

Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification Required.	CRPF RESPONSE
Corrigendum , page 16	Pink Elephant	As per our understanding at least 7 or more number of ITIL PINK Elephant processes certification for such prestigious project.	RFP & Corrigendum Stands
Corrigendum	Corrigendum clause: Exist in any quadrants of Gartner's Magic Quadrant/Forrester Wave/IDC Marketscape or equivalent, for their categories of products	As per our understanding the COTS products should Exist in any quadrants of ONLY Gartner's Magic Quadrant/Forrester Wave/IDC Marketscape for their categories of products Kindly confirm if our understanding is correct.	RFP & Corrigendum Stands
Page 34	Application performance and Load Testing	As per our understanding the Application lifecycle management solution should have integration with project management solution , test automation, performance engineering solutions as well as DevOps solutions. Kindly confirm if our understanding is correct.	Product should be decided after analyzing the correct requirement as per the RFP/FRS and selection criteria projected in the RFP/FRS and pre bid meeting
Generic	Identity and Access Management	As per our understanding IDAM Solution should have functionality to do governance with access recertification for application access & data access governance on shared folder system. Kindly please clarify if our understanding is correct.	Product should be decided after analyzing the correct requirement as per the RFP/FRS and selection criteria projected in the RFP/FRS and pre bid meeting
Generic	Identity and Access Management	As per our understanding IDAM Solution should have functionality of Risk based adaptive access with step-up authentication & geo fencing to restrict access. Kindly please clarify if our understanding is correct.	Product should be decided after analyzing the correct requirement as per the RFP/FRS and selection criteria projected in the RFP/FRS and pre bid meeting
D) Support Team, Page no. 28	The SI should propose a team of at least 21 professionals which would be deployed during the Warranty and O&M phase at CRPF HQ New Delhi. Expected roles of these professionals may be but not limited to the following	The department provide propose team count of support team for deployment during O&M Phase, but didn't provide qualification and experience. We request kindly provide qualification and experience of all required manpower	Proposed Human Resources & their certification / experiences should be in line with proposed Technologies/Stacks/Tools / Products.

<p>25) Pre-Qualification Criteria (Form PQ-1*) Page No. 49</p>	<p>The Bidder should have an average annual turnover of not less than INR 300 Crores previous three financial years (F.Y. 2017-18, 2018-19, 2019-20 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services / development only. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc</p>	<p>We request to the department, kindly reduce the turnover from 300 cr to 70 cr so that more bidders can participate in the bid and department will get more competitive bid. We request to amend this clause as follows and update technical evaluation criteria accordingly; The Bidder should have an average annual turnover of not less than INR 70 Crores previous three financial years (F.Y. 2017-18, 2018-19, 2019-20 respectively). This turnover should be on account of IT Consultancy/ IT Advisory Services / IT&ITES. The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/sister concerns, etc</p>	<p>RFP & Corrigendum Stands</p>
<p>25) Pre-Qualification Criteria (Form PQ-1*), Point No. 10 Page No. 50</p>	<p>The Bidder should be an IT-solutions-provider incorporated in India and should have successfully implemented project(s) in the last Seven financial years as below: One System Integration / e-Governance project of minimum – INR 60 Crore OR Two System Integration / e-Governance projects of minimum– INR 45 Crores each OR Three System Integration / e-Governance projects of minimum– INR 30 Crores each</p>	<p><i>We request to department kindly amend the Pre-qualification experience clause as follows;</i> The Bidder should have successfully implemented/Development/Upgrade & Maintenance/Support of IT Projects in the last Ten financial years value should not be less than 10 Cr.</p>	<p>RFP & Corrigendum Stands</p>

<p>25) Pre- Qualification Criteria (Form PQ- 1*), Point No. 11 Page No. 50</p>	<p>Experience in office automation of similar projects Similar means Application should have any Three modules fro (HRMS, Pay, Inventory & Finance) out of four module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, Office, Bigdata, INT, Administration etc</p> <p>The Bidder should have successfully implemented / application/project(s) in the last Seven financial years as below: project of minimum – INR 60 Crore or Two projects of minimum– INR 40 Crores each or Three System projects of minimum– INR 30 Crores</p>	<p><i>We request to department kindly amend the Pre-qualification experience clause as follows;</i> Experience of similar projects Similar means Application should have at least three modules (HRMS, Pay, Inventory & Finance) out of total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, Office, Bigdata, INT, Administration etc</p> <p>The Bidder should have successfully implemented / Upgrade & Maintenance/ application/ Support project(s) in the last Seven financial years as below: project of minimum – One Projects of Minimum INR 12 Crore or Two projects of minimum– INR 08 Crores each or Three projects of minimum– INR 05 Crores</p>	<p>RFP & Corrigendum Stands</p>
<p>Technical Bid Evaluation Page No. 59</p>	<p>Form – TQ-3 Experience in Operation and Maintenance of executing turnkey s/w implementation projects for state & central government departments / PSUs in last 7 Years (ongoing/Completed). As on bid date (Value of project more than 10 Cr) No. of Projects Up to 03 03 Marks 04 to 06 06 Marks 07 to 12 12 Marks 12 and above 15 Marks</p>	<p><i>We request to department kindly amend the Pre-qualification experience clause as follows;</i> Form – TQ-3 Experience in Operation and Maintenance of executing turnkey s/w implementation/Development/Support/Maintenance projects for state & central government departments / PSUs in last 7 Years. As on bid date (Value of project more than 50 Lakhs) No. of Projects Up to 01 03 Marks 02 to 03 06 Marks 03 to 04 12 Marks 04 and above 15 Marks</p>	<p>RFP & Corrigendum Stands</p>
<p>Technical Bid Evaluation Page No. 59</p>	<p>Form – TQ-2 Technical Capacity: Design developed & implemented the / similar application in last 7 years No. of Projects Up to 01 03 Marks 02 to 06 06 Marks 06 to 10 12 Marks 10 and above 15 Marks SI must submit clear document which indicate the presence of similar module in his experience Similar means</p>	<p><i>We request to department kindly amend the Pre-qualification experience clause as follows;</i> Form – TQ-2 Technical Capacity: Design developed & implemented/ similar application/Upgrade/Maintenance / Support Projects in last 7 years No. of Projects Up to 01 03 Marks 02 to 03 06 Marks 03 to 04 12 Marks 04 and above 15 Marks SI must submit clear document which indicate the presence of</p>	<p>RFP & Corrigendum Stands</p>

	Application should have atleast four modules (HRMS, Pay, Inventory & Finance) out of Total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Big data, INT, Administration	similar module in his experience Similar means Application should have atleast three modules out of four (HRMS, Pay, Inventory & Finance) out of Total module projected in the Functional Requirement (FRs) (HRMS, Pay, Inventory, Finance, OPS, Hospital Management, E-office, Big data, INT, Administration)	
General	Consortium Partner	We request to department, kindly allow consortium for this bid. So that more bidders can participate and qualitative of bid can be assured.	RFP & Corrigendum Stands
RFP Page-18	The SI shall ensure that the SELO-TWO Application requires the use of SSO (Single Sign On) unique user IDs and passwords for authentication purposes and integration of digital signatures/ Biometric authentication / e-Sign , as and where applicable.	We assumes to leverage existing tools relevent to digital signatures/ Biometric authentication / e-Sign. Please do share more details about product make and model. Please confirm if SI has to recommend IDAM/PIM/PAM/SSO tools only or do we need to provide Cost for these tools too. Please confirm.	CRPF is presently using emudra embridge for reading DSC. IDAM/PIM/PAM/SSO, need to be identified and procured with AMC by the SI for the contract period as per the given terms & criteria in RFP & corrigendum
RFP Page-21	Compliance to the standard	We considers to engage a Third party empanelled auditor, who will perform an audit before go live to adhere all the listed compliance, standards, regulatory requirements and this will be one time activity. Please confirm.	Once before go live and renewed after expiry during the contract period, it is the responsibility of the SI to renew it during the contract period at their own cost
RFP Page-21	Compliance to the standard	We assumes CERT-IN empanelled vendor will perform only external VAPT before go live and this will be one time activity or is has to be performed every year upto the end of project duration . Please confirm.	Yearly/ major update made to the system
RFP Page-30	Security Requirements, SIEM	If SIEM need to be implemented then SIEM software license and associated license like SOAR,UEBA will be taken care by CRPF or by the SI. SIEM Hardware(compute) will be taken care by CRPF, Please Confirm	Plz check appendix B , available HW/SW licenses /AMC will be renewed/Increased by the CRPF
RFP Page-64	Proposed IdAM authentication implementation plan	what is the authentication source for pensioners , will it be same as 3.5 lac users considered for this project	from the PIS detail user will be authenticated on mobile app & portal
RFP Pg 21 (ix)	The SI shall get Application Security testing (vulnerability testing and penetration. testing) and Infrastructure Security done from CERT-In or CERT-In Empanelled agency.	SI is not supposed to provide infrastructure only sizing is to be proposed , in that case also CERT-in audit for existitng & newly purchased infrastructure by CRPF is SI responsibility and is this a one time activity or to be performed every year till the end of project duration. Please confirm	SI is responsible for application auditing only

RFP Pg 22 (xiii)	Bidder shall ensure compliance to the following standards and achieve certification wherever available:ISO 27001:2013 , ISO 22301:2012, Business Continuity Management System and submit the plan to comply with ISO 22301:2019 in 6 months of ISO/IEC 20000:2018 , . ISO/IEC 27018:2019, Information Security Protection of Personally Identifiable Information	Does the SI to acquire the suggested various certifications in this clause or just standards are to be followed. Please clarify.	Standard shall be followed & updated time to time. Bringing certificate is not the responsibility of the selected SI
No Clause	Please confirm which all below security components are there with CRPF that can be utilised in SELO-II	Please confirm which all from these security components are to be proposed in SELO-II and please share the existing make & model & number of licenses of these Tools if already in place with CRPF.	
	WAF		Available with CRPF
	PKI		Not required
	Tool Based SAST		It is upto SI, CRPF requirement is Audit certificate to be issued from CERT-In empaneled agency
	Application Vulnerability testing		It is upto SI, CRPF requirement is Audit certificate to be issued from CERT-In empaneled agency
	Server/Network vulnerability testing		It is upto SI, CRPF requirement is Audit certificate to be issued from CERT-In empaneled agency
	Proxy		Available with CRPF
	IDAM /SSO/PIM/PAM		SI has to provide
	container security		SI has to provide
	SIEM/SOC(SOAR+UEBA)		Available with CRPF
	Compliance Check- Any specific tool to check the compliance		It is upto SI, Standard shall be followed & updated time to time.

RFP Page-30	Security Requirements, General	<p>We assume to leverage all the existing security tools.</p> <p>We consider CRPF team will ensure license will be made available till end of the contract.</p> <p>In case any specific tools / technology CRPF want us to propose, we will share the recommendation and assume cost will be taken directly from OEM by CRFP team. Please confirm.</p>	Refer above reply
FRS Page 222, Section 9.7	E-Office	<p>Please provide approximate information of the following:</p> <ol style="list-style-type: none"> 1. Total size of the audio, video information expected to be stored in the Document Management System (DMS). Please provide the one time + incremental volume expected. 2. Average size of a particular audio, video file. 	for total size and incremental data plz refer corrigendum. 90 % data would be AV data. Max size of Audio would be 100MB and for Video 1.5 GB
RFP Page 50	Big Data Analysis Platform	Approximately, What %age of audio, video files are expected to be copied/moved to the Data Lake for analytics purposes?	Structural Data + 200 GB for AV ; 20 % incremental per year
RFP Page 12	UX - User Groups - (Derived from Organizational Chart)	<ol style="list-style-type: none"> 1. Are all the roles can be considered as different user groups of this ecosystem? If yes.. <ol style="list-style-type: none"> a. How different are the roles and responsibilities of each of these user roles? b. Do we have any documents to understand the roles and responsibilities of each of these user groups? If yes, Can you please share the document? c. Do we have the mapping of features/modules for each of the user groups? If yes, can you please share the feature/module mapping document? d. Who is the primary user group? Are there any expectations and problem areas identified for this user group? e. Can you please tell us any 2 key tasks that this primary user group would like to perform in the mobile application? 2. First draft of the mobile features list has only 2 user groups. <ol style="list-style-type: none"> 1. High Rank Officers 2. Soldiers <ol style="list-style-type: none"> a. Why is that only these 2 user groups are considered for the mobile app? Are we trying to group all the 16 user roles in to these 2 user group buckets based on the kind of tasks they perform in this tool? Do we need further segregations of user groups based on their tasks? 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Refer FRS b. Refer FRS, , small nitigrities may be finalized during Final GAP analysis & requirement gathering c. No, SI has to prepare as per RFP/FRS after due gap analysis d. Refer Pre Bid meeting & Corrigendum e. Refer FRS 2. solution should be decided after analyzing the correct requirement as per the RFP/FRS

General Query	UX - Branding Guidelines	Do we need to follow any specific design guidelines for creating the designs, if yes, please share the relevant documents? (For Ex: Branding related documents)	
Pg-41- 43 of TED_SELO_TWO .PDF	Helpdesk Agent user will be approx 300.	Helpdesk agent refers to the number of resources attending L1/L2 tickets. Ideally, 5 to 10 helpdesk agent licenses are enough for the desired setup. The users can be any number who will be raising tickets. Hence it is requested to keep the count of Helpdesk Agent as minimum 5 or 10.	RFP & Corrigendum Stands
Centralized helpdesk - Pre-bid response	7. UTM / Firewall at remote Location 9. VoIP server / IP Phone / SIP Phone Software/Services: 1. Antivirus Server protection and Endpoint protection 4. MS Skype Business for VC (Server/Ent. Client) 5. Lotus Domino Mail 8. McAfee AV, EDR and Web security Gateway 9. NIC e-Office	As per RFP, the selected SI has to support only DC and DR locations however these components (listed in Appendix-B) are deployed at user location/s hence they should be out of scope of SI for implementation as well as O&M under this RFP. Please confirm if the understanding is correct.	AMC/ Hardware support/Security Subscription will be procured by the CRPF. Day to day administration is the responsibility of the selected SI

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