What will be number of Participants? Please specify.	Around 100 users shall be trained
30	Rolta India Limited	Section 3.9, Page 29	Capacity Building and Training	We assume that the required infrastructure for Training like Computer, Projector, Classroom etc. will be provided by Department. Is our understanding correct?	Yes
31	Rolta India Limited	Section 3.9, Page 29	Capacity Building and Training	We assume that Capacity Building and Training will be at one centralised Location. Is our understanding correct?	Yes
32	Rolta India Limited	Section 6.6.5, Page 74	Commercial Bid	Is providing network connectivity and Hardware also the scope of the Bidder? If yes, there is no provision of Infrastructure (Hardware and Network Connectivity) in Commercial Bid. Kindly clarify.	No.
33	Rolta India Limited	Section 5, Page 60	Payment Schedule	If Hardware and Networking is part of the scope, then we request the department accomodate a payment milestone of 20% between the 1st and the 2nd payment milestones as it is important that the required hardware and networking components needs to be delivered before UAT.	No.
34	Rolta India Limited	General	Project Timeline	There is no mention of project timeline in the RFP, we request department to claify on the expected time of rollout.	First release with all functionalities submitted within 30-40 days of LoI
35	IPE Global	Point No. 2 of PREQUALIFICATION EVALUATION. Page No. 42	Companies are allowed to bid as a consortium. Outsourcing and sub-contracting will not be allowed without prior permission of the Department of Food, Civil Supplies and Consumer Affairs Kerala. The pre-bid qualification criteria would be applicable to the prime bidder of the consortium; the consortium partners of the prime bidder would need to satisfy criteria 1,4 and 6 (as mentioned in this table)	As the prime objective of forming consortium is to meet the prequalification and showcase strength in technical evaluation criteria. We request you to kindly consider the criteria as either of the consortium pary can fullfill the prequalification criteria.	RFP Clause to remain the same

36	IPE Global	Point No. 3 of PREQUALIFICATION EVALUATION. Page No. 43	The firm/ company must have minimum average annual turnover of Rs. 5 (Five) crores over the preceding two financial years as revealed by audited accounts, as on March 31, 2015.	Sir we are management consulting firm working on multiple domain, therefore, showcasing only data analytical turnover will be difficult. However we can shocase separate IT turnover. Therefore request you to consider IT turnover from MIS and other IT business.	RFP Clause to remain the same
37	IPE Global	Point No. 5 of PREQUALIFICATION EVALUATION. Page No. 43	In last two (2) financial years ending March 31, 2015.	We request to consider Technical Capability for last 5 years	RFP Clause to remain the same
38	IPE Global	Section 4.11 TECHNICAL EVALUATION Page No. 47	All Points	We request to consider evidence of either of the consourtium partner.	RFP Clause to remain the same
39	IPE Global	Section 1.2 SCHEDULE FOR THE BID PROCESS Point No. 6 Page No. 5	Last date (deadline) for submission of bids: 20th August 2015 at 15:00 hr.	We request to provide sufficient time of another 10 - 15 Days from the date of publication of replies to queries.	Pls. note the following dates:- 1. Last date (deadline) for submission of bids as 1st September 2015 at 15:00 hr. 2. Opening of Pre-Qualification & Technical Bids - 1st September 2015 at 16:00 hr. 3. Technical Presentation by the Bidders – 2nd September 2015 at 16:00 hr. 4. Time and Date of opening of Financial proposals received in response to the RFP notice - 3rd September 2015 at 16:00 hr.
40	Mastek	4.6 Authentication of Bids, Pag	The Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal	1. In the large enterprises the Power of Attorney (PoA) is given to a few senior officials. While for handling large number of Opportunities (Tenders, RFPs etc.) several specialized groups (e.g. SBUs) are involved where the formal PoA authorizes multiple Business Managers to be responsible for identified opportunities by issuing Letter of Authority (LoA) for specific Business Opportunity. Please confirm that such LoA is acceptable instead of PoA? This is the standard practice accepted in all tendering process. This authorization will be supported by copy of POA in the name of the person signing the Authorization Letter. Also Power of Attorney can be issued by board members and can be issued after approval from board, during a board meeting, which occurs once in 3 months or need basis.	The signatory can be the holder of the PoA and the one issued to him/her may accompany the proposal
41	Mastek	4.10 Prequalification Evaluatio	Companies are allowed to bid as a consortium. Outsourcing and sub-contracting will not be allowed without prior permission of the Department of Food, Civil Supplies and Consumer Affairs Kerala. The pre-bid qualification criteria would be applicable to the prime bidder of the consortium; the consortium partners of the prime bidder would need to satisfy criteria 1,4 and 6 (as mentioned in this table)	Request you to consider Consortium Partner Experience as equally valid for meeting this Prequalification Criteria and modify the criteria as mentioned below: Companies are allowed to bid as a consortium. Outsourcing and sub-contracting will not be allowed without prior permission of the Department of Food, Civil Supplies and Consumer Affairs Kerala. The pre-bid qualification criteria would be applicable to the prime bidder of the consortium and the Criteria no. 5 regarding technical capability could be met by any of the consortium partner; However the consortium partners of the prime bidder would need to satisfy criteria 1,4 and 6 (as mentioned in this table)	RFP Clause to remain the same

42	Mastek	4.10 Prequalification Evaluation	Technical Capability Supporting Documents: Work Order & Work Completion Certificates from the clients	Mastek has experience of executing projects in analytics domain in other geographies, such as UK, Asia, US. However due to NDA and Confidentiality clause we cannot share any Work orders or client certificate for these projects. Hence we request you to accept Self Certificate Certified by CA or Company Secretary as the valid supporting document for meeting this clause	Mastek needs to submit the signed NDA so that decision can be taken for self certificate. Otherwise the RFP clause to remain the same
43	Mastek	4.11 TECHNICAL EVALUATIO	Pt -1,3 and 4 Supporting Documents: Work Order & Work Completion Certificates from the clients	Mastek has experience of executing projects in analytics domain in other geographies, such as UK, Asia, US. However due to NDA and Confidentiality clause we cannot share any Work orders or client certificate for these projects. Hence we request you to accept Self Certificate Certified by CA or Company Secretary as the valid supporting document for meeting this clause. Also we request you to consider Consortium Partners Experience as well for these technical Evaluation Criteria's.	same as above
44	Bosch	General	General	Kindly clarify whether FCS whether will provide the IT infrastructure required (hardware, storage etc.) required for the analytics solution	Yes
45	Bosch	General	General	Kindly clarify whether a DR solution needs to be provided. If yes, kindly clarify whether FCS, Kerala would provide the IT infrastructure for the same	Department shall use DR facility being provided by the State Data Centre(SDC)
46	Bosch	General	General	Kindly clarify whether FCS Kerala will provide the space for the DC and DR sites.	Department shall use DR facility being provided by the State Data Centre(SDC)
47	Bosch	General	General	Kindly clarify whether the analytics solutions needs to be installed at the SDC, Kerala and whether it is expected to use the infrastructure available at SDC	Yes
48	Bosch	Section 6.1, Page 62	Liquidated damages	We request the maximum value of the liquidated damages to be capped to 10% instead of 20%	Liquidated Damages be limited to 10% of the total contract value
49	Bosch	Section 6.2, Page 62	System Uptime and Performance	We understand that The service level dependency in this case is functioning of communication link via Telephone Exchange Line or any other means, uncovered power outage by the State Data Centre, breakdown of the hardware and networking equipment of the servers, scheduled down time for upgrade & patches for application and system software, planned maintenance. Kindly clarify that such dependencies will be taken into account before calculating the uptime of 99.5%	Yes
50	Bosch	Clause 5, Page 60	Payment Schedule	Payments related to Hardware Infrastructure and licenses for software have to be paid 100% at the time of delivery. Request to include additional payment terms for hardware and license supply.	Total cost of bid shall cover all the license cost related to scope of work
51	Bosch	Clause 5, Page 61	Payment Schedule	Request to change the last milestone of payment schedule "Successful exit management" to quarterly payment at the end of post Go Live support	RFP Clause to remain the same
52	Bosch	Section 3.5 , 3 Page number 26	Ensuring data backup till the last transaction occurring in the system to ensure enhanced service levels and following RPO and RTO objectives	Please share the details on the frequency for data backup. Also please confirm whether it has to be a tape backup or disk backup?	Both types of backup and live synchronization in real time. Both the backup and restoration shall be in High Availability (HA) mode
53	Bosch	Section 3.5 , 3 Page number 26	RPO and RTO objectives	Please share the required RPO and RTO details	As per industry server farm standards. The exact adherence values shall be mentioned in the SLA document.

Note : All prospective bidders should read published RFP along with two corrigendum (responses) published