

Sl No	Page No.	Point/Section #	Existing Clause	Query Sought	OICL's Remarks
1	13	1.6 Eligibility Criteria Point#2	The Bidder submitting the offer should be having a turnover of minimum Rupees 20 crore per year in last three financial years (2018-19, 2019-20, 2020-21). This must be the individual company turnover and not of any group of companies.	Kindly Amend the same as : The Bidder submitting the offer should be having a Average turnover of minimum Rupees 10 crore per year in last three financial years (2018-19, 2019-20, 2020-21). This must be the individual company turnover and not of any group	The Bidder submitting the offer should be having a turnover of minimum Rupees 20 crore per year in last three financial years (2018-19, 2019-20, 2020-21). This must be the individual company turnover and not of any group of companies.
2	13	1.6 Eligibility Criteria Point#5	Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization.	Kindly Amend the same as: Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. /Public Listed/Pvt.Organisation	As per the Terms and Conditions of the RFP
3	15	Detailed Scope of Work #2.1 Point #2	The selected Bidder shall ensure that the OICL's Web Portal and Mobile App run un-interruptedly and smoothly.	Please share us details of Mobile App. We understand that there is only ONE mobile App.	OICL is having IOS and Andriod Mobile App
4	15	Detailed Scope of Work #2.1 Point #9	The Bidder will also provide Project Manager/ Tech lead to co-ordinate and carry out all the IT related activities including Portal and Application , hardware, networking, etc. Project Manager will be responsible for liaising with all the stakeholders for	We understand that Project Manager/Tech Lead would be required for Transition period only & after completion of transition phase, he may support remotely to OICL & Developers to ensure smooth operation of portal & mobile app.	As per the Terms and Conditions of the RFP
5	15	Detailed Scope of Work #2.1 Point #11	Bidder can provide support on offsite/onsite model to maintain the SLA requirement of the RFP. Onsite would include OICL DC (Bangalore), OICL DR (Mumbai), Head Office of OICL (NCR)	We understand that total 3 resources would be required ie.one each at DC, DR & OICL HO Delhi. Please confirm	Please refer RFP Clause 2.3 Onsite Resource
6	15	Detailed Scope of Work #2.1 Point #12	The Bidder shall provide and implement from time to time, the Updates/Upgrades/New releases/New versions of the software not limited to dot version upgrade only.	We understand that only implementation of New release/New version is in scope & New development of any module/Apps is NOT in scope. Please clarify & if this would be part of support, then the same should paid on Man-days effort basis	Please refer RFP Clause 2.1 Point 17
7	15	Detailed Scope of Work #2.1 Point #14	Receive incidents, service requests, queries , change requests from OICL Team through any of the agreed modes for communication	Please let us know what is current No. of incidents per month related to different categories	Will be shared with successful Bidder
8	15	Detailed Scope of Work #2.1 Point #17	Carrying out Customization/Configuration changes for new requirements / new processes as and when required, without any extra cost, for those Efforts requiring less than 25 man days per change request. Efforts requiring more than 25 man days will be consi	Any new customization/configuration for new requirement / new processes shall attract additional manpower, hence the same should be paid @man-days. Please amend the clause	As per the Terms and Conditions of the RFP
9	16	Detailed Scope of Work #2.1 Point #18	Debugging of existing modules, creating and changing layouts, subscripits, reports, user exits, programs, functionality enhancements / interfacing programs, conversion programs.	Creating Layouts & Functional enhancement/ Interface will attract additional manpower support & same should be paid under CR @man-day	As per the Terms and Conditions of the RFP
10	16	Detailed Scope of Work #2.1 Point #20-XI	Coordinating with OEM for Web Portal and Mobile App related issues.	Please let us know the OEM name of OICL portal & Mobile App.	Please refer RFP Clause 2.1

11	18	Detailed Scope of Work #2.3 Point #1	Onsite team of Minimum 3 Persons (SME & Technically Qualified) is required to be maintained at OICL HO Delhi (10:00 to 18:00 Hrs. on OICL Business Days) for Web Portal Support and Maintenance.	We understand that total 3 resources would be required ie.one each at DC, DR & OICL HO Delhi. Please confirm	Please refer RFP Clause 2.3 Onsite Resource
12	18	Detailed Scope of Work #2.2 Point #48	The vendor should maintain staging environment of the OICL website. The vendor is required to deploy the latest running copy of the website along with the data files on staging server and this should be accessible to OICL	The AMC Vendor shall be responsible to maintain staging environment of OICL website at OICL HO's Server & all infrastructure to be provided by OICL. Kindly change the clause accordingly	Please refer RFP Clause 2.1 Point 4 and Clause 2.2 Point 48
13	33	6.5 Eligibility cum Technical evaluation #3.2 Scoring of past Experience#page 33	Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization.	Kindly amend as :Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt./ Public Listed/Pvt. Organization.	As per the Terms and Conditions of the RFP
14	59	10.1 (1)	OICL Mobile App is a native app tightly coupled with the Web Portal.	1. You want the Android & iOS Mobile Application? Kindly share your views. 2. The Mobile Application than share the preference for Native / Hybrid Mobile Application? Kindly share your view.	OICL is having IOS and Andriod Mobile App which is a native app tightly coupled with the Web Portal.
15	59	10.1 (3)	The selected Bidder shall ensure that the OICL's Web Portal and Mobile App run un-interruptedly and smoothly.	1. Kindly share the Current backup system/software details, 2. Kindly share the total used of the databack up in server, 3. Kindly share the Total Databack up storage size. 4. Let me know current systme Which OS system are you using for databack, 5	Backup system is scheduler base, the target Backup system is of same configuration as of primery system. Backup Storage size is 50GB Approx.
16	59	10.1 (7)	Bidder is required to provide the tool for ticket logging and detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The Bidder should prov	1. As you have mentioned that, Relevent vendor get the details based on assignments so, How the gets the issues details (Such as: Email, Phone, SMS, Or they have access of the CRM)? Kindly share your process details.	As per the Terms and Conditions of the RFP.
17	59	10.1 (9)	Bidder has to provide the detailed report on the logins, logouts and access using administrator ID.	1. Which type of Reports need you. Kindly share the details.	The existing Reports will be shared with successful bidder
18	60	10.1 (11)	The maintenance support should be provided on 24/7 basis and should adhere to the SLA requirements.	1. If there is live support needed, so how many man power required for this support? Also, who will manage thoes Resources? Kindly sahre your views	Maintenance Support should adhere to SLA.
19	60	10.1 (14)	Monitoring systems to proactively determine, diagnose, and resolve problems	1. Kindly share the total number of firewall system 2. Kindly share the total number of anti-virus software, Kindly confirm	Antivirus is installed in all the 26 Servers at DC and DR . Bidder to Coordinate with OICL and its H/w infra maintainance partner
20	60	10.1 (25)	Bidder shall develop and provide written Support request troubleshooting procedures for the system and application environment.	1. Kindlu share the support mode (online / Offline). 2. If multiple location support is required then please provide us list of all locations where support is required along with number of users at each location.	As per the Terms and Conditions of the RFP. Maintenance Support should adhere to SLA.
21	61	10.1 (21)	Performance tuning reports	We assume that this feature is achieved by Google Analytics If there is any use of 3rd party plugin, please specify	Currently Google analytics is used.
22	Genral		Login And Register	1. User can Login and Register with Email-ID or Moblie Number. Kindly Confirm 2. User can register with Custome filed, Mobile Number or social Media, Kindly Confirm.	User can register with Custome field, Mobile Number, Email ID, OTP

					Currently below logins are available: 1.Customer 2.Agent/POSP 3.Dealer 4.Broker/Web Aggregator/IMF 5.Development Officer/Business 6.Associate 7.AO(D)/AM(D) 8.Surveyor/LAA/Investigator 9.Advocate 10.Employee 11.Pensioner 12.TPA 13.Corporate Customer
23	Genral		Stack holder	1. How many stack-holder - End-User - Agent-User - Distributor User Kindly confirm	
24	Genral		Share Application link	1. User can share the Application link and Plan details in Socila madia. Kindly confirm.	Payment Link can be shared through SMS and Email only.
25	Genral		Payment Get-way	1. Please let me know, Which payment get-way used in Current system.	BILLDESK
26	Genral		Reports	1. Kidly share the Reports list.	will be shared with successful bider
27	Genral		Server Hosting	1. Who will be managing the server hosting?	Bidder to Coordinate with OICL and its Hardware/Infra partner
28	Genral		Language Option	1.How many languages the cosumer app should support and also provide details about the Admin Panel language support.	OICL Portal is in English & Hindi
29	Genral		Firwall System and Anti virus-software	1. Kindly share the total number of firewall system 2. Kindly share the total number of anti-virus software, Kindly confirm	Core Firewall and DMZ firewall is in HA mode (managed by OICL) .Antivirus is installed in all the 26 Servers at DC and DR . Bidder to Coordinate with OICL and its H/w infra maintainance partner
30	Genral		Additional Information	1. What additional information should we be aware of?	All relevant information is as per RFP
31	Genral		SMS & Email	1. Who will bear the cost of SMS & Email? & How many you needed (Per month/ Year) Kindly share your views.	OICL bears the cost for SMS and EMAIL. The bidder needs to coordinate with OICL vendors .
32	Genral		Tender Fee	As the Govt of India promoting the scheme of MSME for Small Scale Industries and NSIC for exemption against submission of tender fee. Thus we hereby request you to kindly provide the exemption to submit the tender fee.	New Clause: (Exemption for eligible entities (i.e. MSME/NSIC), as per Government of India Guidelines, subject to submission of the relevant certificate. Certificate should be valid on the date of Bid Submission)
33	13	1.6	Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization	As per GEM document, it is mentioned that past experience in last 3 years is considered. Our understanding is that if the order date is beyond the asked period and O&M/AMC is ongoing since last 3 years or even completed within the last 3 years will be acc	understanding is correct
34	15	1	Bidder will also have to submit the resume of the resources to be deployed for OICL as per Annexure 11.	As per Eligibility and Technical Bid Documents available in page# 30, there is no ask to submit resume. However it is mentioned here to submit the resumes. Please clarify if resumes are to be submitted as part of the proposal or it has to be submitted lat	As per the Terms and Conditions of the RFP
35	37	9.1	9.1 Annexure 1: Application form for Eligibility Bid	As per the 1.4 Schedule of Events, for EMD, Bidder has to give declaration Bid Security Declaration as per format provided in Annexure 5 to be submitted, whereas in Annexure 1: It is being asked to provide the details of EMD for Rs. 4,00,000/-. Kindly cla	Revised Anneure 1 Attached
36			Request for Extension to Bid Submission by 2 Weeks time.	We request you to kindly consider extending the bid by 2 Weeks, as there is Festival time, and most of the resources are on leave during that period.	As per the Terms and Conditions of the RFP
37	34	7 - Service Level & Penalty	Existing clauses for availability vs penalty	Is there any scope for relaxation to the existing clause for availability vs. penalty criteria?	As per the Terms and Conditions of the RFP

38	29	5.1.1 Tender Bidding Methodology, 5.1.1 - Offline Submissions	The Bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope at the address mentioned in Section 1.5. The envelope shall bear (the project name	We will provide both the documents, i.e.; bill of material and power of attorney as the part of the proposal response itself through online submission as mentioned: 1. Eligibility Bid cum Technical Bid 2. Commercial Bid as per RFP page number 29). As per	GeM portal does not support uploading of commercial bid hence commercial bid as per BOM has to be submitted offline under seal and cover.
39	38	Annexure 2: Technical Experience Details and Reference Form	Please attach completion certificates/citations/notification for each reference provided.	Due to NDA, we will not be able to provide completion certificate for the completed projects. We are open to provide Purchase Orders. Will you accept Purchase Order from the Client/Contract as mentioned on Page no. 13 of the RFP document (1 Relevant Crede	Clarification: Purchase Orders is accepted
40	14	Scope for AMC for Web Portal and Mobile App	OICL Mobile App is a native app tightly coupled with the Web Portal.	In native app for android or ios and android both?	OICL is having seprate IOS and Android Mobile App
41	15	Scope for AMC for Web Portal and Mobile App	The selected Bidder will have to maintain all the existing modules	Please provide details of the modules along with feature list.	As per the Terms and Conditions of the RFP
42	15	Scope for AMC for Web Portal and Mobile App	The Bidder should perform the DR Drills for Web Portal application at the time of DR drill activities. OICL shall perform the DR Drill Quarterly	How many times DR drill is performed and how long is system run from DR?	As per the Terms and Conditions of the RFP
43	16	Scope for AMC for Web Portal and Mobile App	xxvi. User and Core team trainings	How many trainings are expected to be conducted? How many users to be trained and batch size of each training? Can the training be done online? Is OICL expecting training manuals only or CBT also?	Online can be done, CBT not required
44	16	Scope for AMC for Web Portal and Mobile App	x. Documentation of all the changes made to the system	All documentation will be in English only is our Assumption. Please confirm. Also there is no requirement of multi- lingual for website and mobile app, please confirm.	documentation will be in English only
45	32	2. Presentation on Proposed Solution	All eligible Bidders will be required to make presentations to supplement their bids, showcase overall solution proposed and show a detailed product demonstration.	Since this Application Maintenance, what product demonstration is expected?	As per the Terms and Conditions of the RFP
46	48	9.11 Annexure 11: Project Team Profile List	** Knowledge and Experience of ABAP, Database and Infrastructure Management	Why is knowledge of ABAP needed?	REVISED CLAUSE :- Knowledge and Experience of MySQL, Database and Infrastructure Management required
47	64	10.2 Appendix 2: Bill of Material	Part B - Facilities Management cost	What activities are expected in Facilities Management?	As per the Terms and Conditions of the RFP
48	33	3. Scoring for Past Experience	Maintenance Support Services for clients within India	Can we get relaxation in this clause and provide references for clients outside India as well?	As per the Terms and Conditions of the RFP
49	33	3. Scoring for Past Experience	Bidder should be providing Application	Can we include references for international clients as well of Government / Public sector?	As per the Terms and Conditions of the RFP
			Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization.		As per the Terms and Conditions of the RFP
50	35	EXPECTED SERVICE LEVELS FOR TRANSITION	Transition to be completed within the timeline specified in the RFP	There is no timeline mention in RFP? Please provide timelines and is there any SLA holiday after transition?	As per the Terms and Conditions of the RFP
51	NA	Existing System	Existing System	Do we have overall Solution & Technical architecture documents?	yes
52	NA	Existing System	Existing System	Is the architecture based on SOA or microservices?	SOA
53	NA	Existing System	Existing System	Any future architecture roadmap available ?	On need basis
54	NA	Existing System	Existing System	Do we have Use cases / User stories for the applications Actor/Role Matrix - Do we have list of actors and roles undertaken by each actor	yes
55	NA	Existing System	Existing System	Process Modelling - Do we have business processes documented?	will be shared with successful bidder
56	NA	Existing System	Existing System	Is there a list of applications with which this application interacts	will be shared with successful bidder
57	NA	Existing System	Existing System	Is there a list of interfaces or API's with which integration is done? Type of integration	will be shared with successful bidder
58	NA	Existing System	Existing System	How is the testing carried out? Manual / Automated. Are there testing scripts available?	Manual

59	NA	Existing System	Existing System	Are there any benchmarks for performance testing? When was performance testing conducted?	Manual
60	NA	Existing System	Existing System	Is Load/Stress testing conducted? Are there any reports available?	As load is a variable metric , it is to be done on need basis
61	NA	Existing System	Existing System	Is application security and vulnerability testing conducted? When was it done and list of observations for the same?	yes, will be shared with successful bidder
62	NA	Existing System	Existing System	Who does the UAT? Are there UAT test cases present for the current applications	OICL does the UAT, Yes
63	NA	Existing System	Existing System	Is there BCP Plan available? What are the details and risk management?	Yes, OICL BCP policy will be shared with successful bidder
64	NA	Existing System	Existing System	Are there any tools used for application monitoring - load, capacity & infrastructure. What is the response time for the applications?	will be shared with successful bider
65	NA	Existing System	Existing System	What methodology is used for Project execution - Agile or Waterfall?	Waterfall
66	NA	Existing System	Existing System	What audits are conducted on applications - Security audit, Quality audits etc.	Security audit, Quality audits, Compliance Audit
67	NA	Existing System	Existing System	What is code repository used for version control?	Specific to the vendor
68	NA	Existing System	Existing System	How is the deployment done? Manually or through CICD?	Manually
69	NA	Existing System	Existing System	What is the process of production deployment? Is it our ownership or the customer will be doing it? Frequency of production deployment ?	Bidders responsibility
70	NA	Existing System	Existing System	How many environments are there - Development, UAT, Preproduction/ Production?	Development, UAT, Preproduction
71	NA	Existing System	Existing System	What software tools are used - Requirements, Design, Development, Testing, Deployment etc. All the licenses are available for the same	Bidders responsibility
72	NA	Existing System	Existing System	Number of incidents and their severity for last 6 months/1 year	will be shared with successful bidder
73	NA	Existing System	Existing System	Number of defects and their severity for the last 6 months/1 year	will be shared with successful bidder
74	NA	Existing System	Existing System	Number of change requests and their severity for the last 6 months/1 year	Approximately Thirty in last 1 year , however the numbers may vary
75	NA	Existing System	Existing System	Application uptime/downtime?	100%
76	NA	Existing System	Existing System	Total Number of users accessing the application - internal/external	will be shared with successful bidder
77	NA	Existing System	Existing System	Number of concurrent users accessing the application	1000
78	NA	Existing System	Existing System	Number of Screens Number of Processes Number of Database tables Size of Database Number of Database scripts Number of Reports	will be shared with successful bidder
79	NA	Existing System	Existing System	What is current team size handling the applications - Is there separate team for app support and app development?	will be shared with successful bidder
80	NA	Existing System	Existing System	How are the tickets currently logged?	will be shared with successful bidder
81	29	. Intruccion to bidde	5.1 Procedure for submission of Bids	section 5.1 say bid to be submit online and should have TCO info on GEM Portal and section 5.1.1 say offline submission of commercials. Which one to follow? Need Clarity.	As per the Terms and Conditions of the RFP
82	Section Bid Details - Contract Period		Contract Period: 2 Year(s) 3 Month(s)	Please see contract period mentioned in referred document is 2 Year(s) 3 Months(s) while in Evaluation Document, Page 11, Section 1.3 its mentioned "period of two (2) years (Extendable for one year on mutually agreed terms and conditions). Kindly help wit	period of two (2) years (Extendable for one year on mutually agreed terms and conditions)
83	Section Bid Details - Estimated Bid Value		Estimated Bid Value: 10000000	Does the estimated value include Liferay subscription cost for 2 years, hardware augmentation cost, any certificate or licenses due for renewal cost? Please confirm.	As per the Terms and Conditions & BOM of the RFP

84				Please confirm the current cocurrency of the system and number of users on web application and mobile application, and number of transactions per day.	will be shared with successful bidder
85				Assuming that the number transaction and user base increases in provided contract tenure of 2 years and augmentation of infrastructure is required. Please confirm efforts and cost of augmentation shall be scope of OICL?	Infra will be provided by OICL
86				Please confirm the technology being used for mobile app	Please refer RFP Clause 2.1
87				Please confirm the platforms mobile app is currently deployed on	Please refer RFP Clause 2.1
88	Page 14	Section 2.1 Point 5	The technical parameters of the website are as below:	We understand the current application is running since last more than 6 years. Is upgrading software upgrade part of bidder's scope?	YES
89	Page 15	Section 2.1 Point 4	Co-ordination with Hardware vendor of OICL for resolving hardware and OS related issues	We understand that bidder is expected to co-ordinate with hardware vendor of OICL for resolving hardware and OS related issues, solutioning and resolving is not scope of bidder	Co-ordination with Hardware vendor of OICL for resolving hardware and OS related issues
90	Page 15	Section 2.1 Point 5	OICL shall perform the DR Drill Quarterly.	We understand this is an existing system, has any successful DR drill happened for the entire portal including integrated applications. Please confirm or is it expected to set up.	YES
91	Page 15	Section 2.1 Point 6		We understand there is no existing enterprise management tool in the system. If Yes, then is bidder supposed to include the cost of EMS.	Please refer RFP Clause 2.1 point 6
92	Page 15	Section 2.1 Point 8	Bidder has to provide the detailed report on the logins, logouts and access using administrator ID.	Is this report existing in current system? If not, then will this be considered CR?	will be shared with successful bidder
93	Page 15	Section 2.1 Point 12		1. We understand Liferay version upgrade is not part of scope. 2. We understand impact analysis will be done before upgrading and decision of upgrade shall be accordingly.	As per the Terms and Conditions of the RFP
94	Page 15	Section 2.1 Point 13	Monitoring systems to proactively determine, diagnose, and resolve problems.	We understand, no monitoring tool is present as of now. Please confirm Monitoring tool cost will be by OICL?	OICL Infra vendor monitors the metrics.
95	Page 16	Section 2.1 Point 19	The bidder is required to use open-source version control system GIT	Please confirm the current version control system being used.	will be shared with successful bidder
96	Page 16	Section 2.1 Point 20 (ii)	Incorporation of new requirements owing to security audit, regulations, legal, statutory and policy changes	Please confirm the cost involved shall be paid through Change Request?	As per the Terms and Conditions of the RFP
97	Page 16	Section 2.1 Point 20 (iv)	Solution/workarounds for Data Entry	Please confirm if this requirement shall be considered Change Request, as we understand this is huge effort in current system.	As per the Terms and Conditions of the RFP
98	Page 16	Section 2.1 Point 20 (vii)	Workflow changes	Please confirm if this requirement shall be considered Change Request, as we understand this is huge effort in current system.	As per the Terms and Conditions of the RFP
99	Page 16	Section 2.1 Point 20 (ix)	Enhancements of existing configurations and functionalities	Please confirm if this requirement shall be considered Change Request, as we understand this is an effort in current system.	As per the Terms and Conditions of the RFP
100	Page 16	Section 2.1 Point 20 (xv)	Maintaining Application Security by complying to VAPT, WASA, ISNP and ISMS audit points.	Please confirm if this requirement shall be considered Change Request, as we understand this is huge effort in current system, as getting own system audited will require to appoint independent auditor(s)	As per the Terms and Conditions of the RFP
101	Page 16	Section 2.1 Point 20 (xxxii)	Daily refund processing for eligible transactions	Please confirm the number of failed transactions observed every day and approximate effort for the same in current system	Aprox. 50 refund transactions are processed daily
102	Page 17	Section 2.1 Point 20 (xx)	Create (re-store), Implement and validate database recovery solutions.	Please confirm if this requirement shall be considered Change Request, as we understand this is an effort in current system.	As per the Terms and Conditions of the RFP
103	Page 18	Section 2.2 Point 47	Installation and updating of SSL certificate	Please confirm the validity of existing certificate (SSL or any other). We understand procurement of certificates is not in scope of bidder.	As per the Terms and Conditions of the RFP
104	Page 18	Section 2.3	Onsite team of Minimum 3 Persons (SME & Technically Qualified) is required to be maintained at OICL HO Delhi (10:00 to 18:00 Hrs. on OICL Business Days) for Web Portal Support and Maintenance.		As per the Terms and Conditions of the RFP
105	Page 21	Section 3.1.9 Point 1	Payment for each quarter shall be made on submission of the Quarterly Invoice by the vendor and the payment process for a completed quarter will be initiated at the beginning of next quarter.	We understand Software Subscription Cost (like Liferay) is paid in advance. Request you to pay Software Subscription Cost in advance on actuals.	As per the Terms and Conditions of the RFP

106	Page 21	Section 3.1.9 Other Payment Terms	The reasons like non-familiarity with the site conditions and / or existing IT infrastructure will not be considered as a reason for any delay or extra claims whatsoever.	To ensure same As-Is infra capacity, concurrency, number of users, number of transactions should be informed.	will be shared with successful bidder
107	Page 35	Expected Service Levels for Transition	Penalty - 0.5 percent of the of the total cost of ownership for every week of delay or part thereof	We suggest, Penalty should be 0.5 percent of the of the quarterly payout for every week of delay or part thereof	As per the Terms and Conditions of the RFP
108	13	Introduction- 1.6.5 - Eligibility Criteria	Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization	We request you to please allow experience in Enterprise and commercial segement done in India and Outside India. We have many references in outside India as we were doing good work in Global Market since last few years But now we have intent to work for Indian Market as well.	As per the Terms and Conditions of the RFP
109	33	6.5 Bid Documents- 3. Scoring for Past Experience	2. Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization	We request you to please accept experience in Global Market and change clause as " Bidder should be providing Application Management Support services for services for Website Portal Maintenance to at least one BFSI or PSU/Govt. Organization or Global Clients" .	As per the Terms and Conditions of the RFP
110				As OICL maybe aware Azentio is a newly formed entity which took over the product divisions of 3i Infotech. We also have a novation agreement for the core application INLIAS support with OICL and our application support is continuing. Can we get an exemption for the 3 year criteria?	As per the Terms and Conditions of the RFP
111				On the source code front, does OICL have full access to latest set of codes and is OICL the owner or licensee? If there any back-to-back agreement with the current vendor for source ?	KT will be done by the outgoing vendor , OICL will liason for the the same. Bidder to ensure adherence to SLA.
112				What documentation would be provided by the previous vendor?	High Level Design Document , Liferay runtime and the Source code will be provided
113				Would the present incumbent provide techincal support for existing support issues in parallel, while the new team is in the process of take-over? and for how long ?	KT will be done by the outgoing vendor , OICL will liason for the the same. Bidder to ensure adherence to SLA.
114				On the ongoing projects front, would existing vendor be completing the same or the new team will have to take-over inbetween?	Existing projects for which the purchase order has already been issued will be completed by the outgoing vendor
115				24x7 support and ticketing has been mentioned - is that technical support only for portal (e.g. transaction failure) or a help desk for handling external client calls also, e.g. enquiry for product details?	Ticketing support to be provided for the issues raised by the OICL team only.