

Sl. No	RFP Document Reference		Content of RFP	Query/Clarifications	Reply
	Page No.	Clause/Section No.			
1	29	10.1	(1) Power of Attorney to sign the Proposal	We request you to consider board resolution empowering the authorized signatory may be allowed as well.	No Change
2	31	14.1.1	Section 2. Instructions to Consultants E. Data Sheet Joint Venture (JV) not allowed.	We request you to kindly modify the clause and allow Joint Venture or Consortium	No Change
3	31	14.1.1	Joint Venture (JV) not allowed.	We request that this clause be waived so that the team can be strengthened by associations which will mutually add value.	No Change
4	34	17.4 - Submission of Proposals	The Proposals must be uploaded on the e-procurement portal specified in ITC 1(m) no later than: Date:13 February 2023 Time: 16:00 local time	Request you to extend the date of bid submission by at least two weeks post release of the corrigendum pertaining to prebid queries.	refer corrigendum
5	34	17.4	The Proposals must be uploaded on the e-procurement portal specified in ITC 1(m) no later than: Date: 13 February 2023 Time: 16:00 local time	We request a four weeks extension from the date of publishing the corrigendum to submit a bespoke proposal uniquely tailored to your requirements.	refer corrigendum
6	35	21.1/2	Part A: Mandatory Criteria: The Applicant shall have undertaken a minimum of 3 (three) similar Assignments of minimum value Rs.2 crore each, in the last five financial years,with scope similar to this project/RFP.	We request you to kindly modify the clause as below “The Applicant shall have undertaken a minimum of 3 (three) Assignments of minimum value Rs.1 crore each, in the last five financial years”	No Change
7	35	Part A: Mandatory Criteria	The Applicant shall have undertaken a minimum of 3 (three) similar Assignments of minimum value Rs. 2 crore each, in the last five financial years,with scope similar to this project/RFP - Work order and Completion Certificate or phase completion certificate	Since the consultants are allowed to submit evidences for on-going projects under the pre-qualification criteria, we would hereby request you to remove the requirement for submitting Completion Certificate or phase completion certificate.	No Change
8	35	21.1.2	The Applicant shall have undertaken a minimum of 3 (three) similar Assignments of minimum value Rs.2 crore each, in the last five financial years, with scope similar to this project/RFP	We request you to consider completed or ongoing assignments with minimum value of Rs. 1 Cr each may be consider for this criteria. We also understand that project management unit assignments having BPR within the project scope and large scale technology transformation in government/public sectors will be considered for this evaluation criteria.	No Change

9	35	Part A: Mandatory Criteria point 5	The Applicant shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central/State Government / Government agencies / PSUs / World Bank etc.- Applicant shall submit an undertaking on NonJudicial Stamp paper of Rs 100.	We request you to consider an undertaking on company letter head or on Non-Judicial Stamp paper of Rs 100.	No Change
10	35	21.1	Part A: Mandatory Criteria The Applicant shall have received a minimum average income of Rs. 6 (six) crore per annum from professional fees from IT consultancy during last 3 (three) financial years preceding the publishing of this RFP/PDD	We request a higher minimum average income (INR 1000 crore) from professional fees during any three of the last 5 (five) financial years. This will ensure participation of financially stronger firms with adequate resource pool. We request the income be considered from professional fees to include management consultancy	No Change
11	36	Part B: Evaluation Criteria	Specific experience of the Consultant (as a firm) relevant to the Assignment: [10] a) Successfully completed atleast three similar business processes reengineering assignments in India within previous ten years. [2]	Owing to the relatively long duration of these assignments, we would hereby like to request you to modify the clause as - "The consultant should have atleast three on-going or completed similar business processes reengineering assignments in India within previous ten years. "[2]	refer corrigendum
12	36	21.1/3	Part A: Mandatory Criteria: The Applicant shall have received a minimum average income of Rs. 6 (six) crore per annum from professional fees from IT consultancy during last 3 (three) financial years preceding the publishing of this RFP/PDD.	We request you to kindly modify the clause as below "The Applicant shall have received a minimum average income of Rs. 6 (Six) crore per annum from professional fees from consultancy during last 3 (three) financial years preceding the publishing of this RFP/PDD."	No Change
13	36	21.1/4	Part A: Mandatory Criteria: The Applicant shall have a minimum of 100 IT manpower on its payroll.	We request you to kindly modify the clause as below "The Applicant shall have a minimum of 100 manpower on its payroll."	refer corrigendum

14	36	Part B: Evaluation Criteria	Specific experience of the Consultant (as a firm) relevant to the Assignment: [10] a) Successfully completed atleast three similar business processes reengineering assignments in India within previous ten years. [2] b) At least one completed assignment should be for improved delivery of public services by public sector entity(s) and/or government department(s). [2] c) Established track record of analysis, simplification and redesign of governmental processes in the context of Indian public sector. [4] d) Proven ability to work closely with multiple government departments, and effectively coordinate with diverse agencies. [2]	You are requested to specify the maximum number of projects required across each of the 4 categories mentioned under Part B of the RFP to obtain full marks in this section.	refer corrigendum
15	36	21.1	Successfully completed atleast three similar business processes reengineering assignments in India within previous ten years	Request you to consider completed or ongoing- atleast three similar assignments business processes reengineering assignments in India within previous ten years	refer corrigendum
16	36	Part B i	c) Established track record of analysis, simplification and redesign of governmental processes in the context of Indian public sector.	Please let us know kindly the number of credentials needed to maximize the marks obtained under this criterion.	refer corrigendum
17	37	C. Submission, Opening and Evaluation Criteria - iv.	iv) Knowledge Transfer:[10 marks]	Consultant would like to understand the nature of expected response for this section; we would like to clarify if you are looking for a detailed plan for knowledge transfer across the entire lifecycle of the project.	Consultant should submit a Knowledge Transfer Plan as per understanding of scope of project
18	37	C. Submission, Opening and Evaluation (iii) Key Experts' qualifications and competence for the Assignment	Scoring of CVs - Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): [5%]	1. We would hereby like to confirm if "relevant experience in the region" also includes experience of working in projects in West Bengal and other North Eastern States of India. 2. We would also like to know if "working level fluency in local language(s)" refers to fluency in Bengali language.	refer corrigendum

19	37	Part B i	d) Proven ability to work closely with multiple government departments, and effectively coordinate with diverse agencies.	Please let us know kindly the number of credentials needed to maximize the marks obtained under this criterion.	refer corrigendum
20	37	iii	3) Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.)	We understand that knowledge of English/Hindi/Bengali will suffice for working level fluency in local language.	refer corrigendum
21	60 & 77	Form FIN-2 (Summary of Costs) V Breakdown of Contract Price	Form FIN-2 (Summary of Costs) V Breakdown of Contract Price	There are two different formats provided for financial proposal submission. Kindly specify which one out of the two should be used for preparation of the financial cost summary.	refer corrigendum
22	71	OBJECTIVE OF THE ASSIGNMENT; 1 Background	There may be some business reengineering/ government process reengineering (BPR/GPR) that may be required in each of the 75 services along with GPR required in other utility-based citizen centric demanded/valued non-DB/ semi online/ manual services prior to moving towards such a platform.	We understand that the GPR exercise encompasses both manual as well as semi-online services - we would request you to share a tentative count of these two categories spread across Departments for the purpose of effort estimation. The Directorate of Information Technology, Government of Tripura is also requested to facilitate interfacing with the existing system integrators (if any) for the corresponding Departments to ensure seamless and time-bound execution of the assignment.	As IS study, analysis of existing system status to be performed by the Consultant and shared with Client. Co-ordination with dept. to be performed by the Consultant

23	71/73	<p>OBJECTIVE OF THE ASSIGNMENT;</p> <p>1 Background</p>	<p>1. There may be some business reengineering/government process reengineering (BPR/GPR) that may be required in each of the 75 services along with GPR required in other utility-based citizen centric demanded/valued semi online/ manual services prior to moving towards such a platform.</p> <p>2. List of existing 75 notified services in the State is placed as Annexure II. List of 30 demand/valued citizenservices in the State is placed as Annexure III.</p>	<p>Consultant understands that the RFP comprises information pertaining to 105 citizen centric services (75 notified and 30 demand driven services) while the section "Background" refers to 75 services under the ambit of the project; we wanted to clarify if the scope of services would be limited to performing GPR for 75 services across 18 Departments or more.</p>	<p>1.consultant will study Citizen centric services in different departments , out of 75 notified services of 18 dept,less demanded/low volume G2B services may not be considered by Client, in lieu of that Client may suggest high demanded citizen centric G2C services as identified by consultant while executing the contract.However total no. of services will not beyond 105.</p>
24	72	<p>II. Scope of Services Section 7. Terms of Reference</p>	<p>The consultants shall provide the following to DIT during their assignment: Proposed FRS/SRS Solution Blueprint document for the “Unified Services and Benefits Delivery Platform”; any other High Level Design documents for the suggested solution Architecture</p>	<p>Since the proposed assignment is primarily consulting in nature, we would like to propose that the deliverables for the selected consulting firm be limited to the Functional Requirement Specifications (FRS), while the task of finalizing the SRS may be allocated to the selected system integrator for the implementation of online system.</p>	<p>FRS and Solution Architecture with system design documents ; any other High Level Design documents required for the suggested platform implementation</p>
25	72 onwards	<p>II. Scope of Services</p>	<p>Issuing of government orders (GOs), other legal aspects to achieve the GPR suggested</p>	<p>We understand that consultants will work to identify the changes required to be done and facilitate the implementation. The responsibility of implementation of GPR will be done by the client and concerned departments. We request that the release of funds to consultants be delinked from approval of the same by respective Departments.</p>	<p>refer scope of Work</p>

26	72/80	Scope of services: Process Study & Re-Engineering:	Barriers that may come in the way of merging Aadhaar with Ration card and other DBs e.g., lack of common identifiers or data inaccuracies and incompatibilities (identities, addresses) that render them difficult to use.	Since the scope of services covers a number of G2B services viz. Approval of plan drawing of Factories, Registration of Factory, Renewal of Factory License, Renewal of Boiler License etc., we would like to understand if the consultant is also required to study the nuances of database integration with other relevant central databases beyond AADHAR viz. PAN (Income Tax Department), Trade License/Certificate of Enlistment (Municipal Corporation/ Urban Development & Municipal Affairs), GSTIN (Ministry of Finance), MCA21 (Ministry of Corporate Affairs) for ease of services delivery.	Relevant Central Databases to be covered whenever necessary
27	73	Section 7, Terms of Reference	List of existing databases and applications of some departments is placed as Annexure I. List of existing 75 notified services in the State is placed as Annexure II List of 30 demand/valued citizenservices in the State is placed as Annexure III	1)The scope mentions analysis of 75 notified services, 30 demand/valued citizenservices and existing databases. Is this the final list for the assessment? 2)Will the assessment be conducted through workshops with each department or documents will be shared?	1.consultant will study Citizen centric services in different departments , out of 75 notified services of 18 dept,less demanded/low volume G2B services may not be considered by Client, in lieu of that Client may suggest high demanded citizen centric G2C services as identified by consultant while executing the contract.However total no. of services will not beyond 105. 2. refer scope of work
28	74	II. Scope of Services Sl. No. 5	Development of Request for Proposal Document: The consultants shall develop a full request for Proposal document, adhering to the procurement principles of the World Bank for hiring the services of a Systems Integrator (SI) for Developing and Deploying a “Unified Services and Benefits Delivery Platform”.	Since the proposed assignment encompasses multiple services covering a number of Department, we would like to clarify if the scope of services of the consultant would include drafting of ONE RFP for selection of system integrator.	Single RFP for SI

29	74	2	Consultants are expected to analyze the technical and legal issues surrounding use of Aadhaar and developing a consent-based management architecture.	We understand that as a part of the scope, the team of Consultants would support the Client stakeholders in analysis of legal issues or identifying the changes required but the scope does not cover providing legal advice / drafting of any laws/ any legal opinion/ counsel regarding any issue pertaining the BPR exercise	Consultant will coordinate with involved line Department, consult with LAW dept. to assist the line Deptment to ensure drafting of required changes in existing acts/policy with required inputs
30	75	Section-7/ III	Duration of the Contract The contract will be for 8 months. The contract may be terminated at any point of time during the contract period with one month's notice by either party.	We request you to kindly modify the clause as below "The contract will be for 12 months. The contract may be terminated at any point of time during the contract period with one month's notice by either party."	No Change
31	75	iii	The contract will be for 8 months	Request to consider increase in the duration due to volume of services to be covered. Due to the ambit of the assignment encompassing process study across a number of services we request an additional time period of 04 months to complete the study. Hence, requesting the contract term to be for 12 months.	No Change
32	75	III- Duration of the Contract	The contract will be for 8 months.	We understand the duration of the project is 8 months. However, looking at scope of work we understand the BPR for 105 services are to be carried out which looks extremely challenging to get the buy in/approval from the respective departments within this timeframe. We request you to consider total project duration for 12 months -9 months for BPR for 30 identified high priority services and another 3 months for bid process management. Rest of the services may be considered	No Change
33	75	VI	IV. Manpower Requirement:	We understand that there will be requirement of non experts as well to carry out the project. Request you to kindly let us know the max man months assigned for the project including key and non key experts. This will create a level playing field across all bidders.	refer corrigendum

34	75/85	III. Duration of the Contract / Deliverable schedule	<p>1. The contract will be for 8 months.</p> <p>2. Deliverable schedule -</p> <ul style="list-style-type: none"> i. Inception Report - T+0.5 months ii. AS-IS Analytical Report - T +2 months iii. BPR/GPR study report - T+ 4 months iv. FRS/SRS/solution blueprint document - T+ 4.5 months v. Project Implementation Plan - T + 5 months vi. RFP for System Integrator - T + 5.5 months vii. Post GPR implementation Final report - T + 6.0 months viii. Comprehensive report for technical and financial bid evaluation - T + 8.0 months 	<p>1. Owing to the extensive scope of services, complexity in delivery due to the involvement of multiple Departments as well as substantial procedural timelines of bid process management, we propose an extension in contract period to 12 months in order to ensure quality of delivery. We hereby request you to modify the clause as - "The contract will be for 12 months."</p> <p>2. The revised deliverable schedule is proposed below -</p> <ul style="list-style-type: none"> i. Inception Report - T+0.5 months ii. AS-IS Analytical Report - T +2 months iii. BPR/GPR study report - T+ 5 months iv. FRS/SRS/solution blueprint document - T+ 6 months v. Project Implementation Plan - T + 6.5 months vi. RFP for System Integrator - T +8 months vii. Post GPR implementation Final report - T + 8.5 months viii. Comprehensive report for technical and financial bid evaluation - T + 12 months (subject to successful completion of bid process management for selection of system integrator) 	No Change
35	75/85	III. Duration of the Contract / Payment schedule	<p>Payment schedule -</p> <ul style="list-style-type: none"> i. Inception Report - 5% ii. AS-IS Analytical Report - 10% iii. BPR/GPR study report - 15% iv. FRS/SRS/solution blueprint document - 10% v. Project Implementation Plan -10% vi. RFP for System Integrator - 10% vii. Post GPR implementation Final report - 10% viii. Comprehensive report for technical and financial bid evaluation - 30% 	<p>Based on the proposed revised deliverable schedule, we would hereby like to request you to revise the corresponding payment milestones as follows -</p> <p>Payment schedule -</p> <ul style="list-style-type: none"> i. Inception Report - 5% ii. AS-IS Analytical Report - 15% iii. BPR/GPR study report - 20% iv. FRS/SRS/solution blueprint document - 10% v. Project Implementation Plan -10% vi. RFP for System Integrator - 20% vii. Post GPR implementation Final report - 10% viii. Comprehensive report for technical and financial bid evaluation - 10% 	No Change
36	76	Section 7, Manpower Requirements		<p>The scope of the RFP to be drafted for SI does not mention the scope of work. Is it safe to assume that the scope of RFP for SI will cover the findings of the BPR?</p>	pls refer p 72,73 of RFP, II)Scope of Work Point. 2

37	76	Sl No. IV/1	Manpower Requirements: Team Leader -1 Master's Degree from a reputed university in IT field. 15 years of relevant experience (at least 3 years' experience in minimum of 3 of the following domains/specialties): 1.Solution Architecture, 2. Data Scientist / Operations Research 3.Project Management 4.Database domain 5.e-Governance domain	We request you to kindly modify the clause as below "BE/B.Tech/MCA/Master's Degree or equivalent from a reputed university in IT field. 15 years of relevant experience (at least 3 years' experience in minimum of 3 of the following domains/specialties): 1.Solution Architecture, 2. Data Scientist / Operations Research 3.Project Management 4.Database domain 5.e-Governance domain."	Refer Corrigendum
38	76	Sl No. IV/2	(Solution Architect) -1 Master's Degree from a reputed university in CS/IT field. 12 years of relevant experience in architecting solutions for delivery of Government services involving multiple departments	We request you to kindly modify the clause as below "(Solution Architect) -1 BE/B.Tech/MCA/Master's Degree or equivalent from a reputed university in CS/IT field. 12 years of relevant experience in architecting solutions for delivery of Government services involving multiple departments."	Refer Corrigendum
39	76	Sl No. IV/4	GPR Process Expert (Operations research) -1 Master's Degree from a reputed university in IT field. 10 years of relevant experience in GPR for identifying relevant changes required in Government processes for more efficient and effective service delivery for citizens	We request you to kindly modify the clause as below "GPR Process Expert (Operations research) -1 BE/B.Tech/MCA/Master's Degree or equivalent from a reputed university in IT field. 10 years of relevant experience in GPR for identifying relevant changes required in Government processes for more efficient and effective	Refer Corrigendum
40	76	Sl No. IV/3	(Database Expert) -1 Master's Degree from a reputed university in CS/IT field. 12 years of relevant experience in database design involving identification of socio-economic services and benefits data	We request you to kindly modify the clause as below "(Database Expert) -1 BE/B.Tech/MCA/Master's Degree or equivalent from a reputed university in CS/IT field. 12 years of relevant experience in database design involving identification of socio-economic services and benefits data"	refer corrigendum
41	76	Sl No. IV/5	GPR Process Expert (Governance domain)) -1 Master's Degree from a reputed university in IT field. 10 years of relevant experience in GPR for operationalizing relevant changes required in Government processes for more efficient and effective service delivery for citizens	We request you to kindly modify the clause as below "GPR Process Expert (Governance domain)) -1 BE/B.Tech/MCA/Master's Degree or equivalent from a reputed university in IT field. 10 years of relevant experience in GPR for operationalizing relevant changes required in Government processes for more efficient and effective service delivery for citizens"	Refer Corrigendum
42	76	Sl No. IV/6	(GPR Legal Expert) -1 Master's Degree from a reputed university in IT laws & Tech Policy. 10 years of relevant experience in GPR, Legal issues and challenges in operationalizing relevant changes in Government processes for more efficient and	We request you to kindly modify the clause as below "Bachelor's/Master's Degree from a reputed university in IT laws & Tech Policy. 8 years of relevant experience in GPR, Legal issues and challenges in operationalizing relevant changes in Government processes for more efficient and effective service delivery for citizens"	Refer Corrigendum

43	76	Sl No. IV/7	(GPR Technical Expert) -1 Master's Degree from a reputed university in IT field. 10 years of relevant experience in GPR for notifying changes required in different Acts and Rules for more efficient and effective service delivery for citizens	We request you to kindly modify the clause as below "(GPR Technical Expert) -1 BE/B.Tech/MCS/Master's Degree or equivalent from a reputed university in IT field. 10 years of relevant experience in GPR for notifying changes required in different Acts and Rules for more efficient and effective service delivery for citizens"	Refer Corrigendum
44	76	IV 1	Team Leader Master's Degree from a reputed university in IT field	We request that relevant qualifications like Bachelors in Engineering or Technology (BE / B Tech) / MCA / MBA / PGDM/Master's in relevant field with relevant experience may be allowed.	Refer Corrigendum
45	76	IV 2	Key Expert 1 (Solution Architect) Master's Degree from a reputed university in CS/IT field		
46	76	IV 3	Key Expert 2 (Database Expert) Master's Degree from a reputed university in CS/IT field		
47	76	IV 4	Key Expert 3 GPR Process Expert (Operations research) Master's Degree from a reputed university in IT field		
48	76	IV 5	Key Expert 4 GPR Process Expert (Governance domain) Master's Degree from a reputed university in IT field.		
49	76	IV 6	Key Expert 5 (GPR Legal Expert) Master's Degree from a reputed university in IT laws & Tech Policy.		
50	76	IV 7	Key Expert 6 (GPR Technical Expert) Master's Degree from a reputed university in IT field		
51	76	IV 6	Key Expert 5 (GPR Legal Expert) Master's Degree from a reputed university in IT laws & Tech Policy.	We understand that as a part of the scope, the team of Consultants would support the Client stakeholders in analysis of legal issues or identifying the changes required but the scope does not cover providing legal advice / drafting of any laws/ any legal opinion/ counsel regarding any issue pertaining the BPR exercise. Accordingly,we request you to kindly consider modifying this position as Key Expert 5 (GPR Policy Expert) with Master's Degree from a reputed university in relevant fields like business law/economics etc.	Refer Corrigendum
52	76	IV 1-7	Details of Key Experts	Considering the scope and corresponding large volume of work for the project, we request you to kindly consider increasing the number of Key Experts to carry out the work within the stipulated timeline of the project.	No Change

53	76, 77	IV. Manpower Requirement Footnote	All experts are expected to stay in Agartala/stationed in Agartala. The Team Leader and Experts 2 and 3 are expected to stay for the entire 8-month duration, while Experts 3,4, 5 and 6 are expected to be stationed in Agartala for the first 6 months of the contract duration.	As this is a lump-sum contract, we request you to allow the deployment of the consultants purely based on the requirement of the project in Home/Field model in sync with Tech-6.	No Change
54	78,79,80	Number of Services	Annexure II-75 services and Annexure-III 30 services		consultant will study Citizen centric services in different departments , out of 75 notified services of 18 dept,less demanded/low volume G2B services may not be considered by Client, in lieu of that Client may suggest high demanded citizen centric G2C services as identified by consultant while executing the contract.However total no. of services will not beyond 105.
55	83	Annexure-2, Payment Terms		Is there a fixed budget allocated to the project to which the Consultants might use as a reference while preparing the Financial Proposal?	request to submit most competitive proposal
56	85	Annexure-2, Deliverables	All experts are expected to stay in Agartala/stationed in Agartala. The Team Leader and Experts 2 and 3 are expected to stay for the entire 8-month duration, while Experts 3,4, 5 and 6 are expected to be stationed in Agartala for the first 6 months of the contract duration.	Can we follow a hybrid- onshore/offshore approach for onboarding resources? This model would ensure the necessary presence during the project duration for workshops, meetings, reviews and other important project events.	No Change

57	85	Annexure-2, Deliverables	Post GPR implementation Final report (required Redrafting of relevant act/Rules, redrafting legal aspects etc. to implement the GPR)	When we say redrafting, does it mean that the Consultant will provide inputs and the client legal team will redraft the policy?	Consultant will coordinate with involved line Department, consult with LAW dept. to assist the line Department to ensure drafting of required changes in existing act/policy with required inputs
58	85	1	Inception Report including detailed methodology for conducting study, timeline of completion, stakeholders to be interviewed - 2 weeks from date of signing of contract	We request 4 weeks time to complete the inception report as it will entail significant stakeholders discussions.	No Change

59	85	1, 2, 3, 8	<p>1. Inception Report – (Timeline) – 2 weeks from date of signing of contract – (Payment) - 5% of Contract Value</p> <p>2. AS-IS Analytical Report – (Timeline) – 2 months from date of signing of contract – (Payment) - 10 % of Contract Value</p> <p>3. BPR/GPR study report – (Timeline) – 4 months from date of signing of contract – (Payment) – 15 % of Contract Value</p> <p>4. FRS/SRS/solution blueprint document outlining technology architecture required for the Unified Services and Benefits Delivery Platform; functional requirements specification document - 4.5 months from date of signing of contract – (Payment) – 10 % of Contract Value</p> <p>5. Project Implementation Plan including the project timeline, Budgetary requirements and implementation arrangements- 5 months from date of signing of contract – (Payment) – 10 % of Contract Value</p> <p>6. RFP for System Integrator- 5.5 months from date of signing of contract – (Payment) – 10 % of Contract Value</p> <p>7. Post GPR implementation Final report (required Redrafting of relevant act/Rules, redrafting legal aspects etc. to implement the GPR)- 6 months from date of signing of contract – (Payment) – 10 % of Contract Value</p> <p>8. Comprehensive report for technical and financial bid evaluation – (Timeline) – 8 months from date of signing of contract – (Payment) – 30 % of Contract Value</p>	<p>Considering the significant amount of work to be done for Sl. No. 1, 2 and 3, We request you to kindly modify the payment milestones as following:</p> <p>1. Inception Report – (Timeline) – 4 weeks from date of signing of contract – (Payment) - 10% of Contract Value</p> <p>2. AS-IS Analytical Report – (Timeline) – 3 months from date of signing of contract – (Payment) - 15 % of Contract Value</p> <p>3. BPR/GPR study report – (Timeline) – 6 months from date of signing of contract – (Payment) – 20 % of Contract Value</p> <p>5. Project Implementation Plan including the project timeline, Budgetary requirements and implementation arrangements- 6 months from date of signing of contract – (Payment) – 10 % of Contract Value</p> <p>6. FRS document outlining technology architecture required for the Unified Services and Benefits Delivery Platform; functional requirements specification document- 7.5 months from date of signing of contract – (Payment) – 15 % of Contract Value</p> <p>6. RFP for System Integrator- 9 months from date of signing of contract – (Payment) – 15 % of Contract Value</p> <p>7. Post GPR implementation Final report (required Redrafting of relevant act/Rules, redrafting legal aspects etc. to implement the GPR)- 9 months from date of signing of contract – (Payment) – 5 % of Contract Value</p> <p>8. Comprehensive report for technical and financial bid evaluation – (Timeline) – 12 months from date of signing of contract – (Payment) – 10 % of Contract Value</p>	No Change
60	86	Acceptance/ Approval of Deliverables	<p>Each output mentioned above will be considered completed when the deliverable is accepted/ cleared by the Directorate of Information Technology. If no response is received by the consulting firm from the Directorate of Information Technology within 15 days of submission of the report by the consulting firm, then, it may be presumed that the same is accepted by the Directorate of Information Technology</p>	<p>As multiple stakeholders are involved kindly clarify if the deliverables will be approved Directorate of Information Technology by or it is dependent on the acceptance by other stakeholders as well and in case it is dependent on acceptance of the deliverables on other stakeholders then what will be max time limit within which the deliverables are approved or accepted.</p>	<p>Kindly refer the Note to point VI. Deliverables with timeline/Payment Terms: at page 86.</p>

61	104	19.1.1	<p>Termination- By the Client If the consultants do not remedy a failure in the performance of their obligations within 30 days of being notified then the agreement can be terminated by the Client</p>	<p>Request you to provide the details of an objective and consultative process that precedes before exercising the termination rights under this clause.</p>	<p>pls refer GCC clause no 18 at Page no. 104 of RFP</p>
62	108	21	<p>Conflict of Interest- The Consultant shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests. 22.1.1, 22.1.2, 22.1.3, 22.1.4,22.1.5</p>	<p>Request you to please clarify the following points with respect to the conflict of interest (GCC 21) clause - b) There should be an outer time limit prescribed for the survival of the conflict clause. a) It is presumed that this clause shall not be interpreted in any manner to restrict consultants from providing such services to its other clients c) The restriction should be limited only to the team members working directly on this project. In the event the restrictions extends to the consultant as a firm, then it should be expressly clarified to the client, that the restrictions under the conflict clause extends only to consultants and not to any other network firm within the consultant network.</p>	<p>Pls refer GCC clause no 21 and SCC clause 21.b at Page no. 107-108 and Page no. 122 of RFP respectively</p>
63	109	22.1	<p>Confidentiality- Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.</p>	<p>Subject to confidentiality restrictions, we request you to please grant a one-time approval to the selected agency to use this engagement as reference for client citation purposes only.</p>	<p>No Change</p>

64	109	24.1	Insurance to be taken out by the Consultant:- The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage specified in the SCC, and (ii) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.	b) Also, disclosing the amounts of insurance is again an onerous obligation on Consultant	No Change
65	109	25	Accounting, Inspection and Auditing	As we retain client details across a number of projects, we request that the clause of audit of our premises be waived.	No Change
66	116	43.2	Any change to the Contract price specified in Clause GCC 43.1 can be made only if the Parties have agreed to the revised scope of Services pursuant to Clause GCC 16 and have amended in writing the Terms of Reference in Appendix A.	In case of any changes in the scope of work, timelines or duration of the engagement, you are hereby requested to follow an objective scope change (scope of work, timelines or duration of the engagement) process for addressing the same through mutual consultation (agreed) under GCC 16 clause.	No Change

67	123	23.1	<p>“Limitation of the Consultant’s Liability towards the Client: (a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Client’s property, shall not be liable to the Client: (i) for any indirect or consequential loss or damage; and (ii) for any direct loss or damage that exceeds [insert a multiplier, e.g.: one, two, three] times the total value of the Contract; (b) This limitation of liability shall not (i) affect the Consultant’s liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services; (ii) be construed as providing the Consultant with any limitation or exclusion from liability which is prohibited by the Applicable Law in India”.</p>	<p>As per standard industry practice, we request you to kindly cap the overall liability (without any exceptions) to the amount of fees paid to us, which is to be inclusive of all the liabilities arising from property damage, acts of gross negligence, willful misconduct, liability to third parties. Also, we understand that the selected agency will not be liable for any indirect/consequential losses.</p>	refer corrigendum
68	123	27.2	<p>[The Consultant shall not use these Project related design, data, documents and software for purposes unrelated to this Contract without the prior written approval of the Client.]</p>	<p>With respect to Special Conditions of Contract (clause 27.2), request you to please consider the mentioned conditions and amend the contract document with following clause - "Subject to payment in full of the professional fees for the relevant Deliverables, the final Study Reports or other material or graphic (collectively “Deliverables”), prepared by Consultant for, and submitted to Client under this engagement shall belong to and remain the property of Client excluding the pre-existing intellectual property rights/ proprietary materials of consultant incorporated in the Deliverables which shall continue to belong to Consultant."</p>	No Change

69	123	24.1	<p>The insurance coverage against the risks shall be as follows: (a) Professional liability insurance, with a minimum coverage of the Contract Value.</p>	<p>Request you to please accept the following conditions with regard to Insurance clause 24.1 - a) Consultant maintains appropriate professional indemnity insurance cover with underwriters to protect against all reasonable risks in respect of all professional services provided by the firm. The policies are issued on a broad form Professional Indemnity Insurance wording. Due to confidentiality reasons, we do not share the policies or disclose the limits of insurance availed. Whilst the levels of cover must be kept confidential, we believe that our insurance cover is at least adequate to enable us to meet valid claims. Furthermore, although we carry insurance cover, it is the firm's policy to limit our liability in our contracts to minimize our potential exposure to a reasonable level unless we are prohibited by law or regulation from so doing. We expect the outcome of any current action or aggregate of actions to be within our insurance cover and other resources, such that our ability to continue to render services will not be impaired.</p>	No Change
70	123	23.1	<p>Limitation of the Consultant's Liability towards the Client: (a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Client's property, shall not be liable to the Client: (i) for any indirect or consequential loss or damage; and (ii) for any direct loss or damage that exceeds [insert a multiplier, e.g.: one, two, three] times the total value of the Contract;</p>	<p>We understand that this will be one time the contract value.</p>	No Change
71	123	24.1	<p>The insurance coverage against the risks shall be as follows: (a) Professional liability insurance, with a minimum coverage of the Contract Value.</p>	<p>We request that we be allowed to maintain insurance cover as per our firm policy.</p>	No Change

72		NA	Third Parties/End Usage.	We hereby request you to include the following clause - "The deliverables provided by the consultant are meant for Client's sole use and benefit; and that there would be no third-party beneficiaries. Therefore, deliverables should not be shared with third parties without our consent. Also, consistent with industry practice, the Client will keep the consultant protected/reimbursed from third party claims arising out of the services, say claims which arise on us due to you sharing or deliverables with third parties."	No Change
73		NA	NA	As this is a BPR assignment there is considerable dependency on: line departments and stakeholders for implementation of recommendations and typically such assignments may involve multi level approval processes. In such cases the project duration may extent with additional expenditure of time and effort on part of the consultants. Kindly request you to let us know if there is any mechanism to compensate the winning bidder for such escalations in time and effort.	This will be mutually discussed and decided on case to case basis based on the situation