



INVEST INDIA
NATIONAL INVESTMENT PROMOTION
AND FACILITATION AGENCY

**Request for Empanelment of Technology
services provider Agencies**

**Corrigendum and Prebid query
response**

RFE No - INV/IND/IIG/RFE-18-19/02

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Issued by

Invest India

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Website: www.investindia.gov.in

Corrigendum

1. Vendor(s) will be empaneled under following three categories for **three (3) years**.

Existing Categories of Empanelment.

S.No.	Pre-qualification Criteria	Supporting documents to be furnished
1	<p>The bidder should be a Company registered in India under the Companies Act 1956/2003 or a partnership registered under the LLP Act 2008 with their registered office in India for the last three years.</p> <p>For start-ups as defined by Department of Industrial Policy and Promotion, Ministry of Commerce and Industry, Govt. of India, Bidders must be a company registered in India under the Companies Act 1956/2013 or a Partnership registered under Limited liability Partnership Act 2008 with their registered office in India.</p>	Certificate of Incorporation/Registration
2	<p>Category 1 –</p> <ul style="list-style-type: none"> The annual turnover of Bidder is at least Rs. 100 crores (Rupees Hundred crores) in FY 2017-18 <p>Category 2 –</p> <ul style="list-style-type: none"> The annual turnover of Bidder is at least Rs. 5 crores (Rupees Five crores) but less than 100 crores (Rupees Hundred crores) in FY 2017-18 DIPP recognized Startups will be exempted for prior turnover clause 	Audited/Certified Annual Financial Statements and Annual Report for the financial year 2017-18.
3	<p>Category 1 -</p> <p>The bidder should have successfully completed at least 10 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last one year.</p> <p>Category 2 -</p> <p>The bidder should have successfully completed at least 5 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last one year</p> <p>DIPP recognized Startups will be exempted for prior experience clause</p>	Work Orders for experience cited
4	Category 1 -	Certificate from the HR/ head of the Firm

The bidder should have at least 500 skilled manpower specializing in executing various activities in the defined scope of work.

Category 2 -

The bidder should have at least 25 skilled manpower specializing in executing various activities in the defined scope of work.
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New/Updated Categories:

Category 1:

- The annual turnover of Bidder is at least Rs. 100 crores (Rupees Hundred crores) in FY 2017-18.
- The bidder should have successfully completed at least 10 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last three years.
- The bidder should have at least 500 skilled manpower specializing in executing various activities in the defined scope of work.

Category 2:

- The annual turnover of Bidder is at least Rs. 25 crores (Rupees Hundred crores) but less than Rs. 100 crores in FY 2017-18
- The bidder should have at least 75 skilled manpower specializing in executing various activities in the defined scope of work.
- The bidder should have successfully completed at least 5 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last three years

Category 3:

- The annual turnover of Bidder is at least Rs. 5 crores (Rupees Five crores) but less than 25 crores (Twenty-five Hundred crores) in FY 2017-18
- The bidder should have at least 25 skilled manpower specializing in executing various activities in the defined scope of work.
- The bidder should have successfully completed at least 5 assignments of similar nature, which include work on any at least any of 5 of the activities listed in the scope of work (in Section II) in the last three years.

DIPP recognized Startups and registered MSME (Udyog Aadhaar) will be exempted from prior turnover and experience clause, subject to submission of appropriate certificate. In case, bidder wishes to claim exemption on revenue and/or turnover, such bidder will be considered under Category 3 only.

Each bidder can submit bid under one category only.

UPDATED SCHEDULE:

Information	Details
Last date of submission of Technical and Commercial bids	6th February, 2019
Date of opening Pre-qualification proposal and technical bids	7 th February, 2019
Presentation by eligible bidders and open house discussions	11 th – 12 th February, 2019
Declaration of Technical scores	14 rd February, 2019
Opening of financial bids	15 th February, 2019
Final result of empanelment	18 th February, 2019

2. Following is the technology stack for existing portals.

Project	Tech Stack
www.investindia.gov.in	Drupal 8.6.3
	Php 7.1
	JQuery
	Ajax
	Mysql (Database)
	SAAS (CSS)
	Amazon S3 (Assets)
	Cloudfront (Cache)
	Redis server (Cache)
	Google Analytics , Java and Elastic search (Search)
	Chatbot
	AWS load balancer (Server)
	Java 8
	Spring
	Hibernate
	Handlebars (Templating)
	GIT
Jenkins	

www.startupindia.gov.in	AEM 6.2
	HTML
	CSS
	JavaScript
	JQuery
	Handlebar JS
	Spring 4.0
	Java 8
	Spring Web 4.0
	Spring Security 4.0
	Mongo DB
	Apache Solr
	Tomcat
	Apache
	S3FS
	GIT
	AWS load balancer (Server)
Ngnix	
www.agnii.gov.in	Drupal 8.5.6
	Php 7.2.6
	Mysql (Database)
	Ajax
	Twig
	JQuery
	HTML5
	Cloudfront (Cache)
	CSS3
	SASS
	Redis server (Cache)
	Google Analytics
	AWS load balancer (Server)
	Amazon S3 (Assets)
	S3FS
	GIT
	Jenkins
Ngnix 1.13.12	
www.investindiagrid.com	Core Java, J2EE
	Jquery, javaScript

Ajax
CSS / HTML
Java 7
Google Analytics
Spring
Hibernate
Jboss EAP 6.3
Mysql (Database)
Apache Web Server
Open LDAP
RHEL 7
TCS Cloud

3. Scope of Annual Maintenance

- a. Bug Fixes
- b. Security Updates
- c. Regular Monitoring and Maintenance of Infrastructure

Design and Development based enhancements will not be covered under Annual Maintenance.

4. Commercial bid format:

Component	Services	Rate Per Month (exclusive of taxes)
A	Full time equivalent Team Member (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years)	INR xx, xx
B	Full time equivalent Project Manager (PMP Trained/Certified Scrum Master/PGDM/MBA)	INR xx, xx
C	Annual Maintenance	INR xx, xx per year

5. Evaluation of Financial Scores:

For each Category, the Commercial bids of only those bidders who qualify the Pre-qualification and scores minimum 80% of maximum marks in the Technical Evaluation shall be opened.

For each type of services mention in Commercial bid format maximum marks will be provided to L1 in respective category, and maximum possible score across services would be 50 as per following distribution.

Component	Services	Maximum marks
A	Full time equivalent Team Member	20
B	Full time equivalent Project Manager	20
C	Annual Maintenance	10

For each category, the bid containing the Highest Financial Scores shall be declared as the lowest evaluated commercial bid for providing Technology Services (L1) for that Category.

In order to create a panel, the other technically qualified bidders shall have to obtain the Financial Score equal to Highest Financial score to match the rates across services for providing technology services. All the technically qualified bidders who match the Highest Financial Score shall be declared as qualified for empanelment as Technology Service Provider.

For example, following are three financial bids from Ram, Laxman and Krishna bidder:

Financial Bid of Ram:

Component	Services	Rate Per Month (exclusive of taxes)
A	Full time equivalent Team Member (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years)	INR 100
B	Full time equivalent Project Manager (PMP Trained/Certified Scrum Master/PGDM/MBA)	INR 120
C	Annual Maintenance	INR 200 per year

Financial Bid of Laxman:

Component	Services	Rate Per Month (exclusive of taxes)
A	Full time equivalent Team Member (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years)	INR 75

B	Full time equivalent Project Manager (PMP Trained/Certified Scrum Master/PGDM/MBA)	INR 150
C	Annual Maintenance	INR 300 per year

Financial Bid of Krishna:

Component	Services	Rate Per Month (exclusive of taxes)
A	Full time equivalent Team Member (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years)	INR 110
B	Full time equivalent Project Manager (PMP Trained/Certified Scrum Master/PGDM/MBA)	INR 150
C	Annual Maintenance	INR 150 per year

In the above scenario the financial scores would be as following:

Component	Ram	Laxman	Krishna
A	15	20	13.63
B	20	16	16
C	7.5	5	10
Total	42.5	41	39.63

In the above case Ram is declared as L1 bidder with Highest Financial Scores of 42.5, for Laxman and Krishna to get empaneled they shall adjust their respective bid prices across component A, B and C to achieve Financial scores of 42.5.

Invest India shall correct any computational errors in the Commercial bid and in case of dispute between the amounts expressed in words and figures, the former shall prevail.

All other terms, condition and criteria remains the same as mentioned in RFE document.

Response to Bidders' Queries

S.N.	Reference Clause	Page	Description	Clarification Sought	Invest India Reply
1	Section I: Invitation to Empanelment	3	Start-up India Portal (www.startupindia.gov.in) Recommendation Engine	Is there any preference for COTS or Open Source platform for Adv. Analytical modelling. Please quantify how many analytical models needed.	No, there is no preference for any platform.
2	Section I: Invitation to Empanelment	3	Invest India invites applications from reputed firms for empanelment by Invest India for a period of two years, extended or reduced at the discretion of Invest India based on the firm's performance for a period decided by Invest India.	In this clause empanelment period is mentioned as 2 year, however in Section V - Terms and conditions of Empanelment, its mentioned as 3 years. Please clarify. "a) The empanelment shall initially be for a period of three(3) years subject to performance and on mutually agreed terms."	Refer Addendum, Point 1
3	Section I: Invitation to Empanelment	3	Invest India invites bids for empanelment of reputed and eligible Technology services provider firms for maintenance, enhancement and upgradation of existing web platforms as specified in above table, and design, development and maintenance of upcoming technology platforms owned/sponsored and/or maintained by Invest India.	Please confirm if infra management, DB Administration, Middleware administration is part of bidder's scope. For the 4 mentioned systems, can more details be provided in terms of technology components like type of Operating Systems, Web Server, App Server, DB Server, Licensed Products etc so that in the event of maintenance and enhancements, necessary resource skills can be looked for	Yes, infra management, DB Administration, Middleware administration is part of bidder's scope. Refer Addendum, Point 2
4	Section I: Invitation to Empanelment	3	Invest India invites bids for empanelment of reputed and eligible Technology services provider firms for maintenance, enhancement and upgradation of existing web platforms as specified in above table, and design, development and maintenance of upcoming technology platforms	Would Invest India be facilitating in the knowledge transfer and asset ownership transfer for the web platforms (including any licensed products as well as infrastructure assets) mentioned in case the bidder needs to do maintenance and upgradation?	Yes, Invest India will be facilitating in the knowledge transfer and asset, as and when required.

			owned/sponsored and/or maintained by Invest India.		
5	Section II: Scope of Work	6	Scope of Work	Please confirm that no development enhancements will take place in the maintenance period. Or in case there are development enhancements, I/UX changes, New technology integrations to new or existing portals in the maintenance phase, then the efforts as per blended man month rate will be calculated and paid for each additional enhancements over and above the ongoing maintenance cost.	Refer Addendum, Point 3
6	Section II: Scope of Work / Basic Activities to be performed	6	The Implementation Partner shall be responsible for supplying and implementing the database and related software, integration tools and describing the process to be followed for installing the same.	As you mentioned in the RFE Invest India Owns account with AWS. Please clarify how bidder will supply and implement the database and related software, integration tools to AWS Cloud Bidder would like to clarify that tools/software required would be additionally charged since this varies from project to project. Please clarify as to who will bear the cost of the same.	The cost of infrastructure will be billed on actuals to Invest India. However, the develops and related activities to setup infrastructure will be performed by the empaneled vendors.
7	Section II: Scope of Work	6	Data Analytics	Are there any bidder Analytics tools in use? Is bidder required to procure and provision analytics and DWH tools or will it be provided by Customer?	Invest India will procure the required Analytics tool in consultation with technology partner. Invest India has recently procured Qlik sense.
9	Section II: Scope of Work	6	The Implementing Partner will be solely responsible for arranging any software tools required during the development of the software application at his own cost and Invest India shall not be responsible for arranging any software/tools.	Currently Rate Card is asked, can bidder provide separate price quotation for development tools post analysis of requirement basis RFP released?	Yes, cost of any proprietary software required for development of any technology solution required by Invest India, will be over and above the blended rate, except the regular software project management tools like JIRA, Version Control etc.
11	Section II: Scope of Work	6	Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Please share the Details of the AWS Infrastructure owned by Invest India.	Refer Addendum, Point 2

12	Section II: Scope of Work	6	Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Is there any on premise infra as well.	Not as of now, it will be procured by Invest India, if required.
16	Section II: Scope of Work / Indicative Deliverables	7	Indicative Deliverables	The indicative deliverables are related to the projects that would be awarded to the preferred empaneled technology service provider? Is the understanding correct that these are the preferred list of deliverables and the actual list would be determined for each of the project based on the nature of the work	Yes, understanding is correct, preferred list of deliverables and the actual list would be determined for each of the project based on the nature of the work
17	Section II: Scope of Work	7	The selected Implementing Partner shall support and train the Invest India on the application.	Please let us know number of trainings needed and will this be centralized or location based.	Invest India premises, as and when required to ensure proper and efficient usage of developed tech products
18	Section II: Scope of Work	7	The Implementation Partner along with Invest India shall provide/facilitate centralized MIS reports to meet the reporting requirements of the Invest India, if any. The Implementing Partner shall ensure: a. The MIS system should be able to export the report data to industry standard read-only formats, word processing etc. b. The Implementing Partner will develop any other MIS reports required by the Client or its Stakeholders from time-to time.	Is there existing Reporting and Visualization tool in place? Please share product name and version.	Invest India recently procured Qlik sense. However, it is not binding.
20	Section II: Scope of Work / Timeframe	8	Timeframe for competition of any project and/or ad-hoc service would be as indicated by Invest India depending on the work and urgency and will be mutually agreed between Invest India and empaneled technology service provider on project to project basis	Request you to provide a framework for the award of work among the empaneled agencies.	Depending upon the complexity of the project, Invest India will indicate the criteria on project to project basis, which will only be applicable to empaneled vendor(s).
21	Section III: Instruction to	9	Method of empanelment: The empanelment shall be on the following basis: Empanelment shall	Please clarify how many vendor's are empaneled for each Category 1 and 2	Maximum 5 vendor(s) will be empaneled in each category.

	bidders / Data Sheet (3.1.3)		be under CATEGORY 1 and CATEGORY 2		
22	Section III: Instruction to bidders / Data Sheet (3.1.4)	9	Earnest Money Deposit (EMD): Bidders are required to pay Rs.500,000 (INR) towards Earnest Money Deposit in the form of a Demand Draft/Bankers' cheque drawn in favour of "Invest India", New Delhi" payable at New Delhi. In case EMD is not enclosed in the bid, the bid will be straightway rejected and will not be considered for further evaluation.	Since EMD validity is missing. Kindly accept EMD valid for 90 days from the date of submission.	EMD shall will valid for 90 days.
27	Section IV: Evaluation Criteria and Empanelment / Prequalification Criteria	13	Work Orders for Experience Cited	Often, we are bound by NDA and not allowed to share Work Order or any other project related document. Please allow bidders to provide case studies and self-attested certificate for this.	Please anonymize the client name and provide all other details.
28	Section IV: Evaluation Criteria and Empanelment / Prequalification Criteria	13	Category 1 - The bidder should have successfully completed at least 10 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last one year.	Request for considering modification of this clause as: "3 Category 1 - The bidder should have successfully completed at least 10 assignments of similar nature, which include work on at least 6 (No.1 to No.6) of the activities listed in the scope of work (in Section II) in the last three years". Also request you to clarify if 10 assignment details are to be provided for each of the 6 activities or total 10 assignment covering at least 6 activities	Total assignments should be at least 10.
29	Section IV: Evaluation Criteria and Empanelment / Technical Evaluation	15	Experience of similar nature of services specified in scope of work (Section II) within last 5 (Five) years Out of the types of services listed, for each type of service 2 marks will be awarded, up to a maximum of 20 marks. If a firm/bidder has experience in all the services specified in scope of work (Section II), it will get 20 marks.	Please clarify can we provide Work Order or Experience for all types of Services listed in Section II	Yes, if possible, otherwise, please provide for experience based in line with our existing web portals.

30	Section IV: Evaluation Criteria and Empanelment / Technical Evaluation	15	CVs of professionals to be deployed for the assignments (to provide at least 5 CVs) • Quality of personnel (qualifications, experience, skills and competencies) – At least 2 years of experience • Dedicated certified project managers- PMP Trained/Certified Scrum Master/PGDM/MBA	Please clarify. CV's of Professional to be deployed for the assignments for all the Scope of Service or at least 5 CVs of any type of Services.	Please provide CVs for: Project Leader/Manager – at least1. Solution Architect – at least 1 Developers/Designers based on Technology stack – at least 3 Please provide indicative/equivalent CVs where actual resources not identified.
31	Section IV: Evaluation Criteria and Empanelment / Commercial Bid opening and Empanelment	16	2. Cost per Project Manager per month 3. Annual cost for maintenance support	Considering scope of work is not clear at this stage, please advise on how to provide cost per project or support and maintenance cost. Our understanding is that bidders are required to provide resource rates (during empanelment stage)and actual project costs will be calculated once we have specific requirement details.	Yes, bidders are required to provide resource rates (during empanelment stage) and actual project costs will be calculated once we have specific requirement details.
32	Section IV: Evaluation Criteria and Empanelment / Commercial Bid opening and Empanelment	16	In order to create a panel, the other technically qualified bidders shall have to match the tender rate for providing technology service (the L1 rates for the various resources as per FORM 2). All the technically qualified bidders who match the tender rates for providing technology service shall be declared as qualified for empanelment as Technology Service Provider.	Does this mean, all technically qualified vendors will have to match their rates as per the lowest vendor rate to get qualified for provision of services?	Refer Addendum, point 5
33	Section IV: Evaluation Criteria and Empanelment / Commercial Bid opening and Empanelment	16	The commercial bids should include the following details- 1. Cost per resource per month – these rates should be blended rates offsite/online (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years) 2. Cost per Project Manager per month 3.	Please clarify the Commercial Bid Format. We suggest that for better evaluation you mentioned the detail of required resources category/services and asked for bidder to quote per months cost for as per resource mentioned.	Refer Addendum, Point 4

			Annual cost for maintenance support Invest India shall evaluate the Commercial bids with reference to the information provided in the Standard Form FORM 2 under the Category 1 and Category 2 separately.		
34	Section IV: Evaluation Criteria and Empanelment / Commercial Bid Opening and Empanelment	16	Annual cost for maintenance support	Require in-depth understanding of application, technology stack, ecosystem, business requirements, support responsibilities, Ticket Trends, Ticket Resolution SLAs, Payment terms, and Penalties, before Annual maintenance cost can be ascertained. Please defer this to RFP stage or kindly provide details as per 2nd sheet "Application Questionnaire" with option to seek further details based on response shared.	Refer Addendum, Point 2 SLA would be as per ISO standards for business continuity.
35	Section IV: Evaluation Criteria and Empanelment / Commercial Bid Opening and Empanelment	16	The rates quoted by the L1 bidder for the various resources (as per FORM 2) shall be accepted as the tender rates for providing Technology Services. In order to create a panel, the other technically qualified bidders shall have to match the tender rate for providing technology service (the L1 rates for the various resources as per FORM 2).	Is technically qualified bidder allowed to withdraw bid, instead of matching the L1 rates?	Refer Addendum, Point 5
36	Section IV: Evaluation Criteria and Empanelment / Commercial Bid Opening and Empanelment	16	Commercial Bid Opening and Empanelment: The commercial bid should include the following details - 1) Cost per resource per month 2) Cost Per Project Manager per month 3) Annual Cost for Maintenance support	Please clarify the following: 1) As per 'cost form 2' in RFE the bidder has to quote for resources only and there is no provision for quoting Annual cost of maintenance support in Form 2	Refer Addendum
37	Section V - Terms and conditions of Empanelment /	17	The 'Man month rate' quoted for year 1 will be subject to an escalation of 5% (five percent)	Request for this to be changed to an escalation of 10-15% of the agreed Man Month rate every year	The 'Man month rate' quoted for year 1 will be subject to an escalation of 8% (eight percent) subsequently for each

	Post empanelment process		subsequently for each consecutive year on compounding basis.		consecutive year on compounding basis.
38	Section VI: Standard Forms / TECH FORM-1: Bidder's Experience	21	Bidder's Experience	Do we need to attach details case study of the past project as annexure? If yes, is there any specified format for that (kindly provide) or should we send in our own format?	No, there is no specified format.
39	Section VI: Standard Forms / COM FORM 1: Commercial Bid Submission	24	Our Commercial bid shall be binding upon us for the bid validity period of 90 days as stipulated in the RFE document	Our Commercial bid shall be binding upon us for the bid validity period of 90 days as stipulated in the RFE document	Our Commercial bid shall be binding upon us for the bid validity period of 90 days as stipulated in the RFE document
40	Section VI: Standard Forms / COM FORM 2: Summary of costs of resources - Technology Service Provider	25	The Out-of-Pocket expenses if any shall be decided separately on project to project basis	The Out-of-Pocket expenses if any shall be decided on mutually agreed terms separately on project to project basis	The Out-of-Pocket expenses if any shall be decided on mutually agreed terms separately on project to project basis
41	ERV		Clause not present in RFE document	It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate.	Not Applicable. All prices shall be provided in INR only.

Other queries and suggestions

S.No	Section	Original Clause	Suggestion	Invest India response/Updated clause
1.	Section I/Invitation to Empanelment/3	The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the firm(s) will be as mentioned in this RFE and any modification or changes to the terms and conditions mentioned in this RFE will be entirely at discretion of Invest India.	Bidder requests modification: - The criteria and actual process of evaluation of the responses to this RFE and subsequent selection of the firm(s) will be as mentioned in this RFE and any modification or changes to the terms and conditions mentioned in this RFE, before the last date of submission of the bids, will be entirely at discretion of Invest India.	No change.
2.	Section III /Instructions to bidders 3.1.4 /9	Forfeiture of EMD: The EMD shall be forfeited, if the bidder withdraws or modifies/alters the bid after the opening of bids and during the validity period or if the process. The EMD shall also be forfeited if the bidder quotes zero or incredibly low rates compared to the industry prevalent rates or rates quoted by most of the other bidders. Invest India's view on this matter shall be final and binding on all Bidders	Forfeiture of EMD: The EMD shall be forfeited, if the bidder withdraws or modifies/alters the bid after the opening of bids and during the validity period or if the process. The EMD shall also be forfeited if the bidder quotes zero or incredibly low rates compared to the industry prevalent rates or rates quoted by most of the other bidders. Invest India's view on this matter shall be final and binding on all Bidders	No change.
3.	Section III /Instructions to bidders 3.1.5 /10	Validity period of the bid: The bid should be valid for 90 days from the last date of submission of the bid	Validity period of the bid: The bid should be valid for 30days from the last date of submission of the bid	No change.
4.	Section III /Instructions to bidders 3.1.11 /11	Bids received with Man month rate quoted as zero or at incredibly low rates/ high rates compared to the generally prevalent industry rates for similar category of services or rates quoted by most of the bidders for any resource category shall be rejected and the EMD forfeited.	Remove the clause.	No change.
5.	Section V /Terms and conditions of Empanelment /17	The 'Man month rate' quoted for year 1 will be subject to an escalation of 5% (five percent) subsequently for each consecutive year on compounding basis.	The 'Man month rate' quoted for year 1 will be subject to an escalation of 10% (Ten percent) subsequently for each consecutive year on compounding basis.	The 'Man month rate' quoted for year 1 will be subject to an escalation of 8% (eight percent) subsequently for each consecutive year on compounding basis.

6.	Terms and conditions /18	Invest India has the right to expel any selected Firm/Company at their discretion. Any company which is found to deliver unsatisfactory work may not be liable to receive payment(s) for that particular work.	Invest India has the right to expel any selected Firm/Company at their discretion. Any company which is found to deliver unsatisfactory work may not be liable to receive payment(s) for that particular work. Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
7.	Terms and conditions /18	Termination of empanelment: Invest India may at any time terminate the empanelment by giving a written notice to the firm/company without any compensation if the empanelled firm/company becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to Invest India. The empanelment shall also be terminated in case of breach of any of the terms and conditions of empanelment.	Termination of empanelment: Invest India may at any time terminate the empanelment by giving a written notice to the firm/company without any compensation if the empanelled firm/company becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to Invest India. The empanelment shall also be terminated in case of breach of any of the terms and conditions of empanelment in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay Wipro for goods delivered and services rendered till the date of termination.	No change.
8.	Terms and conditions /18	No claim certificate: The empanelled firm/company shall not be entitled to make any claim, whatsoever, against the Invest India under or by virtue of or arising out of the empanelment nor will the Invest India entertain or consider any such claim for the jobs accepted post empanelment.	No claim certificate: The empanelled firm/company shall not be entitled to make any claim, whatsoever, against the Invest India under or by virtue of or arising out of the empanelment nor will the Invest India entertain or consider any such claim for the jobs accepted post empanelment.	No change.
9.	Terms and conditions /18	Confidentiality: The empanelled firm/company and their personnel shall not, either during the term or after expiration of this	Confidentiality: The empanelled firm/company and their personnel shall not, either during the term or after expiration of this empanelment (for a period of one (1) year), disclose any proprietary or confidential	No change.

		empanelment, disclose any proprietary or confidential information relating to the services, contract or business or operations of the Invest India, without the prior written consent of the Invest India.	information relating to the services, contract or business or operations of the Invest India, without the prior written consent of the Invest India	
10.	Terms and conditions /18	Arbitration and jurisdiction: Invest India and the empanelled firm/company shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them. If any dispute arises between the Invest India and the empanelled firm/company not covered by this agreement such dispute shall be referred to three arbitrators, one each to be appointed by each party and the third to be appointed by the DIPP Secretary, Department of Industry Policy & Promotion, Ministry of Industry and Commerce, Government of India. The award of the Arbitrators shall be binding upon the parties to the dispute. Such arbitration shall be governed by the provisions of the Indian Arbitration Act, 1996. The arbitration proceedings shall be held in New Delhi.		No change.
11.	COM FORM-2/25	The man month rate quoted for year 1 will be subject to an escalation of 5% (five percent) subsequently for each consecutive year on compounding basis.	The man month rate quoted for year 1 will be subject to an escalation of 10% (Ten percent) subsequently for each consecutive year on compounding basis.	The 'Man month rate' quoted for year 1 will be subject to an escalation of 8% (eight percent) subsequently for each consecutive year on compounding basis.
12.	Credit Period for Payment	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	Will share the draft of contract post empanelment
13.	Risk and Title	Clause not present in RFP, Request to include the clause	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

14.	Non Hire Clause	Clause not present in RFP, Request to include the clause	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
15.	Limitation of Liability	Clause not present in RFP, Request to include the clause	Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Wipro) that may arise out of or result from this Agreement. The aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
16.	Tax	Clause not present in RFP, Request to include the clause	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	No applicable. All rates to be quoted exclusive of taxes.
17.	Saving Clause	Clause not present in RFP, Request to include the clause	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Not accepted.
18.	Deemed Acceptance	Clause not present in RFP, Request to include the clause	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Wipro	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

			shall have 15 days time to correct in case of any rejection by Customer.	
19.	Change Order	Clause not present in RFP, Request to include the clause	Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	Not accepted.
20.	ARC/RRC	Clause not present in RFP, Request to include the clause	The Fixed Price, as mentioned in the Commercial schedule, is valid within a dead band of $\pm 5\%$ of the baseline volumetric of the respective resource unit that is provided as part of RFP. For assets volumes above +5% threshold of the baseline volumetric, additional resources will be charged at ARC ‘Additional Resource Charge’ to reflect additional marginal cost to Service Provider, while credits known as RRC ‘Reduced Resource Credit’ will be granted to Customer for reduction in resources consumed, for service volumes below -5% of the baseline volumetric.	Not accepted.
21.	Variance in Minimum Wages	Clause not present in RFP, Request to include the clause	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
22.	Intellectual Property	Clause not present in RFP, Request to include the clause	Each Party owns, and will continue to own all right, title and interest in and to any inventions however embodied, know how, works in any media, software,	Separate work contract will be created for each TOR with mutual agreement of Invest

			information, trade secrets, materials, property or proprietary interest that it owned prior to this Agreement, or that it created or acquired independently of its obligations pursuant to this Agreement (collectively, "Retained Rights"). All Retained Rights not expressly transferred or licensed herein are reserved to the respective owner.	India and vendor selected to work on respective TOR.
23.	SNR	Clause not present in RFP, Request to include the clause	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
24.	Section II - Scope of Work / Pg#6	The scope of services would include the following services/skills: 3. API development and integrations	Please accept the below change for prequalification criteria project references: The scope of services would include the following services/skills: 3. API development and/or integrations	Not accepted.
25.	Section I - Invitation to Empanelment, Page 3	Start-up India Portal (www.startupindia.gov.in) Recommendation engine,	Would It be OK for users to view Online Reports through a Reporting Application? Or all Reports need to be embedded with any specific application ? What is the volume of data considered for statistical modelling How many years of data considered for history load and data analysis Is self-service BI required? If yes, How many self-service BI licensing required	Yes, online reports are ok.
26.	Section II - Scope of Work, page 7	The Implementing Partner shall also implement the necessary access security and data validation controls during the development/ customization of the software application.	What is the duplication percentage of data from the source system feed? Data flow/feed details. How many source feeds expected?	Will deciding during the scoping of respective projects.
27.	Section II - Scope of Work, page 8	Timeframe	Please clarify the project team central location for delivery of Project ? Will connectivity with WIPRO will be provided ?	Irrelevant question.

28.	General	Data Governance	Is there any requirement for data governance?	Yes, there may be. No specific requirements present at this stage.
29.	General	Big data	Is there any requirement for BIG data ?	Yes, there may be. No specific requirements present at this stage.
30.	General	Reporting Language	Assuming that the reports are to be made available in English & Hindi only. Pls confirm	English only
31.	General	Data Quality	Please share details for existing data quality and consistency across data sources	Irrelevant question
32.	General	DQ requirements	Is there any data missing/ Parsing/ Enrichment/ Normalization requirement >> please confirm	Yes, there may be. No specific requirements present at this stage.
33.	General	ETL	Is there any existing Real time or need to real time integration?	Yes, there may be. No specific requirements present at this stage.
34.	Section II - Scope of Work- Page 6	10. Process Automation	Are there any bidder RPA tools in use? Is bidder required to procure and provision RPA tools or will it be provided by Customer?	Yes, there may be. No specific requirements present at this stage.
35.	Section IV - Evaluation Criteria and Empanelment	Prequalification criteria	Request to limit Category 1 empanelment to Tier-1 companies, otherwise there will be wide gulf in the rate card.	Not accepted.
36.	COM FORM-2: SUMMARY OF COSTS OF RESOURCES- Technology Service Provider	d) For consideration of their bids, bidders shall have to quote for all the above Resource categories.	Is bidder free to specify resource categories? If yes, how rates will be compared with other bidders? If not, kindly define and share resource categories in terms of Role, Skillset, Technology and Experience.	Please refer the above sections.
37.	Section 1/ Page no-4 and Section IV/ Technical Evaluation/ Page No 15	Section 1 sub clause (f) The shortlisted bidders will be invited to make a presentation to the Evaluation Committee. Section IV/ Technical Evaluation	As per the evaluation criteria mentioned in clause 'Technical Evaluation' there is no separate marking for technical presentation. PLease confirm if the marks assigned to S. No. 4 for Strategy will be on the basis of presentation. In case it is not on the basis of the presentation, we request you to consider assigning additional marks for presentation separately	Yes, technical evaluation will be basis on the presentation.
38.	Section IV/ Technical Evaluation/ Page No 15	Technical Evaluation: CV professionals to be deployed for the assignments (to provide atleast 5 CVs)	As per technical evaluation, bidder will get max marks i.e. 30 if it provides atleast 5 CVs for the assignments. We would like to understand that for each assignment (total 10) as mentioned in Section-II, bidder has to provide 5CVs or out of 10 assignments bidder can provide CV for 5 assignments, if it is so then is it there any preference? Please clarify above and also provide clarity on distribution of marks to obtain max marks	Please refer above sections.

39.	Section IV/ Technical Evaluation/ Page No 15	Quality of Personnel (Qualifications, Experience, Skills and Competencies)- Atleast 2 years of experience	Is there any distribution / priority of marking on 'Qualification, experience, skills and competencies' of resource/s. Please clarify. Since each area defined in the scope of work would require various skill sets and experience levels. It is requested to consider marking of some senior resource as well. Request you to provide a detailed marking criteria for each resource category.	Please refer above sections.
40.	Section V/ Terms and conditions of Empanelment/ 17	The payment terms, penalties for delays in completion of the Project shall be finalized for each project while awarding the work order/ Contract.	Please define the Payment terms and Penalty structure in advance	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
41.	Section IV - Evaluation Criteria and Empanelment -> Prequalification criteria Page No. 13	Point 3: Work Orders for experience cited	We have NDA clauses with most of our clients. As such it will be really difficult to share actual work orders as they contain confidential client information. Apart from work orders can we submit any other supporting document? Please suggest.	Please share the name of clients wherever possible, and allowed as per your respective NDAs.
42.	Commercial bid opening and empanelment_Page No.16	Cost per resource per month – these rates should be blended rates offsite/online	i. Please confirm that you need a blended rate and not individual rates for different profiles. li. By online do you mean onsite rates for consultants who will be working at Invest India office in Delhi? Please elaborate.	Blended rates, yes, onsite means resources working from Invest India premises.
43.	TECH FORM-1: BIDDER'S EXPERIENCE Page No - 21	x	Do we need to put client reference contact information? If yes, what all information required for that?	Please share the name of clients wherever possible, and allowed as per your respective NDAs.
44.	FORM TECH 3: CURRICULUM VITAE Page No - 23	CVs of professionals	For which profiles do we need to submit the CVs? For example, for any specific technology, skill sets, services or anyother	Please refer above sections.
45.	COM FORM-2: SUMMARY OF COSTS OF RESOURCES- Technology Service Provider Page No - 25	Tax and expenses shall be outside the Resource Cost and should not be included in the above table.	Is there any standard table for submitting commercial part? If yes, kindly provide it. If not kindly provide what all information (for example, resource, travel, tax, other expence or other service wise - development, hosting etc) you require in commercial part.	Please refer above sections.
46.	Section I - Invitation to Empanelment Page No- 3	-	Does InvestIndia have an estimate for the volume of work that will be allocated during the course of the contract?	No.

47.	Section 2/ Page 6	While the above-mentioned activities are to give an idea on the nature and type of projects, there could be additional activities of similar nature, which the technology service provider would need to undertake from time to time, based on requirement.	Please specify the term "Additional activities" mentioned here. Bidder would request for comprehensive list of the same.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
48.	Section2 / Page 7	The Implementing Partner shall coordinate and provide necessary support for the acceptance testing and systems audit (functionality, process, performance and security controls).	For which profiles do we need to submit the CVs? For example, for any specific technology, skill sets, services or anyother	Please refer above sections.
49.	Section 4 / Page 15	CVs of professionals to be deployed for the assignments (to provide at least 5 CVs)	We understand that these CVs will be just for reference purposes and not actual deployments . Please confirm	Please refer above sections.
50.	Section 4 / Page 15	CVs of professionals to be deployed for the assignments (to provide at least 5 CVs)	We understand that 5 CV for each profile is required , please confirm	Please refer above sections.
51.	Section V - Terms and conditions of Empanelment / pg 17	c) The 'Man month rate' quoted for year 1 will be subject to an escalation of 5% (five percent) subsequently for each consecutive year on compounding basis.	Kindly accept Rate incremental @10% YoY.	Please refer above sections.
52.	Terms and conditions/ Pg 18	§ Termination of empanelment: Invest India may at any time terminate the empanelment by giving a written notice to the firm/company without any compensation if the empaneled firm/company becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the	In case of termination , Invest India will be required pay in full the services already rendered before the date of termination effect and settle all the invoices raised till such date.	Not accepted.

		company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to Invest India. The empanelment shall also be terminated in case of breach of any of the terms and conditions of empanelment.		
53.	Section V/ Page 18	Invest India has the right to expel any selected Firm/Company at their discretion. Any company which is found to deliver unsatisfactory work may not be liable to receive payment(s) for that particular work.	Bidder would request to please modify this clause to : Invest India has the right to expel any selected Firm/Company at their discretion. Any company which is found to deliver work not as per the agreed milestones even after providing a cure period of ___ days to rectify the defects/defaults may not be liable to receive payment(s) for that particular work.	Not accepted.
54.	Section V/ Termination of empanelment: Page 18	Invest India may at any time terminate the empanelment by giving a written notice to the firm/company without any compensation if the empaneled firm/company becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to Invest India. The empanelment shall also be terminated in case of breach of any of the terms and conditions of empanelment.	Bidder would request to please modify this clause to : Invest India may at any time terminate the empanelment by giving a written notice to the firm/company without any compensation if the empaneled firm/company becomes bankrupt or otherwise insolvent or in case of dissolution of the firm or winding up of the company, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to Invest India. The empanelment shall also be terminated in case of breach of any of the terms and conditions of empanelment by either parties.	Not accepted.
55.	Section V/ No claim certificate: Page 18	No claim certificate: The empaneled firm/company shall not be entitled to make any claim, whatsoever, against the	Bidder would request to please drop this and also clarify if the No claim certificate is w.r.t job claims? Please explain	Not accepted.

		Invest India under or by virtue of or arising out of the empanelment nor will the Invest India entertain or consider any such claim for the jobs accepted post empanelment.		
56.	Section V/ Confidentiality: Page 18	Confidentiality: The empaneled firm/company and their personnel shall not, either during the term or after expiration of this empanelment, disclose any proprietary or confidential information relating to the services, contract or business or operations of the Invest India, without the prior written consent of the Invest India.	Bidder would request to please modify this clause to : As Selected Firms/Companies would also be sharing confidential information to Invest India, we request the Confidentiality provision to be a mutual. Bidder would request to modify the clause to: Confidentiality: Invest India including the empaneled firm/company and their personnel shall not, either during the term or after expiration of this empanelment, disclose any proprietary or confidential information relating to the services, contract or business or operations of either parties, without the prior written consent of the disclosing partyInvest India.	Not accepted.
57.	Section V/ Force Majeure: Page 18	For the purpose of this clause, 'Force Majeure' shall mean an event that is unforeseeable, beyond the control of the parties and not involving the parties' fault or negligence. Such events may include acts of the Government either in its sovereign or in its contractual capacity, war, civil war, insurrection, riots, revolutions, fire, floods, epidemics, quarantine, restrictions, freight, embargoes, radioactivity and earthquakes. The empaneled firm/company shall not be liable if the delay in the discharge of its obligations under this agreement is the result of an	Bidder would request to please modify this clause to : For the purpose of this clause, 'Force Majeure' shall mean an event that is unforeseeable, beyond the control of the parties and not involving the parties' fault or negligence. Such events may include acts of the Government either in its sovereign or in its contractual capacity, war, civil war, insurrection, riots, revolutions, fire, floods, epidemics, quarantine, restrictions, freight, embargoes, radioactivity and earthquakes. The empaneled firm/company shall not be liable if the delay in the discharge of its obligations under this agreement is the result of an event of Force Majeure as defined above. If a Force Majeure situation arises the empaneled firm/company shall promptly notify to the Invest India in writing of such conditions and the cause thereof. Unless otherwise directed by Invest India in writing, the empaneled firm/company	Not accepted.

		<p>event of Force Majeure as defined above. § If a Force Majeure situation arises the empaneled firm/company shall promptly notify to the Invest India in writing of such conditions and the cause thereof. Unless otherwise directed by Invest India in writing, the empaneled firm/company shall continue to perform its obligations under this Agreement, as far as it is reasonably practical and shall seek all reasonable means of performance not prevented by the Force Majeure event.</p>	<p>shall continue to perform its obligations under this Agreement, as far as it is reasonably practical and shall seek all reasonable means of performance not prevented by the Force Majeure event. If such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate this Agreement without liability, by notice in writing to the other party. However the empaneled firm/company shall be entitled to receive payments for all services rendered by it under this Agreement.</p>	
58.	Section V/ Force Majeure: Page 18	<p>Invest India and the empaneled firm/company shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them. If any dispute arises between the Invest India and the empaneled firm/company not covered by this agreement such dispute shall be referred to three arbitrators, one each to be appointed by each party and the third to be appointed by the DIPP Secretary, Department of Industry Policy & Promotion, Ministry of Industry and Commerce, Government of India. The award of the Arbitrators shall be binding upon the parties to the dispute. Such arbitration shall be governed by</p>	<p>Bidder would request to please modify this clause to : Invest India and the empaneled firm/company shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them. If any dispute arises between the Invest India and the empaneled firm/company not covered by this agreement such dispute shall be referred to a Board of Arbitration consisting of three arbitrators, one each to be appointed by each party and the third to be appointed by mutually appointed by the two arbitrator . The award of the Arbitrators shall be binding upon the parties to the dispute. Such arbitration shall be governed by the provisions of the Indian Arbitration Act, 1996. The arbitration proceedings shall be held in New Delhi.</p>	Not accepted.

		the provisions of the Indian Arbitration Act, 1996. The arbitration proceedings shall be held in New Delhi.		
59.	PRE-QUAL FORM-1: PRE-QUALIFICATION PROPOSAL SUBMISSION FORM; page 19	We agree to abide by all the terms and conditions of the RFE document.	Bidder would request to accept deviations along with the Proposals.	Not accepted.
60.	COM FORM-1: COMMERCIAL BID SUBMISSION FORM; page 24	We hereby declare that all the information and statements made in this Commercial bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to abide by all the terms and conditions of the RFE document	We hereby declare that all the information and statements made in this Commercial bid are true and accept that any misinterpretation contained in it may lead to our disqualification. Subject to the deviations submitted along with the proposal, we agree to abide by all the terms and conditions of the RFE document.	Not accepted.
61.	Terms and conditions/ Pg 18		Bidder would request to add the below clauses as well :	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
62.			Validity of Proposal This proposal will remain valid for acceptance for a period ofweeks from the proposal date.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
63.			Language for Communication The official language for communication on this assignment will be English. Further, all deliverable documents will be in the English language.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
64.			Letter of Acceptance As the first step for the assignment, the INVEST INDIA will issue Bidder a Letter of Acceptance. This letter will refer to proposal and confirm its acceptance. Initial payment, by cheque or draft drawn on a branch at the location of Bidder's branch submitting the proposal, must accompany the Letter of Acceptance.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

65.			Lead Time Bidder will commence work within weeks of receiving the requisite advance payment.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
66.			Execution Infrastructure The INVEST INDIA will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include: i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). The above-mentioned infrastructure will be required for work to be carried out at the site of INVEST INDIA during regular working hours. INVEST INDIA shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
67.			Co-ordination INVEST INDIA will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. INVEST INDIA will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various INVEST INDIA Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

			authorization from INVEST INDIA to take decisions and give timely approvals as per the need of the project.	
68.			Assistance The INVEST INDIA will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the INVEST INDIA, before the service is undertaken by Bidder. Necessary and sufficient time will have to be spent by Users in INVEST INDIA with Bidder personnel during this stage of the assignment.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
69.			Methodology, Tools and Techniques Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the INVEST INDIA will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
70.			Deliverables The deliverables will be as per the details of the deliverables provided in the accompanying Technical Proposal.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
71.			Acceptance of Deliverables INVEST INDIA will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to INVEST INDIA as and when the same is ready for delivery. The actual Acceptance Testing of the	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

		<p>software will be the responsibility of INVEST INDIA. INVEST INDIA will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by INVEST INDIA. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by INVEST INDIA, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. INVEST INDIA will confirm acceptance in writing to Bidder. The INVEST INDIA shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables.</p> <p>Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by INVEST INDIA if the INVEST INDIA (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it</p>	
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			shall be to the account of the INVEST INDIA. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.	
72.			Change Management Procedure A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the INVEST INDIA to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the INVEST INDIA for its approval within a reasonable time period. Bidder will incorporate the change after receiving the INVEST INDIA's written approval. In case of delay in approval by the INVEST INDIA, the baseline itself may undergo a change; this will mean a reassessment of the charges. Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to the INVEST INDIA. These will be evaluated jointly by the INVEST INDIA and Bidder and will be provided by the INVEST INDIA at no cost to Bidder.	
73.			Payment of Invoices/Bills All invoices and bills for the Application Software will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

			<p>thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. 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 INVEST INDIA and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. All fees payable to Bidder are exclusive of any sales, use, value added tax, service , GST or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, INVEST INDIA shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the INVEST INDIA. Any increase or decrease in the existing taxes or newly introduced taxes shall be to the account of the INVEST INDIA. Each party is responsible for its own income taxes, corporate taxes and franchise taxes.</p>	
74.			<p>Reimbursement of Tax/Levy Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.</p>	
75.			<p>Intellectual property rights All intellectual property rights in the software, all tools, processes, software, utilities and methodology</p>	<p>Separate work contract will be created for each TOR with mutual agreement of Invest</p>

including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and INVEST INDIA shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of INVEST INDIA the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes INVEST INDIA to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre-existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP. All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and INVEST INDIA shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar

India and vendor selected to work on respective TOR.

			<p>deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Contract. For the purposes of clarity the Service Provider shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for Invest India, for any other client or Customer of the Service Provider. Nothing contained in this Section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.</p>	
76.			<p>Warranty Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by the INVEST INDIA or three (3) months after the delivery of the software, whichever is earlier. INVEST INDIA shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by the INVEST INDIA. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with</p>	<p>Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.</p>

			<p>information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered with, altered or modified by the INVEST INDIA without the written permission of Bidder; or (iv) defects in components or materials provided to Bidder by INVEST INDIA in connection with the preparation of the deliverable. In case of breach of this warranty, INVEST INDIA's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the INVEST INDIA if already paid by the INVEST INDIA. EXCEPT AS SET FORTH IN THIS AGREEMENT, BIDDER MAKES NO WARRANTIES TO INVEST INDIA, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE BIDDER.</p>	
77.			<p>Additional Support and Services In case the INVEST INDIA requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.</p>	<p>Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.</p>
78.			<p>Travel and Related Expenses Should the assignment require any travel by any Bidder</p>	<p>Separate work contract will be created for each TOR with mutual agreement of Invest</p>

			expert outside their respective base location(s), the INVEST INDIA will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.	India and vendor selected to work on respective TOR.
79.			Cost Escalation Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by the INVEST INDIA, non-availability of facilities at the INVEST INDIA, increase in the scope of the agreed Change-Requirements or increase in the INVEST INDIA's Implementation support requirements etc., Bidder will bring this to the attention of the INVEST INDIA. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
80.			Confidentiality Both parties agree that they may, in the course of their business relationship with the other, acquire or be exposed to information that is proprietary or confidential to the other party, its affiliates or its or their respective clients. Both parties undertake, to hold all such information in strictest confidence and not to disclose such information to third parties nor to use such information for any purpose whatsoever save as may be strictly necessary for the performance of the assignment as mentioned in this proposal. The term "Confidential Information" as used herein means any information or documents disclosed by one party to the other party orally, and which is reduced to writing within a period of 3 days of the disclosure or in writing or including but not limited to any written or printed documents,	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

			<p>samples, model, technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers, internal procedures, employees and business opportunity and clearly identified and marked as "Confidential Information". The data contained herein shall not be disclosed, duplicated, used in whole or in part for any purpose other than to evaluate the proposal provided that, a contract is awarded to this proposal as a result of, or in connection with the submission of this data. Both the parties shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This confidentiality restrictions shall be for the term of the resultant contract and for a period of two years thereafter. This restriction does not limit the right to use information contained in the data if it: a. Is obtained from another source without restriction. b. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; c. becomes generally known to the public without violation of this Proposal; d. is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; e. is required to be provided under any law, or process of law duly executed.</p>	
81.			<p>Non-employment The INVEST INDIA will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for</p>	<p>Separate work contract will be created for each TOR with mutual agreement of Invest</p>

			the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom.	India and vendor selected to work on respective TOR.
82.			<p>Liability Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the INVEST INDIA or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the INVEST INDIA, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the INVEST INDIA. Such failures or delays shall be brought to the notice of the INVEST INDIA and subject to mutual agreement with the INVEST INDIA, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the INVEST INDIA for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative</p>	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.

			liability of either party arising from or relating to this Agreement shall not exceed the total amount paid to Bidder by the INVEST INDIA in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).	
83.			General Indemnity The INVEST INDIA will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the INVEST INDIA by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
84.			Governing law This proposal shall be governed by and construed in accordance with Laws of India and the parties submit to the exclusive jurisdiction of the courts in Delhi.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
85.			Waiver No forbearance, indulgence or relaxation by any Party at any time to require performance of any provision of this Proposal shall in any way affect, diminish or prejudice the right of such party to require performance of that provision and any waiver by any party or any breach of any provisions of this Proposal shall not be construed as a waiver or an amendment of the provisions itself, or a waiver of any right under or arising out of this Proposal.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
86.			Assignment Neither Party shall be entitled to assign or transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
87.			Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but	Separate work contract will be created for each TOR with mutual agreement of Invest

			without in any way affecting the services agreed to be offered by Bidder under this Proposal.	India and vendor selected to work on respective TOR.
88.			Independent Relationship This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
89.			Modification This proposal may be modified only by an amendment executed in writing by a duly authorised representative for each party.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
90.			Publicity Neither party shall publicize any information pertaining to this assignment or the other party without seeking the prior written consent of the other party.	Separate work contract will be created for each TOR with mutual agreement of Invest India and vendor selected to work on respective TOR.
91.	16	For each category, the bid containing the lowest 'Total Resource Cost for Technology Services' (as per FORM 2) shall be declared as the lowest evaluated commercial bid for providing Technology Services (L1) for that Category.	The commercial bid will have three types of costs 1. Cost per resource per month – these rates should be blended rates offsite/online (minimum experience personnel at least 2 years, mean experience of entire team on project should be within 3-5 years) 2. Cost per Project Manager per month 3. Annual cost for maintenance support Invest India will be considering the lowest "total resource cost for technology services". In all RFPs, the quotes of various bidders are compared. For comparison, how will you calculate the "final commercial quote" of a bidder? Will you just take the sum of the above 3 components (which will be incorrect since 2 are monthly and one is annual)	Please refer above sections.
92.	16	The rates quoted by the L1 bidder for the various resources (as per FORM 2) shall be accepted as the tender rates for providing Technology Services. In order to create a panel, the other technically qualified bidders shall have to match the tender rate for providing technology service (the L1 rates for the various resources	Please confirm that the total cost (total of all three costs) of the L1 bidder will be matched with total cost of other technically qualified bidders instead of matching the lowest cost of each bidder for each of the three costs submitted separately.	Please refer above sections.

		as per FORM 2). All the technically qualified bidders who match the tender rates for providing technology service shall be declared as qualified for empanelment as Technology Service Provider.		
93.	Section III - Instructions to bidders, Data Sheet, S.No. 3.1.4 Earnest Money Deposit (EMD) Page no. 9	The EMD is exempted for bidders who are DIPP recognized Startups.	T.M. Inputs & Services Private Limited is a small scale enterprise registered under the Single Point Registration Scheme of National Small Industries Corporation (NSIC). As per the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012, units registered under Single Point Registration Scheme of NSIC are eligible for Exemption from payment of Earnest Money Deposit (EMD). You are therefore kindly requested to confirm that the above EMD exemption is allowed for NSIC registered units. We will submit the NSIC registration document along with our bid in lieu of EMD.	Please refer the sections above.
94.	Section III - Instructions to bidders, Data Sheet, S.No. 3.1.4 Earnest Money Deposit (EMD) Page no. 9	The EMD is exempted for bidders who are DIPP recognized Startups.	T.M. Inputs & Services Private Limited is a small scale enterprise registered under the Single Point Registration Scheme of National Small Industries Corporation (NSIC). As per the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012, units registered under Single Point Registration Scheme of NSIC are eligible for Exemption from payment of Earnest Money Deposit (EMD). You are therefore kindly requested to confirm that the above EMD exemption is allowed for NSIC registered units. We will submit the NSIC registration document along with our bid in lieu of EMD.	Please refer the sections above.

95.				
96.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	1. Operating system Instances. 2. Operating system Type and version, 3. Database Type and Version. 4. Storage Sizing Details	Please refer the sections above.
97.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Please provide the details of CPU, Memory and current utilization report for the existence Infrastructure.	Please refer the sections above.
98.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Please provide the Data Flow Diagram from AWS to end users.	Please refer the sections above.
99.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Size of the database.	Please refer the sections above.
100.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Details of AWS regions and current protection subscription, Also is current environment is deployed in HA, DC-DR architecture.	Please refer the sections above.
101.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Current replication mechanism used to replicate the Data between DC and DR in case DC-DR architecture is in place.	Please refer the sections above.
102.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Current backup Solution in the AWS cloud.	Please refer the sections above.
103.	Section II - Scope of Work/NA/6	*Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	Current Infrastructure report generating mechanism on the AWS Cloud.	Please refer the sections above.
104.	Section II - Scope of Work/NA/6	Database management/admin	Share List of all types Databases with version deployed in the whole architecture	Please refer the sections above.
105.	Basic Activities to be performed/NA/6	The Implementation Partner shall be responsible for supplying and implementing the database and related software, integration tools	Please provide the details of existing database type with count of licenses and metrics of licenses to check how many additional licenses to be provided.	Please refer the sections above.

		and describing the process to be followed for installing the same.		
106.	Basic Activities to be performed/8/7	The Implementation Partner along with Invest India shall provide/facilitate centralized MIS reports to meet the reporting requirements of the Invest India, if any. The Implementing Partner shall ensure:	Bidder needs clarity does client is looking for the reporting of the Underlying infrastructure as well in terms of CPU, Memory storage utilization.	Please refer the sections above.
107.	Indicative Deliverables/NA/7	Hardware Requirement Report (if needed)	Bidder needs clarity on what type of report is required.	Please refer the sections above.
108.	Indicative Deliverables/NA/7	Details on the usability of the existing IT infrastructure	Bidder needs clarity that client is looking for Clouds based solution or On-premise based solution.	Please refer the sections above.
109.	Indicative Deliverables/NA/7	Details on the usability of the existing IT infrastructure	Bidder Understands that in case of on-premise based solution the hosting space will be provided by the client.	Please refer the sections above.
110.	Indicative Deliverables/NA/7	Details on the usability of the existing IT infrastructure	Bidder needs clarity is client is looking for a DC-DR on premise solution or DC-DR cloud based Solution.	Please refer the sections above.
111.	Indicative Deliverables/NA/7	Defining the other Hardware requirements	Please clarify that backup solution to be provided as part of RFP or not.	Please refer the sections above.
112.	Indicative Deliverables/NA/7	Defining the other Hardware requirements	Please clarify that EMS and APM solution to be provided as part of the RFP or not.	Please refer the sections above.
113.	General	NA	Please clarify on the SLA requirement of underlying infrastructure.	Please refer the sections above.
114.	General	NA	Please clarify in case of DC-DR architecture what values of RPO and RTO to be factored.	Please refer the sections above.
115.	Basic Activities to be performed/NA/7	The selected Implementing Partner will ensure the validation of solution deployed. The validation should cover Hardware sizing, certification of the Installation, solution quality and certification of system performance before completion of the project.	Bidder needs clarity does certificate is required from the 3rd part vendor/ Client is looking for Benchmarking report for the proposed hardware.	Please refer the sections above.
116.	Section II - Scope of Work / 6	Invest India owns account with AWS, cost of infrastructure will be on actuals billed directly to Invest India.	All the applications, DB everything is deployed on cloud / AWS only or anything deployed on preemie only.	Please refer the sections above.
117.	Indicative Deliverables / 7	11. Defining the other Hardware requirements	Please let us know if any hardware / infra supply would also be part of this RFP.	Please refer the sections above.

118.	General Query		We neither see any performance monitoring requirement of application nor see any service level monitoring requirement in the RFP. Please confirm if any application performance monitoring tool and IT infrastructure monitoring tool is required as part of RFP scope.	Please refer the sections above.
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