

Ministry of External Affairs Government of India Bidders' Request for Clarification - "Response to queries regarding corrigendum published on 22July 2022"					
S.No.	Reference in RFP	Page Number	Content of RFP requiring Clarification	Clarification being sought by the bidder	Response
1	Corrigendum -	1	3.2 Project Timelines Supply, installation, configuration and commissioning of server-side & other hardware (xvi) Procurement of server-side and other hardware (and associated software) T + 20 weeks (xvii) Installation, configuration and commissioning of the hardware and readying DC and DR site. T + 26 weeks	As per page 2 of the Corrigendum clause 3.6 Hosting of eMigrate v2 core Application Software, the eMigrate application has to be deployed on a MeitY empanelled Government Community Cloud (GCC) site both for Data Center and Disaster Recovery Center. In case of GCC there is no requirement for procurement and installation of hardware. We request that this clause may be modified suitably.	The RFP clause remains unchanged. Bidders may note that any procurement or related arrangements or installation of hardware as may be required for the eMigrate v2 through the GCC Service providers shall be required to be completed as per the timelines given in the RFP/ corrigendum for procurement and installation of hardware at DC and DR sites. The timely readiness of the DC DR setup pertaining to eMigrate system shall remain the responsibility of the Service Provider only.
2	Corrigendum -	2	3.6 Hosting of eMigrate v2 core Application Software Service Provider (SP) shall be responsible for hosting the eMigrate V2.0 Application and the related IT Infrastructure on dedicated Virtual Machines (VM), compute resources with dedicated instances and required QOS at a MeitY empanelled Government Community Cloud (GCC) site both for Data Center and Disaster Recovery Center complying with UPTIME-Tier-3/TIA-942-Rated-3 and above norms/guidelines.	1. Though the hosting of the application is required on a GCC cloud, however the commercial BoQ format has not been changed to reflect these changes. We request that the commercial format may be suitably changed to cater to the cloud commercials. 2. Since the printing of PVC cards is no longer in scope, we request that the same may also be removed in the revised commercial BoQ format	The BoQ is freezed and can not be modified at this stage. In the given BoQ, bidders have the option to quote only for those components which they want to propose in the bid. In case of any difficulty in filling the BoQ as per the requirements of RFP, bidders may report the issue through email to usoe3@mea.gov.in, till at least 3 days prior to the bid submission date.
3	Corrigendum	3	7. The Clause 7.4.2.8 (iv) and (v) of RFP Vol 1 stands deleted.	As per the corrigendum the following clause in Vol 1 related to the DR size has been deleted " <i>(v) Present DR is equal to DC. However, for the version 2, equal size of DR is not required.</i> ", however the corrigendum does not mention the revised size for DR to be proposed by the bidder. Request that the size of DR as a %age of DC may be clearly specified so that all bidders are on the same page.	Bidders can appropriately size the DR keeping the requirements of the RFP in mind so as to provide all services as per the SLAs defined from the DR in case of eMigrate services not being available for any reasons.
4	Corrigendum	4	9. The clause 2.8 of RFP volume 2 is revised as...	Clause 2.2 appears to have been specified as clause 2.8 (correction needed)	Yes. It's a typographical error. This is related to clause 2.2 only.
5	Corrigendum	6	3.3 Terms of Payment for SP (iii) - 25% of Capex for eMigrate solution shall be paid by MEA on completion of milestone (v) i.e. 'Completion of new core application software development, unit & integration testing and offer for UAT to MEA'.	Pls clarify and confirm that a) 25% of the overall total Capex amount under the bid would be payable at this stage. b) Other cost elements such as Change Management will be payable at Go-Live or at delivery of specific service if the delivery is scheduled after initial Go-Live.	Only 25% of the capex as per the approved bid shall be payable at the given milestone (v).
6	Corrigendum	9	19. The clause 4.4 (vi) (b) and (d) of RFP volume 2 stands deleted.	Pls clarify on the deleted clauses (not found).	The clauses which are deleted now can be seen in RFP Vol 2 published on 29th April 2022, at the designated place.
7	Corrigendum	9	4.13. The quoted prices shall be inclusive of all other taxes or duties except GST. For GST, the BOQ format on CPPP portal has a provision for quoting the GST amount, as it may be applicable.	Bid should be exclusive of all taxes, duties including GST. All relevant taxes and duties as in force and applicable at the time of invoicing shall apply and be payable by MEA.	The clause in the corrigendum is self explanatory.
8	Corrigendum	10	25. Clause 6.6 (vii) of RFP Vol 2 is revised to -	Phrase w.r.t. mutual agreement on date by which necessary patches/ fixes should be implemented has been deleted. This clause is necessary to be retained since not all patches/ fixes can be implemented without proper due diligence. Also may get modified in the GCC cloud scenario.	Suggestion from the bidder is not agreed to.
9	Corrigendum	11	35. Payment Terms	Payment terms should be modified to ensure that timely payments can be made for the cloud services being obtained. In most cases, payment terms are very stringent and there is a risk of discontinuation of service in case of delays in payments.	Payment terms are well defined and shall be as per RFP/ corrigendum.

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10	Corrigendum	Multiple	<p>Multiple - including (but not limited to) the following references: Vol-1 section nos 3.1 (ii) b & g, 3.2 (xvi) & (vii), 4.1 (responsibility matrix), 5.2 (live chat users), 5.4 (content management), 6.2.6 (public portal - (iii) & (iv)), 7.1 (iv), (vi), (vii), 7.6.4 (physical security), 9 (compliance to DRC design standards), 13.1.1.1 (ownership and control post implementation phase), etc. Vol-2 section 1.5 (Implementation model), etc. Vol-3 Schedule II - Exit Management 2.2 (transfer of assets), etc.</p>	<p>Following is our understanding on the revised scope w.r.t RFP post corrigendum, However there are instances where necessary changes have not been made in the RFP which would cause ambiguity. These may kindly be clarified.</p> <p>A) Application would be hosted on GCC cloud based DC/ DR and no co-location or on-prem implementation is required. Hence "procurement" or Infrastructure, provisioning for a specified minimum no of Tech Support team, physical security and security staff at DC/ DR may not be required. Similarly transfer of ownership at contract closure/ termination at the project end would only involve migration of data to the new system and no physical infrastructure would be handed over.</p> <p>B) ID-card and Content Management have been deleted from scope of the project. Related references in the document to be removed (e.g. live chat, CMS for official users).</p>	<p>(i) Please refer to the response given at Sr. No . 1. Readiness of the IT Infrastructure specific to eMigrate project, through procurement or by any other means/ arrangement/ agreement with the GCC Service provider still remains the responsibility of eMigrate v2 Service Provider and shall be required to be completed as per the RFP timelines. Similarly, the requirement of the min. tech support team, security staff at DC/ DR, can also be managed by eMigrate Service Provider through GCC Service Provider.</p> <p>(ii) With regard to the Implementation Model prescribed at section 1.5 of Vol 2, please refer to the clarification given at (iii) There is no requirement for any amendment in Section 13.1.1.1 of Vol 1. (iv) or in the clause mentioned at Vol-3 Schedule II - Exit Management 2.2 (transfer of assets), etc.</p> <p>(v) CMS as a mandatory requirement is no longer there. However, if bidders feel that it could be required for delivery any of the RFP requirements, they can propose the same.</p>