

Prebid Queries on RFP for Selection of Agency for ATS and FMS of existing/ new deployment of API Management Middleware for Raj Sewa Dwaar project for 3 years

Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
1	19	4.2.1	The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS	As per the information provided by IBM, the current CP4I licenses were sized as per approx. 1000 TPS. Is there any reason why New API Management Platform is asked as per TPS of around 350-400? In this case, Can we propose other IBM license which will also provide API Management and Integration capabilities ?	As per amended RFP
2	Pg 96	Annexure 16	The platform shall support integration with event streaming (Kafka, Solace, AWS Kinesis, Azure EventHub etc.) and messaging platforms (ActiveMQ, RabbitMQ etc.)	Assuming you are using Kafka and MQ based Services and CP4I provide all these capabilities - API Connect, App Connect, IBM MQ, Kafka, Event Processing. Do you require New API Management Platform to provide flexible licenses to deploy all these capabilities where licenses can be repositioned for another capability like licenses dedicated to App Connect can be repositioned to deploy Kafka? Also, Please specify that how many APIs are integrating with Kafka and Active MQ/Rabbit MQ?	As per RFP
3	Pg. 29	Sec. 5, Clause 7	Format and Signing of Bids	Clarification is required on whether a single legal entity can submit bids for both Case 1 and Case 2, or whether participation is restricted to only one case. Further clarification is requested on whether the "Alternative/Multiple Bids" clause applies to multiple submissions across cases or only to multiple technical solutions within the same case.	As per RFP
4	Pg. 17	Sec. 4.1.1(d)	If the Selected Bidder is providing ATS of IBM CP4I	The clause requires upgrading the IBM CP4I stack across Development, UAT/Staging, Production, DR, and other environments. However, there is currently no Development environment available for CP4I. Clarification is requested regarding the applicability of this requirement.	As per amended RFP
5	Pg. 17	Sec. 4.1.1(c)	If the Selected Bidder is providing ATS of IBM CP4I	The clause states that the selected bidder shall provision and supply any additional licenses required. Clarification is requested on whether such additional licenses, if required, will be procured separately by RISL/DoIT&C or are expected to be included in the bidder's scope and cost.	As per amended RFP
6	Pg. 24	Sec. 4.5, Case 2, Milestone 2	Project Deliverables, Milestones and Time Schedules	Migration of more than 500 services to a new platform within T0+3 months involves platform deployment, migration/redevelopment, testing, UAT, and approvals from multiple departments. Clarification is requested on: (a) whether the T0+3 month timeline is a mandatory contractual deadline or a target timeline, and (b) whether delays arising from departmental UAT and sign-off dependencies will be excluded from bidder-related delays, as referenced under Section 4.5 payment note (h).	As per amended RFP
7	Pg. 18	Sec. 4.1.1	If the Selected Bidder is providing ATS of IBM CP4I	The bidder is required to keep both the existing and new systems operational during migration. Clarification is requested regarding: (a) responsibility for ATS/support costs of the existing IBM CP4I platform during the transition period, and (b) whether RISL/DoIT&C will ensure continuity of IBM ATS if the current support contract expires during migration.	As per RFP
8	Pg. 17 & Pg. 20	Sec. 4.1.1(m) / Sec. 4.2.1(l)	If the Selected Bidder is providing ATS of IBM CP4I If the Selected Bidder is proposing new API Management System other than IBM CP4I	The bidder is required to conduct security audits through a GoI/CERT-In empanelled agency. Clarification is requested on: (a) responsibility for audit costs, (b) frequency of audits during the contract term, and (c) bidder obligations and expected timelines when vulnerabilities are identified in OEM platform components that require vendor-issued fixes or patches.	As per RFP
9	Pg. 21-22	Sec. 4.3	Onsite Resource Deployment	The qualification criteria for Software Engineer/Data Analyst include administration, development, API management, integration, and BI-related skillsets. Clarification is requested on whether separate administrator and developer resources can be proposed, or whether each resource must independently satisfy all specified qualifications and experience requirements.	As per amended RFP
10	Pg. 96	Annexure-16, Item 4	TECHNICAL SPECIFICATION	The specification requires an IDE and support for deployment/orchestration on Kubernetes clusters. Clarification is requested on whether Kubernetes deployment is mandatory, or whether the proposed platform merely needs to support Kubernetes as an available deployment option.	As per RFP
11	Pg 22	Section 4.5 – Case 1, S.No. 1 (Payment Terms)	40% of ATS amount paid in 4 quarterly installments within T0+30 Days milestone.	Request to revise initial payment to 50% on delivery of ATS Certificate + DDR for Year 1, with remaining 50% spread over 8 quarterly installments in Year 2 & 3. Justification : IBM CP4I ATS license cost is a significant upfront procurement. 40% in 4 quarterly installments creates working capital strain as vendor must procure OEM support before receiving payment.	As per amended RFP
12	Pg 22	Section 4.5, Milestone S.No. 1 (Timeline – Deployment within T0+30 Days)	New API Management System licenses, ATS certificate, and deployment of minimum required resources required within 30 days of Work Order.	Request to extend the initial deployment milestone from T0+30 Days to T0+60 Days for delivery, deployment and resource mobilization. Justification: Procurement of OEM licenses, import clearances (if applicable), configuration of new API Management System at RSDC, and deployment of OEM-certified manpower (with background verification) realistically requires 45–60 days. A 30-day window creates risk of LD applicability due to procedural timelines beyond bidder's control.	As per amended RFP
13	Pg 24	Section 4.5 – Case 2, S.No. 1 (Payment Terms – New API Mgmt System)	60% of New API Management System amount equated in 4 installments from T0+30 Days milestone.	Request to restructure as: 30% on delivery of perpetual/term licenses + ATS Certificate, 30% on successful migration sign-off (T0+3 months), and remaining 40% in quarterly installments over Year 2 & 3. Justification : Procurement of new API Management System licenses requires significant upfront capital. Aligning 30% payment to license delivery and 30% to migration completion better reflects actual delivery stages and reduces liquidity pressure on bidder.	As per amended RFP
14	Pg 24	Section 4.5, Milestone S.No. 2 (Migration Timeline – T0+3 Months)	Migration of all existing Raj Sewa Dwaar APIs to latest IBM CP4I / New API Management System to be completed within T0+3 months.	Request to extend migration timeline from T0+3 Months to T0+6 Months, with a phased migration plan (critical services by T0+3 Months, remaining by T0+6 Months). Justification: Raj Sewa Dwaar integrates APIs across multiple government departments. Migration involves coordination with each department's IT teams, testing, UAT and go-live sign-offs. A blanket 3-month deadline for full migration is operationally infeasible. A phased approach ensures zero disruption to existing live services.	May please refer para at Sr.No. 6
15	Pg 25	Section 4.5, Note (k) (No Advance Payment)	No advance payment will be released. No price escalation shall be claimed.	Request for mobilization advance of 10% of contract value (adjustable equally from first 4 quarterly payments) against submission of Bank Guarantee of equivalent amount. Justification : The project involves upfront procurement of IBM CP4I ATS certificates and deployment of OEM-certified manpower from Day 1. A mobilization advance secured by BG is standard practice in IT/ITeS government projects of this scale and will ensure timely project commencement.	As per RFP

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16	Pg 14	Section 3 – Pre-Qualification Criteria S.No. 5 – Technical Capability & Experience (Page 14)	The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last 3 years, meeting one of the value-based criteria (INR 4 Cr / 6 Cr / 8 Cr).	Query 1: The eligibility clause refers to 'ESB Middleware' in general without mandating experience on any specific OEM platform (e.g., IBM CP4I, MuleSoft, WSO2, TIBCO, Oracle SOA Suite, etc.). Please confirm: (a) Whether experience on any industry-standard ESB/API Management/Middleware platform will qualify, or is experience specifically on IBM CP4I mandatory? (b) If IBM CP4I-specific experience is required, kindly clarify, as this is not stated in the eligibility clause. Query 2: The term 'FMS' used alongside ESB Middleware is not defined in the Abbreviation & Definition section. Please clarify whether 'FMS' means 'Facility Management Services' (i.e., manpower-based IT support) or 'Facility Management System' or any other specific interpretation, to avoid ambiguity in bid evaluation. Justification: The current RFP text does not restrict experience to any specific OEM product. If RISL intends IBM CP4I experience as mandatory (given the existing Raj Sewa Dwaar deployment on IBM CP4I), this should be clearly stated. Conversely, if any ESB/API middleware experience is acceptable, confirmation will enable a wider pool of technically capable bidders to participate. Additionally, since S.No. 2 (OEM/Technology Partner criterion) already mandates a Gartner Magic Quadrant-listed OEM partnership, the experience clause should harmonize with this to avoid conflicting interpretations during evaluation.	As per amended RFP
17	14	3	5 Technical Capability and Experience: The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria: a) At least one (1) work order of value not less than INR 4 Crores; OR b) At least two (2) work orders with a cumulative value of not less than INR 6 Crores; OR c) At least three (3) work orders with a cumulative value of not less than INR 8 Crores.	Considering that multiple Purchase Orders (POs)/Work Orders (WOs) may be issued under a single contract based on milestone completion, we kindly request the RISL to revise the clause as follows: "The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria: a) At least one (1) contract of value not less than INR 4 Crores (with one or multiple WOs under the same contract); OR b) At least two (2) contracts with a cumulative value of not less than INR 6 Crores (with one or multiple WOs under the same contract); OR c) At least three (3) contracts with a cumulative value of not less than INR 8 Crores (with one or multiple WOs under the same contract)."	As per RFP
18				Kindly confirm whether the IBM CP4I license costs are included as part of the Total Cost of Ownership (TCO).	As per RFP
19	22	4.5 (Case 1)	Project Deliverables, Milestones and Time Schedules	We understand that payments will be made quarterly in advance. Kindly confirm.	May please refer para at Sr.No. 15
20	25	note (a)	The selected bidder shall submit New API Management System perpetual licenses, OEM support certificate of IBM-CP4I/New API Management System and deploy minimum required resources within 30 days from the date of issuance of work order. OEM support certificate shall be effective from the date of issuance of the work order.	Please confirm whether the bidder is required to procure IBM CP4I licenses for the entire duration of the RFP.	As per RFP
21	17	4.1.1	The selected bidder shall ensure implementation of upgrades to the latest version of the API Management System (Middleware Enterprise Service Bus) during the contract period. The upgrades must include: 1. Version updates released by the OEM/vendor, ensuring compatibility with existing integrations. 2. Security patches and hotfixes applied promptly to maintain compliance with CERT-In standards. 3. Feature enhancements that improve scalability, monitoring, and developer experience. 4. Backward compatibility assurance so that existing APIs and services continue to function without disruption.	We understand that an upgrade to the latest supported version is required only for IBM API Connect, while the remaining IBM components are to be supported and managed in their currently deployed versions. Kindly confirm.	As per RFP
22	18	4.1.1	k) Change Request The selected bidder shall be responsible for ongoing support for different integrated components: i.New Requirement, Modifications and enhancements (i. e. due to changes in integrating department APIs integration, Workflow changes, and other changes from time to time) raised by the DoIT&C/RISL shall be part of the scope of the project. ii.No Additional cost shall be paid for change requests separately. Successful bidder has to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.	Kindly provide the expected annual volume (current and projected) for the following across all seven components to enable accurate effort estimation and resource planning: 1. Bugs 2. Change Requests (CRs) / Modifications / Service Requests 3. Enhancements (categorized as Small, Medium, Large) 4. New Requirements (categorized as Small, Medium, Large) 5. Incidents (with priority-wise categorization)	As per RFP
23	65 & 66	7	Penalty for delay in response/ resolution time: for incidents like defect/ bug fixing, minor changes in the software, content updation etc. After 4 hours of lodging the complaint Rs. 5000/- per hour for Critical Rs. 3000/- per hour for Major Rs. 2000/- per hour for Minor	The current complaint/incident SLA requiring resolution within 4 hours is quite stringent. We request consideration for the following revised SLAs: Critical: 4 hours Major: 9 hours Minor: 18 hours Without such categorization, bidders may be required to deploy night-shift resources, leading to operational challenges, including attendance tracking.	As per RFP
24	66	7.V.2	After Six months till remaining period of work order	We request a relaxation in the clause from "After six months till remaining period of work order" to "From six months to twelve months."	As per RFP
25	66	7.V.3	After intimation of unsatisfactory performance of the technical resource, penalty will be imposed if the replacement of resource is not provided within 7 days.	We request a relaxation in the clause regarding resource replacement timelines from 7 days to 21 days after notification of unsatisfactory performance.	As per amended RFP

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26				Please confirm whether RISL will provide adequate documentation and facilitate knowledge transfer covering applications, endpoints, integrations, and all seven IBM components referenced (Page 12).	As per RFP
27	21 & 22	4.3	Admin Resource (IBM CP4I/ new API Management System Administrator) - 1 resource Software Engineer/ Data Analyst (Assist the Admin Resource and Application Team) 2 resources	Apart from the resources specified in Section 4.3, please confirm whether the bidder may deploy additional support resources remotely.	As per amended RFP
28	19	4.2.1	The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS	The RFP mentions 50 crore transactions per month (~400 TPS), while the average TPS is stated as 350 and peak TPS ranges from 500 to 2500. 1. Kindly clarify the current TPS sizing of CP4I. 2. Please define "peak TPS" and specify the duration or conditions under which TPS ranged between 1500 and 2500.	May please refer para at Sr.No. 1
29	96	Annexure 16	5. The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads.	If IBM Cloud Pak for Integration is deployed on OpenShift, does the Department mandate that the new API Management Platform must also be deployed on OpenShift, or can it be deployed on any Kubernetes environment? Will the platform be provided by the Department?	As per RFP
30	96	Annexure 16	5. The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads.	If a Kubernetes platform is required for the new API Management Platform, please clarify if RISL will be responsible for provisioning Kubernetes/OpenShift along with enterprise support.	As per RFP
31	Pg 21	4.3	1. Admin Resource (IBM CP4I/ new API Management System Administrator) B.E./ B.Tech./ BCA/ MCA/ MSC IT/ M.Tech. with minimum 8 years of total experience in IT applications including 5 years of experience on IBM-CP4I/ new proposed API Management System administration including configuration, upgradation and development on J2EE/ Java, Web services, Spring Boot, etc. OEM Manpower shall be deployed	Kindly clarify the requirement for API Management platform engineers to possess skills in Java/J2EE/Web Services.	As per RFP
32	Pg 16	1	The selected bidder shall perform migration or redevelopment of runtime components or APIs, provided such activities are carried out under the supervision of an OEM resource, either on-site or remotely, to ensure adherence to OEM best practices and platform standards.	Please confirm whether OEM resources are required onsite or remote. If remote, kindly confirm whether access to OEM resources will be provided.	As per amended RFP
33	Pg38	24. Right to vary quantity	Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under: i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and ii. 50% of the value of goods or services of the original contract	As the BOM does not include a rate card for licenses, kindly clarify: 1. How will license pricing (including the referenced 50% quantity) be determined? 2. Whether additional licenses procured will be used for scaling the API Management Platform, onboarding new APIs, or enabling new features? 3. Under what conditions will the Department procure/pay for up to 50% additional license quantities?	As per RFP
34	Pg 96	Annexure 16	The platform shall support OpenAPI Specification (OAS) for API design and documentation	Please confirm whether OpenAPI specifications can be encapsulated within a proprietary API Management format. If not, please clarify the validation mechanism.	As per RFP
35	Pg. 17	Sec. 4.1.1(d)	If the Selected Bidder is providing ATS of IBM CP4I	The RFP requires upgrading CP4I across all environments, including Development, UAT/Staging, Production, and DR. However, no Development environment currently exists. Kindly clarify the applicability of this requirement.	May please refer para at Sr.No. 4
36	Pg. 17	Sec. 4.1.1(c)	If the Selected Bidder is providing ATS of IBM CP4I	The clause states that the selected bidder shall provision additional licenses, if required. Kindly clarify whether these licenses will be procured separately by RISL or are to be included within the bidder's scope and cost.	May please refer para at Sr.No. 5
37	Pg. 24	Sec. 4.5, Case 2, Milestone 2	Project Deliverables, Milestones and Time Schedules	Migration of over 500 services within T0+3 months involves deployment, migration/redevelopment, testing, UAT, and approvals. Kindly clarify: 1. Whether T0+3 months is a mandatory contractual deadline or a target timeline. 2. Whether delays due to UAT and approvals will be excluded from bidder-related delays as per Section 4.5 (payment note h).	May please refer para at Sr.No. 6
38	Pg. 18	Sec. 4.1.1	If the Selected Bidder is providing ATS of IBM CP4I	During migration, both existing and new systems must remain operational. Kindly clarify: 1. Responsibility for ATS/support costs of the existing CP4I platform during transition. 2. Whether RISL/DoIT&C will ensure continuity of IBM ATS if current contracts expire during migration.	May please refer para at Sr.No. 7
39	Pg. 17 & Pg. 20	Sec. 4.1.1(m) / Sec. 4.2.1(i)	If the Selected Bidder is providing ATS of IBM CP4I If the Selected Bidder is proposing new API Management System other than IBM CP4I	For security audits through a GoI/CERT-In empanelled agency, kindly clarify: 1. Responsibility for audit costs. 2. Frequency of audits. 3. Bidder obligations and timelines in case vulnerabilities are identified in OEM components requiring vendor patches. 4. If bidder is CERT/ GoI empanelled agency, can bidder itself can conduct the security audit?	As per RFP
40	Pg. 21-22	Sec. 4.3	Onsite Resource Deployment	The qualification criteria for Software Engineer/Data Analyst roles include multiple skillsets. Kindly clarify whether separate administrator and developer resources are allowed, or if each resource must meet all requirements individually.	May please refer para at Sr.No. 9
41	Pg. 96	Annexure-16, Item 4	TECHNICAL SPECIFICATION	The specification requires an IDE and support for deployment/orchestration on Kubernetes clusters. Clarification is requested on whether Kubernetes deployment is mandatory, or whether the proposed platform merely needs to support Kubernetes as an available deployment option.	As per RFP

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42	Pg. 65	Penalty for Downtime of Application Software / Platform	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether downtime penalties will be waived in cases where outages are caused by datacenter infrastructure, network issues, power failures, or other factors beyond the bidder's control.	As per RFP
43	Pg. 65	Penalty for Delay in Response / Resolution Time	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether SLA penalties related to response and resolution timelines will be waived when delays are caused by backend applications, dependent systems, third-party stakeholders, or non-responsive application owners.	As per RFP
44	Pg. 66	Penalty for Non-Availability of Deployed Resources / Manpower	Service Level Standards/ Requirements/ Agreement	Request for clarification and consideration of a provision allowing suitably qualified replacement resources during planned leave or temporary absence of deployed personnel, without attracting penalties, provided service continuity is maintained.	As per RFP
45	Pg 17	4.1	The selected bidder shall install, configure, optimize, fine tune, manage and maintain the system, and responsible to resolve security concerns, vulnerabilities, VAPT issues, <u>maintenance of security policy etc.</u>	We understand that the bidder's responsibility is limited to addressing and remediating the findings arising from the VAPT exercise, while the responsibility for conducting the VAPT itself does not fall within the bidder's scope. Kindly confirm.	As per RFP
46	16	4.1	The selected bidder shall migrate complete services and data of Raj Sewa Dwaar system from existing IBM CP4I to the latest version of IBM CP4I/ new API Management System. The highlights of the existing data are: - • Total number of projects/ applications: 50+ • Total number of services: 500+ • The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS, without degradation of performance, loss of transactions, or interruption of services.	Can we have the complete list or % ratio of the 500+ APIs/services, categorized as: REST APIs SOAP Services Event/Messaging Services Batch Integrations Other Types of Applicable	As per RFP
47	16	4.1	The selected bidder shall migrate complete services and data of Raj Sewa Dwaar system from existing IBM CP4I to the latest version of IBM CP4I/ new API Management System. The highlights of the existing data are: - • Total number of projects/ applications: 50+ • Total number of services: 500+ • The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS, without degradation of performance, loss of transactions, or interruption of services.	Can we have the complexity breakdown (% ratio) of the 500+ APIs/services, categorized as: High Complexity Medium Complexity Low Complexity	As per RFP
48	96	16.5	The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads	Since storage services are typically part of the underlying infrastructure platform rather than the API Management Middleware solution, kindly clarify whether compliance through the existing Government Kubernetes/OpenShift storage infrastructure (such as OpenShift Data Foundation, Storage Fusion, or equivalent enterprise storage solution) is acceptable, or whether the proposed middleware OEM is expected to provide this capability?	As per RFP
49	13	2.2	Currently, 500+ services (Indicative Number) are published and subscribed through Raj Sewa Dwaar application in staging, production and DR environments. Hence, all these hosted services need to be migrated to Raj Sewa Dwaar 2.0 platform with publishers & subscriber's details, customization, and all other information in staging, production and DR environments.	Can we have the top 50 APIs by transaction volume	As per RFP
50	12	2.2	Deployed versions of components in Raj Sewa Dwaar platform are as follows: -	Please specify current usecase of IBM Storage Fusion	As per RFP
51	21	4.2.1	Performance Tuning of Database • The DB will be synchronized in High Availability (HA) environment. • The DB will have the facility of Auto archival of data, auto backup. Scripts for the same will be implemented.	Any Database Storage implemented currently and does bidder needs to manage that as well?	As per RFP
52	19	4.2.1.g	The selected bidder shall be responsible for the provisioning, configuration, licensing, monitoring, optimization, operation, and maintenance of all required platform components, infrastructure, storage, backup, and recovery services, ensuring optimal system performance, data protection, high availability, business continuity, disaster recovery readiness, and overall operational resilience. The bidder shall also provide ongoing monitoring, troubleshooting, and resolution of all related operational issues to ensure uninterrupted service delivery and compliance with applicable service level requirements.	Any Historical Data Migration Required?	As per RFP
53	96	16.5	The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads.	Will existing OpenShift infrastructure be retained? Will the Department provide clear tenant space, cluster administrative rights, and OCP licensing for the successful bidder to install the New OEM Sysmtem on OpenShift, or must the bidder factor in bare-metal/VM-based appliance installation	As per RFP

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54	19	4.2.1	It is advised that bidder may visit BSDC to get more details on available hardware and software. The general VM and storage shall be provided by the Department. Any other specific hardware, software, dependent licenses, storage and tools etc shall be provided by SI at no extra cost to RISL. The new hardware and software shall come with OEM certificate stating that the hardware and software shall not be declared end of sale in next 3 years and out of support for next 5 years by OEM.	Will the Department provide completely parallel and isolated VM/Compute resources for Staging, Production, and DR environments to allow full parallel execution of the New OEM System cluster alongside the active IBM CP4I cluster during migration	As per RFP
55	19	4.2.1	The selected bidder shall deliver, deploy new API Management System with required perpetual licenses/ term licenses (annual/ fixed), shall continue to operate seamlessly beyond the project period without degradation of core functionalities and system performance for next 6 months The Raj Sewa Dwaar (RSD) platform shall be capable of handling the current transaction volume of up to 50 crore transactions per month and shall support an anticipated year-on-year transaction growth of at least 10%. The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS, without degradation of performance, loss of transactions, or interruption of services. The new API Management System needs to be delivered, deployed and configured across all Raj Sewa Dwaar system environments including Development, UAT/Staging, Production and	Can we get current CPU utilization/memory utilization/storage utilization reports for last 12 months?	As per RFP
56	96	16.19	The platform shall support high availability deployment with no single point of failure and functionality to handle and recover from failures in distributed systems, preventing cascading failures	Is Active-Active deployment mandatory or Active-Passive deployment acceptable?	Active-Passive Deployment
57	96	16.19	The platform shall support high availability deployment with no single point of failure and functionality to handle and recover from failures in distributed systems, preventing cascading failures	Clarify Recovery Point Objective (RPO)(Data Loss)/Recovery Time Objective (RTO)(Down-time) requirements	As per RFP
58	96	16.19	The platform shall support high availability deployment with no single point of failure and functionality to handle and recover from failures in distributed systems, preventing cascading failures	Is DR failover automated or manual?	Automated
59	19	4.2.1	The selected bidder shall install, configure, optimize, fine tune, manage and maintain the system, and responsible to resolve security concerns, vulnerabilities, VAPT issues, maintenance of security policy etc.	Are there any specific Government of Rajasthan security guidelines to be followed?	SOC Guidelines
60	97	16.28	The platform shall provide real-time monitoring dashboards, track API usage, latency, error rates, support distributed tracing, centralized logging, integrate with SIEM tools, logs shall be tamper-proof and retained for min. 180 days	What is the current log retention period and What is the average daily log generation volume? Max log retention period	As per RFP
61	19	4.2.1	The selected bidder shall ensure maintenance and smooth functioning of Raj Sewa Dwaar system for a period of 3 years. The selected bidder shall be responsible for upgrades, providing updates, patches, and any technical assistance required.	Is there a cap on annual change requests? e.g. Maximum number of new APIs per year, Maximum number of enhancements per year, Maximum number of new integrations per year	As per RFP
62	16	4.1	The selected bidder shall migrate complete services and data of Raj Sewa Dwaar system from existing IBM CP4I to the latest version of IBM CP4I/ new API Management System. The highlights of the existing data are: - • Total number of projects/ applications: 50+ • Total number of services: 500+ • The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS, without degradation of performance, loss of transactions, or interruption of services.	Any specific customization implemented currently w.r.t third party libraries or services which is not part OOB IPB CP4I e.g. Document compression or OCR?	As per RFP

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63	20	4.2.1	) The selected bidder shall ensure implementation of upgrades to the latest version of the API Management System (Middleware Enterprise Service Bus) during the contract period. The upgrades must include: 1. Version updates released by the OEM/vendor, ensuring compatibility with existing integrations. 2. Security patches and hotfixes applied promptly to maintain compliance with CERT-In standards. 3. Feature enhancements that improve scalability, monitoring, and developer experience. 4. Backward compatibility assurance so that existing APIs and services continue to function without disruption.	Will changes to client certificates, trust stores, or encryption keys be permitted during migration?	As per RFP
64	20	4.2.1	) The selected bidder shall ensure implementation of upgrades to the latest version of the API Management System (Middleware Enterprise Service Bus) during the contract period. The upgrades must include: 1. Version updates released by the OEM/vendor, ensuring compatibility with existing integrations. 2. Security patches and hotfixes applied promptly to maintain compliance with CERT-In standards. 3. Feature enhancements that improve scalability, monitoring, and developer experience. 4. Backward compatibility assurance so that existing APIs and services continue to function without disruption.	Is backward compatibility with existing encryption/decryption mechanisms mandatory during the migration phase?	As per RFP
65	20	4.2.1	) The selected bidder shall ensure implementation of upgrades to the latest version of the API Management System (Middleware Enterprise Service Bus) during the contract period. The upgrades must include: 1. Version updates released by the OEM/vendor, ensuring compatibility with existing integrations. 2. Security patches and hotfixes applied promptly to maintain compliance with CERT-In standards. 3. Feature enhancements that improve scalability, monitoring, and developer experience. 4. Backward compatibility assurance so that existing APIs and services continue to function without disruption.	Are any departmental integrations dependent on proprietary IBM DataPower cryptographic policies?	As per RFP
66	21	4.3	Onsite Resource Deployment	If the bidder choose to case 2 and a new System is implemented, then will department provide IBM CP4I Resource for the knowledge transfers?	As per RFP
67	13	2.2	Current Status	Are there any services relying on proprietary or legacy IBM connectors (e.g., IBM MQ, CICS, IMS, or specialized mainframes)? If yes, can the Department provide a list of these target legacy endpoints so that corresponding new OEM System (Case 2) Connectors can be validated?	As per RFP
68	65	7	Service Level Agreement (SLA) Parameters:	During VAPT, If vulnerabilities are flagged within the core product binaries of the newly proposed API platform , will the timeline penalties be frozen while awaiting an official product patch from the software vendor	As per RFP
69	16	4	The bidder has two options: Bidder may quote for ATS (including Updates/Upgrades/Patches/Enhancements) of IBM CP4I License (369 nos.) & IBM Storage Fusion Licenses (9 nos.), Migration of Services/ Data, O&M of Raj Sewa Dwaar System for 3 years OR Bidder may quote for Delivery, Deployment and ATS (Including Updates/Upgrades/Patches/Enhancements) of New API Management System, Migration of Services/ Data, O&M of Raj Sewa Dwaar system for 3 years.	If the bidder choose case 2 and propose a new System, do he needs to pay the overdue IBM license and if yes then how amount much it would be?	As per RFP
70	14-15	3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA S. No. 5	The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria: a) At least one (1) work order of value not less than INR 4 Crores; - OR b) At least two (2) work orders with a cumulative value of not less than INR 6 Crores; - OR c) At least three (3) work orders with a cumulative value of not less than INR 8 Crores.	Request you to kindly make the changes as given below to have equal participation: The bidder must have successfully completed or successfully running at present in case of partial completion of System Software/Security gateway/ Supply and installation of IT Infra with technical support /AMC of IT Infra installed in Datacentre of State or Central Government/ Enterprise Service Bus (ESB) Middlewa & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last five (5) years as on the last date of bid submission, meeting any one of the following criteria: a) At least one (1) work order of value not less than INR 4 Crores; - OR b) At least two (2) work orders with a cumulative value of not less than INR 6 Crores; - OR c) At least three (3) work orders with a cumulative value of not less than INR 8 Crores.	May please refer para at Sr.No. 16

Prebid Queries on RFP for Selection of Agency for ATS and FMS of existing/ new deployment of API Management Middleware for Raj Sewa Dwaar project for 3 years

Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
71	22-23	4.5 Project Deliverables, Milestones and Time Schedules Case 1 – As per section 4.1 of the RFP	Annual Technical Support of IBM Cloud Pak for Integration (CP4I) for 1st year and Enhancements and Operations & Maintenance as per section 4.1.1 of the RFP. Payment Terms. 40% payment of the amount mentioned/ agreed in Sr. no. 1 of BoQ shall be equated in 4 installments and to be paid quarterly.	Request you to kindly make the changes as given below. 60% payment of the amount mentioned/ agreed in Sr. no. 1 of BoQ shall be paid once the license is renewed for 1st Year after submission of proof of entitlement.	May please refer para at Sr.No. 11
72	22-23	4.5 Project Deliverables, Milestones and Time Schedules Case 1 – As per section 4.1 of the RFP	Annual Technical Support of IBM Cloud Pak for Integration (CP4I) for 2nd and 3rd year, and Enhancements and Operations & Maintenance as per section 4.1.1 of the RFP. Payment Terms. Remaining 60% payment of the amount mentioned/ agreed in Sr. no. 1 of BoQ shall be equated in 8 installments and to be paid quarterly.	Request you to kindly make the changes as given below. Remaining 40% payment of the amount mentioned/ agreed in Sr. no. 1 of BoQ shall be divided into 2 parts 20% will be given after completion of 1st year ATS and remaining 20% will be given after completion of 2nd year ATS.	May please refer para at Sr.No. 13
73	19	4.2.1	The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS	As per the information provided by IBM, the current CP4I licenses were sized as per approx. 1000 TPS. Is there any reason why New API Management Platform is asked as per TPS of around 350-400? In this case how you are going to compare Renewal cost of Cloud Pak for Integration (sized for 1000 TPS) with a New API Management Platform sized at 400 TPS?	May please refer para at Sr.No. 1
74	96	Annexure 16	5. The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/ OpenShift workloads.	We assume Cloud Pak for Integration Components is deployed on OpenShift. Will Department provide OpenShift for Deployment of New API Management Platform in case New API Management Platform is chosen?	As per RFP
75	Pg. 29	Sec. 5, Clause 7	Format and Signing of Bids	Can you please confirm if single legal entity can submit bids for both the Case1 and Case 2?	As per RFP
76	Pg. 17	Sec. 4.1.1(d)	If the Selected Bidder is providing ATS of IBM CP4I	The clause requires upgrading the IBM CP4I stack across Development, UAT/Staging, Production, DR, and other environments. However, there is currently no Development environment available for CP4I. Please clarify if you need to deploy the Development Environment for CP4I as well?	May please refer para at Sr.No. 4
77	Pg. 17	Sec. 4.1.1(c)	If the Selected Bidder is providing ATS of IBM CP4I	The clause states that the selected bidder shall provision and supply any additional licenses required. Clarification is requested on whether such additional licenses, if required, will be procured separately by RISL/DoIT&C or are expected to be included in the bidder's scope and cost.	May please refer para at Sr.No. 5
78	Pg. 24	Sec. 4.5, Case 2, Milestone 2	Project Deliverables, Milestones and Time Schedules	Migration of more than 500 services to a new platform within T0+3 months involves platform deployment, migration/redevelopment, testing, UAT, and approvals from multiple departments. Clarification is requested on: (a) whether the T0+3 month timeline is a mandatory contractual deadline or a target timeline, and (b) whether delays arising from departmental UAT and sign-off dependencies will be excluded from bidder-related delays, as referenced under Section 4.5 payment note (h).	May please refer para at Sr.No. 6
79	Pg. 18	Sec. 4.1.1	If the Selected Bidder is providing ATS of IBM CP4I	The bidder is required to keep both the existing and new systems operational during migration. Clarification is requested regarding: (a) responsibility for ATS/support costs of the existing IBM CP4I platform during the transition period, and (b) whether RISL/DoIT&C will ensure continuity of IBM ATS if the current support contract expires during migration.	As per RFP
80	Pg. 17 & Pg. 20	Sec. 4.1.1(m) / Sec. 4.2.1(l)	If the Selected Bidder is providing ATS of IBM CP4I If the Selected Bidder is proposing new API Management System other than IBM CP4I	The bidder is required to conduct security audits through a GoI/CERT-In empanelled agency. Clarification is requested on: (a) responsibility for audit costs, (b) frequency of audits during the contract term, and (c) bidder obligations and expected timelines when vulnerabilities are identified in OEM platform components that require vendor-issued fixes or patches.	As per RFP
81	Pg. 96	Annexure-16, Item 4	TECHNICAL SPECIFICATION	The specification requires an IDE and support for deployment/ orchestration on Kubernetes clusters. Clarification is requested on whether Kubernetes deployment is mandatory, or whether the proposed platform merely needs to support Kubernetes as an available deployment option.	As per RFP
82	Pg. 65	Penalty for Downtime of Application Software / Platform	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether downtime penalties will be waived in cases where outages are caused by datacenter infrastructure, network issues, power failures, or other factors beyond the bidder's control.	As per RFP
83	Pg. 65	Penalty for Delay in Response / Resolution Time	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether SLA penalties related to response and resolution timelines will be waived when delays are caused by backend applications, dependent systems, third-party stakeholders, or non-responsive application owners.	As per RFP
84	Pg. 66	Penalty for Non-Availability of Deployed Resources / Manpower	Service Level Standards/ Requirements/ Agreement	Request for clarification and consideration of a provision allowing suitably qualified replacement resources during planned leave or temporary absence of deployed personnel, without attracting penalties, provided service continuity is maintained.	May please refer para at Sr.No. 44
85	14	Technical Capability and Experience (14.5)	The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria:	In this you have demanded Experience specifically in ESB, we request you add Automation and other technologies too so that maximum participant can participate.	May please refer para at Sr.No. 16
86	14	Technical Capability and Experience (14.5)	The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria:	In this you have mentioned {(ESB) Middleware & FMS work} Kindly Change this to (ESB) Middleware or FMS work, so that FMS work of any technology can qualify.	May please refer para at Sr.No. 16
87	19	4.2.1	The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS	The mentioned Transactions per Month is 50 Crore which evaluates to almost 400 TPS where as average TPS mentioned is 350 which seems to be different and peak TPS is between 500 TPS to 2500 TPS. Can you please clarify the current TPS sizing of CP4I? What is the definition of Peak TPS and the duration when Peak TPS was above 1500 to 2500 TPS?	May please refer para at Sr.No. 1
88	96	Annexure 16	5. The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads.	Assuming Cloud Pak for Integration is deployed on OpenShift then Do the Department mandates the New API Management Platform to be deployed on OpenShift or any other Kubernetes environment? Will it be provided by the Department?	As per RFP

Prebid Queries on RFP for Selection of Agency for ATS and FMS of existing/ new deployment of API Management Middleware for Raj Sewa Dwaar project for 3 years

Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
89	96	Annexure 16	5. The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads.	If Kubernetes Platform is required for New API Management Platform, Is the bidder responsible for bringing in the Kubernetes or OpenShift license with Enterprise Support ?	As per RFP
90	Pg 21	4.3	1. Admin resource (IBM CP4I/ new API Management System Administrator) B.E./ B.Tech./ BCA/ MCA/ MSC IT/ M.Tech. with minimum 8 years of total experience in IT applications including 5 years of experience on IBM-CP4I/ new proposed API Management System administration including configuration, upgradation and development on J2EE/ Java, Web services, Spring Boot, etc. OEM Manpower shall be deployed.	Please confirm the reason why you need API Management Platform Engineers need skills on Java/J2EE/WebServices.	As per RFP
91	Pg 16	1	The selected bidder shall perform migration or redevelopment of runtime components or APIs, provided such activities are carried out under the supervision of an OEM resource, either on-site or remotely, to ensure adherence to OEM best practices and platform standards.	Please confirm if you need OEM resource online or onsite. If it is online then please confirm if access to OEM resource will be given	May please refer para at Sr.No. 32
92	Pg38	24. Right to vary quantity	Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under: i. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and ii. 50% of the value of goods or services of the original contract.	As per the BOM doesn't contain any rate card for licenses. How you are going to determine the rate of licenses for 50%. Do you intend to deploy more licenses procured if needed by the API Management Platform or required to onboard new APIs or deploy new features for API Management Platform. Please clarify under which conditions Department is ready to pay for 50 % of quantity of API Management Platform Licenses?	As per RFP
93	Pg 96	Annexure 16	The platform shall support OpenAPI Specification (OAS) for API design and documentation	Will you allow OpenAPI Specifications to be encapsulated with in API Management proprietary format ? If no, then how this will be verified?	As per RFP
94	Pg 96	Annexure 16	The platform shall comply with CERT-In guidelines and OWASP API Security Top 10.	Do you require OWASP based Governance Dashboard within this API Management Platform without any additional costs?	As per RFP
95	Pg. 29	Sec. 5, Clause 7	Format and Signing of Bids	Clarification is required on whether a single legal entity can submit bids for both Case 1 and Case 2, or whether participation is restricted to only one case. Further clarification is requested on whether the "Alternative/Multiple Bids" clause applies to multiple submissions across cases or only to multiple technical solutions within the same case.	As per RFP
96	Pg. 17	Sec. 4.1.1(d)	If the Selected Bidder is providing ATS of IBM CP4I	The clause requires upgrading the IBM CP4I stack across Development, UAT/Staging, Production, DR, and other environments. However, there is currently no Development environment available for CP4I. Clarification is requested regarding the applicability of this requirement.	May please refer para at Sr.No. 4
97	Pg. 17	Sec. 4.1.1(c)	If the Selected Bidder is providing ATS of IBM CP4I	The clause states that the selected bidder shall provision and supply any additional licenses required. Clarification is requested on whether such additional licenses, if required, will be procured separately by RISL/DoIT&C or are expected to be included in the bidder's scope and cost.	As per RFP
98	Pg. 24	Sec. 4.5, Case 2, Milestone 2	Project Deliverables, Milestones and Time Schedules	Migration of more than 500 services to a new platform within T0+3 months involves platform deployment, migration/redevelopment, testing, UAT, and approvals from multiple departments. Clarification is requested on: (a) whether the T0+3 month timeline is a mandatory contractual deadline or a target timeline, and (b) whether delays arising from departmental UAT and sign-off dependencies will be excluded from bidder-related delays, as referenced under Section 4.5 payment note (h).	May please refer para at Sr.No. 6
99	Pg. 18	Sec. 4.1.1	If the Selected Bidder is providing ATS of IBM CP4I	The bidder is required to keep both the existing and new systems operational during migration. Clarification is requested regarding: (a) responsibility for ATS/support costs of the existing IBM CP4I platform during the transition period, and (b) whether RISL/DoIT&C will ensure continuity of IBM ATS if the current support contract expires during migration.	As per RFP
100	Pg. 17 & Pg. 20	Sec. 4.1.1(m) / Sec. 4.2.1(i)	If the Selected Bidder is providing ATS of IBM CP4I If the Selected Bidder is proposing new API Management System other than IBM CP4I	The bidder is required to conduct security audits through a GoI/CERT-In empanelled agency. Clarification is requested on: (a) responsibility for audit costs, (b) frequency of audits during the contract term, and (c) bidder obligations and expected timelines when vulnerabilities are identified in OEM platform components that require vendor-issued fixes or patches.	As per RFP
101	Pg. 21-22	Sec. 4.3	Onsite Resource Deployment	The qualification criteria for Software Engineer/Data Analyst include administration, development, API management, integration, and BI-related skillsets. Clarification is requested on whether separate administrator and developer resources can be proposed, or whether each resource must independently satisfy all specified qualifications and experience requirements.	As per RFP
102	Pg. 96	Annexure-16, Item 4	TECHNICAL SPECIFICATION	The specification requires an IDE and support for deployment/orchestration on Kubernetes clusters. Clarification is requested on whether Kubernetes deployment is mandatory, or whether the proposed platform merely needs to support Kubernetes as an available deployment option.	As per RFP
103	Pg. 65	Penalty for Downtime of Application Software / Platform	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether downtime penalties will be waived in cases where outages are caused by datacenter infrastructure, network issues, power failures, or other factors beyond the bidder's control.	As per RFP
104	Pg. 65	Penalty for Delay in Response / Resolution Time	Service Level Standards/ Requirements/ Agreement	Clarification is requested on whether SLA penalties related to response and resolution timelines will be waived when delays are caused by backend applications, dependent systems, third-party stakeholders, or non-responsive application owners.	As per RFP
105	Pg. 66	Penalty for Non-Availability of Deployed Resources / Manpower	Service Level Standards/ Requirements/ Agreement	Request for clarification and consideration of a provision allowing suitably qualified replacement resources during planned leave or temporary absence of deployed personnel, without attracting penalties, provided service continuity is maintained.	May please refer para at Sr.No. 44

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Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
106	Page: 14 of 103 of RFP	Table Sr. No.5 Technical Capability and Experience	The bidder must have successfully executed work orders for Implementation of Enterprise Service Bus (ESB) Middleware & FMS work in Government / PSU / Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission, meeting any one of the following criteria: a) At least one (1) work order of value not less than INR 4 Crores; OR b) At least two (2) work orders with a cumulative value of not less than INR 6 Crores; OR c) At least three (3) work orders with a cumulative value	We request that the minimum experience criteria may be relaxed to one work order of ₹80 Lakh OR Amend the experience criteria as: The bidder must have successfully executed/ Ongoing projects related to IT/IoT/ITES services in Government / PSU /Semi-Government / BFSI organizations within the last three (3) years as on the last date of bid submission OR We respectfully request you to kindly relax the eligibility criterion for registered MSMEs and DPIIT recognized Startups, in line with the Government of India's initiatives to promote the participation of MSMEs and Startups in public procurement. Such relaxation will encourage wider participation by technically competent bidders, enhance fair and healthy competition.	May please refer para at Sr.No. 16
107	17	4.1.1 (d)	The Raj Sewa Dwaar (RSD) platform shall be capable of handling the current transaction volume of up to 50 crore transactions per month... The platform shall sustain an average transaction load of approximately 350 TPS and be capable of absorbing peak transaction bursts ranging from 500 TPS to 2500 TPS	What is the estimated average payload size per API transaction, or the estimated daily log generation volume (in GB/TB)	As per RFP
108	17, 18	4.1.1 (d) & 4.1.1 (j)	...across all Raj Sewa Dwaar system environments including Development, UAT/Staging, Production, DR... / High availability and disaster recovery setup (redundant servers, clustering, backup strategy)	Are there specific High Availability (HA) node minimums required for the Non-Production (Dev/UAT) environments? Or only for production	As per RFP
109	96	Annexure-16, Item 20	The platform shall provide pre-built connectors and integration palette for rapid development.	Are there any specific enterprise backend applications (e.g., SAP, Salesforce, Oracle EBS, Siebel) currently integrated into Raj Sewa Dwaar that would require the bidder to propose specific premium or proprietary out-of-the-box application connectors?	As per RFP
110	18, 96	4.1.1 (j) / Annexure-16, Item 15	Network equipment (firewalls, load balancers, switches, bandwidth requirements). / The platform shall support load balancing across instances (i.e. mechanism to distribute incoming requests across multiple instances)	An external Layer 7 load balancer is required in front of the API runtimes/gateway. Will the DOIT provide access to an existing enterprise load balancer (e.g., F5 BIG-IP) within the Rajasthan State Data Centre (RSDC) for centralized TLS termination and edge routing?	As per RFP
111	12	2.2 Project Profile	Data Power acts as a Security Gateway for Raj Sewa Dwaar services by enabling security features like SSL configurations, XML threat protection, schema validations etc.	Does the Department already utilize an approved enterprise Secret Manager (e.g., HashiCorp Vault, CyberArk) and internal PKI/CA trust anchor that the proposed API Gateway can integrate for TLS certificate	As per RFP
112	18, 19	4.1.1 (j) & 4.1.1 (k)	Development of monitoring dashboard, and designing of summary reports, audit reports... / To generate the user dashboard, summary reports, analytical reports, graphical reports with drill-down facility to assist the stakeholders in effective monitoring, management, planning and decision-making for improvements in the services	The RFP requires the development of monitoring dashboards, analytical reports, and graphical reports with drill-down facilities. Can the DOIT specify the number of unique dashboards and distinct KPIs (e.g., latency, error rates, TPS) currently configured in the existing IBM API Analytics setup?	As per RFP
113	13, 16	2.2 Project Profile & Section 4, 4.A	Hence, all these hosted services need to be migrated to Raj Sewa Dwaar 2.0 platform with publishers & subscriber's details, customization, and all other information... The selected bidder shall migrate complete services and data of Raj Sewa Dwaar system from existing IBM CP4I to the latest version of IBM CP4I/ new API Management System... Total number of services: 500+	Will the bidder be expected to migrate historical API telemetry, logging and KPI monitoring data from the existing IBM API Analytics database into the new proposed monitoring dashboard solution to provide a unified historical view on API monitoring and insight or only the migration of APIs is in the scope? If so, what is the total volume of this historical analytics data?"	As per RFP
114	97	Annexure-16, Item 28	The platform shall provide real-time monitoring dashboards, track API usage, latency, error rates, support distributed tracing, centralized logging, integrate with SIEM tools, logs shall be tamper-proof and retained for min. 180 days	The RFP requires the integration with SIEM tools. Can DOIT please specify which SIEM tool does the Department currently utilise at the RSDC ?	As per RFP
115	11, 12, 96, 97	2.2 Project Profile / Annexure 16, Items 21 & 31	The platform leverages modern integration technologies to support API lifecycle management, data transformation, and service orchestration... / The platform shall support data transformation and mapping, workflow orchestration (low-code/no-code preferred) and business rules processing and routing... / The platform shall transform the messages between multiple data formats.	Will the department consider adding a baseline requirement that the solution must have the facility to extract data from multiple sources, transform it for analysis, and load it to multiple targets as needed?	As per RFP
116	11, 12, 96, 97	2.2 Project Profile / Annexure 16, Items 21 & 31	Refer to data transformation requirements identified in S.No. 9 above.	Should the proposed solution provide a ready-to-use library of transformation routines for data type conversions (e.g., string to numeric) and simple calculations?	As per RFP
117	97	Annexure-16, Item 30	The platform shall support custom error code and message mapping, maintain complete audit trails (API changes, policies, user actions)...	Can the department specify if the solution must provide automated error-handling facilities to log data-related errors during processing?	As per RFP
118	96, 97	Annexure-16, Items 21 & 31	Refer to data transformation & mapping requirements identified in S.No. 9 above.	Can DOIT clarify whether the proposed solution should enable the creation of robust data pipelines for validating data formats, checking mandatory fields, and performing data quality checks?	As per RFP

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Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
119	97	Annexure-16, Items 26, 27 & 37	The platform shall provide message-level encryption... The platform shall ensure data encryption in transit and at rest... migrate complete services and data of Raj Sewa Dwaar system... / The platform shall support end-to-end API lifecycle management... The platform shall provide Integrated Development Environment (IDE)	Is it mandatory for the platform to support building secure, encrypted transform-and-load pipelines with automated retry mechanisms in case the target is unavailable?	As per RFP
120	16, 96	4.A / Annexure-16, Items 3 & 4	The platform shall support data formats including JSON, XML, CSV, YAML, Excel and legacy formats... The platform shall support protocols including REST, SOAP, HTTP, HTTPS, File, JDBC, JMS, WebSocket...	Will the procuring entity consider requiring a unified product platform that combines API lifecycle management, ETL capabilities, and an Enterprise Service Bus (ESB) into a single console and deployment dashboard?	As per RFP
121	96	Annexure-16, Items 17 & 18	60% payment of the amount mentioned/ agreed in Sr. no. 1 of BoQ shall be equated in 4 installments and to be paid quarterly.	Can the department confirm if the platform must possess the capability to extract and process structured data from multiple sources (e.g., RDBMS, Web apps, APIs, SQL, Flat files) by joining them?	As per RFP
122	24	Payment Terms	Timeline- For case 2- Migration of existing Raj Sewa Dwaar APIs to new API Management System as per section 4.2.1 of the RFP As per section 4.2.1 of the RFP its T0 + 3 month	Payment Terms: For Case 2, where the bidder proposes a new API management solution, we suggest that license costs be paid upon successful delivery of the licenses, and implementation charges be paid upon successful implementation and migration.	As per RFP
123	24	4.5 (Project Deliverables, Milestones and Time Schedules - Case 2, Milestone S.No. 2)	OEM Leaders Category	Timeline- For Case 2, the bidder needs to build the system from scratch. We request T0 + 6 months to complete the migration activity.	May please refer para at Sr.No. 6
124	14	Eligibility Criteria 3.2	Migration of 500+ APIs	Can the department confirm that if the proposed OEM is featured in the Leaders category of any one of the specified reports (Gartner Magic Quadrant OR Forrester Wave OR IDC MarketScape) for API Management Software published, they will be considered fully compliant with this criterion?	As per RFP
125	16	Clause 4.1 & 4.2	2500 TPS Load	Kindly specify the precise number of API services, integrations, publishers, and consumers requiring migration, broken down by environment (Production, DR, and Staging).	As per RFP
126	17	Clause 4.1.1(d)	Training of approx. 10 resources annually	Please provide the infrastructure sizing and TPS reports for the past 12 months, specifically highlighting instances when the system reached a peak load of 2,500 TPS.	As per RFP
127	25	Training Requirement	Onsite Resource Deployment	Please confirm expected duration, mode and number of training sessions per year.	As per RFP
128	General	Resource Replacement	"OEM should be featured in the Leaders Category of Gartner Magic Quadrant / Forrester Wave / IDC MarketScape report for API Management Software (published in the last 2 years)."	Kindly provide acceptable timeline for replacement of resources in case of resignation or unforeseen circumstances.	May please refer para at Sr.No. 25
129	14	Sec 3, PQ Sno.2 (OEM/Technology Partner)	SUGGESTION: As Case 2 envisages a modern API Management / API Gateway platform (not a classical ESB), request that the eligibility experience be broadened to expressly include "Implementation of API Management / API Gateway Middleware & FMS" in addition to ESB Middleware. Please confirm that API Management / API Gateway implementation projects in Government / PSU / Semi-Govt / BFSI qualify under this criterion.	Request confirmation that meeting ANY ONE of the three reports (Gartner MQ / Forrester Wave / IDC MarketScape) as a Leader for API Management within the last 2 years satisfies this criterion. We propose Kong Inc. as the OEM, which is positioned in the Leaders quadrant of the Gartner Magic Quadrant for API Management. Please confirm Kong qualifies and that the OEM declaration + the relevant analyst report is acceptable documentary proof.	As per RFP
130	14-15	Sec 3, PQ Sno.5 (Technical Capability & Experience)	Work-order value thresholds (1 WO ≥ INR 4 Cr / 2 WOs ≥ INR 6 Cr / 3 WOs ≥ INR 8 Cr) and GTC Clause 8 (p.50): "Joint Venture, Consortium or Association is allowed to bid."	May please refer para at Sr.No. 16	
131	14-15	Sec 3, PQ Sno.5	MAF is a mandatory requirement from OEM.	Since JV/Consortium is permitted, please confirm that work orders / credentials of a consortium partner (or the OEM's own reference projects) may be combined to meet the experience value thresholds, and clarify the lead-member and eligibility-pooling rules applicable for a JV/Consortium bid.	As per amended RFP
132	14 / 92	Sec 3, PQ Sno.2 & Annexure-12 (MAF)	Admin Resource: "...OEM Manpower shall be deployed."; read with Annexure-17 Note (p.98): bidder must deploy full-time payroll employees only, outsourcing / subcontracting not acceptable.	Please confirm that a single Manufacturer's Authorization Form (MAF) from Kong Inc. covering all proposed Kong components is sufficient, and that an authorised distributor / technology-partner route (bidder authorised by the OEM) is acceptable for submitting the bid.	As per RFP
133	21	Sec 4.3, Sno.1 (Onsite Resource Deployment)	distinct penalties for "OEM Resource" vs "SI Resource".	There appears to be a conflict. Please clarify whether "OEM Manpower" requires a direct employee of the OEM to be deployed onsite, or whether an OEM-certified/-trained resource on the BIDDER's payroll (backed by the OEM's support) satisfies the requirement. SUGGESTION: Given the no-subcontracting clause, request that an OEM-certified resource on the bidder's payroll plus OEM back-line (L2/L3) support be accepted as "OEM manpower".	As per RFP
134	66	Sec 7 SLA (Penalty for non-availability of deployed resources)	The OEM-vs-SI resource penalty distinction depends on the definition sought above. Please provide a precise definition of "OEM Resource" and "SI Resource" for the purpose of attendance, replacement and penalty computation.		As per RFP
135	21 / 67	Sec 4.3 (3 onsite resources, working 9:30 AM-6:00 PM per Annexure-18 Note 5, p.99) vs Sec 7 SLA Service Window (p.67): "Raj Sewa Dwaar Application shall be available 24*7."	overall scope, read with Sec 4.2 (Case 2: new API Management System other than IBM CP4I).	Please clarify the after-hours / weekend coverage expectation. With three onsite resources on a business-hours roster against a 24x7 availability SLA, confirm whether 24x7 OEM premium support + an on-call escalation model (rather than round-the-clock onsite presence) satisfies the requirement, and confirm the basis on which availability is measured outside RISL working hours.	As per RFP
136	96-97	Annexure-16 (Technical Specification)	"The platform shall provide container-native enterprise storage and data resilience capability for Kubernetes/OpenShift workloads." (presently met by IBM Storage Fusion, 9 nos.)	Annexure-16 blends API Management capabilities with classical ESB / integration-broker capabilities of the incumbent IBM CP4I (App Connect Enterprise). For Case 2, please confirm that the new system's mandatory scope is API Management / API Gateway, and that ESB/integration-broker-specific capabilities are either not mandatory on the API-management OEM or may be delivered via complementary components / retained existing systems. Please confirm such a composite Case-2 solution is fully compliant.	As per RFP
137	96	Annexure-16, Spec 5	Container-native storage (e.g. IBM Storage Fusion) is an infrastructure capability, not an API-management function. Please confirm that this is provided by the RSDC OpenShift/Kubernetes platform (Department infrastructure) and is NOT a mandatory component that the proposed API-management OEM must supply or certify under Case 2.		As per RFP

Prebid Queries on RFP for Selection of Agency for ATS and FMS of existing/ new deployment of API Management Middleware for Raj Sewa Dwaar project for 3 years

Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
138	96	Annexure-16, Spec 4 & 6	"Integrated Development Environment (IDE)", "drag-and-drop / visual API development and workflow configuration via UI", "unit testing and debugging"	SUGGESTION: For an API-management platform, please confirm that declarative/GitOps-based configuration (e.g. OpenAPI specs, decK, CI/CD) together with a UI manager and plugin SDK is accepted as compliant, and that <u>visual ESB flow-authoring is not mandatory for Case 2.</u>	As per RFP
139	96	Annexure-16, Spec 17 & 18	data formats incl. COBOL, Fixed-Width, Flat File; protocols incl. JDBC, JMS, OData, TCP/UDP, ISO Base24 (or equivalent).	These are integration-broker / ESB transformation functions rather than API-gateway functions. Please clarify whether the new API Management System (Case 2) must itself natively support all of these formats/protocols, or whether they apply only to specific existing integration flows that may be handled by a complementary integration component or retained downstream systems. Request the actual list of formats/protocols in live use across the 500+ services.	As per RFP
140	96-97	Annexure-16, Spec 20, 21, 22, 31, 32, 35	pre-built connectors/integration palette; low-code/no-code data transformation, mapping & workflow orchestration; reusable integration assets; message/protocol conversion.	Please clarify the mandatory scope of these integration-centric items for a Case-2 API-management platform. SUGGESTION: scope these to API-level request/response mediation and transformation, with full ESB orchestration treated as optional/complementary.	As per RFP
141	97	Annexure-16, Note 1	"Compliance submitted by the bidder on his letter-head shall not be entertained but only by respective OEM."	For a Case-2 solution that may combine more than one OEM/component, please confirm that EACH component's respective OEM may certify compliance for its own line items (i.e. compliance need not come from a single OEM), and clarify whether a "comply via alternate/equivalent means" response with explanation is acceptable for items not natively applicable to a pure API-management platform.	As per RFP
142	96	Annexure-16, Spec 1	"The platform shall be an end-to-end On-Premise solution."	Please confirm that a fully self-managed, on-premise (including air-gapped) deployment at RSDC/BSDC is the requirement and is acceptable (Kong self-managed Enterprise supports this), and that there is no mandatory dependency on an internet-hosted / SaaS control plane or external telemetry.	As per RFP
143	16	Sec 4.A (Migration)	"Total number of services: 500+"; existing platform includes API Connect (proxying) and App Connect Enterprise (integration flows / BAR).	To size migration/redevelopment effort, please provide a breakdown of the 500+ services: how many are simple API proxies/pass-through vs how many involve App Connect Enterprise integration flows (transformation, orchestration, BAR deployments). This materially affects redevelopment effort <u>when moving to a new platform under Case 2.</u>	As per RFP
144	16	Sec 4.A	"migration or redevelopment of runtime components or APIs..."; Sec 4.2.1 migration scope.	Please confirm the availability of source artifacts required for migration/redevelopment to a new platform — e.g. OpenAPI/Swagger definitions, gateway policy/configuration exports, ACE BAR sources, and complete publisher/subscriber, subscription and custom-policy metadata for all environments (Staging, Production, DR).	As per RFP
145	24	Sec 4.5, Case 2 Milestone 2	"Migration of existing Raj Sewa Dwaar APIs to new API Management System ... Timeline: T0 + 3 Months."	Migrating/redeveloping 500+ services onto a NEW platform within 3 months is aggressive. SUGGESTION: please permit a phased migration with milestone-based acceptance, or clarify that the T0+3-month milestone refers to platform readiness and commencement of migration with phased service cutover thereafter, with the 30-day stabilization measured per phase.	May please refer para at Sr.No. 6
146	16	Sec 4.A	"...provided such activities are carried out under the supervision of an OEM resource, <u>either on-site or remotely.</u> "	Please confirm that remote OEM supervision/oversight of migration & redevelopment is acceptable throughout (consistent with the wording), and <u>clarify any minimum onsite OEM presence expected during migration.</u>	May please refer para at Sr.No. 32
147	18 / 20	Sec 4.1(j) / 4.2(i)	bidder to submit OEM-certified hardware specs incl. "Network equipment (firewalls, load balancers, switches)" and "Security appliances/tools (HSMs, SSL offloading, IDS/IPS)"	Please clarify which of these network/security appliances (firewalls, load balancers, switches, HSMs, IDS/IPS) are ALREADY provisioned and available at RSDC/BSDC versus those to be supplied by the SI. This is a significant cost driver. Request the current BSDC hardware/software inventory and a <u>scheduled site visit to confirm available infrastructure.</u>	As per RFP
148	18 / 21	Sec 4.1/4.2	"The general VM and storage shall be provided by the Department. Any other specific hardware, software, dependent licenses, storage and tools etc shall be provided by SI at no extra cost to RISL." (Existing platform runs on Red Hat OpenShift.)	Please confirm that the underlying container platform (OpenShift / Kubernetes) and its RHEL/OCF subscriptions are provided by RSDC as part of "general VM and storage", and that the proposed API Management System (Case 2) may be deployed on the Department-provided Kubernetes/OpenShift cluster. Clarify the boundary between Department-provided platform and SI-provided "dependent licenses/tools".	As per RFP
149	17 / 21	Sec 4.1/4.2	"The new hardware and software shall come with OEM certificate stating that the hardware and software shall not be declared end of sale in next 3 years and out of support for next 5 years by OEM."	Please clarify how this end-of-sale / end-of-support certification applies to SUBSCRIPTION/TERM-LICENSED software (e.g. Kong), where the appropriate commitment is a product/version support-lifecycle assurance for the contract period rather than a perpetual goods EOL/EOS declaration. Confirm a support-lifecycle commitment letter from the OEM is acceptable.	As per RFP
150	24	Sec 4.5, Case 2 Milestone 1 deliverable	"New API Management System perpetual licenses/ term licenses (annual/fixed)"; read with Sec 4.2.1(a): "required perpetual licenses/ term licenses (annual/fixed)".	Please confirm that term/subscription licenses (annual/fixed) fully satisfy this deliverable, i.e. that a perpetual license is NOT mandatory, consistent with Sec 4.2.1(a). Modern API-management OEMs including Kong are predominantly subscription/term-licensed for the 3-year contract + 6-month continuity period.	As per RFP
151	19-20 / 65	Sec 4.2.1(a)	"up to 50 crore transactions per month ... average ~350 TPS ... peak bursts 500–2500 TPS, without degradation..."; Sec 7 SLA availability/penalty (p.65). Note: downtime due to RSDC-provisioned hardware excluded.	Please specify the performance measurement methodology — reference hardware/sizing, representative payload size/profile, and the tooling used to validate TPS and "no degradation". Given the Department provides the VM/storage/compute, please confirm (consistent with the SLA note) that the SI will not be penalised for performance shortfalls attributable to Department-provided infrastructure sizing, and clarify the agreed reference sizing the SI <u>may rely upon.</u>	As per RFP
152	9 / 99	IFB (p.9): Estimated Procurement Cost INR 12 Crore, Selection Method LCBS (L1); Annexure-18 BoM (p.99): a single combined line for Case 1 (IBM CP4I ATS) OR Case 2 (new platform + migration + 3-yr O&M).		Case 1 (renewal of incumbent IBM CP4I support) and Case 2 (procurement of a NEW platform + full data/service migration + 3-year O&M) are not cost-comparable, yet share one estimated value and one L1 ceiling. Please clarify how the two cases are evaluated on a level playing field under LCBS. SUGGESTION: provide a Case-2 Financial Bid (BoQ) sub-split — (i) license/subscription, (ii) delivery & deployment, (iii) migration, (iv) O&M, (v) onsite manpower — rather than a single combined line item, to enable a fair and transparent comparison.	As per RFP
153	23	Case 2 – As per section 4.2 of the RFP		Under Case 2 (New API Management System), the existing IBM CP4I stack includes both IBM API Connect / DataPower (API Gateway) and IBM App Connect Enterprise (ESB/Integration). Is the bidder required to replace the entire stack with a single OEM's product suite, or is a best-of-breed approach acceptable where the API Gateway and ESB components are from different OEMs, <u>each qualifying separately under the eligibility criteria?</u>	As per RFP
154	25	Case 2 – As per section 4.2 of the RFP	a) The selected bidder shall submit New API Management System perpetual licenses, OEM support certificate of IBM-CP4I/New API Management System and deploy minimum required resources within 30 days from the date of issuance of work order. OEM support certificate shall be effective from the date of issuance of the work order	Leading API Management platforms provide subscription-based licenses. We recommend allowing both subscription and perpetual licenses for the New API Management system.	As per amended RFP

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Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
155	13, 16	Section 2.2 – Project Profile (Current Status) Section 4.A – Migration of Existing Services and Data	Currently 500+ services (indicative number) are published and subscribed through Raj Sewa Dwaar in staging, production and DR environments. All services need to be migrated.	Please provide the current count of active APIs/services broken down by: (a) Environment (Dev/UAT-Staging/Production/DR separately), and (b) API type (REST, SOAP, event-based/async). The indicative '500+' figure is insufficient for accurate migration effort estimation and bid pricing.	As per RFP
156	11-12, 16	Section 2.2 – App Connect Enterprise (ACE) Section 4.A – Migration of Existing Services	IBM ACE enables enterprise-grade integration flows including BAR deployment, REST/SOAP integration, data transformation and orchestration.	Of the 500+ services currently in scope, what percentage involve IBM ACE mediation/transformation flows (data mapping, protocol conversion, orchestration) vs. simple pass-through APIs managed only at the IBM APIC/DataPower layer? This breakdown is critical to determine ESB migration complexity, effort, and the appropriate technology stack for Case 2.	As per RFP
157	16	Section 4.A – Migration of Existing Services and Data Acceptance Criteria: Zero Critical Defects, Successful UAT, 30-day Stabilization	The selected bidder shall migrate complete services and data from existing IBM CP4I to the new platform within T0+3 months.	Will RISL provide the Existing API specifications (OpenAPI/WSDL/RAML) for all 500+ in-scope APIs to the winning bidder to enable migration	As per RFP
158	11-12	Section 2.2 – Project Profile App Connect Enterprise (ACE) – BAR Deployment; Data Transformation & Orchestration	IBM ACE supports BAR (Broker Archive) package deployment for integration flow execution and data transformation across systems.	How many IBM ACE BAR files/integration applications are currently deployed in the Production environment? Additionally, do any ACE flows involve connectivity to mainframe, COBOL, ISO Base24, Fixed-Width record, or IBM MQ systems? This is required to determine whether legacy protocol adapters must be included in the Case 2 solution architecture.	As per RFP
159	16	Section 4.A – Migration of Existing Services 'The selected bidder shall keep the existing and new system up and running during the migration process'	The selected bidder shall keep the existing and new system up and running during the migration process. After validation of migrated data, the new system may be used.	Will RISL operate the existing IBM CP4I system in parallel during the T0+3 month migration window, allowing a phased API-by-API cutover? Or is a simultaneous hard cutover (all 500+ services cut at once) expected? A phased parallel-run is the industry-standard risk mitigation approach and this clarification is essential for migration planning.	May please refer para at Sr.No. 6
160	16, 25-26	Section 4.A – Migration of Existing Services Section 4.5 (Case 2) – Responsibilities of RISL	RISL responsibilities include coordination with stakeholders, providing administrative support, and reviewing deliverables.	Will the current IBM partner/incumbent provide migration handover support (admin access, documentation, configuration exports) to the winning bidder, or is the winning bidder expected to independently reverse-engineer all existing IBM APIC/ACE/DataPower configurations? If no handover is provided, please state this explicitly so bidders can factor reverse-engineering effort into their bids.	As per RFP
161	16, 18-19	Section 4.A – Migration of Existing Services Section 4.1.1(a) / 4.2.1(a) – O&M scope 'Onboarding different departments (Publishers and Consumers)'	Scope includes onboarding publishers and consumers as and when required. All migrated services need publishers and subscriber details.	Who is responsible for re-onboarding existing API consumer applications and registered developers to the new Developer Portal – RISL, the consuming departments, or the winning bidder? Please also provide the current count of: (a) registered consumer applications/subscriptions, and (b) developer accounts on the existing IBM Dev Portal.	As per RFP
162	17-18, 19-20	Section 4.1.1(j) – Hardware Specification Submission (Case 1) Section 4.2.1(i) – Hardware Specification Submission (Case 2) 'General VM and storage shall be provided by the Department'	The bidder must submit detailed hardware specifications. General VM and storage shall be provided by the Department. Any other specific hardware, software, dependent licenses, storage and tools shall be provided by SI at no extra cost.	Will the existing Red Hat OpenShift Container Platform (OCP) cluster hardware at RSDC P1-P4 and the DR site at Jodhpur be made available to the winning bidder for deploying the new solution? If yes, please provide: (a) current cluster specifications (node count, CPU/RAM per node, total available storage), and (b) OpenShift version. If no, is RISL procuring new hardware, or must the bidder include hardware in the bid?	As per RFP
163	11-12	Section 2.2 – Project Profile IBM Storage Fusion (9 nos. licenses) Section 4.1.1 (Case 1) – ATS of IBM Storage Fusion	Current stack includes IBM Storage Fusion (9 licenses) providing container-native storage on OpenShift. Case 1 explicitly includes ATS of Storage Fusion.	Under Case 2 (new API Management System), is RISL open to an alternative container-native storage solution (e.g., Red Hat OpenShift Data Foundation, Rook/Ceph) to replace IBM Storage Fusion? Or must the bidder procure and include a licensed equivalent of IBM Storage Fusion in the Case 2 bid? Please clarify whether the storage component must be IBM-branded.	As per RFP
164	17	Section 4.1.1(c) – High Availability and DR 'Provisioning any additional licenses required for... high availability, disaster recovery'	The bidder shall provision licenses for HA, DR, failover handling. The platform is deployed across RSDC P1-P4 (Production) and DR site at Jodhpur.	Is the DR site at Jodhpur currently configured as: (a) Active-Active (both sites serving live traffic), (b) Active-Passive with real-time replication, or (c) Warm standby with periodic sync? What are the current contractual RTO and RPO values? This directly impacts gateway cluster sizing, DR licensing count, and replication strategy for the new platform.	As per RFP
165	11-12	Section 2.2 – Project Profile 'Integrated with RajSSO for authentication'	Raj Sewa Dwaar is integrated with RajSSO for authentication and serves government departments as key stakeholders.	Please confirm the authentication protocol used by RajSSO for API consumer authentication: (a) OAuth 2.0 / OIDC (OpenID Connect), (b) SAML 2.0, or (c) custom/proprietary protocol? Additionally, is the RajSSO OIDC discovery endpoint or SAML metadata URL available for review during the technical evaluation phase? This is required to configure the API Gateway's SSO integration.	As per RFP
166	11-12	Section 2.2 – App Connect Enterprise (ACE) 'Integration Server Pods, BAR Deployment, REST/SOAP Integration, Data Transformation & Orchestration'	ACE provides enterprise integration including REST/SOAP connectivity across systems.	Are there any currently active integration flows in IBM ACE that use IBM MQ as a transport or messaging backbone? If yes: (a) How many MQ queues/channels are in active use? and (b) Will the IBM MQ broker infrastructure remain in place post-migration, or must the winning bidder include a MQ replacement in the Case 2 solution?	As per RFP
167	96-97	Annexure-16: Technical Specification (Event streaming / Kafka capabilities referenced in technical requirements)	Technical specifications reference event streaming and integration capabilities.	Is Apache Kafka currently deployed in the Raj Sewa Dwaar environment for event streaming? If yes: (a) Which Kafka version and distribution (Apache/Confluent/Red Hat AMQ Streams)? (b) Is Kafka managed by RISL or a third party? (c) Must the winning bidder provide Kafka as part of the Case 2 solution, or is the existing Kafka cluster available for integration?	As per RFP
168	22	Section 4.4 – Digital Personal Data Protection (DPDP) Act, 2023 'Selected bidder will adhere to DPDP guidelines whenever applicable'	Selected bidder must adhere to DPDP 2023 guidelines.	Please provide: (a) A list of specific data categories (PII fields) in API request/response payloads that require masking, anonymization, or tokenization at the gateway layer under DPDP Act 2023; (b) Whether data masking is required in API logs/audit trails only, or also in live API responses; (c) Any specific DPDP compliance controls RISL expects to be demonstrated during the technical presentation/POC. This is required to configure Kong's response transformer and log masking plugins correctly.	As per RFP
169	96-97	Annexure-16: Technical Specification (Security requirements: CERT-In, OWASP API Security Top 10 compliance)	Technical specifications require compliance with CERT-In standards and OWASP API Security Top 10.	For OWASP API Security Top 10 compliance: (a) Is a written compliance mapping document (traceability matrix) sufficient, or does RISL require test evidence (automated scanning reports, WAF rule exports, penetration test results)? (b) If test evidence is required, must it come from a CERT-In empanelled tool/vendor, or will OEM-certified test reports be accepted? This determines whether a WAF/API security scanning tool must be included in the solution.	As per RFP
170	16-17	Section 4.A – Migration Scope Section 4.1.1(d) – Performance Requirements 'Average 350 TPS, peak 500-2500 TPS, 50 crore transactions/month'	Platform must sustain 350 TPS average and peak 500-2500 TPS without degradation. Current volume: 50 crore transactions/month.	Please clarify: (a) Are the 350 TPS average and 2500 TPS peak figures aggregate across all APIs on the platform, or per individual gateway node/pod? (b) Is the 50 crore transactions/month figure for Production environment only, or inclusive of Dev/UAT/DR environments? (c) Is the 10% year-on-year growth projection confirmed for all 3 contract years, or is it indicative? Correct interpretation is essential for accurate gateway cluster sizing and APIM licensing.	As per RFP

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Sr. No.	RFP Page No.	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Remarks by RISL
171	63-67	Section 7 – Service Level Standards/Requirements/Agreement SLA Parameters: Penalty for Downtime 'Measured on a monthly basis'	SLA parameters shall be monitored on monthly basis. Penalty for downtime of application software is calculated per quarter. Maximum total penalty per quarter (excluding manpower) shall not exceed 10% of quarterly payment.	Please confirm: (a) Is the 'overall non-availability' SLA measured on a calendar-month basis or rolling 30-day window? (b) Are planned maintenance windows (with prior RISL approval, e.g., for upgrades/patching) excluded from availability calculations? (c) Note — Section 7 already specifies a 10% quarterly penalty cap; please confirm this cap also applies to IBM CP4I/new platform downtime penalties (Sr. No. 2 of SLA parameters table).	As per RFP
172	63-67	Section 7 – Service Level Standards SLA Interpretations: Dependencies 'Dependencies beyond control of either party... selected bidder would not be penalized'	If performance failure is due to reasons beyond the bidder's control or attributable to RISL or third parties, the SI would not be penalized.	Is API response latency (P95/P99) tracked as an SLA parameter? If yes: (a) At what threshold is it measured — gateway ingress level only, or end-to-end including backend service response time? (b) Does end-to-end latency degradation caused by slow backend department applications (outside the bidder's scope) qualify as a 'dependency beyond the bidder's control' and therefore excluded from SLA penalties?	As per RFP
173	12	Section 2.2 – Project Profile Advance Developer Portal (ADP) 'Centralized hub for developers... advanced features for collaboration, analytics, and lifecycle management'	IBM Advanced Developer Portal (ADP) is currently used as a centralized developer hub for API consumers.	Please provide: (a) Approximate count of registered developer accounts and active consumer application subscriptions currently on the IBM ADP; (b) Is a white-labelled Developer Portal with custom domain (e.g., api.rajasthan.gov.in) required, or will a sub-domain on the bidder's platform suffice? (c) Are there specific branding/UI customization requirements for the portal?	As per RFP
174	19-20	Section 4.2.1 – Case 2 Scope O&M activities: 'Onboarding different departments (Publishers and Consumers)'	Scope includes onboarding, deboarding, and configuration of APIs, services, along with exception error handling.	Does RISL require the Developer Portal to support: (a) Self-service API onboarding — where a consumer subscribes and receives API credentials automatically without RISL admin approval, or (b) Approval workflow — where each subscription requires RISL/publisher admin approval before access is granted? The answer determines portal configuration and directly affects the UAT test case requirements.	As per RFP
175	21	Section 4.3 – Onsite Resource Deployment '1 System Administrator + 2 Software Engineers deployed at RSDC Jaipur'	Selected bidder shall deploy: 1 Admin Resource + 2 Application Team resources at RSDC Jaipur on a full-time basis. Background check and police verification required.	The RFP mandates 3 full-time onsite resources. Please clarify: (a) Is physical presence required 24x7, or is onsite presence during RISL working hours (9AM-6PM) with on-call remote support for off-hours P1 incidents acceptable? (b) For the 'Admin Resource' profile, must the resource have IBM CP4I-specific OEM certification, or will the new OEM's (e.g., Kong) certification be acceptable under Case 2?	As per RFP
176	19	Section 4.2.1(b) – Case 2: OEM ATS 'Selected bidder shall provide OEM ATS, subscription and maintenance services (24x7 premium support) for 3 years'	Under Case 2, selected bidder must provide OEM ATS and 24x7 premium support of the new API Management System for 3 years.	Please confirm: (a) Is the OEM ATS to be sourced directly from the OEM (with the OEM providing L3 escalation support), or can the authorized partner/SI provide ATS independently on the OEM's behalf? (b) The OEM support certificate must be submitted within 30 days of WO — does this mean an active OEM Enterprise subscription/support agreement, or a separate ATS contract? (c) Can the OEM support certificate be in the name of the bidder-partner, or must it be in RISL's name?	As per RFP
177	64-65	Section 7 – SLA Parameters Sr. No. 2: Penalty for Delay in Response/Resolution Time 'Response Time: 15 minutes from call logged'	Response time is 15 minutes from call logged. If defect not rectified within 15 calendar days, it may be considered breach of contract. Critical issue penalty: Rs. 5000/hr after 4 hours.	For P1 (Critical) incidents involving the API Management platform: (a) Does the 15-minute 'Response Time' mean time-to-acknowledge (engineer picks up the ticket) or time-to-initial-diagnosis? (b) Does RISL require an OEM war-room call (live bridge with OEM engineers) for P1 incidents, or is remote L3 OEM escalation acceptable? (c) Is the 15-calendar-day maximum resolution time applicable to P1 incidents, or only to Minor/cosmetic issues?	As per RFP
178	22-25	Section 4.5 – Project Deliverables, Milestones and Time Schedules (Case 2) Milestone 1: Deployment (T0+30 days) — 60% of Sr.1 BoQ Milestone 2: Migration (T0+3 months) — Sr.2 BoQ amount	Case 2 payment: 60% of Deployment milestone paid in 4 quarterly installments. Migration milestone paid separately. Remaining 40% of Deployment paid over 8 quarterly installments.	The financial evaluation uses LCBS (L1 — lowest cost). For fair comparison between Case 1 (IBM renewal, lower Year-1 cost) and Case 2 (new deployment, higher Year-1 migration/setup cost but lower ongoing cost): (a) Will RISL compare bids on 3-year Total Cost of Ownership (TCO), or only on the aggregate financial bid total? (b) Are Case 1 and Case 2 bids evaluated separately in different bid pools, or are they compared directly against each other in a single L1 ranking?	As per RFP
179	92	Annexure-12: Manufacturer's Authorization Form (MAF) Section 6, Clause 22: Limitation of Liability	MAF is mandatory from OEM. Annexure-12 template is provided. Clause 22 states aggregate liability of supplier shall not exceed the contract amount.	Is there a provision for the OEM to review the MAF template (Annexure-12) and propose amendments prior to final bid submission? Specifically: (a) Can the OEM add a liability cap in the MAF limiting the OEM's aggregate liability to the contract value? (b) Can the MAF include a carve-out for Force Majeure events? Confirming this before bid submission is necessary for Kong Inc.'s legal team to authorize the MAF signature.	As per RFP