

S.No.	Vol. No.	Pg. No	RFP - Sec./ Clause No.	Content of the RFP	Clarification requested by Bidder	Clarification Issued
1	Volume I	13	2.1b Meta-model of ePragati Core Platform	CLOUD, ON PREMISES DEPLOYMENT	Any specific cloud are you refering to? Who bear the recurring cost of cloud services?	GoAP bear the cost
2	Volume I	16	3.3i (f) Detailed Scope of work (A) Supply of ePragati Core Platform	(f) Mobile: Applications will be instantly mobile responsive and a mobile application (iOS and android) is auto generated.	Is it okay to support current version and -1 version of iOS and android?	All mobile devices and all sizes of mobile devices The apps shall support latest Last 2 versions of the Mobile Device OS.
3	Volume I	16	2.1.C.V	ePragati Core Platform enables development of common applications which are agnostic of the department and relate to horizontal functions of the GoAP, like performance management, productivity tools, workflow management and core data management, open API, messaging, user management, system administration and security	The 5 Services to be implemented initially may have dependency on some of the horizontal functions which may itself involve development /implementation. How should the costing and schedule of these functions be fitted into the timeline?	1) Costing Rate card based; 2) No separate cost booking 3) The SI - plan to fit into the Schedule
4	Volume I	16	3.3 Detailed Scope of work (C) Configuration of ePragati Core Platform	(21) All supporting hardware like network load balancer and application load balancer, WAN optimizer, network equipment, will be provided by the GoAP to support for implement and working for the proposed ePragati Core Platform	Will this infra-structure be part of technical proposal?	Hardware Infrastructure is not part of this RFP
5	Volume I	17	D	D. Submission of a manpower rate card for the design, develop & maintenance of business application on ePragati Core Platform	Who will pay the Service Provider the money to develop departmental services using the core platform?	The cost of the development will be based on COE rate card.
6	Volume I	18	3.3ii (b) Channels	i. Mobile Applications: Mobile enablement which includes Smartphone or Tablets or Hand Held Devices.	Can you provide specifics of devices? Eg: Samsung, Apple and the size of the devices?	All devices and all sizes
7	Volume I	18	3.3ii (b) Channels	iii. IoT: Process and provide data from or to Internet of Things devices.	Could you please provide information on specific IOT devices?	eg: street lights, rainfall, water levels etc.,
8	Volume I	18	(e) Requirements definition and management	ii. eServices Design and Analysis: Map the business process, create workflows along with compliances, validations and approvals for those workflows, roles and responsibilities, services for each departments.	Please confirm that GPR is scope of the bidder.	Yes.  Refer the RFP
9	Volume I	18	(A) Supply of ePragati Core Platform	(A) Supply of ePragati Core Platform (B) Setting up of Zero/ Low-Code Development Platform and Core Components on the Hosting Platform as the "ePragati Core Platform" (C) Configuration of ePragati Core Platform	Please confirm that the cost of these 3 components will be provided in For C3	Refer the RFP

10	Volume I	19	3.3 Detailed Scope of work (A) Supply of ePragati Core Platform	Mobile: Applications will be instantly mobile responsive and a mobile application (iOS and android) is auto generated.	Is the solution specifically to be designed for native apps or hybrid apps? Also, since many apps will have to be generated as the platform matures, is it a confirmed strategy to use installable mobile apps or a strategy for responsive mobile-ready webapps with minimal client footprint are envisaged?	As per the RFP
11	Volume I	19	3.3 Detailed Scope of work (A) Supply of ePragati Core Platform	Mobile: Applications will be instantly mobile responsive and a mobile application (iOS and android) is auto generated.	Is the solution specifically to be designed for native apps or hybrid apps? Also, since many apps will have to be generated as the platform matures, is it a confirmed strategy to use installable mobile apps or a strategy for responsive mobile-ready webapps with minimal client footprint are envisaged?	As per the RFP
12	Volume I	19	3.3.A.1.i.g	Connected: Connecting/integrating applications together will be as simple as pushing a single "connect" button.	Is this single click integration expected during application development? Any example scenarios?	Ease of Integration by developers during development
13	Volume I	19	3.3. Detailed Scope of work	k) Data Layer	It is assumed data-migration and integration is required. Kindly confirm the volume and data-sources for data to be migrated. It is also assumed that any development in source system for integration, which will be the responsibility of GoAP	The cost of the data migration is booked under the rate card.
14	Volume I	19	RFP_Vol_I 20170720_final.pdf	Platform should also ensure easy or one click deployment of applications across different delivery channels (web and mobile devices). Moreover, applications developed on these platforms must be able to seamlessly integrate with existing systems, applications and cloud services.	Please let us know if you are hosting any application on any public Cloud? Can we propose public cloud in this case?	Infrastructure provisioning is the responsibility of GoAP
15	Volume I	19	Fig 3	CORE COMPONENTS OF E-PRAGATI CORE PLATFORM	The diagram depicts multiple capabilities which typically map to different product categories e.g. Analytics, ETL, IoT etc. Are we expected to propose the requisite products for all the capabilities depicted?	As per the RFP
16	Volume I	19	3.3. Detailed Scope of work	(f) Mobile: Applications will be instantly mobile responsive and a mobile application (iOS and android) is auto generated.	We assume that auto generation of mobile app will involve some coding and customization. Request GoAP to confirm	As per the RFP
17	Volume I	19	3.3. Detailed Scope of work	(e) Zero/Low Code: Application build with clicks, not code, empowering business users of GoAP to build applications.	We assume that the mentioned points have some coding/development/ customisation required. Request GoAP to confirm	As per the RFP
18	Volume I	19	3.3.A.1.i.b	must have features and functionalities for development of citizen-centric applications of line departments as well as common applications cross-cutting across departments.	Would the citizen applications and departmental applications accessed via ePragati portal or would there be separate portal for departments?	As per the RFP

19	Volume I	20	3.3.A.1.ii.f	Cloud Integration	At what stage should this integration be enabled as a part of implementation? Is it to be covered during implementation of 5 services?	As per the RFP
20	Volume I	20	3.3.A.1.ii.f	Cloud Integration	At what stage should this integration be enabled as a part of implementation? Is it to be covered during implementation of 5 services? What kind of integration is envisaged between ePCP and Cloud Service Provider/Platform?	As per the RFP
21	Volume I	20	3.3.A.1.ii.c.iv	Monitoring	Does GoAP have a System Management tool for Monitoring? Or, this should be factored into Bill Of Materials?	As per the RFP
22	Volume I	20	3.3.A.1.ii.c.iv	Monitoring	Does GoAP have a System Management tool for Monitoring? Or, this should be factored into Bill Of Materials?	As per RFP
23	Volume I	20	3.3.A.1.ii.c.ii	Governance: An automated communication channel for exchange of metadata and service information between service consumers, providers, policy decision points and additional governance tooling.	Is this communication channel required for information exchange during design/development phases? What kind of automation scenarios are envisaged?	Will be provided - during requirements phase
24	Volume I	20	3.3.A.1.ii.c.iii	Service Registry and Repository	Is this requirement not served through API Management?	As per the RFP
25	Volume I	20	3.3.A.1.ii.c.iii	Service Registry and Repository	Is this requirement not served through API Management?	As per the RFP
26	Volume I	20	3.3.A.1.ii.b.v	Shared administrative channel to interact with partners and suppliers.	Pl elaborate as the specific requirements are not clear. Is this requirement applicable for 5 services to be developed first?	Will be provided - during requirements phase
27	Volume I	20	3.3.A.1.ii.b.iii	Process and provide data from or to Internet of Things devices	Pl. share relevant use cases that are envisaged for us to understand the IoT requirements	eg: streetlights,Rainfall,ground ward, pollutions,
28	Volume I	20	3.3.A.1.ii.b.ii	Communicate and Broadcast to various social channels	What are the targeted social channels? Is there a need to handle inbound feeds from the channels? It is assumed that commercials associated with maintaining the social channels will be managed by ePragati. Pl confirm.	Top 10 social media and Kiazala
29	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Is the expectation to get visual analytics or also looks at patterns, corelations as well and look for potential optimizations.?	Conditions in RFP Stands

30	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Please specify if there are any real time analytics that needs to be done	Conditions in RFP Stands
31	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Can we get details on how many users are required to have BI / Reporting capability? Do we have a split of these reporting users across each of the modules? How many of these users are deep analytics users? what would be the expected concurrency for these user communities?	Conditions in RFP Stands
32	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Is there a requirement to build department wise data marts out of the enterprise DWH for analytics?	Conditions in RFP Stands
33	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Is there any Self Service or Mobility platform requirement for Analytics?	Conditions in RFP Stands
34	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Is it expected that these would show up trends, patterns, gaps and areas of improvement in various Government schemes, In addition to providing useful suggestions and ideas for the future actions through predictive analytics.	Conditions in RFP Stands
35	Volume I	20	Point No 3.3. Detailed Scope of work (A) Supply of ePragati Core Platform	Visual analytics: Rich analytics, filtering, correlation, aggregation with time and location constraints	Can you confirm if there are any specific social media analytics considered?	Conditions in RFP Stands

36	Volume I	21	(b) Channels:	Regarding Enterprise Mobility Framework	<p>As per mentioned in the RFP document, "The proposed solution should be mobile enabled which can be accessed via Smartphone or Tablets or Hand Held Devices."</p> <p>So having this requirement into consideration, we suggest that department has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code.</p> <p>Please confirm our understanding.</p>	As per RFP
37	Volume I	21	(b) Channels:	Regarding Enterprise Mobility Framework	<p>As per mentioned in the RFP, there would be content which would get captured through mobile devices/smartphones/tablets. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:-</p> <ul style="list-style-type: none"> <li>a. Image compression, B/w conversion from color images</li> <li>b. G4 compression for B&amp;W, JPEG for color and gray scale</li> <li>c. Multiple page document capture</li> <li>d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture</li> <li>e. Image capture setting ( camera resolution, image type)</li> </ul> <p>Please confirm.</p>	As per RFP
38	Volume I	21	3.3.A.1.ii.i.ii	Managed File Transfer (MFT)	Is the MFT capability required for end user to pass files to each other or for managing batch data transfer via files?	As per the RFP
39	Volume I	21	3.3.A.1.ii.i.iv	Simplify messaging with one solution from streaming real-time data across enterprise, web and mobile channels.	What is the real-time data that is considered and what are the applicable scenarios? What/who are the recipients of this data?	eg: IoT devices Streaming data

40	Volume I	22	3.3.A.1.ii.i.v	Master Data Management	Do we need to include necessary MDM software?	Yes. As per RFP
41	Volume I	22	3.3.A.1.ii.i.iii	Data Profiling/Cleansing	Do we need to include necessary software to address the needs of Data cleansing?	Yes. As per RFP
42	Volume I	22	3.3.A.1.ii.i.vi	Integrate data to big data systems like Hadoop and No-SQL databases.	Do we need to include these Big data systems/databases in the proposal or do they already exist with ePragati or GoAP?	As per the RFP; Required to proposed Big databases and Transactional databases
43	Volume I	22	(k) Data Layer	Ability to store and retrieve contents open source document and content management. Open source content management such as ALFRESCO	For such a large scale project an "Enterprise" content management solution is required. Request you to remove the clause and reference to "ALFRESCO"	It Is an example. As per the RFP;
44	Volume I	22	3.3.A.1.ii.i.x	B2B integration solution enables accurate, real-time exchange of information with partners/suppliers.	Is the requirement to integrate with partners using standardized protocols such as AS1, AS2, SWIFT etc?	Yes. As per industry standard
45	Volume I	22	(k) Data Layer	i. Data Warehouse: Centralized data repositories that integrate data from various transactional, legacy, or external systems, applications, and sources.	Kindly confirm, setup of Data warehouse is in scope of RFP. If yes, data of how many application and department is required to be maintained. How many reports, dashboards are required?	The cost of the data migration is booked under the rate card.
46	Volume I	22	RFP_Vol_I_20170720_final.pdf	Content Management: Ability to store and retrieve contents open source document and content management. Open source content management such as ALFRESCO	Request to remove the following line. "Open source content management such as ALFRESCO"	ALFRESCO is cited as an example. We are not insisting on ALFRESCO
47	Volume I	23	3.3.B.iii.ii	In each environment, Service Provider needs to set up the platform to on-board multiple departments, HoDs, Societies/corporations environment as and when on need basis, metrics as indicated below	Are there any departments that need to be setup up-front?	ePragati Authority to start with
48	Volume I	23	3.3.C.16	The security policy developed by the Successful Bidder shall be in conformity with the security policy of the GoAP	Is the security policy of GoAP publicly available for perusal?	Will be shared with successful bidder
49	Volume I	23	3.3.B.iii.iv	All the above environments should configure to the requirements of DevOps standards	What are the DevOps standards referred here?	Devops or industry standards
50	Volume I	23	~(2)	The Successful Bidder shall complete such deliver/supply of ePragati Core Platform within a period of 15 days from the date of execution of the Services Agreement.	What is expected deliverables in 15 days. In any case this timeline looks aggressive given that the bidder has to follow procurement process within its organization which involves - budget approval, finalization of contract, re-negotiation, releasing the po, supply of s/w etc..	The Successful Bidder shall complete such deliver/supply of ePragati Core Platform within a period specified in Vol-II from the date of execution of the Services Agreement.

51	Volume I	24	3.3. Detailed Scope of work	Number of Departments to be configured/ integrated - <b>33</b> Number of line departments – HoDs, Societies, Corporations etc., to be configured/ integrated- <b>330</b>	Across the number of 33 departments and 330 line department kindly elaborate on the number of users?	The numbers are indicative.
52	Volume I	24		Indicative Environment to be created	The RFP mentions 33 departments and 330 line departments. Could you please share details on the number of users in each of the departments (33+330). Also the envisaged number of end users for each department (33+330)	The numbers are indicative.
53	Volume I	24		Environments should be setup in truly Cloud-based services manner in terms of all aspects of server and system administrations and management	The RFP mentions Cloud service for servers, administration and management. Is it final that the entire platform will be Cloud based? How will be offline departments connect? If there any on-premise services as well. Please elaborate	ePragati Authority will decide the model.
54	Volume I	24	13	(13) The Bidder shall present high level solution and components as part of the technical evaluation.	What is expected at this stage?	Kindly refer the RFP
55	Volume I	24	3.3. Detailed Scope of work	Environments should be configured/ built in such a way that each departments should be able to develop, build/configure, test deploy and host their application utilizing the common components that are part of/built for ePragati.	Will each Department will be a separate instance in the overall architecture since all of them will have separate integration and business logic and also integration touchpoints will be different for each department?	Core Platform shall be required to be configured as one instance, Multi tenant model for line department applications
56	Volume I	25	(4) The Successful Bidder shall implement a highly cost-optimized cloud-based solution, with the following requirements:	High standards of security and privacy shall be complied with.	The requirements are at very high level and open ended	Refer the RFP
57	Volume I	26	4.8. Overview of e-PCP (Core Package) Applications	As part of this RFP, the successful bidder will have to establish the RAD platform .	It looks like the GoAP will procure the production environment required for deployment of ePragati. So if the RAD is established by the successful bidder, Will the bidder have to procure development and test bed for the project as a part of the RAD infrastructure?	As per RFP
58	Volume I	26	(9)	(9) The Successful Bidder shall submit the inception report and detailed project work plan for the complete ePragati Core Platform project life cycle including COTS product, procurement, customization, & deployment, operations & maintenance and get the same approved by the ePragati Authority.	The timeline given for this activity including configuring core platform is 30 days. This is extremely aggressive.	Refer the RFP

59	Volume I	26	15	The objective of testing is to ensure that the entire system in totality, including all hardware, software and human components, which are part of this Project, perform as per the objectives laid down in this RFP.	What is the significance of the the reference to "Human Components" in this?	Human Component is a typo and it represents "Human Computer Interface Components"
60	Volume I	26	(11)	(11) The SRS document should be accompanied with a detailed use case document of all functions of the ePragati Core Platform application system in line with the minimum requirements specified, and shall submit such documents in both hard and soft copy to the ePragati Authority.	What is the timeline for this deliverable?	Refer the RFP Vol.II
61	Volume I	27	(C) Configuration of ePragati Core Platform	27 requirements under this section	Do you expect all these requirements to be completed in 30 days of signing of contract	Kindly refer the RFP
62	Volume I	27	3	(3) On Approval of ePragati Authority including government departments/ other governmental entities Successful bidder has to on-board resources for a defined and agreed duration.		Query not mentioned
63	Volume I	27	4	(4) ePragati Authority including government departments/ other governmental entities reserves rights for replacement of non-productive resources within 7days.		Query not mentioned
64	Volume I	28		Based on the above and only after being completely satisfied that at least a minimum 85 percentage of all the users of internal stakeholders have access to the Successful Bidder and are using the Successful Bidder for the respective functional areas, the ePragati Authority shall issue such 'OPERATIONAL ACCEPTANCE' of ePragati Core Platform.	I am assuming "Successful Bidder" should be replace with "Core Platform". Again "completely satisfied" word is very subjective	Kindly refer the RFP
65	Volume I	28	27	(27) The Successful Bidder should submit a report for obtaining ePragati Core Platform 'OPERATIONAL ACCEPTANCE' after the 'Go-Live' phase, based on the TPA (functional/ security) recommendations. The report should include following:	Please include deemed acceptance if ePragati is unable to provide sign-off or approve within a stipulated time.	Kindly refer the RFP



66	Volume I	28	26	(26) In order to accept the ePragati core platform, ePragati Authority must be satisfied that all of the work has been completed and delivered to ePragati Authority's complete satisfaction and that all aspects of the ePragati core platform perform acceptably.	The term "delivered to ePragati Authority's complete satisfaction" is very subjective. Request you to define acceptance criteria.	Kindly refer the RFP for the detailed criteria.
67	Volume I	28	(C) Configuration of ePragati Core Platform	"Based on the above and only after being completely satisfied that at least a minimum 85 percentage of all the users of internal stakeholders have access to the Successful Bidder and are the respective functional areas, the ePragati Authority shall issue such 'OPERATIONAL ACCEPTANCE' of ePragati Core Platform."	We request GoAP to kindly provide clarification of min 85% of users those are mentioned under this clause. Also please quantify the 'Completely Satisfied' mentioned in this clause as that would help in defining overall acceptance criteria	As per the RFP
68	Volume I	29	(D) Submission of a manpower rate card for the design, develop & maintenance of application on ePragati Core Platform	(D) Submission of a manpower rate card for the design, develop & maintenance of application on ePragati Core Platform	Cost of this will be provided in Form C4. Please confirm	Kindly refer the RFP
69	Volume I	29		(6) Successful bidder shall not replace resources not more than once in a calendar year for a defined platform role. Further the resources permitted for replacement shall not be more than 10% in given year. Any replacement of the resource shall comply with skill set defined in Annexure. Any change/ replacement need to be consented by ePragati Authority.	Please exclude attrition from this requirement	Change of resources will attract SLA, as applicable
70	Volume I	29		(7) Successful bidder shall deploy only proposed manpower in Technical evaluations; Any change/ replacement need to be consented by ePragati Authority.	Proposed manpower is indicative only. Bidder will deploy people based on availability of necessary skilled people at the time of project execution.  Request you to delete this clause	Shortfall of resources will attract SLA, as applicable
71	Volume I	30	E	(E) Setting up applications for provision of five services, CLGS, LMS, Integration services, support & maintenance, design/ configure/development/ continuous improvements & maintenance of ePragati Portal, APp Store	Cost of this will not be provided in any commercial form. However this will be paid based on rate card given in Form C4	The cost of the development will be based on COE rate card.

72	Volume I	31	Integration/eHighways Services, Support & Maintenance:	Integration/eHighways Services, Support & Maintenance:	Is development of eHighway part of the scope of this RFP? If yes, please provide detailed requirements	eHighway is one of the mandated component in BoM to be supplied as p part of platform.
73	Volume I	31		(4) The Successful bidder shall propose as per the RFP requirement and deploy dedicated team CoE team at ePragati office in Vijayawada/APCRDA, Amaravati, for the performance of obligations under this section of the RFP.	We propose to allow sucessful bidder to use highly successful "onsite offshore model"	Not acceptable.
74	Volume I	32		CoE will be primary responsibility to architect, design, develop, test the Setting up applications for provision of five services, CLGS, LMS, Integration services, support & maintenance, design/ configure/development/ continuous improvements & maintenance of ePragati Portal, APp Store	Does this mean COE team will become the team to perform all the services work	Support team is separate entity and should be quoted by the bidder.
75	Volume I	32	F 2 b (b) Co-ordination with Network Administration Team	Coordinate with the network service providers to maintain and ensure uptime and performance requirements of the ePragati Core Platform	Is this co-ordination required during office hours or 24X5 or 24X7? What are the different vendors we have to co-ordinate with?	Core platform shall avaiable as per SLA- 24//7
76	Volume I	32	(F)	(F) Platform Administration, Support, Operations & Maintenance	Is this going to be performed by COE team or someone else	Kindly refer the RFP
77	Volume I	32	(F) Platform Administration, Support, Operations & Maintenance	(4) Entire Platform management, SLAs management etc., must be offered through a portal.	Kindly confirm, SLA management for hardware & infrastructure services is also expected in portal.	As per the RFP
78	Volume I	32	F	(F) Platform Administration, Support, Operations & Maintenance	This cost will be provided in Form C7. This is not part of T&M rate card. Please confirm	Support team is separate entity and should be quoted by the bidder.
79	Volume I	33	G	(G) Annual Technical Support& Updates	Cost of this will be provided in Form C6 and help desk in C5. Please confirm	Kindly refer the RFP
80	Volume I	34	(G) Annual Technical Support& Updates Provide the integrated	customer support/helpdesk/ service desk by establishing <8AM-8PM 16hrs X 7 days> support at the facility created for reporting ePragati related issues/ problems with the software, hardware and other infrastructure.	Considering the requirement of 16*7 dats support, we request GoAP to provide the number of resources required in each shift? Also please clarify whether all the resources would be required from Day-1 of start of helpdesk support or it can gradually ramped-up	As per the RFP

81	Volume I	34	(G) Annual Technical Support & Updates	Successful Bidder and OEM should provide installation and configuration of free updates/ upgrades/ new releases/ new versions/ patches/ bug fixes of the ePragati Core Platform and tools to ePragati Authority, GoAP as and when released by OEM	Successful bidder will be bound to perform the update of minor versions	As per RFP
82	Volume I	35	2 a Helpdesk	i. Provide a first level of support for application and technical support at ePragati Authority office for implementations across the State of Andhra Pradesh where the software, hardware, and other infrastructure will be rolled out	Who deploys staff at field offices in Andhra Pradesh?	As per RFP
83	Volume I	36	2d (d) Training & Certification Management	Training & Certification Management	How many recipients of trainings will be there? Our assumption is that the training needs to be delivered in Vijaywada only. Pls confirm.	As per the RFP
84	Volume I	39	(I) Capacity Building	Regarding Capacity Building (COE)	As per mentioned in the RFP document, "The OEM should be able to setup community based license of OEM platform at college to provide training/developer labs at selected colleges with no cost to ePragati Authority with minimum of 500 students from overall colleges every year throughout the contract period." So with this our understanding is that, the ePragati Authority will not pay any additional cost of the licenses required for training to the selected 500 students of overall colleges.  Kindly confirm.	As per the RFP

85	Volume I	39	(I) Capacity Building	OEM shall submit an undertaking letter that OEM shall setup and run OEM's Certification program with top 15 colleges or as per colleges prescribed by ePragati Authority in the state of Andhra Pradesh during the contract period.	Certification should not be necessary as we will be training AP staff and building capacity	As per RFP
86	Volume I	39	(I) Capacity Building	Regarding Capacity Building (COE)	How many no of day's training is required for certification/training of students of 15 colleges. And also clarify regarding the locations wherein these trainings need to be conducted.  Please clarify.	As per the industry standards necessary for the proposed platform.
87	Volume I	39	3.3 (H) Centre of Excellence Team	The COE team shall be established for a period specified in the Volume-II on all working days of GoAP comprising of following team members deployed at ePragati Authority office.	How many working days are there for GoAP & will this team be covered by the standard rate Card that we propose?	As per RFP
88	Volume I	39	(I) Capacity Building	Regarding Capacity Building (COE)	If the solution will get host at each college location, then who will provide the system software such as Operating system, database, application server etc for setting up the training environment.  Please clarify.	As per RFP
89	Volume I	39	(I) Capacity Building	The OEM should be able to setup community based license of OEM platform at college to provide training/developer labs at selected colleges with no cost to ePragati Authority	While we intend to setup labs and training programs we will need our partners to utilize their capacity and run programs	As per RFP
90	Volume I	39	(I) Capacity Building	Regarding Capacity Building (COE)	With respect to the certification for the student, where the training solution will get host. Whether it would get host at APTS hosting environment or at each college environment.  Please clarify.	As per RFP
91	Volume I	22, 23	B3 Setting up of Zero / Low-Code Development Platform and Core Components on the Hosting Platform	(i) The ePragati Core Platform involves following environments to fulfil the requirements of systems development life cycle:  <ul style="list-style-type: none"> <li>• Development</li> <li>• Testing</li> <li>• Pre-Production</li> </ul>	Which environment can be used for User Acceptance Testing(UAT)?	Testing environment covers - integration Testing, User Acceptance Testing
92	Volume I	General	Scope of Work	General	What is the concurrency that we can expect ?	The GoAP expects the bidders to start with 50000 concurrencies.

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1	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati / Developmental	ePragati will be a catalyst for enhancing the effectiveness of implementing various developmental projects and welfare schemes undertaken by the Government.	How many projects and welfare schemes will be considered under this digital transformation project?	As per RFP
2	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati /Citizen-Centric	Quality of education, healthcare, skill development, agriculture, infrastructure, and services.	How are we going to assess/measure the veracity of the data that would be used to determine quality of services?	As per RFP
3	VoL_I_AnxA_Part-1	15 & 1	Page 15 of 41 2. SYSTEM OVERVIEW OF EPRAGATI CORE PLATFORM  2. Performance	Regarding Unlimited Licensing	As per mentioned in the RFP document, "IAM solution must support large number of concurrent users, keeping in consideration the total number of citizen centric applications from all the departments. Tentative number of Concurrent Users will be around over 20000 and referring to the System Overview of e-Pragati Core platform, Document Management System is mentioned as base product in Metadata model of e-Pragati Core platform.  So as per our past experience of working in various State wide projects, being as the core product as part of the overall solution, the department would require the unlimited licensing support for applications such as Document management system  Kindly confirm.	Bidder should propose unlimited licenses for all the proposed products
4	VoL_I_AnxA_Part-1	15 & 1	Page 15 of 41 2. SYSTEM OVERVIEW OF EPRAGATI CORE PLATFORM  2. Performance	Regarding Unlimited Licensing	As per mentioned in the RFP document, "IAM solution must support large number of concurrent users, keeping in consideration the total number of citizen centric applications from all the departments. Tentative number of Concurrent Users will be around over 20000 and referring to the System Overview of e-Pragati Core platform, Business Process Management and Case Management is mentioned as base product in Metadata model of e-Pragati Core platform.  So as per our past experience of working in various State wide projects, being as the core product as part of the overall solution, the department would require the unlimited licensing support for applications such as Business Process management and Case Management solutions.  Kindly confirm.	Bidder should propose unlimited licenses for all the proposed products
5	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati / Developmental	ePragati will be a catalyst for enhancing the effectiveness of implementing various developmental projects and welfare schemes undertaken by the Government.	How many projects and welfare schemes will be under this digital transformation project?	As per the RFP

6	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati / Developmental	Planning and monitoring of public sector schemes and projects shall take advantage of IT, GIS and satellite imaging technologies	How are we going to get the data (format)?	The successful bidder will be provided
7	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati /Citizen-Centric	Quality of education, healthcare, skill development, agriculture, infrastructure, and services.	How are we going to access/measure the quality of the provided data? (assessment of data provided)	The successful bidder will be provided with all the necessary information.
8	VoL_I_AnxA_Part-1	8	1.2 Vision of ePragati /Citizen-Centric	Quality of education, healthcare, skill development, agriculture, infrastructure, and services.	Are we going to provide solutions for these services first? (Will it include Phase wise development?)	The successful bidder will be provided with all the necessary information.
9	VoL_I_AnxA_Part-1	9	1.3. Value Proposition of ePragati	Regarding Social Welfare Schemes	As per mentioned in the RFP document, "The effectiveness of implementation various development projects and welfare schemes undertaken by the Government will be enhanced, through extensive use of Enterprise Project/Program/Scheme Management Systems."  So with this our understanding is that the department has the requirements for the automation of Schemes Management such as eScholarship management in Education and other welfare schemes as part of phase 1 of the project.  Is our understanding correct?	Conditions in RFP Stands
10	VoL_I_AnxA_Part-1	9	1.2 Vision of ePragati /Inclusive	Digital divide will be adequately addressed, especially leveraging the mobile technologies	Can you please provide the list of all the devices on which solutions need to be build first (Like: Android, nexus, IOS, Etc.) or will it be responsive apps that will support all dimensions or devices specific native apps?	The successful bidder will be provided with all the necessary information.
11	VoL_I_AnxA_Part-1	9	1.3. Value Proposition of ePragati	Planning and/or monitoring of public sector schemes and projects shall be more effective.	Will there be a roll based login system? (Public/ admin/ Govt. employee)?	As per the RFP
12	VoL_I_AnxA_Part-1	9	1.3. Value Proposition of ePragati	There would be considerable savings to the exchequer, through a better targeting of beneficiaries, through a better control on project and scheme costs, and, from the IT spend perspective, through consolidation of IT Assets, like hardware, system software and applications.	Does this project include procurement of any of the IT assets hardware software?	As per the RFP
13	VoL_I_AnxA_Part-1	Page 13 of	1.6. Numbering and Naming Conventions	iv. COTS products have usually their own Object Codes or Transaction Codes to handle such situation within the Product. This is especially true for all ERP products. It is necessary for the SI using a COTS product as a part of the solution for any package, to create a Table that maps the ePragati Object Codes to the Object Codes of that COTS product. Usage of COTS/ industry proven solutions is encouraged as long as they adhere to the principles of ePragati.	Kindly clarify if such mapping tables will be used for reference only or needs to be incorporated in transaction.	As per the RFP

14	VoL_I_AnxA_Part-1	17		The Common Applications are again agnostic of the department and relate to horizontal functions of the Government, like Performance Management, Productivity Tools, Workflow Management and Core Data Management. These are built once centrally and used in common by all the line departments, with appropriate configuration required by each department.	Who is developing these applications? Where are the specs?	The cost of the development will be based on COE rate card and the successful bidder will be provided with all the necessary information..
15	VoL_I_AnxA_Part-1	18	3.3	Certificate-less Governance Certificate-less Governance will be a big game changer in e-Governance parlance that is expected to bring radical changes. At present the citizens are obligated to produce physical copies of certificates in various department business processes. Also, from Government administration side, it's a complex and tedious task to verify the certificates.	The scope of this RFP is to develop the CLGS application only. The actual data will be uploaded by each department	The successful bidder will be provided with all the necessary information.
16	VoL_I_AnxA_Part-1	18	3.3/App Store	App Store would provide a bouquet of 150+ mobile apps including 12+ live integrated with department apps	Is GoAP looking to build separate mobile apps for each line of departments and citizen services or only one app for citizens, employees and departments?	As per RFP
17	VoL_I_AnxA_Part-1	Page 18 of	Section 3 - System Overview of ePragati Core Platform (Core Package)	Integrated Citizen Services: Currently the departments are offering citizen services through various channels namely, departmental portals, through MeeSeva and other CSAs. .... ePragati portal shall be a single point of access for all government services to both citizens and department users. It shall implement the single sign-on feature that gets integrated with identify and access management solution.	We request clarification whether existing system will be integrated with ePragati platform or those application will be rebuilt on ePragati platform? Also we assume that any changes in respective application (for integration) will be responsibility of GoAP.	As per RFP
18	VoL_I_AnxA_Part-1	20	Page 20 of 43 4. Overview of e-PCP (Core Package) Applications	The ePragati Core Platform/ Core Package consists of 9loosely coupled applications, namely ePragati Portal, e-Highway, Certificate Less Governance System (CLGS), APP Store, IAM, LMS, Integrated SMS Interface and Zero/Low Code Development Platform.	There is a discrepancy between the list of applications given here versus table in page 21. Which one is correct	The table and content are only for reference purpose. Consolidated requirement will be considered.
19	VoL_I_AnxA_Part-1	20	3.3 Transformational Potential of e-PCP /Core Package - APP store	To begin with, APPStore would provide a bouquet of 150+ mobile apps including 12+ live integrated with department apps	How to quantify the number 150+ APPs? What is the list of at least 150 APPs expected and the order of priority of deliverables?	The number is indicative and scope is as per RFP
20	VoL_I_AnxA_Part-1	32		Inter Package Dependencies	Could you please share more details on the volumes of intergrations with E-Pragati?	The successful bidder will be provided with all the necessary information.
21	VoL_I_AnxA_Part-1	Page 21 of	3) User Access Channel	b. MeeSeva++ will be enhanced version of current MeeSeva portal, which continues to provide existing services to citizens, but conforming to the standards and specifications of ePragati Portal	It is assumed that the MeeSeva++ will be new application. The current version of MeeSava will be used for reference only	The cost of the integration is booked under the rate card.

22	VoL_I_AnxA_Part-1	Page 21 of	Section 4 - Overview of e-PCP (Core Package) Applications	SMS Interface, the common interface for pushing bulk SMSs and pulling SMSs of users in large numbers	We request GoAP to clarify and provide more details on “Pulling SMSs of Users”. Does this mean system require to read SMS and update in application level? Kindly clarify.	The RFP does not seek for pull SMS services and restrict the SMS services to the push services.
23	VoL_I_AnxA_Part-1	Page 23 of	Section 4 - Overview of e-PCP (Core Package) Applications	4.6. Integrated SMS Interface	Kindly Confirm that all administrative and commercial arrangements of SMS and email gateways would be responsibility of GoAP.	GoAP will facilitate with administrative and commercial arrangements of SMS of gateway.
24	VoL_I_AnxA_Part-1	24	1.5.2. Sizing Requirements	b. Indicative Storage Requirements: 5-10 TB SAN storage is required which should be scalable as per requirement. Currently the system can start with 1 TB and shall be planned for expansion up to 5 TB in near future with expansion of Content Management.	We are assuming the storage will be provided by GoAP and will not under the scope of SI.	Infrastructure will be provisioned by GoAP.
25	VoL_I_AnxA_Part-1	24	4.8. Integrated Rapid Application Development Platform	4.8. Integrated Rapid Application Development Platform The RAD Platform creates the environment for developing new applications and services rapidly, in days, not weeks or months, made possible by drag and drop of objects, form-builders, code / API generators, business process modelling tools, painters, wizards and workflow creators. As part of this RFP, the successful bidder will have to establish the RAD platform The number of such services is likely to be of the order of 100, for which payment will be made on T&M basis at the approved quoted cost.	What is the timeline for developing these 100 service:	The numbers are indicative and development of these services will be based on the cost of the development will be based on COE rate card.
26	VoL_I_AnxA_Part-1	25	5. Business Architecture	10. Extract, transform, and load (ETL) 11. Enterprise information integration (MDM) 12. Enterprise application integration (EAI).	e-highway is like a integration layer or service bus. So, what is the significance of ETL and MDM over here?	GoAP is looking for the complete platform, hence these services are apart of the architecture and must be provided
27	VoL_I_AnxA_Part-1	25	4.5 APPStore	The APp Store will be a repository of apps and API's for mobiles and tablets to enable users access Government services anywhere, anytime.	A known fact is that Mobile and tablets have continuous hardware and OS updates. Only devices and OS that are currently supported on the day ePragati is awarded to the bidder will be supported.	As per RFP;
28	VoL_I_AnxA_Part-1	27	Section 5 - Business Architecture	The e-PCP business architecture describes how government capabilities and processes are aligned to the vision of GoAP	Do each of all the Government departments use a native application specific to its functional domain? Unless each of the Government departments have a native application and database developing e-Highway SOA based API libraries will become exclusive of departments not ready with native software.	As per RFP;
29	VoL_I_AnxA_Part-1	Page 25	Table of Component and category of Services	5. Service Orchestration & Choreography	Service Orchestration and choreography is a capability best handled in ESB/Middleware layer and our recommendation is to move this service from Portal to ESB/e-highway component to avoid any architecture misunderstanding	As per RFP



30	VoL_I_AnxA_Part-1	Page 32	FIGURE 5 : INTER PACKAGE DEPENDENCIES OF CORE PLATFORM	Core Package shown in the figure	The figure shows a block named "Mana Rastram " ? What does this stand for ?	GoAP's Citizen Grevence management Application;
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S.No.	Vol. No.	Pg. No	RFP - Sec./ Clause No.	Content of the RFP	Clarification requested by Bidder	Clarification Issued
1	Vol 1 Part 2	14	1.1.1	Ability to create cross-departmental services through interoperability, service discovery, and invocation	Is this capability linked to Service Registry or API Manager?	SI has to diligently use the Service Registry or API manager based on the context
2	Vol 1 Part 2	15	1.1.3	Number of transactions expected to pass through e-Highway per month in steady state 20 Crores per month ( Indicative)	Is this volume for 1st year or 5th year? If it is for 1st year, what is the YoY growth factor to be considered? What should be the targeted peak factor?	As per the RFP
3	Vol 1 Part 2	16		Figure 1 : Business Architecture of e-Highway	What is the information that will be managed by the Information directory? What are the entities that will Exchange information with that Information Directory?	As per the RFP
4	Vol 1 Part 2	16		Figure 1 : Business Architecture of e-Highway	What is expected from Security mediation components?	Ensure End to End Security
5	Vol 1 Part 2	16		Figure 1 : Business Architecture of e-Highway	Is there an existing GIS System that we have to integrate with?	Multiple GIS platforms are used across the state
6	Vol 1 Part 2	16	1.1.3. Indicative Factsheet	Number of Applications that interact through e-Highway 150 - Indicative Number of transactions expected to pass through e-Highway per month in steady state 20 Crores per month ( Indicative)	The numbers given here are indicative. So, if there is change in these numbers then it may require additional user/database licences. We are assuming that will be a change request.	The numbers are indicative and SI have to provision on the estimates to meet the requirements.
7	Vol 1 Part 2	18	1.3.2	FIGURE 2 : LOGICAL APPLICATION ARCHITECTURE VIEW	Do we need throttling and meeting functionality in Service Management?	Not Aplicable
8	Vol 1 Part 2	20		Figure 3 : Modules and Sub Modules of e-Highway	Need for a Service Mngament Dashboard	yes
9	Vol 1 Part 2	21	CR401-03, Sub-ModuleName : Business Process Management	Regarding Business Process Management System	As per mentioned in the RFP document, the department has the requirement for RAD platform which creates the environment for developing new applications and services rapidly having Zero/Low-Code Development Platform. So taking this requirement into consideration, we recommend that the department should opt for the COTS based BPM/Workflow Management platform which has the components like graphical process designer where various processes can be designed in the drag and drop based environment, in built Form designer for designing the user forms in drag and drop based environment, process simulator, configurable Business Activity Monitoring tool (Dashboards) for designing the dashboards and reports.  Please confirm our understanding.	As per RFP

10	Vol 1 Part 2	21	Point No 2	System shall have the ability to support standard specification languages, including BPMN, support standard representations, including BPEL, XPDL, BPML and WSFL, Integration with workflow, Ability to specify compensating transactions and execute those transactions upon failure of the process flow, A graphical design surface for specifying process flows.	Please change this to the following. System shall have the ability to support standard specification languages, including BPMN 2.0, support standard representations, including BPEL / XPDL / BPML / WSFL, Integration with workflow, Ability to specify compensating transactions and execute those transactions upon failure of the process flow, A graphical design surface for specifying process flows.	As per RFP
11	Vol 1 Part 2	21		The e-Highway solution shall the following WS- *latest standards:	PSP is not yet supporting latest Standards	Question is not clear.
12	Vol 1 Part 2	26	CR406-02	Sub-ModuleName : Transport Monitoring ModuleFunctionality: System shall support Transport monitoring capabilities	Can we use third party products for this? Or it is expected to be part of the platform	As per RFP
13	Vol 1 Part 2	26	CR405-02 Sub- ModuleName : Various Integrations	The e-Highway System shall perform Content Integration, integration of the unstructured data that focus on the consolidation of land documents, Web information, and rich media.	Please elaborate what is meant by Content integration and Unstructured data integration here ?	As per Industry Standards
14	Vol 1 Part 2	30	1.6. Technical Requirements	16. Integration Security Standards	We are not yet compatible with the latest standards	Question is not clear.
15	Vol 1 Part 2	32	Point No 2.1. ePragati Authority	Leverage social, mobile, big data, cloud and internet of things technologies	Can we get detail use cases for leveraging Big Data and Analytics technology framework	Conditions in RFP Stands
16	Vol 1 Part 2	34	2.4.2. Proposed Integration Solution/Integration Tool	Regarding Integration Scope of Work	Will there be any other application apart from the mentioned below, with which the proposed Document Management & BPM/Workflow management system needs to be integrated using e-Highway through the available web services and APIs:  <ul style="list-style-type: none"> <li>• IAM</li> <li>• ePragati Portal</li> <li>• SMS &amp; Email Gateway</li> <li>• App Store</li> <li>• LDAP</li> <li>• Digital Signature</li> <li>• GOI Digital Locker</li> <li>• HRMS</li> <li>• PKI Infrastructure</li> <li>• Social Media Platforms (Twitter, Facebook)</li> <li>• PFMS</li> </ul> Please clarify.	GOAP- Envisioned to provide DMS as Service to all line Departments and its applications; Hence it is required to integrate with all applications of line departments ; but not limited as listed by you
17	Vol 1 Part 2	44	3.4. Indicative Factsheet	Number of Users and Concurrent Users	What is the expected number uses to be maintained in IAM, What is the expected number of concurrent users	The GoAP expects the bidders to start with 50000 concurrencies.
18	Vol 1 Part 2	61		X.500 directory server	Do we have integration with X.500 Server	As per RFP

19	Vol 1 Part 2	63	3.11.4. ID Management Requirements	Centralized Identity platform through automated controls, rich dashboards, and risk-based analytics that controls enterprise risk and enables rapid compliance	Risk Based Analytics?	As per RFP
20	Vol 1 Part 2	66	3.11.11 Authentication Requirements	1. Ability to perform the authentication using SAML 2 protocol against the e-Pragati Identity Provider [For Citizen, all major email servers].	Kindly confirm if it is expected that the system need to perform SAML2 based authentication with external email servers.	As per the needs of the GoAP and bidder will have to rise to the occasion.
21	Vol 1 Part 2	66	3.11.11 Authentication Requirements	6. Ability to enforce Multi factor token authentication on per user, group, or role basis	Kindly clarify, the type of tokens those would be acceptable for multiple factor authentication	As per the RFP
22	Vol 1 Part 2	69	3.11.17. Non Functional Requirements, 1. Scalability	Regarding Scalability of Solution	<p>As per mentioned in the RFP document, the proposed solution should be proven for scalability. So in respect of this requirement, we request you to include the following specification to ensure best of breed solution:</p> <p>“The proposed Document Management System should store only index information in database while images/documents should be stored in separate file server. So the DMS should be designed for storing high volumes wherein it stores image and binary documents in a separate file server not in RDBMS”.</p> <p>This would eventually help the department to get the enhanced performance of the system and going forward in the system software and hardware in the long run. And this is the standard practice in the Govt. implementations across the industry.</p> <p>Please confirm.</p>	As per the RFP
23	Vol 1 Part 2	69	3.11.17. Non Functional Requirements, 1. Scalability	Regarding Scalability of Solution	<p>As per mentioned in the RFP document, the proposed solution should be proven for scalability. So in respect of this requirement, we recommend that department should ask for the OEM Undertaking/Customer Reference Letter for the below mentioned implementation experience in order to have the proven solution:</p> <p>"The proposed Document Management System should have at least one live implementation site in India in Govt/PSU with more than 20 crores documents archived in document management repository with more than 20000 users using this Document Management System."</p> <p>Please confirm.</p>	As per the RFP

24	Vol 1 Part 2	69	3.11.17. Non Functional Requirements, 1. Scalability	Regarding Scalability of Solution	<p>As per mentioned in the RFP document, the proposed solution should be proven for scalability. So in respect of this requirement, we request you to include the following specification to ensure best of breed solution:</p> <p>“The proposed Document Management System should store only index information in database while images/documents should be stored in separate file server. So the DMS should be designed for storing high volumes wherein it stores image and binary documents in a separate file server not in RDBMS”.</p> <p>This would eventually help the department to get the enhanced performance of the system and going forward in the system software and hardware in the long run. And this is the standard practice in the Govt. implementations across the industry.</p> <p>Please confirm.</p>	DMS is one component in the platform and SI has to propose the complete platform.
25	Vol 1 Part 2	69	2. Performance	Regarding Total Concurrent Internal & External Users	<p>As digitization is one of the requirement of the project so our understanding is that the proposed solution for digitization/ scanning should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured.</p>	DMS is one component in the platform and SI has to propose the complete platform.
26	Vol 1 Part 2	70	7. Interoperability	Regarding Interoperability Standard	<p>Since the department has the focus on the software and hardware should be interoperable and should compliant to industry open standards in order to have the Zero/Low-Code Development Platform. So to fulfill the objective of the department, we recommend that the department should look for the Document Management System which shall support for archiving the images/scanned documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects in India.</p> <p>Please confirm.</p>	As per the RFP

27	Vol 1 Part 2	70	7. Interoperability	Regarding Interoperability Standard	<p>There are various industry level standards which ensures the solution is best in terms of features and performance levels. It is recommended that the proposed systems should comply to these open standards:</p> <p>Workflow Management System- BPMN, BPEL, WfMC. Document Management System- CMIS, WebDav, ODMA, DoD 5015.02</p> <p>Please confirm.</p>	As per the RFP, in addition to industry standard.
28	Vol 1 Part 2	70	7. Interoperability	Regarding Interoperability Standard	<p>Since the department has the focus on the software and hardware should be interoperable and should compliant to industry open standards in order to have the Zero/Low-Code Development Platform . So to fullfill the objective of the department, we recommend that the deparment should look for the Document Management System which should comply to industry open standard such as CMIS, WebDAV, ODMA etc.</p> <p>Please confirm.</p>	As per the RFP, in addition to industry standard.
29	Vol 1 Part 2	70	7. Interoperability	Regarding Interoperability Standard	<p>Since the department has the focus on the software and hardware should be interoperable and should compliant to industry open standards in order to have the Zero/Low-Code Development Platform. So to fullfill the objective of the department, we recommend that the deparment should look for the Document Management System which shall support for archiving the images/scanned documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most government projects in India.</p> <p>Please confirm.</p>	As per the RFP, in addition to industry standard.
30	Vol 1 Part 2	73	Section 4.1.1	"Portal As A Service" term used	<p>This is interpreted as the ability to provide a portal instance (made available for customization), and created virtually on the base portal platform and which has a logical separation from other portals, but resides on the same physical and software portal platform run-time environment.</p> <p>Is this interpretation correct ?</p>	As per RFP
31	Vol 1 Part 2	82	4.2 Business Architecture	23. e-Forms CRS723 Department e-Forms should made available.	<p>Kindly clarify, offline e-forms are required? If yes please specify number of e-forms.</p>	As per the needs of the GoAP and bidder will have to rise to the occasion.

32	Vol 1 Part 2	82	4.2 Business Architecture	24. MIS Reports CRS724 Department users and Citizens should be able to view and download various MIS reports as per their roles and responsibilities	Kindly clarify, how many reports are required for departmental users and citizen	As per the needs of the GoAP and bidder will have to rise to the occasion.
33	Vol 1 Part 2	82	Approach for Brown Field Applications-	3. For a, much secured resource such as payment gateway, it is suggested that a mechanism such as transaction password or OTP be additionally implemented for further access.	We request further clarification on this. Normally for payment gateway, transactional password or OTP is managed by bank. Kindly confirm if this clause is referring to that.	As per the RFP
34	Vol 1 Part 2	82	Serial No. 23 in table	e-Forms - This shall allow user to download and upload various e-Forms as per the requirement	Is e-Forms module of portal expected to provide the ability to Citizens to download an E-Form and fill it offline and upload at convenience ?	Both offline and online
35	Vol 1 Part 2	82	23) e-Forms CRS723 Department e-Forms should made available.	This shall allow user to download and upload various e-Forms as per the requirement	What will be the tentative count of eforms? Also the data model for other departmental e-forms is required to be maintained in e-Pragati	As per the needs of the GoAP and bidder will have to rise to the occasion.
36	Vol 1 Part 2	102	Minimum Requirements – ePragati Portal, Point 4	Offline Document Sync: Should have the capabilities of document to sync offline and synchronize all the document when online	Does this refer to the e-Form capability which allow users to fill the form in offline mode and then upload at convenience ? Please confirm if this understanding is correct.	Yes, as per the RFP
37	Vol 1 Part 2	102	Minimum Requirements – ePragati Portal, Point 10	System should support and provide functionalities for collaborative for Blog, Blogs Aggregators, message boards, Wiki, Calendar, Mail, RSS, Alerts and Announcements.	Blogs Aggregator - Is interpreted as ability for the portal front end to display a list of authored Blogs in a single consolidated list. Is this interpretation correct ?	Yes, as per the RFP
38	Vol 1 Part 2	105	4.5. Technical Requirements	13. Offline form Sync Should have the capabilities to gather information and data offline and submit the form when internet if available.	Request GoAP to elaborate this requirement in more details	As per the RFP
39	Vol 1 Part 2	109	4.7. Document Management System as a Service	SI has to design, develop and implement Enterprise Document Management System which will be given to departments as a service. SI to build module to chargeback to each department based on the service being utilised. Below are the Requirements that needs to be adhered while designing the Document Management System.	How will this be paid to the SI? Isn't it part of the core platform pricing?  We request you to include this as part of capex and opex instead of charge back	This will be revenue to the government and revenue will not be shared with the SI. Development cost will be decided based on the COE rate card.

40	Vol 1 Part 2	110	Point a - General Requirements	User Quota - The DMS should be able to set usage limits to storage at User Level	As the User Management will be controlled by a Directory Server , It will not be feasible to control storage at User Level. Only Limits on File Size and No of Files at a given point in time can be managed using DMS systems. Some of the storage related aspects can be controlled by Administrator but that too will be related to Storage Policies. We request you to please allow the administrator to manage storage policies and not the allocation at user level.	As per the RFP
41	Vol 1 Part 2	111	Dynamic Watermarking	Dynamic Watermarking	To protect information , we understand that you need annotation type watermarks to be made available on pages while printed , downloaded , viewed etc. kindly confirm	As per RFP
42	Vol 1 Part 2	111	Multi User authentication	Multi user authentication	please elaborate this feature.	As per the RFP
43	Vol 1 Part 2	111	E. Security, e. Document Life Cycle Management	Regarding Records Management System (RMS)	As per our understanding of the RFP, "The system should have the capability to define document retention rules within the DMS." Therefore, we understand that the Document Management System should have Records Management (RMS) capabilities from long term preservation perspective with at least given below features: a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance/certified with standards like DoD 5015.2, ISO 15489, VERS etc which are global standards for having Enterprise level implementations like e-Pragati.  Please confirm our understanding.	DMS is one component in the platform and SI has to propose the complete platform.
44	Vol 1 Part 2	111	4.8. Content Management System as a Service	SI has to design, develop and implement Enterprise Content Management System which will be given to departments as a service. SI to build module to chargeback to each department based on the service being utilised. Below are the indicative requirements that needs to be adhered while designing the Content Management System.	How will this be paid to the SI? Isn't it part of the core platform pricing?  We request you to include this as part of capex and opex instead of charge back	This will be revenue to the government and revenue will not be shared with the SI. Development cost will be decided based on the COE rate card.
45	Vol 1 Part 2	114	4.9. Email as a Service (For Applications to send email)	As part of ePragati initiative, Government of Andhra Pradesh is willing to setup a centralized proven open source email solution which will be used by multiple government agencies of Andhra Pradesh. This needs to be setup AS-A Service model. The solution needs to be scalable with high availability.	We are assuming this will be paid out as capex. Please confirm. If no we request you to include as Capex and opex instead of Charge back	Kindly refer the RFP



46	Vol 1 Part 2	115	4.9. Email as a Service (For Applications to send email)	V. The solution should support hosting multiple mail databases of unlimited size on the same physical server.	Kindly confirm if setup of email solution is part of RFP, what will be approximate number of user mail accounts required?	As per the needs of the GoAP and bidder will have to rise to the occasion.
47	Vol 1 Part 2	121	5.4. Business Architecture	CLGS Locker: A dedicated storage space assigned to each citizen, to store authenticated documents. The CLGS locker would be accessible via web portal or mobile application.	What will be the expected count of user and maximum size of space per user?	As per the needs of the GoAP and bidder will have to rise to the occasion.
48	Vol 1 Part 2	122	5.4.2. Service Portfolio, 6	Regarding Scanning Solution	As scanning of the documents is one of the requirement of the project so our understanding is that the proposed scanning solution should take care of automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc so that the quality of digitized data is ensured.  Please confirm our understanding.	As per the RFP
49	Vol 1 Part 2	122	5.4.2. Service Portfolio, 6	Regarding Scanning Solution	As per mentioned in the RFP document, "Issuers can choose to digitize older documents without having a machine readable representation and allow a verifiable and secure access to older (legacy) documents."  So based on this requirement, we suggest that the proposed system should have the pre integrated scanning and indexing solution with at least given below features which will enable scanning of backlog as well as ongoing paper documents:  <ul style="list-style-type: none"> <li>• Both bulk and web scan capabilities</li> <li>• Automatic extraction of data using OCR</li> <li>• Document capture through mobile devices/tablets</li> <li>• Automatic file and document separation using blank page separator, barcode separator and fix page</li> </ul> Please confirm our understanding is correct.	As per the RFP
50	Vol 1 Part 2	126	Department (Revenue)-Issuing Local Candidate Certificate for educational institutions	Department (Revenue)-Issuing Local Candidate Certificate for educational institutions	Are these educational institutes same as colleges? Different like schools. If these are the same colleges where we will be providing certification courses. What type of local candidate certificate are you referring ? Kindly elaborate	As per the RFP

51	Vol 1 Part 2	133	Sizing Query	Business Logic Layer: Document Management as a Service	Document Management as a services being utilized in the Business layer and will be consumed by GLGS Locker and other G2C Services as well. Considering the Volume of Transactions the overall document management system need to be sized presicely. Request you to please share the volumetrics for the same.	As per the RFP
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S.No.	Vol. No.	Pg. No	RFP - Sec./ Clause No.	Content of the RFP	Clarification requested by Bidder	Clarification Issued
1	VoL_I_AnxA_Part-3	11	1.1	All the Apps old and new shall conform to the standards and interfaces defined by the APP Store.	We are assuming the existing mobiles apps which is already serving the public needs to be rebuilt based on the new platform architecture for better performance and unified interface. Please confirm.	As per the RFP
2	VoL_I_AnxA_Part-3	11	1.1.1. Background and Context	f. An appropriate revenuesharing formula would ensure that the developers will have incentive to develop and maintain apps of high quality with a solid value proposition to the citizens and businesses.	Kindly confirm how the revenue will be calculated and shared?	There is no revenue sharing model in the RFP.
3	VoL_I_AnxA_Part-3	12	1.1	Developers, registering themselves on the APP Store portal, will be allowed to proceed with development of Apps	So these mobile apps will be developed outside of the platform by different vendors? In that case are developers allowed to use different platforms and technologies for development?	As per the RFP
4	VoL_I_AnxA_Part-3	12	1.1.2. Scope of Work	Operations and maintenance of entire APp Store System environment (Service delivery, Software & Hardware warranty & maintenance support) for at least one year from "GoLive" date.	As stated elsewhere in the RFP, the solution would be hosted on either SDC or cloud identified by GoAP. In that context please clarify what does the Hardware warranty refer to?	As per the RFP
5	VoL_I_AnxA_Part-3	12	1.1	revenue-sharing formula would ensure that the developers will have incentive to develop and maintain apps	With this model the development and maintenance lies with multiple stake holders. Who will be coordinating the integration between independent developers/vendors?	ePragati Authority
6	VoL_I_AnxA_Part-3	19	logical application architecture component table	Manage and provision all the market existing mobile App development platforms like iOS, Android, Kaijala, Windows, Black Berry, Bada any other open source etc. for departments and APP developers	Whether the APP Store should support Mobile Applications for Android,IOS and Windows Platform or is it necessary to provide support for Kaijala,Blackberry,Bada etc?	Android, IOS - Mandatory and others are optional
7	VoL_I_AnxA_Part-3	22		Database Cluster:All the APPStore structured data will be saved on database and for high availability databases should be configured on Cluster environment	Please suggest whether active active or active passive cluster is being considered for the database environment.	Active - Passive; However Bidder based emerging requirements Bidder able to provide active-active without any additional cost.
8	VoL_I_AnxA_Part-3	25		Ability to integrate with legacy databases.	Please suggest on details of current legacy databases being scoped in this project	PostgreDB, MySQL, MS Sql, Oracle, DB2 etc.,
9	VoL_I_AnxA_Part-3	26		Security and privacy of data of the integrating applications/databases that would be mobilized on the platform as well as on the front-end.	Please clarify this statement	As per RFP
10	VoL_I_AnxA_Part-3	34	Point No 7	MIS reports	What is the preffered formaat of MIS reports	The successful bidder will be provided with all the necessary information.
11	VoL_I_AnxA_Part-3	37	1.9.2. Performance	APPStore shall support the transaction volumes of 2 Crores transactions per Year. Expected Growth will be 20% for YOY for next 3Years	Is this expected total transaction volume across all 500 mobile apps planned in 3 yrs ? What is the estimated number of APIs which need to be exposed and the maximum number of API invocations required per second ?	As per the RFP
12	VoL_I_AnxA_Part-3	40	2.1. Overview, Background and Context	SMS Gateway	Are there any plans of reusing the existing SMS gateway or it has to be established newly for this platform?	Establishing SMS Gateway is not in the scope of the RFP.
13	VoL_I_AnxA_Part-3	42	2.6.1	Communication gateway	would all the applications & departments have the same external sms provider or would they be using different sms providers?	The successful bidder will be provided with all the necessary information.
14	VoL_I_AnxA_Part-3	42	2.6.1	Communication gateway	Can one application span across mutiple departments?	Yes

15	VoL_I_AnxA_Part-3	42	2.6.1 SIS014	Communication gateway MIS	How much detail is required in the mis, like application wise reports, usage wise reports (like OTP, Service request etc)? Only count statistics are required or also the mobile numbers & text messages are required?	Transactional MIS reports
16	VoL_I_AnxA_Part-3	43	2.6.2. Integrated Communication Gateway Process Overview	The following Table describes high level components of SMS Gateway Architecture:	For the App store that is described in section 1 of the same document, do we need integration with SMS gateway services that any developer builds? This was not found in scope anywhere	As per the RFP
17	VoL_I_AnxA_Part-3	55		LMS	Is aadhaar authentication required?	Yes
18	VoL_I_AnxA_Part-3	55		LMS	Is there a need to control the license workflows based on the geographical location of the applicants?	As per the RFP
19	VoL_I_AnxA_Part-3	55		LMS	Are the SLAs mentioned based on the working days or calendar days?	Calendar days
20	VoL_I_AnxA_Part-3	62	3.4. As-Is Process Flows	Below Process depicts the AS IS process flow of the Registration of Cooperative Societies by the Cooperative Department	Why don't we integrate the esignature service referred to in page 133 (CP09 Component Name: Integration of Digital Signature) thus providing more convenience to the citizens, as the citizen could just print the license and it would be convenient for him	As per the RFP
21	VoL_I_AnxA_Part-3	67	3.7. Application Architecture	The Tier III may be reorganized into the following Modules/ Submodules	Can we add one more module as 'License' and sub module as 'Generate alerts'? Alerts would be generated when the license is about to expire	As per the RFP
22	VoL_I_AnxA_Part-3	67	3.7. Application Architecture	The Tier III may be reorganized into the following Modules/ Submodules:	Same as above, Can we add an option to integrate with SMS Service gateway to help generate relevant alerts as stated on Page 43	As per the RFP
23	VoL_I_AnxA_Part-3	69		LMS	Should the user register for every application/service separately or the user would get access to all services/applications once created from one application/service?	SSO should enforce
24	VoL_I_AnxA_Part-3	79	3.12.ii	Centralized Monitoring	Whether infra level monitoring such as CPU, Disk IO, Memory etc are to be addressed at Core Platform level?	Cloud/SDC operator will take care of the infrastructure operations and SI is responsible for the platform.
25	VoL_I_AnxA_Part-3	88	3.15. To-Be Processes recommended for selected Functions of LMS	Regarding No of Services	As per mentioned in the RFP document, "To simplify and streamline the service delivery in the LMS, rationalisation of services has been done adopting the principles of BPR. And based on the BPR framework, improved TO-BE processes have been designed for these rationalised services."  So does automation of such services based on BPM/Workflow Management System be part of current project scope.  Please clarify.	As per the RFP
26	VoL_I_AnxA_Part-3	88	3.15. To-Be Processes recommended for selected Functions of LMS	Regarding No of Services	If Yes, then request you to please provide the list and no of services to be automated using proposed Business Process management/Workflow management Engine.  Kindly clarify.	Please refer to Vol -1 -Annexure A- Part 2 &3 - License Management system, Certificate Less Governance system and all G2C & G2B, G2G, services delivery.

27	VoL_I_AnxA_Part-3	115	4. Zero and Low code Application Development Platform	Generic query	Does APTS expect Core platform i.e Zero /low code + Core components from a single OEM.	As per the RFP
28	VoL_I_AnxA_Part-3	115	4. Overview of Zero and Low code Application Development Platform	Regarding Business Process Management System	<p>With the vision of Zero / Low-Code Development Platform, the department has the requirement for the platform which can enable launch of new services in days and not months, and establish a zero-code development environment.</p> <p>So with this vision into consideration, we recommend that the department should opt for the COTS based BPM/Workflow Management platform which has the components like graphical process designer where various processes can be designed in the drag and drop based environment, in built Form designer for designing the user forms in drag and drop based environment, process simulator, configurable Business Activity Monitoring tool (Dashboards) for designing the dashboards and reports.</p> <p>Please confirm.</p>	As per RFP
29	VoL_I_AnxA_Part-3	116	4.1 Minimum Functional requirements of the RAD Platform.	CP01 - 8. System should allow saving custom BPM templates so that end user can tailor a business process based on any of the custom template.	What is basis of the assumption of having Process Template? Will this actually be required to increase effectiveness and efficiency and NOT increase complexity, development effort and time?	As per the RFP
30	VoL_I_AnxA_Part-3	117	4.1 Minimum Functional requirements of the RAD Platform.	CP01- 28. System should allow offline Data storage and simple click test and publish	Is the offline data storage requirement for mobile app or web application?	As per the RFP
31	VoL_I_AnxA_Part-3	118	4.1 Minimum Functional requirements of the RAD Platform.	CP01 - 7. System should have complex XML based data management capabilities.	Does the data need to be stored in XML or this is for transferring of data in the form of XML?	As per the RFP
32	VoL_I_AnxA_Part-3	118	CP03 Component Name: Workflow Management	Generic query	What is the total number of Business Process Instances? Please specify transaction frequency. [example: 600 per hour] for these. What are total no of logged in users working on business processes ?	As per the RFP
33	VoL_I_AnxA_Part-3	118	4.1 Minimum Functional requirements of the RAD Platform.	Points 30 & 31	Is it ok if the IDE is also web based?	As per the RFP

34	VoL_I_AnxA_Part-3	118	CP03 Component Name: Workflow Management, 6	Regarding Enterprise Rule Engine	<p>As per mentioned in the RFP document, "System should provide business rule engine and a management platform".</p> <p>So taking this requirement into consideration, the department would require centralized Rule Management engine as part of workflow management system which should have atleast the below mentioned capabilities in it in order to fulfill the objective of the system:</p> <ol style="list-style-type: none"> <li>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</li> <li>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</li> <li>3) Solution should have the capability to deploy rules as the web service.</li> <li>4) Solution should have the capability to define rules through "If else" statement or through "Decision Table".</li> <li>5) Audit logging of changes/modifications done in the rules.</li> </ol> <p>Please confirm.</p>	Please refer to Vol -1 -Annexure A- Part 3 - Page# 124 of RFP.
35	VoL_I_AnxA_Part-3	124	CP05 Component Name: Business Rule Management	Generic query	What is the estimated number of rules that would be executed.	As per the RFP
36	VoL_I_AnxA_Part-3	128	CP06 Component Name: Mobile APP (Point 1 and Point 8)	Regarding Mobile App	<p>As per mentioned in the RFP document, under the mentioned section, given as part of Point 1 and point 8, the department has asked for Custom native mobile apps on Window, IOS and Android and hybrid mobile apps respectively.</p> <p>However these days, a technologically superior alternative would be to go with Mobility Frameworks which helps in hybrid mobile apps designing which can run on multiple platforms like iOS, Android, Windows etc after designing it once. It also facilitates creation of new mobile apps in a quick time which can also be modified very easily without actually knowing the coding behind it. So it will allow departmental champion users to make some specific changes in the Mobile app through configuration, wherever required.</p> <p>So our recommendation is that the departments should go for a Enterprise Mobility framework which has the capability of designing the hybrid mobile application which can run on any of the leading mobile platforms such as Android, iOS, Windows not the platform dependent native mobile apps.</p> <p>Please confirm our understanding.</p>	As per the RFP

37	VoL_I_AnX _A_Part-3		18. The system should provide option to enable citizen interaction through mobile devices	CP03 - Sub Component: Process Modelling- 13. Import and export standard process definitions in BPMN or XPDL or BPEL	Why is it needed to have an Import and Export Option in the process modelling? In our experience, this option should be eliminated because the creation of process modelling from scratch is a much faster way than importing and configuring it again?	As per the RFP
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S.No.	Vol. No.	Pg. No	RFP - Sec./ Clause No.	Content of the RFP	Clarification requested by Bidder	Clarification Issued
1	Vol I - Annex A - Part 4	4	2.1 Service II (Attendance and Leave Management System)	Class Attendance Vs Mid-day Mean Attendance:	Is there a separate Biometric for Class and Mid-Day Meal ? Is the Bio metric devices have integrated with pre-defined software?	As per RFP
2	Vol I - Annex A - Part 4	5	1. Service – I Student Admission Management System	1. Service – I Student Admission Management System Will be provided before PoC commencing and shall be provided with detailed requirements.	When will this need to be delivered?	Kindly refer the RFP and during the hackthon, the bidder has to deliver this service.
3		5	Section 2 - Service II	2.1. Attendance and Leave Management System – School Education	Kindly confirm, the attendance data from all institute will be made available at centralised location? Or mechanism is required to capture data from institution? Currently any connectivity available?	The successful bidder will be provided with all the necessary information.
4	Vol I - Annex A - Part 4	5	1	Indicative Services to be designed developed in 90 days' Time Frame:	Are these services to be developed in addition to Core services (E-Pragathi Portal, APP store etc) to be developed by COE. Should this be factored into the cost based on high level requirements mentioned?	Indicative Services to be designed developed as per delivery schedule in Vol - II and cost will be paid in TM model using the rate card of CoE
5	Vol I - Annex A - Part 4	5	4.1 Service IV	The service provider will have to prepare following Databases for smooth operations	Is this data already available on some central repository or needs an manual entry? How many years of previous year data to be maintained ?	The successful bidder will be provided with all the necessary information.
6	Vol I - Annex A - Part 4	5	2.B.5	The system shall be integrated with the HRMS application	What is the HRMS system that is being used by E-pragati?	The successful bidder will be provided with all the necessary information.



7	Vol I - Annex A - Part 4	5	1	Will be provided before PoC commencing and shall be provided with detailed requirements.	Is the PoC same as Hackathon?	POC consists of hackathon.
8		6	Section 2 - Service III	3.1. Antecedents Verification Services Management system	Kindly Confirm that all administrative and commercial arrangements of payment gateways would be responsibility of GoAP.	GoAP will facilitate administrative and commercial arrangements of payment gateways.
9	Vol I - Annex A - Part 4	6	3.1.1	Citizens will access the AVS from the internet portal of the Police department.	This requirement refers to a different portal than E-pragati portal, which is expected to be the gateway to access all applications. Need confirmation	The successful bidder will be provided with all the necessary information.
10	Vol I - Annex A - Part 4	6	4	Service IV - PWD Services	The functionality mentioned indicates the need for a comprehensive (and large) application which requires time beyond stipulated 90 days. Again needs confirmation that this project has to be included into the cost	As per RFP
11	Vol I - Annex A - Part 4	7	5. Scholarship Module	Integration of donation with Payment Gateway is required.	Who is going to pay the recurring charges of Payment gateway?	Cost will be paid in TM model using the rate card of CoE
12	Vol I - Annex A - Part 4	8	5	Scholarship and Loan Services in APSICHE Department	The functionality mentioned indicates the need for a comprehensive (and large) application which requires time beyond stipulated 90 days. Again needs confirmation that this project has to be included into the cost	As per RFP

13		37	1.9.3. Availability Provisions:	The network level redundancy shall be achieved through procuring leased lines from two different service providers, alternate routing paths facilitated at ISP backbone (MPLS), redundant network devices.	It is assumed that these parameter will be owned by GoAP and SP providing network infrastructure	As per RFP
14	Vol I - Annex A - Part 4	40	2. Integrated Communication Interface	It is envisaged that the Communication Gateway for e-Pragati services should be made available 24x7x365. The proposed Communication Gateway must be capable of receiving / sending local, national and international messages.	It is assumed that the required infrastructure and services will be provided by GoAP including whitelist of domains, SMS to DND user, etc.	GoAP will facilitate administrative and commercial arrangements of SMS gateways.
15	Vol I - Annex A - Part 4	46	2.8 Technical Requirements	6.The messages Gateway ensure that messages whose contents exceeds 160 characters, should be Delivered as a single message on receiver's handset.	Not all handset support single message with more than 160 character. Request GoAP to please revisit the clause.	As per RFP