Annexure A

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Decision
1	25	4.8.2 New Development and Enhancement:	The selected bidder shall be responsible for doing new development as per the requirement of RISL including but not limited to below: a. Addition of new services/schemes b. Third-party Application integration c. Modification/ up-gradation/ enhancement in the Process or functionality to fix some complex problem requests or defect fixing to upgrade the application performance. d. Update Web-portal & Application: design & content, layout, colour schema, input forms, etc. e. Development of new module/functionalities. f. MIS Reports (Jasper/Crystal Report etc.) g. Analytical Dashboards	Need to understand to what percentage of enhancement would be required in the project ?	As per RFP
2	26	4.8.4 Training & Helpdesk Support (Incident/ Problem Management)	The successful bidder would be required to provide hands-on training to officers of the user department/ organisation/kiosks. Training could have multiple sessions as per the need and requirement of end user. Training to a batch of persons would be organized (including training kit/folder/digital content (pen drive), etc.) by successful bidder as per requirement on his cost. The selected bidder shall submit all the operational guidelines and user manual. The training plan and schedule shall be decided by RISL. The selected bidder shall be responsible for preparation of all training material (in English & Hindi) and provide training to the stakeholders on the developed solution. The training material would include hard copy and soft copies of the training material along with multi-media for audio-visual training. The selected bidder shall be responsible for day-to day training, coordination between various stakeholders(departments/ kiosks) on various new features/ functionalities/enhancement added to the Jan Aadhaar e-Wallet application, etc. during the entire O&M Period.	a) How many resources have to be trained ? B) What are the levels of training required ? C') Will training be ongoing ? D) Can training be done online ?	As per RFP
3	30	6. Project Duration and Time Schedule	a) Design, Development, Customization and Implementation of e-Wallet Core Application including Mobile App, Safe to host certification and UAT T1 = Within 45 days from T0.	This timeline is to be increased to 60 days.	As per RFP
4	30	6. Project Duration and Time Schedule	c) Design, Development, Customization and Implementation of e-Wallet Application including e-Voucher Module & Upgradation of Mobile App, Safe to host certification, UAT and Go-Live T2 = Within 90 days from T0.	This timeline to be increased to 120 days.	As per RFP
5	27	4.8.6 Backup of Data:	Though backup of the data is responsibility of the data centre operator in state data centre. But, the successful bidder would provide information of the data locations need to be back-up along with frequency.	Will there be an application required to point out the backup area with frequency and timeline?	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Decision
6	60	9.34 Force Majeure	a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that its delay in performance or another failure to perform its obligations under the Contract is the result of an event of Force Majeure. b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of the occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical. d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side. e) In case a Force Majeure situation occurs with the RISL, the RISL may take the case with the supplier/ selected bidder on similar lines.	Need to know the payment structure in case of "Force Majeure" arising.	As per RFP
7	61	C. Termination for Convenience	i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	Need this to be 90 days.	As per RFP
8	6	2nd Table	Last date for bid submission:	Last date of submission is 20th June 2022 as mentioned in page number 6, whereas last date of bid submission is 15th June 2022 as mentioned in page number 11. Please confirm the date.	As per Amended RFP
9	11	Table 8th Row	Bid Security (EMD) and Mode of Payment	MSMEs (Micro, Small & Medium Enterprises) with NSIC (National Small Industries Corporation) registration need not pay Earnest Money Deposit (EMD) Our company - Transaction Analysts is MSME with NSIC registration. So, we qualify for Non-payment of EMD. Please clarify.	As per RFP
10	11	Table 8th Row	Bid Security (EMD) and Mode of Payment	Please inform whether EMD is 2% of Rs. 11.60 crores or 2% of 11.60 crores + GST. If GST is to be included, please inform us the GST rate.	As per RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Decision
11	11	Table 8th Row	Bid Security (EMD) and Mode of Payment	We wish to take Bank Guarantee to fulfill EMD requirement, if applicable to us. Our Banker expects following information of RISL Bank Account, when we apply for Bank Guarantee in the prescribed application. Please furnish following information: Bank Account Number: Bank Name: IFSC Code: Bank Address:	As per Amended RFP
12	17	4	Design, Development and Implementation of Rajasthan Jan Aadhaar e-Wallet Application which would be customised as per RBI's guidelines for Prepaid Payment Instrument	It is noted that RISL will provide all the infrastructure resources (like Desktops / Laptops / Printers/Other office equipment etc) required for Development and Testing Environment. Bidder has to provide only MANPOWER. Please confirm.	As per Amended RFP
13	19	4.3.1	Multilingual: Jan Aadhaar e-Wallet Core Application	It is assumed that Jan Aadhaar e-Wallet Core Application should be in English and Hindi only.	As per RFP
14	18 22 22	4.2.2, 4.3.3.1 4.3.4	4.2.2 Point 1: Citizen shall login in Mobile/ Web application using SSO credentials 4.3.3.1 SSO – Citizen shall be able to access e-wallet using SSO credentials 4.3.4 Point 7: App shall allow login with SSO credentials	Please elaborate whether SSO is an independent application or Single Sign On concept. Further, it may be noted that access to Mobile/Web applications will be as per RBI regulations.	As per RFP
15	23 24	4.4 Audit and Compliance	Undergo regular Audit of State Wallet from external Certified Auditors and submit the reports for further submission to RBI for compliance needs. Undergo regular VAPT (Vulnerability Assessment & Penetration Testing) security assessments by Certified security agencies and submit the same to external auditors for review. Undertake regular source code audits by Certified Auditors to comply with the security norms and RBI regulations and submit the same to external auditors for review.	Query: Who is responsible to get the REGULAR AUDIT done? Is it RISL or Bidder ? It is assumed that FREQUENCY of regular audit will be YEARLY. Please confirm. Query: Who is responsible to get the regular VA/PT done? Is it RISL or Bidder ? It is assumed that FREQUENCY of regular VA/PT will be YEARLY. Please confirm. Query: Who is responsible to get the source code audit done? Is it RISL or Bidder ? It is assumed that FREQUENCY of source code audit will be YEARLY. Please confirm.	As per RFP
16	24	4.6	D R Site	Are the Primary Data Center (Rajasthan State Data Center), Jaipur and RSDC (Rajasthan State Data Centre)-DR site located at Jodhpur, Rajasthan are Tier III or Tier II. Are the Primary Data Center (Rajasthan State Data Center), Jaipur and RSDC (Rajasthan State Data Centre)-DR site located at Jodhpur, Rajasthan are certified against ISO 27001 standard.	As per RFP
17	24	4.8	Operation and Maintenance - Facility Management Services ("FMS"):	It is noted that RISL will provide all the infrastructure resources (like Desktops / Laptops / Printers/Other office equipment etc) required for Facility Management Services ("FMS"). Bidder has to provide only MANPOWER. Please confirm.	As per Amended RFP

S. No.	RFP Page No.	RFP Rule No.	Rule Details	Query / Suggestion / Clarification	Decision
18	29	5 Table 1	RBI Audit Report	Is the Audit to be got done by bidder from external auditor to verify compliances with RBI regulations or Is the bidder expected to request RBI to audit the core application. Please clarify as we can’t request RBI to do the audit.	As per Amended RFP
19	30	6	Note: The selected bidder shall also maintain the e-Wallet Core Application including Mobile App till go-live of activity mentioned at S. no (b) of Design, Development, Customization and Implementation Phase.	It is assumed that S. no (b) is S. no (c) of the table.	As per Amended RFP
20	71	Table --> Sr. No.1	Application software bug fixing, etc.(after Go-live of application software) Penalty of INR 1000/- per day per bug if not fixed in 24 hours	SLA should be applicable only for bugs in bidder application (internal bugs) and not in the external or 3rd party applications such as departments, payment gateway, etc.. We suggest to have classification of bugs as P0 and P1 where they are defined as P0 --> The bug which results into the user not being able to complete the business transaction / activity. P1 --> The bug which impacts the functionality, the business process is delivered at a sub-optimal level or workaround for the identified issue is possible without significant inconvenience to the user or loss of required functionality. For P0, penalty is applicable if not fixed in 1 working day excluding the day it is reported. For P1, penalty is applicable if not fixed in 5 working days excluding the day it is reported. We further request to reduce the penalty to INR 500/- per day per bug.	As per RFP
21	72	Point 2	The total deduction on account of penalties shall not exceed 20% of the total quarterly payment to be made to Technology Partner.	Maximum penalty of 20% is very high. We have executed agreement with other state government where in maximum penalty is 5%. So, we request you to consider reducing to 5%.	As per RFP
22	80	Table --> Sr. No.5	ISO 9000 & CMMi-Dev Maturity level 5 certificate	CMMi-Dev Maturity level 5 certificate requirement may please be removed as per eligibility criteria mentioned in page 15 --> Sl. No.6 in the table which reads: "The lead bidder must have - ISO 9001:2015 series certification - PCI DSS Certification"	As per Amended RFP
23	84	Table 1 Item 1	Perpetual License for Jan Aadhaar e-Wallet Core Application	Should we quote License/AMC/ATS cost in Financial Bid Item 1 (Document : BOQ_488166) for 30 months only or should we quote PERPETUAL license cost. OR Should we agree for providing PERPETUAL license after expiry of 30 months and after RISL obtains PPI license from Reserve Bank Of India.	As per RFP

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24	26	4.8.2	The enhancements, development of new modules, up-gradation & integrations, etc. in the software during O&M period shall have to be incorporated by the successful bidder in timely manner as desired by RISL with no extra cost to purchaser.	Since the development of NEW MODULES can't be envisaged and the cost of development of such new modules can't be estimated, we are unable to include such cost in item 2 of financial bid format. We request you to permit us to have COST TO EFFORT RATE (i.e., per man day cost). ie., As and when new module is required by RSIL, the development efforts in mandays will be mutually agreed and the cost will be per manday cost X number of mandays.	As per RFP
25	NONE	None	None	We will be expected to maintain ESCROW BALANCE equivalent to the balance in wallets as per RBI regulations. As such, RSIL will ensure that the amount actually is in our ESCROW account before loading into wallets.	As per RFP
26	NONE	None	None	This is to bring to your kind notice that the features of wallets, processess of core application, channels of payments, mode of payments etc are subject to RBI regulations.	As per RFP
27	NONE	None	None	This is to bring to your kind notice that a separate COBRANDING AGREEMENT is to be executed by bidder and Procuring entity as per RBI regulations.	As per Amended RFP