

Corrigendum No.II & PreBid Clarifications

Corrigendum -Vol-I

S.No	Volume	RFP Document Reference(s) (section number/ page)	Original Clause	Amended Clause
1	I	Vol I,5.2,i/Pg 12	The Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider, in Vijayawada or in close proximity to Vijayawada to ensure access and availability of the key personnel of the project team to the TRUST on a short notice.If thestate decides to re-locate the Trust outside Vijayawada, then the service provider shall setup a Project Office, with key personnel of the project team at the location of Trust or close proximity to the location of Trust.	The Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider, in Guntur or in close proximity to Guntur to ensure access and availability of the key personnel of the project team to the TRUST on a short notice. The resources are required to be available at the TRUST office for any discussions / meetings. Some of the key resources (refer to Section 5.2 of Volume I of the RFP) may work from the TRUST office.
2	I	Vol I,10.12.1, iii, Pg 38	The Service provider shall establish a helpdesk with minimum 5 hunting lines and manned by at least equal number of resources. The Service Provider shall gradually increase the number of hunting lines and resources to meet the growth, if any, in call volumes. Also, during peak period the helpdesk should be scaled up to meet the call volumes.	The Service provider shall establish a helpdesk with 3 hunting lines and manned by at least equal number of resources.
3	I	Vol I,10.12.1, iv, Pg 38	The service should be available 12X6 to the users	The service should be available 12X6 to the users. Helpdesk will not be working on the approved public / state holidays for the State of Andhra Pradesh.
4	I	Vol I,10.12.1, vii, Pg 38	The helpdesk shall be located at TRUST Premises and all required infrastructure for the helpdesk shall be the responsibility of Service Provider including the telephone lines.	The helpdesk will not be at the TRUST Premises and should be located offsite.
5	I	Vol I,10.12.1, x,a, Pg 39	Depute qualified personnel at the Helpdesk who are knowledgeable of the Companies Act and the filing and approval processes.	Depute qualified personnel at the Helpdesk who are well trained and knowledgeable of the Schemes, business processes, and Applications implemented by the Trust.
6	I	Vol I,11.4,ii, Pg 44	(a)In case the Service Provider is different from the current operator, the service provider will get a 3 month SLA holiday, i.e., there will not be any SLA related penalties for the 1st quarter payment. However, the Service Provider has to monitor and report on the applicable SLAs starting from the 3rd (c)In case the current operator is selected as the Service Provider, there will not be any SLA holiday.	The service provider will get a 3 month SLA holiday, i.e., there will not be any SLA related penalties for the 1st quarter payment. However, the Service Provider has to monitor and report on the applicable SLAs starting from the 3rd month.
7	I	Annexure 2,4.5,ii, Pg 10	Service Provider will bear the costs of all adverse impacts to Dr.NTRVST and/or Service Provider caused by a delay in the Transition.	Service Provider will bear the costs of all adverse impacts to Dr.NTRVST and/or Service Provider caused by a delay in the Transition where Service Provider is solely responsible for the delay / failure to achieve the milestone.
8	I	Vol I , Pg. 38	Service Provider shall also implement Interactive Voice Response(IVR) System for first level of call segregation. However, there is no requirement for call recording.	Clause stands deleted

Corrigendum -Vol-II

S.No	Volume	RFP Document Reference(s) (section number/ page)	Original Clause	Amended Clause
1	II	Section 4, Pg 9	Last Date for sale of RFP Document	27th May 2016; 11:00AM
2	II	Section 4, Pg 9	Last Date for Submission of Bids	27th May 2016; 04:30PM
3	II	Section 4, Pg 9	Original copies of EMD (Physical Copy), Power of attorney and 1 hard copy of Pre-Qualification and Technical Proposal	27th May 2016; 05:00PM
4	II	Section 4, Pg 9	Opening of Pre-Qualification Bid on e-procurement platform	27th May 2016; 05:30PM
5	II	9.2 Liquidated Damages, Pg 55	In the event of the Bidder's failure to submit the Bond, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, Dr. NTRVST may at its discretion withhold any payment until the completion of the contract. The Trust may also deduct from the payment due to the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the corresponding milestone payment of the delayed / undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of corresponding milestone payment of the delayed / undelivered services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Dr. NTRVST under the contract and law.	In the event of the Bidder's failure to submit the Bond, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, Dr. NTRVST may at its discretion withhold any payment until the completion of the contract. The Trust may also deduct from the payment due to the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the corresponding milestone payment of the delayed / undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of corresponding milestone payment of the delayed / undelivered services. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Dr. NTRVST under the contract and law. Liquidated damages shall not be imposed for the period of delay solely attributable to TRUST.
6	II	Clause (4) Section 7.7, Pg.34	The Bidder must have executed 1 One transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 50 Crores or above either within India or Globally	The Bidder (either directly or through its affiliate / parent company) must have executed 1 One transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 20 Crores or above either within India or Globally
7	II	Clause (6) Section 7.7, Pg.34	The bidder must have executed at least two Application Development or Maintenance projects in the domain of Health Insurance within India or Globally	The Clause stands deleted
8	II	Clause (9) Section 7.7, Pg.34	The bidder must have a delivery center in or around Vijayawada, Andhra Pradesh or should furnish an undertaking that the delivery team would be positioned in or around Vijayawada, Andhra Pradesh within two months of signing the contract. The Bidder shall submit a self-declaration from the bidder in the respective company letter head, signed by authorized signatory.	The bidder must have a delivery center within Andhra Pradesh or should furnish an undertaking that the delivery team would be positioned within Andhra Pradesh within two months of signing the contract. The Bidder shall submit a self-declaration from the bidder in the respective company letter head, signed by authorized signatory.
9	II	Section 10.3.9 Pg 69	10.3.9 Self-declaration on the delivery center in or around Vijayawada (In case bidder has a delivery centre in or around Vijayawada, Andhra Pradesh) We confirm that we have a delivery centre in or around Vijayawada, Andhra Pradesh located at the following address: (In case bidder currently does not have a delivery centre in or around Vijayawada, Andhra Pradesh) We confirm that the delivery team for the project would be positioned in or around Vijayawada, Andhra Pradesh within two months of signing the contract.	10.3.9 Self-declaration on the delivery center within Andhra Pradesh (In case bidder has a delivery centre within Andhra Pradesh) We confirm that we have a delivery centre within Andhra Pradesh located at the following address: (In case bidder currently does not have a delivery centre within Andhra Pradesh) We confirm that the delivery team for the project would be positioned within Andhra Pradesh within two months of signing the contract.
10	II	Clause (5) Section 7.7.1, Pg. 36	5. Part V – Relevant Project Experience for Health Insurance IT Projects Respondents must provide details (client organization, nature / scope of the project, project value) of at least two IT Projects (Application Development or Maintenance projects) in the domain of Health Insurance as per the format provided in the RFP (Section 10.3.7). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.	5. Part V – Relevant Project Experience for Healthcare IT Projects Not Relevant for the Pre-Qualification Criteria Response
11	II	Clause I (A), Section 7.8.2, Pg 40	Previous Transition Project Experience Please provide three citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (20%) (Benchmark = INR 20 Cr) b) Similarity in the scope of transition services (50%) c) Project Status (20%) (Benchmark = Completed Projects) d) Project Location (10%) (Benchmark = India) MAX SCORE: 15	Previous Transition Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (30%) (Benchmark = INR 5 Cr) b) Similarity in the scope of transition services (50%) c) Project Status (20%) (Benchmark = Completed Projects) MAX SCORE: 20 (the projects executed either directly by the bidder or through its affiliate / parent company may be quoted)
12	II	Clause I (B), Section 7.8.2, Pg 40	Previous Health Insurance Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (20%) (Benchmark = INR 2 Cr) b) Similarity in the scope of services (60%) c) Project Status (20%) (Benchmark = Completed Projects) e) Project Implementation Location (10%) (Benchmark = India) MAX SCORE: 10	Previous Healthcare IT Project Experience Please provide one citation as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (30%) (Benchmark = INR 2 Cr) b) Similarity in the scope of services (60%) c) Project Status (20%) (Benchmark = Completed Projects) MAX SCORE: 5 (the projects executed either directly by the bidder or through its affiliate / parent company may be quoted)
13	II	Clause (8), Section 10.3.2, Pg 62	Relevant Health Insurance IT Project Experience	Relevant Healthcare IT Project Experience
14	II	Section 10.3.7, Pg 67	Relevant Project Experience for Health Insurance IT Project (One sheet for each project) Project Experience for Health Insurance IT Projects	10.3.7 Relevant Project Experience for Healthcare IT Project (One sheet for each project) Project Experience for Healthcare IT Projects
15	II	Clause 12, Section 10.4.1, Pg 71	Previous Health Insurance Project Experience as per the format in Section 10.3.7	Previous Healthcare IT Project Experience as per the format in Section 10.3.7

16	II	Section 9.3, Pg 55	<p>1. No advance/mobilization payment will be made by Dr. NTRVST</p> <p>2. Following payment milestones shall be applicable for the project:</p> <p>Sl.No. Phase Milestone Amount</p> <p>1. Successful Completion of Transition Successful Transition including Migration of existing system to Cloud Environment and sign-off from the Trust 10% of Implementation Cost</p> <p>2. Implementation Phase: Completion of Phase I Enhancements and sign-off from the Trust 30% of Implementation Cost</p> <p>Implementation Phase: Completion of Phase II Enhancements and sign-off from the Trust 60% of Implementation Cost</p> <p>3. Operations and Maintenance Phase At the end of each quarter after satisfactory delivery of the services Equated Quarterly Instalments</p>	<p>1. Following payment milestones shall be applicable for the project:</p> <p>Sl.No. Phase Milestone Amount</p> <p>1. Mobilization Advance (on Signing of Contract and Fulfilment of Conditions Precendent including Submission of Advance Bank Guarantee of Equal Amount) 15% of Implementation Cost</p> <p>2. Successful Completion of Transition Successful Transition including Migration of existing system to Cloud Environment and sign-off from the Trust 10% of Implementation Cost</p> <p>3. Implementation Phase: Completion of Phase I Enhancements and sign-off from the Trust 30% of Implementation Cost</p> <p>4. Implementation Phase: Completion of Phase II Enhancements and sign-off from the Trust 45% of Implementation Cost</p> <p>5. Operations and Maintenance Phase At the end of each quarter after satisfactory delivery of the services Equated Quarterly Instalments</p>
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Clarifications -Vol-I

S.No	Volume	Bidder	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required	Dr. NTRVS Trust's Clarification
1	1	TCS	Vol I,5.1,ii/Pg 11	In addition to the enhancements specified in the RFP, the Service Provider is also responsible for implementing the additional modifications / enhancements suggested and approved by the TRUST during the duration of the contract to meet the evolving business requirements of the TRUST	Request clarity on the "additional" enhancements. Will additional enhancements from the ones stated in the RFP follow change management process (and additional charge based on the enhancement). It will be very difficult to budget for enhancements on a 5+2 year time line at the proposal stage itself	Please refer to Clause (vii) of Section 10.12 of Volume I of the RFP. "For this, the Service Provider should include and cost (within the commercials) 15 blended person month effort per quarter." Any approved out of scope changes that goes over and above the 15 blended person month effort per quarter will be taken up through Change Control Mechanism provided under Schedule V - Change Control in Volume III. However, the factored 15 blended person months efforts is fungible across all the quarters in an Year. It means, the Trust can utilize 60 Man months of effort spread across in an year. The blended person cost provided in the bidder's commercials will be used for costing such additional effort.
2	1	TCS	Vol I,5.2,i/Pg 12	The Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider, in Vijayawada or in close proximity to Vijayawada to ensure access and availability of the key personnel of the project team to the TRUST on a short notice. If the state decides to re-locate the Trust outside Vijayawada, then the service provider shall setup a Project Office, with key personnel of the project team at the location of Trust or close proximity to the location of Trust.	As per Vol 1 5.2,ii - <i>The Project Office has to be setup within two months of the award of Letter of Intent (LoI) or before Project Commencement whichever is earlier</i> Please clarify whether the decision on the location of setup of project office will be communicated before award of LOI. If not will the Service Provider be compensated if the decision to shift the Project office from Vijayawada is taken after it has been set up there	Refer to Corrigendum
3	1	TCS	Vol I,5.2,iv/Pg 12	the Service Provider shall put forward the profiles of personnel being proposed as replacements, which will be either equivalent or better than the ones being replaced. However, whether these profiles are better or equivalent to the ones being replaced will be decided by TRUST. TRUST will have the right to accept or reject these substitute profiles	Request the evaluation parameters used by TRUST to judge the quality of the replacement resources so that appropriate resources can be shared. Also, Service Provider should be allowed to replace resources who have resigned or are on long leave	Refer to Schedule II (Personnel) in Volume III of the RFP
4	1	TCS	Vol I,5.2,Pg 15	The current operator shall be responsible for any third party contractual obligations of the existing contract even post completion of project.	Please clarify how the existing Service Provider will be responsible for 3rd party contractual obligations after the expiry of their contract. Please elaborate the 3rd party responsibilities so that they can be factored in the cost of the proposal	This clause refers to the responsibilities of the incumbent service provider in case of any pending liabilities on the existing contract.
5	1	TCS	Vol I,10.12,Pg 38	Further, in addition to the enhancements specified in the RFP, the Service Provider is also responsible for implementing the additional modifications / enhancements suggested and approved by the TRUST during the duration of the contract to meet the evolving business requirements of the TRUST. For this, the Service Provider should include and cost (within the commercials) 15 blended person month effort per quarter.	For any enhancements beyond the 15 PM effort per quarter be charged additionally? If so it should be at the NPV of the blended rate quoted	Please refer to Clause (vii) of Section 10.12 of Volume I of the RFP. "For this, the Service Provider should include and cost (within the commercials) 15 blended person month effort per quarter." Any approved out of scope changes that goes over and above the 15 blended person month effort per quarter will be taken up through Change Control Mechanism provided under Schedule V - Change Control in Volume III. However, the factored 15 blended person months efforts is fungible across all the quarters in an Year. It means, the Trust can utilize 60 Man months of effort spread across in an year. The blended person cost provided in the bidder's commercials will be used for costing such additional effort.
6	1	TCS	Vol I,10.12.1,iv,Pg 38	The service should be available 12X6 to the users	Please clarify if the Helpdesk will work on public/state holidays	Refer to Corrigendum
7	1	TCS	Vol I,10.12.1,vii,Pg 38	The helpdesk shall be located at TRUST Premises and all required infrastructure for the helpdesk shall be the responsibility of Service Provider including the telephone lines.	Please clarify why the Helpdesk should be at the TRUST premises when the Service Provider bears the entire responsibility. Can the Helpdesk be at project office? If at TRUST request TRUST to bear the cost of the telephone lines	Refer to Corrigendum
8	1	TCS	Vol I,10.12.1,x,a,Pg 39	Depute qualified personnel at the Helpdesk who are knowledgeable of the Companies Act and the filing and approval processes.	Request to drop/change this as the competency of the Service provider is in Software services and Help Desk can only support on the SW Application Suite. Service Provider should not be asked to provide Helpdesk for TRUST operations as it is contrary to the goal of this RFP as mentioned in Vol 1,1,Pg 7 (<i>The purpose of this RFP is to solicit proposals from the interested bidders for participation in a bid process for selection of Service Provider for continued maintenance, enhancement and operation of Application Suite for Dr. NTR VaidyaSeva (DRNTRVS) Trust's services.</i>)	Refer to Corrigendum
9	1	TCS	Vol I,10.12.1,Pg 38	Scope of Centralized Helpdesk	Please elaborate on who the users of the Helpdesk will be? Will it be common citizens or only TRUST employees?	The users of the application (e.g., Trust Employees, Hospitals, Medcos, Aarogyamitras,...) will be the users of the Helpdesk

10	1	TCS	Vol 1,10.12.1, Pg 38	Scope of Centralized Helpdesk	Please clarify if Service Provider has to provide only first level of support	The scope of the Service Provider under the Helpdesk is as per Section 10.12.1 under Volume I of the RFP. 10.12. Operations and Maintenance Service Requirements including the scope under Annexure 6.1 - Operations and Maintenance Services; 10.12.1. Scope of Centralized Helpdesk; and 10.12.2. Applications Management falls under the scope of the Service Provider.
11	1	TCS	Vol 1,10.12.2,xi, Pg 40	The Service Provider should provide support to TRUST and such agencies for the implementation of the new projects. Service Provider should also make available to such agencies, all the data and industry-standard interfaces and integration touch points for integration with the Aarogyasri and EHS suite of applications.	Service Provider will provide support only till the extent that it doesn't affect the performance of the project or SLAs.	In case of any effect on the SLAs, the Service Provider shall discuss with the TRUST and find mutually acceptable solution.
12	1	TCS	Vol 1,11.2, Pg 43	Implementation of Phase I Enhancements:	Please specify whether this phase has to be done from Hyderabad or Vijayawada?	Refer to Corrigendum for the location of key personnel. The other team members may be based out of Service Provider's location.
13	1	TCS	Vol 1,11.3, Pg 43	Implementation of Phase II and Phase III Enhancements:	Please specify whether this phase has to be done from Hyderabad or Vijayawada?	Refer to Corrigendum for the location of key personnel. The other team members may be based out of Service Provider's location.
14	1	TCS	Vol 1,11.4, Pg 43	O & M Phase	Please specify whether this phase has to be done from Hyderabad or Vijayawada?	Refer to Corrigendum for the location of key personnel. The other team members may be based out of Service Provider's location.
15	1	TCS	Vol 1,11.4,ii, Pg 44	(a)In case the Service Provider is different from the current operator, the service provider will get a 3 month SLA holiday, i.e., there will not be any SLA related penalties for the 1st quarter payment. However, the Service Provider has to monitor and report on the applicable SLAs starting from the 3rd (c)In case the current operator is selected as the Service Provider, there will not be any SLA holiday.	Request to either remove this clause or amend it to include the existing service provider as all participants of the bid should have same level playing field and existing Service provider should not be penalised.	Refer to Corrigendum
16	1	TCS	Vol I ,12.4, Pg 47	Service Provider, where requested, shall present and explain the deliverables to TRUST or its nominated agency and provide clarifications to their queries. Sign-off on the deliverables by TRUST does not necessarily indicate the complete approval of the deliverables. All the responsibilities with respect to operations and maintenance of the existing applications, infrastructure or requirements in the RFP or TRUST processes will be the responsibility of the Service Provider. Any gap that is found in a deliverable with respect to the above, even after the sign-off, will have to be addressed by the Service Provider without any additional cost to TRUST.	Request to amend/remove this clause. Once the requirements are developed and in production/Live environment any gaps/changes to the requirements identified have to go through change management process and subsequently be charged extra by the service provider, if needed.	In case the gap in the deliverable is due to the Service Provider (e.g., gaps in requirement collection / analysis / design, etc.), the Service Provider has to address the gaps without any additional cost to the TRUST.
17	1	TCS	Vol I ,14, Pg 50	All the approvals of the deliverables, User Acceptance Tests, System Acceptance, and Certification are carried out by the TRUST on the recommendations of the above committees	Please amend the clause as Service Provider will not be responsible for missing the timelines or SLAs in case of delays outside the purview of the service provider	Refer to Section 9.2 (Liquidated Damages) under Volume II of the RFP
18	1	TCS	Annexure 2,1,iii, Pg 3	Deploy a sufficiently staffed and experienced transition team led by a Transition Manager to manage the Transition Services	Please elaborate whether transition from current operator will happen at current TRUST office(Hyderabad) or from Vijayawada. If transition happens in Hyderabad then to be moved to Vijayawada request to extend the transition period to 6 months	It is planned to carry out the transition at Hyderabad, both at the current Trust HQ and Premises of the Incumbent Service Provider. However, once the TRUST moves to Guntur, some part transition activities may be carried from Guntur.
19	1	TCS	Annexure 2,4.5,ii, Pg 10	Service Provider will bear the costs of all adverse impacts to Dr.NTRVST and/or Service Provider caused by a delay in the Transition.	Service Provider will only bear the costs for delays caused by Service Provider. Service Provider shall not be held responsible for operational delays due to Trust/Government.	Refer to Corrigendum.
20	1	TCS	Annexure 2,4.5,iii, Pg 11	iii. Service Provider will be liable for liquidated damages in the event Service Provider fails to achieve Transition Milestones as per the timelines defined in the RFP.	This clause is valid only if the Service provider is solely responsible for the delay/failure to achieve the milestone. Any delays attributed to the Trust/Government for eg. delays in sign off will not be considered	Refer to Section 9.2 (Liquidated Damages) under Volume II of the RFP
21	1	TCS	Annexure 7.1,Section 2/6	i. Underlying Software Upgrades: Upgrade the underlying solution components of the current EHS system (including the reporting solution) to the current and supported versions as required and implement the enhancements on the upgraded system. The application may also be re-architected as required to implement the latest frameworks / technologies such as Ajax like frameworks, Spring, Workflow & Rules Engines, Document Management System and REST / Web-Services Based Interfaces.	Specify the technical requirements that system should have. So that bidder can comeup with suitable technology and frameworks. For. Ex. DMS - What are the DMS features required for what functionalities What are the RESTFUL Services required ?	The Service Provider may propose the best fit solution based on the analysis of the existing application and the enhancements provided in the RFP.
22	1	TCS	Annexure 7.1,Section 2/6	ii. Migration of DRNTRVS application (earlier AHS) to common EHS Platform: Migrate DRNTRVS application (earlier AHS) running as a separate application to the platform that is currently running EHS and WJHS services. The migration shall also include data of the underlying DRNTRVS application.	How many years data to be migrated ? (This is required to estimate the STORAGE requirements.) Please inform the size of the data to be migrated.	Entire existing data including attachments since the beginning of the scheme.
23	1	TCS	Annexure 7.1,Section 2/6	ii. Migration of DRNTRVS application (earlier AHS) to common EHS Platform: Migrate DRNTRVS application (earlier AHS) running as a separate application to the platform that is currently running EHS and WJHS services. The migration shall also include data of the underlying DRNTRVS application.	As part of re-designing or merging the schemes, can bidder go with any other RDBMS databases (Currently Oracle)?	The Service Provider may propose the best fit solution based on the analysis of the existing application and the enhancements provided in the RFP.
24	1	TCS	Annexure 7.1,Section 2/6	Integration with HMIS - c. Submit Parameterized Investigation Results / Reports	It means SI should provide the interfaces to capture the parameterized investigation results? Please clarify	The investigation results / reports should be transferred from HMIS in a parameterized format as against the scanned document.

25	1	TCS	Annexure 7.1, Section 2/7	Integration with HMIS	Should SI support HMIS service providers to integrate with their systems? Please clarify	Expose standardized interfaces for integration with Hospital's HMIS solution and facilitate the integration with HMIS
26	1	TCS	Annexure 7.1, Section 2/7	iv. Integration with Medical Kit Software: TRUST plans to acquire medical kits to collect the health diagnostics of the residents and provide proactive medical intervention alerts. The standardized interfaces for integration with Hospital's HMIS solution should be exposed to such medical kit software and enable the integration.	Request Trust to provide the Medical Kit Software technical details and the features to estimate the effort and cost.	The standardized interfaces for integration with Hospital's HMIS solution should be exposed to such medical kit software and enable the integration.
27	1	TCS	Annexure 7.1, Section 2/7	v. Alignment to Data Standards: Domain Model Standardization through alignment with the MOH&FW published Data Standards (HL7 2.5.1, SNOMED-CT, DICOM, LOINC)	Please specify application interfaces to be aligned with all these data standards.	SI shall align with the proposed standards during the implementation of proposed enhancements, integration of any other medical application/equipment and wherever it is required for the communication of medical records
28	1	TCS	Annexure 7.1, Section 2/8	vii. Auto-Flagging of Cases: Integration of Core AHS/EHS/WJHS application, Grievances application, and 104 Call Center application to provide 3600 view of Entities and enable Auto Flagging of Cases	This requirement is not clear. Please elaborate.	In case a grievance is raised or a complaint is registered with the 104 Call Center on the case or a feedback is received with the 104 Call Center, the case should be auto-flagged.
29	1	TCS	Annexure 7.1, Section 2/11	104 call center - MHSS	Please clarify whether current call center 104 is being used?	The current call center 104 will be used for the time being. However, once the TRUST moves to Guntur, a new call center facility will be setup alongside the TRUST.
30	1	TCS	Clause 4, Pg. 9	The Trust's IT Application Suite formed the backbone of the Trust's operations	Besides IT Application Suite, any other software/hardware is required to be setup at proposed cloud?	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
31	1	TCS	Clause 10.7, Pg. 28	Government departments at the Centre and States to first evaluate the option of using the GI Cloud for implementation of all new projects funded by the government	Since there is no mandate for the GI cloud, can the solution have offering with different cloud say "TCS Cloud"	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
32	1	TCS	Clause 6 (III), Pg. 13	Migration of the Application Suite from the existing infrastructure to the dedicated Trust's infrastructure on the cloud.	Can we assume that the proposal is for a "Private" cloud with only goal for elastic provisioning?	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
33	1	TCS	10.7, Pg. 28	DC & DR Services: In line with the MeghRaj policy, the Service Provider will host the Application Suite on cloud infrastructure.	Is there any software/hardware which should be setup/maintained out of the cloud space	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
34	1	TCS	10.9.2, Pg. 31	Load balancers should be configured in HA mode for all the core applications	please provide list of core applications	All the applications other than the supporting applications (e.g., email,...) need to be on HA mode.
35	1	TCS	10.9.2, Pg. 29	The Service Provider is completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary software licenses and infrastructure required to deploy the Solution on the Cloud offering at the Primary Data Centre and the Disaster Recovery Centre (DRC).	- Whether DR is required on cloud - DR site is expected to be operational only in case of disaster which please confirm - Please confirm of DR is required to be exactly as scalable as production. This means having same configuration of hardware/infra/software/licenses in terms of redundancy, network bandwidth, server model/capacity, etc	DR is required on Cloud. DR site is expected to be operational only in case of disaster. Refer to Clause (xi) under Section 10.9.2
36	1	TCS	10.9.2 (point ix), Pg. 31	In addition to the Primary DC, the Service Provider is responsible for Disaster Recovery Centers Services so as ensure continuity of operations in the event of failure of primary data center and meet the RPO and RTO requirements.	RTO will remain same for all the applications. Please confirm if the strategy is not to have different RTO for different applications	Service provider may provide the best fit solution to meet the SLAs
37	1	TCS	10.7, Pg. 28	Data Center (DC) and Disaster Recovery Center (DRC) requirements: The Service Provider shall be responsible for provisioning the underlying system software, infrastructure, bandwidth, and data center services (cloud services) for deployment and hosting of the Application Suite.	Whose responsibility is to replace of hardware after reaching its End of Life (EoSL)	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
38	1	TCS	10.9.2, Pg. 32	Data Center (DC) and Disaster Recovery Center (DRC) requirements: The Service Provider should configure, schedule and manage backups of all the data including but not limited to files, images and databases as per the policy defined by TRUST.	is there any need for conducting backup validation	The backup policy will be defined by TRUST in consultation with the Service Provider.
39	1	TCS	10.9.2, Pg. 32	Data Retention: As on date, all data has to remain in the active storage. TRUST may define archival policy from time to time, where non-active data can be archived as per the specified period.	Any archival and purging strategies available at present?	No
40	1	TCS	4, Pg. 9	IT Application Suite: The Trust's IT Application Suite formed the backbone of the Trust's operations	is there any need for enabling 3rd party integration which is currently not part of the architecture?	Refer to Annexure 7.1 - Solution Enhancements
41	1	TCS	4, Pg. 9	IT Application Suite: The Trust's IT Application Suite formed the backbone of the Trust's operations	Unless specified exclusively, the current way of operations support will continue to hold good for the planned Infrastructure setup for the Dr NTRVS. This includes but not limited to issues handling, escalation process, etc	The detailed O&M support is provided in Annexure 6.1
42	1	TCS	10.9.2, Pg. 29	Data Center (DC) and Disaster Recovery Center (DRC) requirements: (iv). The Service Provider will be responsible for adequately sizing the necessary compute, memory, and storage required, building the redundancy into the architecture (Need details like trouble tickets, load on servers, network traffic, concurrency, etc for arriving proper sizing of hardware/servers	The details will be provided during the Due Diligence Phase.
43	1	TCS	10.9.2, Pg. 32	Data Center (DC) and Disaster Recovery Center (DRC) requirements: (i) Perform administration, tuning, optimization, planning, maintenance, and operations management for backup and restore;	To avoid breakdown maintenance, preventive maintenance schedules to be pre-approved. Please tell us if you are ok for a monthly maintenance window of agreed timelines	Refer to Annexure 7.2: Service Levels – Dr. NTRVS
44	1	TCS	General	General	What is the current user base and transaction count. Also, let us know the yearly growth in terms of transactions and user base.	The information is provided on www.ntrvaidyaseva.ap.gov.in/. However, the available information will be provided during the due diligence stage.
45	1	TCS	General	Governance structure	Please provide the project team from the NTR Vaidya seva side who will be facilitating the this project & with whom our team will be interacting.	Trust will setup project team and identify the single point of contact at the time of signing of the contract with the successful bidder
46	1	TCS	Vol I, 10 Pg. 52	Need for Service Provider: TRUST has initiated the process of selection of Service Provider who would be responsible for providing end-to-end services on IT Application Suite for a period of 5 years beyond the contract period of the current operator and extendable by two optional periods of one year each at the option of the TRUST.	Request to limit the tenure to 5 years only.	Clause is Clear. No Change in the RFP
47	1	TCS	Vol I, Pg. 28	10.7. DC and DRC Services & 10.9. Requirement of VPN	Kindly remove the bandwidth scope from SI. According to TRAI mandate SI cannot resale the bandwidth	The bandwidth may be provided as a O&M service to the TRUST.

48	1	TCS	Vol I, Pg. 29	The Service Provider is completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary software licenses and infrastructure required	What is the certification requirement	Refer to Section 13. System Acceptance and Certification under Volume I of the RFP.
49	1	TCS	Vol I, Pg. 38	Service Provider shall also implement Interactive Voice Response (IVR) System for first level of call segregation. However, there is no requirement for call recording.	Kindly clarify if the IVRS system and telephone lines will be provided by department	Refer to Corrigendum.
50	1	TCS		General	Kindly let us know what will be total number of users and concurrent user count.	The requested information will be provided at the time of due diligence stage.
51	1	TCS	Vol I, Pg. 24 & Attachment A to Annexure 5.2 – Hardware Asset Details.pdf	The Service Provider has to maintain and operate the current system till the upgraded or enhanced system is deployed in production to ensure continuity of operations. & Existing hardware details	As per the details provided for the existing DC, warranty period has expired for majority of the devices. It would be very risky to use these devices for production. We request department to take appropriate measures to obtain the warranty	Refer to Section 6 (Responsibilities of the Service Provider during Transition) under Volume I. "iii. Migration of the Application Suite from the existing infrastructure to the dedicated Trust's infrastructure on the cloud. The migration shall also include the migration of underlying data & files belonging to the State of Andhra Pradesh from the current common database into the new database on the cloud."
52	1	TCS	Vol I, Pg. 42	period of 5 years beyond the contract period of the current operator and extendable by two optional periods of one year each at the option of the TRUST.	Please confirm that project start date (T0) will be Contract signing date for the service provider	NO. T0 is the end of the contract period of the current operator and successful completion of the transition. The contract with the new Service Provider (in case different from the incumbent provider) will be signed well before the end of the incumbent service provider's contract to allow for smooth transition of the project.
53	1	Rollta	Document: Overview of the RFP Section: Technical Evaluation Scoring Matrix Page 73 of 159	Adequate provision for load-balancing, clustering and failover at all required places in order to achieve required availability & reliability	How many databases requires Cluster (High availability) Disaster recovery setup ?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
54	1	Rollta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	Migration of underlying data & files from the currently common database into the new database	Number of Databases and version of databases for PROD,UAT,DEV etc	Refer to the Volume I of the RFP including the attached Annexure under Volume I
55	1	Rollta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	(a) provision the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite and (b) migration of the Application Suite (including the migration of underlying data & files from the currently common database into the new database) from the existing infrastructure to the cloud infrastructure	Our understanding is, existing application needs to be scale or update into new system If yes, kindly address problem area of existing application	Refer to the Volume I of the RFP including the attached Annexure under Volume I
56	1	Rollta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	(b) migration of the Application Suite (including the migration of underlying data & files from the currently common database into the new database) from the existing infrastructure to the cloud infrastructure	Kindly elaborate more on requirement of migration of the application suite into new database	Refer to the Volume I of the RFP including the attached Annexure under Volume I
57	1	Rollta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	a. Details of the responsibilities of the new service provider during the transition are provided in Section 6 of the Volume I of RFP	Kindly provide Details of the responsibilities of new Service provider	Refer to the Volume I of the RFP including the attached Annexure under Volume I
58	1	Rollta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	b. Details of the exit management responsibilities of the current operator are provided in section 7 of the Volume I of RFP	Kindly provide Details of the exit management responsibilities	Refer to the Volume I of the RFP including the attached Annexure under Volume I

59	1	Rolta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	c. Details of the existing systems and operations are provided in Section 8 of the Volume I of RFP	Kindly provide Details of the existing systems and operations	Refer to the Volume I of the RFP including the attached Annexure under Volume I
60	1	Rolta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	Enhancement of Application suite:	Kindly provide detail functional requirements for enhancement of existing application	Refer to the Volume I of the RFP including the attached Annexure under Volume I
61	1	Rolta	Document: Overview of the RFP Section: 11.1. Overview of Scope of Work Page 17 of 159	Enhancement of Application suite:	Kindly provide software BOM and hardware sizing of existing application, it will help Service Provider to propose new hardware sizing	Refer to the Volume I of the RFP including the attached Annexure under Volume I
62	1	Rolta	Document: Overview of the RFP Section: Undertaking on Compliance and Service Level Compliance Page 116 of 159	2. I/We as Service Provider do hereby undertake that the proposed compute, storage (primary and backup) and memory at the Data Centre and Disaster Recovery Site as per our sizing will be sufficient to meet the project's requirements.	Is backup software in scope of SI?, if yes kindly provide detail requirements of backup For Example: • Online/offline backup • Tape drive requirements and compliance • Tape library requirements and compliance • Backup system to be enable for DC/DR	Refer to the Volume I of the RFP including the attached Annexure under Volume I
63	1	Rolta	Document: Overview of the RFP Section: Undertaking on Compliance and Service Level Compliance Page 116 of 159	4. Any augmentation of the proposed solution or storage or sizing of any of the proposed solutions (software, hardware) or resources in order to meet the requirements and/or the requisite Service Level requirements given by Dr. NTRVST will be carried out at no additional cost to Dr. NTRVST.	Our understanding is, supply, procurement, installation of hardware/database/OS/antivirus/intrusion detection/utm will be done by Dept. Is our understanding correct?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
64	1	Rolta	Document: Overview of the RFP Section: Undertaking on Compliance and Service Level Compliance Page 116 of 159	4. Any augmentation of the proposed solution or storage or sizing of any of the proposed solutions (software, hardware) or resources in order to meet the requirements and/or the requisite Service Level requirements given by Dr. NTRVST will be carried out at no additional cost to Dr. NTRVST.	Our understanding is, proposed solution hardware and software installation will be done by Dept. Is our understanding correct?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
65	1	Rolta	Document: Overview of the RFP Section: 15. Project Timelines and Implementation Framework Page 28 of 159	15. Project Timelines and Implementation Framework	Kindly provide expected project timeline in WBS format	Refer to the Volume I of the RFP including the attached Annexure under Volume I

66	1	Rolta	Document: Overview of the RFP Section: 3. Responsibilities of the Service Provider during Transition Page 107 of 115	ii. Setup of Development, Test and Production Environments by provisioning the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite. The production environment also needs be replicated (with minimum required compute resources but 100% storage) in a Disaster Recovery Environment on Cloud.	Kindly provide detail requirements of Disaster Recovery.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
67	1	Rolta	Document: Overview of the RFP Section: 5.4. Infrastructure Page 113 of 115	viii. Physical deployment diagram of the DRNTRVS application at the Disaster Recover Center is provided under Attachment F to Annexure 5.2 to the Volume I of the RFP	Kindly provide physical deployment diagram	Refer to the Volume I of the RFP including the attached Annexure under Volume I
68	1	Rolta	Document: Overview of the RFP Section: 12. Responsibilities of the Service Provider during Transition Page 19 of 159	ii. Setup of Development, Test and Production Environments by provisioning the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite. The production environment also needs be replicated (with minimum required compute resources but 100% storage) in a Disaster Recovery Environment on Cloud.	What % of DC server configuration to be set up for DR?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
69	1	Rolta	Document: Overview of the RFP Section: Summary Transition Plan Page 134 of 159	viii. Description of Software and "tools" to be deployed by Service Provider to provide the Service, including any data loading or data migration activities required	Kindly provide current volume of data to be migrated from existing system into proposed system	Refer to the Volume I of the RFP including the attached Annexure under Volume I
70	1	Rolta	Document: Overview of the RFP Section: Summary Transition Plan Page 134 of 159	viii. Description of Software and "tools" to be deployed by Service Provider to provide the Service, including any data loading or data migration activities required	Kindly provide data format in which data will be available for example: xls, csv, tab delimited etc.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
71	1	Rolta	Document: Overview of the RFP Section: Summary Transition Plan Page 134 of 159	x. The Security, IT Service Continuity Management (ITSCM), recovery and contingency plan considerations, activities, and Service Provider's commitments thereto during the Transition, including the SP's description	Kindly provide detail requirements of security	Refer to the Volume I of the RFP including the attached Annexure under Volume I
72	1	Rolta	General	General	What is the database size ?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
73	1	Rolta	General	General	What is the amount of transaction expected per day?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
74	1	Rolta	General	General	What is the expected growth year on year?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
75	1	Rolta	General	General	What is the number of concurrent session during peak hours?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
76	1	Rolta	General	General	Is there any pain points in existing databases, Applications?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
77	1	Rolta	General	General	Share database inventory (Refer sheet DB inventory)	Refer to the Volume I of the RFP including the attached Annexure under Volume I
78	1	Rolta	General	General	What are the number of tickets/incidents and their Priority per database environment	Refer to the Volume I of the RFP including the attached Annexure under Volume I
79	1	Rolta	General	General	What type of support the client is looking for (onsite or remote)	Refer to the Volume I of the RFP including the attached Annexure under Volume I
80	1	Rolta	General	General	Task wise efforts in % (i.e Monitoring 15% , Tuning 20%, Patching 30% Etc)	Refer to the Volume I of the RFP including the attached Annexure under Volume I
81	1	Rolta	General	General	Is Single sign on in scope?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
82	1	Rolta	General	General	Kindly provide detail network bandwidth/connectivity requirements for DC and DR	Refer to the Volume I of the RFP including the attached Annexure under Volume I
83	1	Rolta	General	General	Kindly provide detail non-functional requirements	Refer to the Volume I of the RFP including the attached Annexure under Volume I
84	1	Rolta	General	General	Kindly provide detail SLA requirements	Refer to the Volume I of the RFP including the attached Annexure under Volume I

85	1	Rolta	General	General	Kindly provide approx. No of total and concurrent users	Refer to the Volume I of the RFP including the attached Annexure under Volume I.
86	1	Rolta	General	General	Is there any requirement for portal, if yes, kindly provide detail requirements	Refer to the Volume I of the RFP including the attached Annexure under Volume I
87	1	Rolta	General	General	Can the proposed Solution be based on Open Source technology?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
88	1	Rolta	General	General	What would be the location of DC and DR site?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
89	1	Rolta	General	General	What would be redundancy criteria for setting HA in DC	Refer to the Volume I of the RFP including the attached Annexure under Volume I
90	1	Rolta	General	General	What is the RPO and RTO requirement?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
91	1	Rolta	General	General	Can SI propose virtualized software?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
92	1	Rolta	General	General	Is HA require in DC/DR? if yes, kindly provide detail requirements of HA	Refer to the Volume I of the RFP including the attached Annexure under Volume I
93	1	Rolta	General	General	Is network monitoring, application monitoring, service desk tool in scope?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
94	1	Rolta	General	General	Our understanding is, SMS & e-mail gateway will be provide by Dept., is our understanding correct?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
95	1	Rolta	General	General	Does SI need to provide help desk infrastructure such as: 1. Helpdesk Software 2. Server for Helpdesk 3. Facilities for Helpdesk Infrastructure and Helpdesk Staff 4. E-Mail & SMS Infrastructure Please clarify	Refer to the Volume I of the RFP including the attached Annexure under Volume I
96	1	Rolta	General	General	Does it mean integration with IVR system as well? If yes, will Dept provide IVR Infrastructure?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
97	1	Rolta	General	General	Do you want integration with EMS or othyer customization tools with Help desk? If Yes, kindly provide EMS requirements in details	Refer to the Volume I of the RFP including the attached Annexure under Volume I
98	1	Rolta	General	General	Do you require any Application monitoring tool for Applications?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
99	1	Rolta	General	General	Is native mobile application in scope?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
100	1	Rolta	General	General	Is antivirus software in scope?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
101	1	Rolta	General	General	Do you need ITIL based Help desk solution?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
102	1	Rolta	General	General	Do you have any existing Call Center or Help desk solution in place at present, if yes then pls provide details.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
103	1	Rolta	General	General	Do you want Help desk solution in High Availability in DC & DR?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
104	1	Rolta	General	Requirement of EMS Tools	Kindly provide detail specification of required EMS (Monitoring)tools	Refer to the Volume I of the RFP including the attached Annexure under Volume I
105	1	Rolta	General	Existing EMS Solution	Kindly Provide details of an existing EMS solution	Refer to the Volume I of the RFP including the attached Annexure under Volume I
106	1	Rolta	General	General	Do you need ITIL based Helpdesk Software for ticket management system?	Refer to the Volume I of the RFP including the attached Annexure under Volume I
107	1	Rolta	General	General	Please provide approx Internal and External stakeholder counts who will use Helpdesk software	Refer to the Volume I of the RFP including the attached Annexure under Volume I
108	1	Rolta	General	General	Do you have at present any Escalation matrix if yes Please provide details.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
109	1	Rolta	General	General	Do you need to integrate with IVR system.Please clarify	Refer to the Volume I of the RFP including the attached Annexure under Volume I
110	1	Rolta	General	General	Do you need solution to implement in HA & DR	Refer to the Volume I of the RFP including the attached Annexure under Volume I
111	1	Rolta	General	General	Do you want to integrate with 3rd party application with Service Management.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
112	1	Rolta	General	General	Do you require Single sign on On all your application.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
113	1	Rolta	General	General	Do you require any SIEM based solution on this.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
114	1	Rolta	General	General	Do you require any HIPS,IPS OR IDS REQUIREMENT.	Refer to the Volume I of the RFP including the attached Annexure under Volume I
115	1	UHGIS	Volume I Section 8.2 Business Processes Page 17	Business Processes	<i>Picture of the Stakeholder View is not clear. We request the Trust to share a high resolution version please.</i>	Refer to the pre-bid meeting presentation
116	1	UHGIS	Volume I Section 8.3 Applications Page 19	Applications	<i>Picture of the Solution Overview is not clear. We request the Trust to share a high resolution version please.</i>	Refer to the pre-bid meeting presentation
117	1	UHGIS	Volume I Page 11 Section 5	Scope of Work	<i>Can we use cloud provider of our choice?</i>	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
118	1	UHGIS	Volume I Page 11 Section 5	Scope of Work	<i>Who is the owner of software licenses and will software licenses be transferred in the name of the new service provider? Can you please confirm</i>	Refer to Section 10.9.2 (10.9.2. Data Center (DC) and Disaster Recovery Center (DRC) requirements) under Volume I of the RFP.
119	1	UHGIS	Volume I Page 11 Section 5	Scope of Work	<i>Expected growth storage of 7TB is per year or for total of 5 years. Please confirm.</i>	Refer to Attachment C to Annexure 5.2 – Storage Capacity and Utilization under Volume I

Clarifications -Vol-II

S.No	Volume	Bidder	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification required	Dr. NTRVS Trust's Clarification
1	2	TCS	Vol II,7.9(i)/48	Commercial Bid	Prices to be exclusive of all applicable taxes and the same shall be paid extra as applicable by Trust/Government.	Clause is Clear. No Change in the RFP.
2	2	TCS	Vol II,7.9(k)/49	Commercial Bid	Bidder shall be responsible for delays attributable to it and not for other delays.	Refer to Corrigendum
3	2	TCS	Vol II,10.3.1/59	10.3.1 Bid Cover Letter	1. Bidder undertakes to provide services and deliverables as specified in its Proposal or Bid. Hence it cannot be stated as per the requirements of RFP or requirements of Client. It is for client to evaluate whether the proposal made by the Bidder meets its requirements and take a decision. Hence bidder cannot give a statement that requirements of the RFP will be met or requirements of Client will be met or services will be performed to the satisfaction of Client. Bidder will perform services in accordance with its proposal.	Clause is Clear. No Change in the RFP.
		TCS	2. Bidder has certain suggestions in the form of deviation sheet to be given along with its Proposal hence cannot give a statement of unconditional acceptance of all terms of RFP/Tender.		Clause is Clear. No Change in the RFP.	
		TCS	3. Product capability demonstration will be done at a mutually agreed location.		Clause is Clear. No Change in the RFP.	
4	2	TCS			The Deviations suggested by the Bidder are subject to acceptance of both parties.	Clause is Clear. No Change in the RFP.
5	2	TCS	Vol II,10.3.9/69	Self-declaration on the delivery center in or around Vijayawada	Please clarify if Service Provider has option to work from Trust office in Vijayawada.	The resources are required to be available at the TRUST office for any discussions / meetings. Some of the key resources (refer to Section 5.2 of Volume I of the RFP) may work from the TRUST office.
6	2	TCS	Vol II, 10.4.3/75	Undertaking on Compliance and Service Level Compliance	1. Sizing, service level requirements, minimum specifications shall be as specified in the Proposal submitted by the Bidder	Clause is Clear. No Change in the RFP.
	2	TCS			2. Proposal by Bidder will meet specifications given by the Bidder in its proposal regarding compute, storage, memory etc.. Hence the language/words such as "to meet the project requirements" need to be avoided in the Undertaking letter to be given by the Bidder.	Clause is Clear. No Change in the RFP.
	2	TCS			4. Any augmentation of solution/storage/sizing/resources will be at an additional cost to the client and Bidder shall not have any commercial liability towards it. All are at an extra cost to the Trust.	Clause is Clear. No Change in the RFP.
7	2	TCS			It is premature to estimate at this point of time keeping in view the dynamic landscape of external technological advancements which directly or indirectly have an impact on the system requirements. Bidder will assess them at the relevant times and will advise Dr.NTRVST and will be carried out following change control procedure.	Clause is Clear. No Change in the RFP.
8	2	TCS	Vol II,10.4.4/76	Undertaking on Work Environment and Personnel	We presume that Trust will provide Service Provider the Desktops, Laptops & Softwar, Tables, etc.	Clause is Clear. No Change in the RFP. Onsite team of Service Provider operating out of Dr. NTRVST premises will be provided only with seating space. Any other requirements such as desktops, software will be Service Provider's responsibility. The resources are required to be available at the TRUST office for any discussions / meetings. But fulltime seats for all the key personnel will not be available at the TRUST office.
9	2	TCS	Vol II,10.4.6/79	Undertaking on Conflict of Interest	Indemnity clause in undertaking on conflict of interest need to be deleted. Bidder cannot give such a statement in the undertaking. Any such indemnity should be in the Contract and not in the undertaking letter as an unilateral statement based on demand from the Client.	Clause is Clear. No Change in the RFP.
10	2	TCS	Vol II,10.4.8/81	Undertaking on Patent Rights	1. This undertaking need to be dropped as this content is the substance of IPR clause in the Contract and cannot be unilateral depending on the demand of client.	This undertaking refers to "deliverables being provided by Service Provider under the contract"
	2	TCS			2. Bidder is ok to accept the mutually accepted verbiage in the contract regarding the indemnity for infringement of third party IPR and also the standard exceptions to it and also on the reciprocal liability of client towards the Bidder.	This undertaking refers to "deliverables being provided by Service Provider under the contract"
	2	TCS			3. This unilateral undertaking need to be dropped in relation to this subject matter for the reason that a contract clause is covering the subject matter.	This undertaking refers to "deliverables being provided by Service Provider under the contract"
11	2	TCS	Vol II,10.4.9/82	Non-Malicious Code Certificate	This undertaking needs revisions/modifications in its language. Software as handed over by bidder as at the time of delivery by Bidder will not contain any malicious code or viruses. Software environment is highly vulnerable and without following proper precautions as given by the Bidder, Client cannot expect a blanket statement as required under this undertaking. Hence this undertaking need to be suitably reworded.	This undertaking refers to "software being offered / developed as part of the contract "
12	2	TCS	Vol II,10.4.10/83	Undertaking on Support to Third Party Audits and Certification	1. Third party certification is total responsibility of Client.	Refer to Section 13 of Scope of Work under Volume I of the RFP
	2	TCS			2. The Costs associated with such an audit shall be exclusively borne by Client	Refer to Section 13 of Scope of Work under Volume I of the RFP
	2	TCS			3. Deemed acceptance of deliverables will be applicable for all acceptances of deliverables under the contract wherever acceptance is required.	Refer to Section 13 of Scope of Work under Volume I of the RFP
13	2	TCS	Vol II,10.4.17/89	Personnel Profiles of the resources proposed for the project	1. Only the profiles of KEY PERSONNEL will be given to Client and not of all the resources to be deployed for the project	Refer to 7.8.2, Clause (4),(B) and 7.8.3 Clause (10) under Volume II of the RFP
	2	TCS			2. The list that is given at the time of proposal is only tentative and is not final and is subject to change and a list will be given at the time of actual execution of the project.	Refer to 7.8.2, Clause (4),(B) and 7.8.3 Clause (10) under Volume II of the RFP
14	2	TCS	Vol II,10.5.1/91	Formats for the Commercial Bid Response	1. bid will meet the specifications made in its proposal.	Clause is Clear. No Change in the RFP
	2	TCS			2. words such as "as required by RFP" or "as per the requirements of Project" or "as specified by the Client" need to be avoided in the undertaking letter.	Clause is Clear. No Change in the RFP
	2	TCS			3. bidder will accept mutually agreed contract clauses	Clause is Clear. No Change in the RFP
	2	TCS			4. unilateral undertakings from bidder need to be dropped.	Clause is Clear. No Change in the RFP
	2	TCS			5. Bidder will provide revised language for all the undertakings.	Clause is Clear. No Change in the RFP
	2	TCS			6. Bidder will meet the service levels, service criteria, deliverables as are specified in its Proposal/BID and not as required by RFP or client. It is for client to evaluate the Proposal of the Bidder and to decide the suitability of the Proposal for its requirements.	Clause is Clear. No Change in the RFP
15	2	TCS	Vol II,10.6/99	Performance Bank Guarantee Format	This format need to contain the standard language of banks stating that there are no existing dues or no dues as on the date of execution of this BG.	The bank standard language may be added in the format without affecting the essence of the PBG.

16	2	TCS	5.3(8)/11	1. 5.3(8) The bid security may be forfeited:	Bid security should be forfeited in case of failure to sign the mutually agreed Contract containing the mutually agreed terms and conditions of the Contract.	Clause is Clear. No Change in the RFP
	2	TCS		i. 1. If a bidder withdraws its bid during the period of bid validity		
	2	TCS		ii. 2. In case of a successful bidder, if the bidder fails to sign the mutually agreed contract containing the mutually agreed terms and conditions in accordance with terms and conditions		
	2	TCS		iii. 3. If any of the bidders modify their bid during the validity period.		
	2	TCS				
17	2	TCS	5.20(15)/19	15. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a mutually agreed contract containing mutually agreed terms and conditions within 30 working days of the date of notice of award or within such extended period, as may be specified by Dr. NTRVST;	Failure to sign the mutually agreed Contract containing the mutually agreed terms and conditions of the Contract should be criteria for disqualification of bid.	Clause is Clear. No Change in the RFP
18	2	TCS	8.6/54	8.6 Suggestions on the Draft Contract	It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have to be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.	Clause is Clear. No Change in the RFP
	2	TCS			2. Bidder is a public limited company and is listed on the national and international stock exchanges and is subject to audit by the external auditors appointed by the regulatory authorities in India. In such scenario Bidder under the threat of forfeiture of EMD or black listing should not be forced to accept the unilateral conditions or those which have deleterious impact on its commercial business considerations.	Clause is Clear. No Change in the RFP
	2	TCS		8.6 Suggestions on the Draft Contract	3. Bidder will give forehand all the deviations and suggestions in the format prescribed under the RFP. Bidder shall also be given right of rejection if the terms and conditions are not acceptable to it at any stage of the Bid/Contract.	Clause is Clear. No Change in the RFP
	2	TCS		a. A Master Service Agreement (MSA) including the standard terms and all the other terms specific to the implementation of the Project is circulated as Volume III of this RFP. Dr. NTRVST reserves the right to revise the contract.		
	2	TCS		b. It is expected that the bidder will be able to execute this contract without any modifications if bidder has not suggested any revisions to it in its Proposal, in case they are selected for doing so. It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have to be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.		
	2	TCS		c. The bidder is requested to indicate as per the form specified in the Section 10.1, the changes the bidder desires to have and the reason for the same. This is only a solicitation of suggestions for change. However, it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process should be construed as any commitment from Dr. NTRVST to consider those suggestions.		
	2	TCS		It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have to be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.		
	2	TCS		d. However, it is clearly understood that the changes the bidder desires to have will not be the basis for affecting any changes in the Commercial bid already submitted by the bidders. The bidder should not suggest any change that has financial or commercial implications during the execution of the contract and is against the basic spirit of procuring the services for the implementation of the project		
	2	TCS		e. The bidder is also requested not to base the commercial quote on the assumptions that the suggestions for changes to the draft contract will be accepted by Dr. NTRVST		
19	2	TCS	8.7/54	8.7 Failure to agree with the Terms and Conditions of the RFP Failure of the successful bidder to agree with the Terms & Conditions of the RFP except those for which bidder has already suggested deviations or alternate suggestions shall constitute sufficient grounds for the annulment of the award, in which event Dr. NTRVST may call for new proposals. Dr. NTRVST may also invoke the PBG (if the PBG is submitted). The bidder will also forfeit the Bid Security. This does not apply if bidder has already suggested deviations/changes as part of its Proposal.	It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have to be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.	Clause is Clear. No Change in the RFP
	2	TCS			2. Bidder is a public limited company and is listed on the national and international stock exchanges and is subject to audit by the external auditors appointed by the regulatory authorities in India. In such scenario Bidder under the threat of forfeiture of EMD or black listing should not be forced to accept the unilateral conditions or those which have deleterious impact on its commercial business considerations.	Clause is Clear. No Change in the RFP

	2	TCS			3. Bidder will give forehand all the deviations and suggestions in the format prescribed under the RFP. Bidder shall also be given right of rejection if the terms and conditions are not acceptable to it at any stage of the Bid/Contract.	Clause is Clear. No Change in the RFP
	2	TCS				
20	2	TCS	9.2/55	9.2 Liquidated Damages	1. LD need to be treated as exclusive remedy in so far the event that has given rise for its invocation.	Clause is Clear. No Change in the RFP
	2	TCS			2. Bidder shall be responsible for events the cause for which is directly attributable to it.	Refer to Corrigendum
	2	TCS			3. Kindly limit the max value to 5% of contract price of the corresponding milestone payment of delayed /undelivered services.	Clause is Clear. No Change in the RFP
	2	TCS		In the event of the Bidder's failure to submit the Bond, Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP due to reasons directly and solely attributable to the Bidder and are not contributed by any acts or omissions of the Dr.NTRVST or any acts of force majeure, then Dr. NTRVST may at its discretion in good faith withhold any payment until the completion of the contract. The Trust may also deduct from the payment due to the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the corresponding milestone payment of the delayed / undelivered services for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the value of corresponding milestone payment of the delayed / undelivered services..		
21	2	TCS	9.3/55	9.3 Payment Schedules and Milestones	Procedure to avert the delays in payment and to ensure timely payment need to be included. i.e A clause dealing the late or delayed payments need to included.	Refer to Corrigendum
	2	TCS		NEW CLAUSE TO BE INSERTED UNDER THIS HEADING:	Kindly Modify the same as follows : Advance on Kick off of Project : 20%	
	2	TCS		Bidder shall submit invoices to Dr.NTRVST within a fortnight of the milestones mentioned being crossed, for the milestone so crossed. All invoices shall become due for payment within thirty days of their presentation. Payment shall be made by way of demand draft drawn in favour of Tata Consultancy Services Ltd., payable at Hyderabad.	1 Successful Completion of Transition Successful Transition including Migration of existing system to Cloud Environment and sign-off from the Trust 30% of Implementation Cost 2 Implementation Phase Completion of Phase I Enhancements and sign-off from the Trust 25% of Implementation Cost Completion of Phase II Enhancements and sign-off from the Trust 25% of Implementation Cost	
	2	TCS		Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as debt owed by Dr.NTRVST to Bidder and Bidder shall be entitled to recover it as a debt as aforesaid, with an interest of 2% per month for every month of default, from Dr.NTRVST calculated from the date the payment became due until it is realised in full with interest.	The above will be discussed at and agreed upon mutually.	
	2	TCS		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 the Dr.NTRVST and any such withholding by Bidder shall not be treated as breach by it of the provisions of this Agreement.		
	2	TCS		Mere stipulation of submitting an invoice at the end of the fortnight as detailed in this clause shall not absolve Dr.NTRVST of its liability to make payments on such invoices when presented at a later date.		
	2	TCS		The rates payable by Dr.NTRVST to Bidder under this agreement is exclusive of any and all tax, cess, duty or any other levy (excluding any income tax) by whatsoever name called. If any and all such sales tax, service tax or any other tax, levy or duty, by whatever name called without any limitation, is attracted to this transaction, then, Bidder shall be reimbursed of the payment so made, if required to be made so by Bidder. Such reimbursement shall be inclusive of any interest or any other sum, or both, paid by Bidder as part and incidence thereof. The liability of Dr.NTRVST under this clause, shall not be coterminous with this agreement and shall continue at all times the payment is so required to be made by Bidder at any time.		
	2	TCS		All Deliverables will be deemed accepted by Dr.NTRVST on successful closure of all review comments, whereupon Dr.NTRVST shall provide the sign-off letter to Bidder. However, if Dr.NTRVST does not provide any review comments within the above mentioned period of five days, then notwithstanding anything contained herein, the Deliverables shall be deemed to be unconditionally and absolutely accepted by Dr.NTRVST at the end of the fifth day allotted for provision of such review comments, whether Dr.NTRVST provides such sign-off letter to Bidder or not and Bidder shall be entitled to receive the charges due on acceptance. The Deliverables shall also be deemed to be accepted by the Dr.NTRVST in case of commercial utilization of the Deliverables by the Dr.NTRVST.		
	2	TCS				

22	2	TCS	Vol II,10.4.5/78	10.4.5 Undertaking on Changes to the Contract Clauses	It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.	Clause is Clear. No Change in the RFP
	2	TCS			A statement of this nature is contradictory and is detrimental to Bidder's interests. Bidder suggestions of contract changes need to form basis for negotiation. And parties need to arrive at mutually agreed Contract. Bidder will sign mutually agreed Contract containing the mutually agreed terms and conditions. Hence this undertaking need to be dropped by the Client.	Clause is Clear. No Change in the RFP
	2	TCS			2. Bidder is a public limited company and is listed on the national and international stock exchanges and is subject to audit by the external auditors appointed by the regulatory authorities in India. In such scenario Bidder under the threat of forfeiture of EMD or black listing should not be forced to accept the unilateral conditions or those which have deleterious impact on its commercial business considerations.	Clause is Clear. No Change in the RFP
	2	TCS			3. Bidder will give forehand all the deviations and suggestions in the format prescribed under the RFP. Bidder shall also be given right of rejection if the terms and conditions are not acceptable to it at any stage of the Bid/Contract.	Clause is Clear. No Change in the RFP
	2	TCS			1. I/We as Service Provider (SP) do hereby acknowledge that we understand that the request for changes to contract clauses and any other terms and conditions in the RFP, submitted in our proposal as per the RFP are just suggestions for change.	
	2	TCS			2. We understand that it is neither guaranteed that these requests for changes will be accepted in the final contract nor this process will be construed as any commitment from Dr. NTRVST to consider those suggestions. And Dr.NTRVST will provide an opportunity to the Bidder to agree or withdraw if it is not inclined to accept such of those changes suggested by bidder after mutual consultations or discussions.	
	2	TCS			3. Having said the above, it is not out of place to mention here that It is the legitimate expectation of the bidder that both parties will sign the mutually agreed contract containing the mutually agreed terms and conditions. And if Dr.NTRVST does not incline to accept any suggested changes by the Bidder then bidder shall have be allowed to withdraw its bid and the EMD or any other security given by it shall not be forfeited and shall be returned within the regular time prescribed under the RFP.	
23	2	TCS	10.1.1/91	10.1.1 Commercial Bid Cover Letter	1. Proposal submitted by the Bidder contains the specifications and parameters based on which it is planning to deliver the services in response to the RFP.	Clause is Clear. No Change in the RFP
	2	TCS			2. Any additional requirements or enhancements by the Dr.NTRVST will be catered to following the change control procedure	Clause is Clear. No Change in the RFP
	2	TCS			3. Bidder's unconditional acceptance is only to those which are not deviated by it in the form of Annexure-10	Clause is Clear. No Change in the RFP
	2	TCS			Having examined the RFP Document, bid clarifications, Amendments thereof, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the services, as required and outlined in our Proposal in submitted in response to the RFP. In order to meet such requirements and to provide services as set out in the RFP document, following is our quotation summarizing our Commercial Bid.	
	2	TCS			We attach hereto the Commercial bid as required by the Bid document, which constitutes our bid.	
	2	TCS			In addition to the enhancements specified in the RFP, we understand that we are also responsible for implementing the additional modifications / enhancements suggested and approved by the TRUST during the duration of the contract to meet the evolving business requirements of the TRUST upon such mutually agreed costs to Dr.NTRVST following the change control procedure at the relevant time of the need arising for such an event. We've factored and included the cost of 15 blended person month effort per quarter in our commercials based on the specifications given in our Proposal submitted herewith.	
	2	TCS			We undertake, if our bid is accepted, to carry out the services as put forward in the RFP or such modified requirements as may subsequently be agreed mutually between us and the Trust or its appointed representatives upon such mutually agreed costs to Dr.NTRVST following the change control procedure at the relevant time of the need arising for such an event.	
2	TCS		We will obtain necessary Performance Bank Guarantees in the formats given in the bid document issued by a nationalized bank in India and furnish them within the time frames set out in the RFP.			

	2	TCS		We agree for unconditional acceptance of all the terms and conditions in the bid document except those for which we have specifically given our deviations and suggestions in the form of Annexure-10 and we also agree to abide by this bid response for a period of SIX (6) MONTHS from the date of bid opening and it shall be valid bid till such period with full force and virtue. Until within this period a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between the Trust and us		
	2	TCS		We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the Trust is true, accurate, and complete.		
	2	TCS		We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the bid response without assigning any reason whatsoever.		
	2	TCS		It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ agency/organization and empowered to sign this document as well as such other documents, which may be required in this connection.		
	2	TCS				
24	2	TCS	10.5.2/94	10.5.2-pricing summary	1. A party which is responsible for delay need to be responsible for the consequences of the delay.	Clause is Clear. No Change in the RFP
	2	TCS		Notes:	2. Imposition of new taxes, additional taxes or increase in the existing taxes under the applicable laws by the appropriate authority shall be borne exclusively and paid by Dr.NTRVST for the entire duration i.e either during the validity or proposal or contract.	Refer to Clause 7.9, 10(a) of Volume II of RFP
	2	TCS		3. The price would be inclusive of all taxes, duties, charges, cess and levies as applicable from time to time. Any new, additional or increase in taxes applicable for the services and or deliverables shall be borne and paid by Dr.NTRVST to the bidder.		
	2	TCS		13. All costs incurred due to delay of any sort, shall be borne by the respective party responsible for such delay .		
	2	TCS		17. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract except in case of imposition of new taxes, additional taxes or increase in applicable taxes under the applicable laws which shall be solely borne and by the Dr.NTRVST to the Bidder. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive		
	2	TCS				
25	2	TCS	7.6 / Pg. 33	Final Evaluation / QCBS (50:50)	The quality of the technical solution will be overridden by the commercials and the department might not get a competent solution to meet all their requirements. Therefore we request that more weightage be given to the technical solution. Please make the evaluation criteria to 70:30 for technical : commercials.	Clause is Clear. No Change in the RFP
26	2	TCS	9.3 / Pg. 56	Payment Schedules and Milestones / Successful Completion of Transition	This will not be applicable as we are the incumbent SP. How will this 10% be adjusted in our case?	Transition also includes migration of the Application Suite from the existing infrastructure to cloud. The payment milestone will be valid even for the incumbent service provider.
27	2	TCS	Form -4 / Pg. 98	Form – 4: Operations and Maintenance Services / Training	What are the topics to be covered	Refer to Scope of Work under Volume I of the RFP
28	2	TCS			When should the training be done?	Refer to Scope of Work under Volume I of the RFP
29	2	TCS			Where should training be conducted	Refer to Scope of Work under Volume I of the RFP
30	2	TCS			Who is the intended audience	Refer to Scope of Work under Volume I of the RFP
31	2	TCS			What is the skillset of the audience	Refer to Scope of Work under Volume I of the RFP
32	2	TCS			How many people per category for classroom training?	Refer to Scope of Work under Volume I of the RFP
33	2	TCS			Give their location wise distribution	Refer to Scope of Work under Volume I of the RFP
34	2	TCS			Should training material be prepared	Refer to Scope of Work under Volume I of the RFP
35	2	TCS			Training material is in which language	Refer to Scope of Work under Volume I of the RFP
36	2	TCS			We request that the training delivery will be in english	Refer to Scope of Work under Volume I of the RFP
37	2	TCS			Request that the training material should be WBT /CD/ PPTS , which can then be accessed from a central location without the hindrance of location and time	Refer to Scope of Work under Volume I of the RFP
38	2	TCS			Who will provide the infra - pens, white boards, projectors, chalk, duster, paper pins	Refer to Scope of Work under Volume I of the RFP
39	2	TCS			Request that the department provides the training space / location , seating , furniture, desktops/work stations, network , bandwidth to connect to central applications etc for the training sessions	Refer to Scope of Work under Volume I of the RFP
40	2	TCS			Is exit test is to be done	Refer to Scope of Work under Volume I of the RFP
41	2	TCS			Is feedback to be collected? Paper / online feedback?	Refer to Scope of Work under Volume I of the RFP
42	2	TCS			Train the trainer is allowed?	Refer to Scope of Work under Volume I of the RFP
43	2	TCS			what is the daily duration of the training?	Refer to Scope of Work under Volume I of the RFP
44	2	TCS	Section 7.6,Pg.33	The bidder achieving the highest overall score will be invited for negotiations for awarding the contract. $Bn = 0.5 * Tn + (0.5) * (Cmin / Cb * 100)$	Please modify as technical 80% and financial 20% instead of technical 50% and commercial 50%.	Clause is Clear. No Change in the RFP
45	2	TCS	Section 7.7,Pg.34	The bidder must have executed at least two Application Development or Maintenance projects in the domain of Health Insurance within India or Globally	Kindly modify as the the bidder must have executed at least two Application Development or Maintenance projects in the domain of Healthcare within India or Globally	Refer to Corrigendum
46	2	TCS	Section 7.7,Pg.34	The Bidder (Service Provider) must have at least 2000 full time IT professionals on its payroll	Kindly modify as "the Bidder (Service Provider) must have at least 10000 full time IT professionals on its payroll".	Clause is Clear. No Change in the RFP

47	2	TCS	Section 7.7, Pg. 34	The bidder must have a delivery center in or around Vijayawada, Andhra Pradesh or should furnish an undertaking that the delivery team would be positioned in or around Vijayawada, Andhra Pradesh within two months of signing the contract.	Kindly modify as "The bidder must have a delivery center in Andhra Pradesh or should furnish an undertaking that the delivery team would be positioned in or around Vijayawada, Andhra Pradesh within two months of signing the contract."	Refer to Corrigendum
48	2	TCS	Section 7.7.1, Pg. 35	A certified true copy of the corporate sanctions/approvals authorizing its authorized representative to sign/act/execute documents forming part of this proposal including various RFP documents and binding contract.	Kindly confirm if Power of attorney and board resolution are to be attached for this.	Yes
49	2	TCS	Section 7.7.1, Pg. 36	Relevant Project Experience for Health Insurance IT Projects	Kindly allow us to showcase any projects in the healthcare domain and not specifically insurance IT projects.	Refer to Corrigendum
50	2	TCS	Section 7.8.2, Pg. 40	Project Status (20%) (Benchmark = Completed Projects)	Can we showcase projects which has been implemented(Go-live completed) but under support phase?	Accepted
51	2	TCS	Section 7.8.2, Pg. 40	Previous Transition Project Experience	Can we showcase projects having automation, business process re-engineering and overall change management as transition project experience?	Transition Project refers to transitioning of Turnkey IT Project from an existing operator to the bidder
52	2	TCS	General	Quality Certificate	Kindly make ISO 9001:2008 certification mandatory for the benefit of achieving the project objectives and ensuring certainty in overall delivery, quality and schedule.	No Change in the RFP
54	2	TCS	4, Pg. 9	Opening the Technical -Bid on e-procurement platform	Date for Key activity says TBD. Is it decided now.	The technical bid will be opened on conclusion of the Pre-Qualification Evaluation.
55	2	TCS	5.3, Pg. 11	Bid Security Rs 25 L in form of DD in favor of "CEO, Dr. NTR Vaidya Seva Trust" payable at Hyderabad or BG format as per section 10.2. Period of validity beyond bid validity date is 3 months	Initially can bidder provide bid security upto bid validity date only. Please clarify.	Clause is Clear. No Change in the RFP
56	2	TCS	7.8.1, Pg. 38	Transition Plan and Transition Risk Management. Document says "The criterion is NOT applicable for the bid submitted by the incumbent service provider. The section says "The maximum score assigned for this is 20 marks and the bidder shall get minimum cut-off 15 marks.	Please clarify that appropriate score will be provided to the incumbent.	"This criterion is NOT applicable for the bid submitted by the incumbent service provider."
57	2	TCS	Vol II, Pg. 115	5.3 Bid Security : 1. Bidders shall submit, along with their Bids, an amount of INR 25,00,000 (Rupees Twenty Five Lakhs only), as Bid Security in the form of a Demand Draft drawn in favour of "CEO, Dr. NTR Vaidya Seva Trust" payable at Hyderabad or in the form of a Bank Guarantee which shall be in the format provided in the section 10.2.	Request to remove the requirement of Bid Security.	Clause is Clear. No Change in the RFP
58	2	TCS	Vol II, Pg. 115	7.9 Commercial Bid : 3. The Commercial bid should be submitted as per the format provided in the Section 10.5 (Formats for the Commercial Bid Response) a. Commercial bid Covering Letter as per the format provided in Section 10.5.1 - Commercial Bid Cover Letter b. Cost Components with all the taxes applicable as per the formats provided in Pricing Summary table given under Section 10.5.2 – Pricing Summary Sheet	Kindly accept prices excluding taxes. Taxes as applicable at the date of billing shall be additional.	Clause is Clear. No Change in the RFP
59	2	TCS	Vol II, Pg. 115	9.1 Performance Bank Guarantee : A Performance Bank Guarantee (PBG) of 10% of contract value would be furnished by the successful bidder in the form of a Bank Guarantee as per the format provided in this RFP from Scheduled Indian Banks. The PBG should be furnished within 30 working days from the date of notice of award and should be valid up to 90 days beyond the duration of contract	Kindly remove the requirement of PBG.	Clause is Clear. No Change in the RFP
60	2	TCS	Vol II, Pg. 115	9.3 Payment Schedules and Milestones : 1 Successful Completion of Transition Successful Transition Including Migration of existing system to Cloud Environment and sign-off from the Trust 10% of Implementation Cost 2 Implementation Phase Completion of Phase I Enhancements and sign-off from the Trust 30% of Implementation Cost Completion of Phase II Enhancements and sign-off from the Trust 60% of Implementation Cost	Kindly Modify the same as follows : Advance on Kick off of Project : 20% 1 Successful Completion of Transition Successful Transition Including Migration of existing system to Cloud Environment and sign-off from the Trust 30% of Implementation Cost 2 Implementation Phase Completion of Phase I Enhancements and sign-off from the Trust 25% of Implementation Cost Completion of Phase II Enhancements and sign-off from the Trust 25% of Implementation Cost	Refer to Corrigendum
61	2	RoIta	Volume II, Section 7.7, Page 33-34	4. The Bidder must have executed 1 One transitioning (from an existing operator to the bidder) of "Turnkey IT Projects" of total contract value of INR 50 Crores or above either within India or Globally	Request to kindly modify the clause as: The Bidder must have executed One transitioning (from an existing operator to the bidder) of "Turnkey IT Projects" of total contract value of INR 20 Crores or above either within India or Globally	Refer to Corrigendum
62	2	RoIta	Volume II, Section 7.7, Page 34	6. The bidder must have executed at least two Application Development or Maintenance projects in the domain of Health Insurance within India or Globally	Request to kindly modify the clause as: The bidder must have executed at least two Application Development or Maintenance projects in the software development / eGov for Government/PSU within India or Globally	Refer to Corrigendum
63	2	RoIta	Volume II, Section 7.8.2, Page 40	Previous Transition Project Experience Please provide three citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (20%) (Benchmark = INR 20 Cr) b) Similarity in the scope of transition services (50%) c) Project Status (20%) (Benchmark = Completed Projects) d) Project Location (10%) (Benchmark = India)	Request to kindly modify the clause as: Previous Transition Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (50%) (Benchmark = INR 5 Cr) b) Similarity in the scope of transition services (20%) c) Project Status (20%) (Benchmark = Completed/Ongoing Projects) d) Project Location (10%) (Benchmark = India/Overseas)	Refer to Corrigendum

64	2	Rolla	Volume II, Section 7.8.2, Page 40	Previous Health Insurance Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (20%) (Benchmark = INR 2 Cr) b) Similarity in the scope of services (60%) (Benchmark = Completed Projects) c) Project Status (20%) (Benchmark = Completed Projects) e) Project Implementation Location (10%) (Benchmark = India)	Request to kindly modify the clause as: Previous software development / eGov for Government/PSU Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: a) Value of the project (60%) (Benchmark = INR 2 Cr) b) Similarity in the scope of services (20%) (Benchmark = Completed Projects) c) Project Status (20%) (Benchmark = Completed Projects) e) Project Implementation Location (10%) (Benchmark = India)	Refer to Corrigendum	
65	2	Rolla	Volume II, Section 9.3, Page 56	No advance/mobilization payment will be made by Dr. NTRVST	Request to kindly provide the mobilization advance of 20% of Implementation cost	Refer to Corrigendum	
66	2	Rolla	Volume II, Section 9.3, Page 56	10% of Implementation Cost	Request to kindly provide the 30% payment after successful transition and migration	Refer to Corrigendum	
67	2	Rolla	Volume II, Section 9.3, Page 56	60% of Implementation Cost	Request to kindly provide remaining payment i.e. 20%	Refer to Corrigendum	
68	2	UHGIS	General	Submission Date	We request the Trust to extend the submission date (currently 17 th May) by another 2 weeks. This will enable us to submit a compelling bid	Refer to Corrigendum	
69	2	UHGIS	5.13 Page 16, Volume II	"No Consortium Allowed"	Request Dr. NTR Vaidyaseva Trust to make the following update to the clause:	Clause is Clear. No Change in the RFP	
	2	UHGIS					
	2	UHGIS			"Consortium is allowed. The Prime Bidder of Consortium, herein also referred as 'Bidder', shall be primarily responsible & accountable for the implementation of the entire scope of the project. In case of consortium, the same should not consist of more than 3 members. The consortia shall submit a valid Agreement on Stamp Paper among the members signed by the Authorized Signatories of the companies under consortium dated prior to the submission of the bid and NTRVST shall sign the contract only with the Prime Bidder. The Agreement shall clearly specify the details of Prime bidder and outline the roles and responsibilities of each member.		
	2	UHGIS					
70	2	UHGIS	7.7 Pre-Qualification Criteria- Volume II	Notes: "4. In respect of the cited projects, the bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium".	Request Dr. NTR Vaidyaseva Trust to make the following update to the clause:	Refer to Corrigendum	
	2	UHGIS					
	2	UHGIS		"4. In respect of the cited projects, any member of the consortium should provide Description of actual services provided and the key areas where significant contributions were made for the success of the implementation of the project"			
71	2	UHGIS	7.7 Pre-Qualification Criteria- Volume II	Clause: "4. The Bidder must have executed 1 One transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 50 Crores or above either within India or Globally".	Request Dr. NTR Vaidyaseva Trust to make the following update to the clause:	Refer to Corrigendum	
	2	UHGIS					
	2	UHGIS		"4. The Bidder must have executed minimum One Turnkey IT Project of total contract value of INR 50 Crores or above either within India or Globally".			
72	2	UHGIS	7.7.1 Page 36 – Pre Qualification Criteria	Part III – Relevant Project Experience for Transitioning of Turnkey IT Projects Respondents must provide details (client organization, nature / scope of the project, project value) of Turnkey IT project experience as per the format provided in the RFP (Section 10.3.5). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.	Request Dr. NTR Vaidyaseva Trust to make the following update to the clause:	Refer to Corrigendum	
	2	UHGIS			Part III – Relevant Project Experience for Transitioning of Turnkey IT Projects	Refer to Corrigendum	
	2	UHGIS			Respondents must provide details (client organization, nature / scope of the project, project value) of Turnkey IT project experience as per the format provided in the RFP (Section 10.3.5). The projects mentioned here should match with the projects quoted by the respondent / subsidiary / affiliate/consortium member in order to satisfy the qualification requirements.		
	2	UHGIS			Part IV – Relevant Project Experience for IT Projects		
	2	UHGIS			Respondents must provide details (client organization, nature / scope of the project, project value) of IT project experience for a State or UT or Central Government or public sector enterprises in India as per the format provided in the RFP (Section 10.3.6). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.	Part IV – Relevant Project Experience for IT Projects	Refer to Corrigendum
	2	UHGIS			Respondents must provide details (client organization, nature / scope of the project, project value) of IT project experience for a State or UT or Central Government or public sector enterprises in India as per the format provided in the RFP (Section 10.3.6). The projects mentioned here should match with the projects quoted by the respondent / subsidiary / affiliate/consortium member in order to satisfy the qualification requirements.		
	2	UHGIS			Part V – Relevant Project Experience for Health Insurance IT Projects		
	2	UHGIS			Respondents must provide details (client organization, nature / scope of the project, project value) of at least two IT Projects (Application Development or Maintenance projects) in the domain of Health Insurance as per the format provided in the RFP (Section 10.3.7). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements.	Part V – Relevant Project Experience for Health Insurance IT Projects	Refer to Corrigendum
	2	UHGIS				Respondents must provide details (client organization, nature / scope of the project, project value) of at least two IT Projects (Application Development or Maintenance projects) in the domain of Health Insurance as per the format provided in the RFP (Section 10.3.7). The projects mentioned here should match with the projects quoted by the respondent / subsidiary / affiliate/consortium member in order to satisfy the qualification requirements.	
	2	UHGIS					
73	2	UHGIS	Volume II page 34 Section 7.7 Pre-Qualification Evaluation Criteria	Pre-Qualification Evaluation Criteria 5		Accepted	
	2	UHGIS		"The bidder must have executed at least one IT project of value of at least INR 10 Crores for a State or UT or Central Government or public sector enterprises in India	Can you please confirm if the Bidder can provide projects that are "In Progress". Our project started in 2014 and will end in 2020. All phase 1 sites have gone live in Feb 2016. Please confirm if this project qualifies.		
	2	UHGIS		Technical Evaluation Scoring Matrix Criteria 5		The PoC scripts will be provided during the technical evaluation.	

74	2	UHGIS	Volume II Page 44 Section 7.8.2	"The scripts based on which a configured / customized product has to be demonstrated will be provided to the bidders as a separate Annexure. The scripts will be based on the Enhancements Requirements given under Volume I of the RFP- (10)"	Can you please explain this requirement and share the Annexure which includes the Scripts.	
	2	UHGIS				
75	2	UHGIS	Volume II Page 13 Section 5.6	Due Diligence Opportunity for the Bidders	The Trust will facilitate Due Diligence during proposal stage as mentioned in the RFP. Please let us know how can we request for the Due Diligence and when?	Bidders can contact the Primary Contact Person in the provided in the Volume II of the RFP for the due-diligence.
76	2	UHGIS	Volume II Section 7.7	Pre-Qualification Criteria 4 and 6 1. The Bidder must have executed 1 One transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 50 Crores or above either within India or Globally. 2. The bidder must have executed at least two Application Development or Maintenance projects in the domain of Health Insurance within India or Globally	UHGIS has executed multiple turnkey projects for its affiliate company UnitedHealthcare, the largest Health Insurance Company in the US. Unless the criteria are relaxed to allow us to present this (very relevant) experience through our affiliates, we feel we are at a disadvantage. Hence, request you to update the criteria to say - 1. "The Bidder must have executed 1 One transitioning (from an existing operator to the bidder) of 'Turnkey IT Projects' of total contract value of INR 50 Crores or above either within India or Globally for its affiliates/ parent organisation/ third party customers" 2. "The bidder must have executed at least two Application Development or Maintenance projects in the domain of Health Insurance within India or Globally for its affiliates/ parent organisation/ third party customers"	Refer to Corrigendum
77	2	UHGIS	Volume II Section 7.8.2	Technical Evaluation Criteria 1 (A) 1. Previous Transition Project Experience Please provide three citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: 1. Value of the project (20%) (Benchmark = INR 20 Cr) 2. Similarity in the scope of transition services (50%) 3. Project Status (20%) (Benchmark = Completed Projects) 4. Project Location (10%) (Benchmark = India)	UHGIS has executed multiple turnkey projects for its affiliate company UnitedHealthcare, the largest Health Insurance Company in the US. Unless the criteria are relaxed to allow us to present this (very relevant) experience through our affiliates, we feel we are at a disadvantage. We also believe that additional marks for executing the project in the Indian Context is restrictive, since there are only a couple of vendors doing Health Insurance IT Support in India. We would also respectfully point out that the level of Insurance Sophistication in the US is a bit higher than India. Since we expect the overall bid (both technical and commercial) to be very close, we believe that even that 1 mark (overall) puts us at a disadvantage. Hence, request you to update the Project Location criteria to say " Benchmark – India / Globally"	Refer to Corrigendum
77	2	UHGIS	Volume II Section 7.8.2	Technical Evaluation Criteria 1 (B) 1. Previous Health Insurance Project Experience Please provide two citations as per Annexure 10.3.5. Each citation will be evaluated based on the following parameters: • Value of the project (20%) (Benchmark = INR 2 Cr) • Similarity in the scope of services (60%) • Project Status (20%) o (Benchmark = Completed Projects) • Project Implementation Location (10%) (Benchmark = India)	UHGIS has executed multiple turnkey projects for its affiliate company United Healthcare, the largest Health Insurance Company in the US. Unless the criteria are relaxed to allow us to present this (very relevant) experience through our affiliates, we feel we are at a disadvantage and may have to refrain from bidding. We also believe that additional marks for executing the project in the Indian Context is restrictive, since there are only a couple of vendors doing Health Insurance IT Support in India. We would also respectfully point out that the level of Insurance Sophistication in the US is a bit higher than India. Since we expect the overall bid (both tech and commercial) to be very close, we believe that even that 1 mark (overall) puts us at a disadvantage. Hence, request you to update the Project Location criteria to say " Benchmark – India / Globally"	Refer to Corrigendum