

S#	RFP Reference (Section No/Page No)	Content of RFP requiring Clarification	Points of Clarification Required	Response to Queries
1	Section 2.2(Other Important Information Related to Bid), Point 5	PBG should be valid till for 90 days from the end of two years Maintenance Contract period	Performance Bank Guarantee may be collected yearly basis and to be recollected after successful completion of one Year.	as per RFP
2	3.3. Earnest Money Deposit(Page 10)	The qualified bidders are requested to submit the bank guarantee into the Bank account details mentioned below as EMD.	Kindly clarify whether Demand Draft of Bank guarantee is acceptable in terms of Earnest Money Deposit	Both
3	2. Development, Customization and Configuration of Library Management Application	B. Data Digitization(Digitize the library (books, journals, magazines) information into database and indexing of books. (60000+ books, journals, magazines).	Kindly clarify the digitization scope, whether each book , journal, magazine will be digitized or only indexing of each asset will be done as a part of the Digitization Activity.	Digitization will include the indexing and information of each book , journal, magazine, Government Gazette.
4	B. Data Digitization(page 26)	<input type="checkbox"/> First Level of verification of data digitization will be done by the agency through the supervisor. <input type="checkbox"/> Second Level of verification of data digitization will be done by the HIPA Staff.	What is the proces of verification of Data Digitization. Kindly clarify.	Manual
5	4.1. Scope(Phase 1 Project Implementation phase)	Other issues and outstanding problems, and actions proposed to be taken; Interventions which the Selected bidder expects to be made by the eGF and/or actions to be taken by the eGF before the next reporting period. Progress reports would be prepared by selected bidder/agency on a weekly basis up to 6 month of the go live and then fortnightly basis. These reports may be required to be shared with eGF and other stakeholder.	Is there any specific format given for submitting weekly Progress Report (up to six months and then on fortnightly basis)	reporting formats will be shared with the successful vendor

7	Compliance with Industry Standards(Page 30)	XII. Service Management ISO 20000 specifications	We are following ITIL Service Management Standards and in a process of implementing ISO 20000 standards . Can it be considered for the evaluation process.	This provision is for application level not for the company level. Selected bidder has to follow the standards/specifications provided as per the RFP.
8	Functional Requirement(Page 37, 38)	Cataloging and Barcoding	Kindly clarify the scope regarding Cataloging and Barcoding(Is it under the scope for Cataloging and barcoding in each book placed in the Library)apart from generation of codes.	1. Cataloging is under the scope. 2. Scanning of barcoding will populate the indexing information.
9	Annexure 4	Commercial bid format	Financial Bid does not include the services related to onsite support (Project Management to be deployed). Is the price proposed by the bidder include the Deployment cost.	Yes