

No.NEHHDC/ A&C/Projects/HL Digitalization/2022-23/35 /2527

Date: 25.10.2023

## CORRIGENDUM TO NOTICE INVITING TENDER

This is with reference to the of virtual meeting of Pre bid Meeting held on Monday, 16th Oct 2023,  
Time: 2:30pm – 3:30pm

1. Name of the Request for Proposal(RFP):  
Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd
2. Request for Proposal (RFP)No:  
NEHHDC/ A&C/Projects/HL Digitalization/2022-23/35/01
3. Tender ID: 2023\_NEHHD\_170061\_1
4. Brief Description of the projects/assignments:  
Bids are invited from the reputed System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East under NEHHDC.
5. Bid Validity:  
180 days from the last date of submission of Technical and Financial proposals.
6. Tender Inviting Authority:  
Managing Director, North Eastern Handicraft and Handloom Development Corporation Ltd.  
(NEHHDC)
7. Tender Published Date:07-Oct-2023
8. Revised Last Date of Submission as per RFP 6-Nov-2023, 12:00 PM
9. Revised Technical Opening Date: 7-Nov-2023, 12:00 PM
10. BIDDERS PRESENT:
  - 1) OASYS Cybernetics pvt.ltd., Chennai
  - 2) Staqa World Private Ltd.
  - 3) TATHASTU ENTERPRISES
  - 4) Grant Thornton Bharat LLP, Ahmedabad
  - 5) Prof. Asim Tiwary-IIT Bombay/Zwilling Labs
  - 6) Mr. Subramania Pillai

CIN: U36101ML1977GOI001696

Website: <https://nehhdcl.com/> ; Email: [md.nehhdcl@gmail.com](mailto:md.nehhdcl@gmail.com)

शिल्प संवर्धन एवं अनुभव केंद्र, गरचुक, पमोही रोड, गुवाहाटी- ७८१०३५

Crafts Promotion & Experience Center, Garchuk, Pamohi Road, Guwahati-781035

7) Amazon Web Services

11. In Attendance: -

- 1) Brig. R K Singh (Retd.), MD NEHHDC
- 2) Mrs. Dolly Gogoi, Manager, NEHHDC
- 3) Mr. Pratim Nath, Manager, NEHHDC
- 4) Mr Rituparna Kalita, CS, NEHHDC
- 5) Mr. Subhashish Hazarika, Manager, NEHHDC
- 6) Mr. Chiranjib Ojah, Accountant, NEHHDC
- 7) Mr. Jyotirmoy Choudhury, Manager,  
NEHHDC

12. Queries and Decisions:  
Enclosed as Annexure A



Managing Director  
NEHHDC

# Annexure A



**Pre Bid Querries of RFP of System Integrator**

**Date: 16-10-2023**

**OASYS Cybernetics pvt.ltd., Chennai**

S.No	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of Clarification	Remarks/Decision points as per discussion
1	6.2 Hardware installation & Comissioning	23	The IOT device should be capable enough to capture the movement of the loom from start to finish of the manufacturing cycle of a handloom product, Photography and videos.	a) Will there be a requirements to trigger alerts in case of breakdown of the system etc ? B) What type of alerts are required ?	a) Yes b) SMS
2	Rules & Workflow Configuration	60	The system should have the ability to send email & SMS notification to internal and external users of the application?	a) What are the type of notification required ? B) What are the cases when a workflow is required to send a notification ?	SMS
3	6.8 Development of Mobile App	25	The app should ensure offline mode functionality for the app to allow data capture in areas with unreliable internet connection	Need to understand a) On which platform is the app required ? Android, IOS etc ? B) On what duration is data sync required to happen ?	a) Android
4	6.13.1 Maintenance of Software application	28	SI Should provide helpdesk support from Monday to Saturday (9AM to 7PM) at NEHHDC office during the contract period.	a) How many resources are required for support ? B) What are the languages to be known by support staff ?	a) 2-3 b) English & Hindi
5	7.0 Indicative Project Deliverables & Timeline	30	Requirement gathering and study of existing processes	This is mentioned as T+3 weeks. Need this to be T+6 weeks	Revised to T+6
6	General	NA	No of Concurrent Users	How many concurrent users are there	5000
7	General	NA	Max Transaction per Day	What is the number of transactions per day	10000
8	General	NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Max size of write transaction per year = 1 MB (Video) x 10 Products/ month x 10,000 Weavers x 12 months = 12,00,000 MB = 1200 GB = 1.2 TB (approx.)  Assumption = Weaver produces 10 handloom products in a month  The solution should provide sufficient incremental size in case of escalation in the number of handloom products.
9	General	NA	Any Document Upload Permitted	Is there any document upload required	Image/Videos to be uploaded during traceability data update.
10	General	NA	Max Size of File in MB	What is the file Upload size in MB	The size will determine as per requirement. Currently, a) 30 second high quality video
11	General	NA	Max Files per User	What is the file upload per user required	1 file per product (1MB) x 10 products per month x 12 months x 10,000 weavers = 12,00,000 files per year.  Assumption: Weaver produces 10 handloom products in a month  The bidder should provide sufficient incremental number of files handling capacity in case of escalation in the number of handloom products.



12	General	NA	Database Backup Policy	What is the database back policy	<p>Database Backup Policy: -</p> <p>i. The bidder shall continuously co-ordinate with a NEHHDC/ Vendor to monitor and report on the storage space being utilized and the need for additional space, if any.</p> <p>ii. Full back-up daily shall be taken by SI and shall be provided to the client as and when required by NEHHDC.</p> <p>iii. Restored services shall be inbuilt into the system and backups shall be periodically restored to ensure that backup routines are working perfectly.</p>
13	General	NA	Database Retention Policy	What is database retention policy	<p>The System Integrator (SI) shall retain all data collected, processed, and generated during the course of this project for a period of Five (5) years from the date of project completion.</p> <p>This includes, but is not limited to, the following types of data:</p> <p>Data collected from IoT devices Blockchain transaction data System logs &amp; User generated data</p> <p>The SI shall store all data in a secure and confidential manner. The SI shall make all data available to NEHHDC upon request. After the retention period has expired, the SI shall destroy all data in a secure manner.</p>
14	General	NA	DC - DR Policy	What is Data recovery policy	<p>Operations and maintenance services for the server and related infrastructure supplied or commissioned by the SI for the application at the Data Center and Disaster Recovery Center – for five years from Go-Live of complete solution.</p> <p>The scope of the services for overall IT infrastructure management as per ITIL framework shall include 365x24x7 on site Monitoring, Maintenance and Management of the server and related infrastructure supplied and commissioned by the SI for the application at the Data Center and Disaster Recovery Center. The business hours will be from 09:00 hours to 18:00 hours from Government Working Days. SI will plan these services accordingly. The SI shall provide the MIS reports for all the devices installed in the Data Center and Disaster Recovery Center in format and media as mutually agreed with NEHHDC.</p> <p>Whenever required, SI should be able to provide additional reports in a pre-specified format. The indicative services as part of this support are as below:</p> <p>a. System Administration, Maintenance &amp; Management Services b. Application Monitoring Services c. Network Management Servicesd. d. Backend Services, etc.</p>



15	General	NA	Data Archival Policy	What is the Data Archival Policy	Data Archival Policy: Data should be archived in such a way as to ensure that there is no loss of data and it must be possible to restore the archived data for specific queries by NEHHDC's users. The Data will be retained for a period of 5 years. Data beyond 5 years will be kept as part of Archival. Vendor may suggest good practice of data archival process.  The proposed archival solution should be able to archive and restore seamlessly across all components of the solution. The archival solution should support different data including but not limited to: a. Structured and unstructured data b. System logs & User generated data c. Data collected from IoT devices d. Blockchain transaction data
16	General	NA	What is Project Budget ?	What is the Project Budget ?	- NA -

**Staqa World Private Ltd.**

Sr.	Section & Page No	Content of RFP requiring Clarification(s)	Query/Suggestion	Reason	Remarks/Decision points as per discussion
1	--	--	Kindly confirm that corrigendums published corresponding to RFP Ref. No. NEHHDC/A&C/Projects/Handloom Digitalisation/2022-23/35/01 dated 24/08/2023 are applicable on this RFP Ref. No. NEHHDC/A&C/Projects/Handloom Digitalisation/2022-23/35/01 dated 07/10/2023 If No then, kindly answer all the queries submitted against the RFP Ref. No. NEHHDC/A&C/Projects/Handloom Digitalisation/2022-23/35/01 dated 24/08/2023	NEHHDC has third time published RFP Ref. No. NEHHDC/A&C/Projects/Handloom Digitalisation/2022-23/35/01, but unfortunately current RFP document misses the changes approved in corrigendums published earlier. Kindly include them in this RFP	The changes have been uploaded
2	5.1 Eligibility Criteria, Sr. No. 3 Pg 18	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/State Government Organization/ Public Sector Unit (PSU) / any Government organisation/Public Listed Enterprise in India during last 10 years ended on 31.03.2024 (the project must have been initiated during the period).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Suggestion is accepted.  Experiences of Govt as well as Public Listed Enterprises will be accepted which will include the current FY 2023-24.
3	5.1 Eligibility Criteria, Sr. No. 4 Pg 18-19	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation/Public Listed Enterprise in India during last 10 years ended on 31.03.2024 (the project must have been initiated during the period).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Suggestion is accepted.
4	5.2 Technical Criteria, Sr. No. A1 Pg 20	<b>Experience of Bidder in IoT Implementation</b> — Relevant project experience for implementation of IoT devices for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years (ended on 31.03.2023).	<b>Experience of Bidder in IoT Implementation</b> — Relevant project experience for implementation of IoT devices for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years (ended on 31.03.2024).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Agreed



5	5.2 Technical Criteria, Sr. No. A2 Pg 20	<b>Experience of Bidder in Web / Mobile App design &amp; development</b> The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	<b>Experience of Bidder in Web' / Mobile App design &amp; development</b> The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India /Public Listed Enterprise during last 10 years ended on 31.03.2024 (the project must have been initiated during the period).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Agreed
6	5.2 Technical Criteria, Sr. No. A3 Pg 20-21	<b>Experience of Bidder in Cloud Hosting maintenance of application</b> -Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<b>Experience of Bidder in Cloud Hosting maintenance of application</b> -Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation/Public Listed Enterprise in India during last 10 years (ended on 31.03.2024).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Agreed
7	5.2 Technical Criteria, Sr. No. A4 Pg 21	<b>Experience of Bidder in Textile Industry/ Handloom Sector</b> - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<b>Experience of Bidder in Textile Industry/ Handloom/Furnishing/Agriculture/FMCG/Power/Life science/Pharmaceutical Sector</b> - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation/Public Listed Enterprise in India during last 10 years (ended on 31.03.2024).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders and Handicrafts are widely used in Furnishing, so it is humbly requested to allow experiences of more sectors from Govt as well as Public Listed Enterprises by including current financial year for wider participation and lowest possible financials	Agreed
8	5.2 Technical Criteria, Sr. No. A5 Pg 21	<b>Experience of Bidder in North East Location</b> - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2023).	<b>Experience of Bidder in North East Location/North India Location</b> - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2024).	Since the previous RFP Ref. No. NEHHDC/HandloomDigi/2023 dated 26/09/2023 witnessed only two bidders, so it is humbly requested to allow experiences of more regions/locations and including current financial year for wider participation and lowest possible financials	Agreed
9	7 Indicative Project Deliverables and Timelines Pg 29-31	Supply, Installation & Commissioning-Procurement, Installation & Commissioning of Hardware component in all 10,000 locations i.Installation & Commissioning Report covering first notified list of 1500 looms T+16 Weeks ii.Installation & Commissioning Report covering Second notified list of 1500 looms T+24 Weeks iii.Installation & Commissioning Report covering Third notified list of 500 looms T+32 Weeks iv. Installation & Commissioning Report covering Fourth and Final notified list of 5500 looms T+48 Weeks= T1	Supply, Installation & Commissioning-Procurement, Installation & Commissioning of Hardware component in all 10,000 locations  Installation & Commissioning Report covering Fourth and Final notified list of 10000 looms T+48 Weeks= T1	RFP is asking to begin installation from the Work Order date, this is only possible, when there is a participant who already has all the solution with IoT devices already ready to deploy on immediate basis. We sincerely assume that its not the case. To give fair chance to the participants, it is humbly requested that instead of schedule wise installations, kindly change the installation timelines of 10000 looms to overall 48 weeks from WO, so that successful bidder can get enough time to convert prototype into production and avoid breaching scheduled timelines. Same relaxation is requested for application and mobile app	Installation timeline of IOT device for 10000 looms will commence from 32 weeks of WO and finish latest by 48 weeks from the date of the WO



TATHASTU ENTERPRISES

Sr.	Section & Page No	Content of RFP requiring Clarification(s)	Point of clarification	Point of clarification	Remarks/Decision points as per discussion
1	5.1 Eligibility Criteria, Sr. No. 3 Pg 18	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/StateGovernment Organization /Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/StateGovernment Organization/ Public Sector Unit (PSU) / any Government organisation/Stock Exchange listed private compnaies in India during last 10 years ended on 31.03.2023 including current Financial Year (the project must have been initiated during the period).	For more participation	Done ended on 30-09-23
2	5.1 Eligibility Criteria, Sr. No. 4 Pg 18	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation/Stock Exchange listed private compnaies in India during last 10 years ended on 31.03.2023 including current Financial Year (the project must have been initiated during the period).	For more participation	Done
3	5.2 Technical Criteria, Sr. No. A1 Pg 20	Experience of Bidder in IoT Implementation — Relevant project experience for implementation of IoT devices for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years (ended on 31.03.2023).	Experience of Bidder in IoT Implementation — Relevant project experience for implementation of IoT devices for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years (ended on 31.03.2023 including current Financial Year).	For more participation	Done
4	5.2 Technical Criteria, Sr. No. A2 Pg 20	Experience of Bidder in Web / Mobile App design & development The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	Experience of Bidder in Web / Mobile App design & development The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India /Stock Exchange listed private compnaies during last 10 years ended on 31.03.2023 including current Financial Year (the project must have been initiated during the period).	For more participation	Done
5	5.2 Technical Criteria, Sr. No. A3 Pg 20	Experience of Bidder in Cloud Hosting maintenance of application-Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	Experience of Bidder in Cloud Hosting maintenance of application-Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation/Stock Exchange listed private compnaies in India during last 10 years (ended on 31.03.2023 including current Financial Year).	For more participation	Done
6	5.2 Technical Criteria, Sr. No. A4 Pg 21	Experience of Bidder in Textile Industry/ Handloom Sector - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	Experience of Bidder in Textile Industry/ Handloom Sector - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation/Stock Exchange listed private compnaies in India during last 10 years (ended on 31.03.2023 including current Financial Year).	Kindly include other sectors for more participation	Experience will be counted both in farm and non farm sector
7	5.2 Technical Criteria, Sr. No. A5 Pg 21	Experience of Bidder in North East Location - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2023).	Experience of Bidder in North East Location/North India Location - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2023 including current Financial Year).	Kindly include other locations for more participation	PAN India Experience





8	7 Indicative Project Deliverables and Timelines Pg 29	Supply, Installation & Commissioning-Procurement, Installation & Commissioning of Hardware component in all 10,000 locations i. Installation & Commissioning Report covering first notified list of 1500 looms T+16 Weeks ii. Installation & Commissioning Report covering Second notified list of 1500 looms T+24 Weeks iii. Installation & Commissioning Report covering Third notified list of 500 looms T+32 Weeks iv. Installation & Commissioning Report covering Fourth and Final notified list of 5500 looms T+48 Weeks= T1	Supply, Installation & Commissioning-Procurement, Installation & Commissioning of Hardware component in all 10,000 locations 48 weeks for delivery installation and commissioning of IoT device and software/mobile application	Kindly relax timelines of software and IoT device as no company has solution in hand	Amended
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**Grant Thornton Bharat LLP, Ahmedabad**

Sl	RFP Document Reference	Section & Page Numbers	Content of RFP requiring clarifications	Points of Clarifications	Remarks/Decision points as per discussion
1	1. Bid data sheet - RFP	7. Selection process Pg 7	Selection process L1	QCBS 75:25 selection criteria is suggested for selection of technically qualified agency for better quality assurance in delivery	Not Agreed
2	4.15 Sub-contracting and Consortium	4.15 Page 14	Consortium and sub-contracting not allowed	As the scope is broad requiring varied skillsets and competencies which may not be available with a single agency, pl allow consortium particularly for IOT implementation, cloud hosting, infrastructure and license procurement and filed operations.	Not Agreed
3	5.1 Eligibility Criteria	2 Financial strength	Bidder must have turnover of 10 Crores from IT/ITeS	Required turnover is too low for size and scale of the project. Competent bidder should have minimum five times the project value as its turnover. You may kindly increase the criteria to minimum 50 Crores.	Not Agreed
4	5.2 technical criteria	A1 Experience in Implementation of IOT devices	More than 3 projects in last 10 years ended on 31st March 2023	Kindly amend as "Experience in Implementation / Implementation monitoring / PMU/PMC / Consultancy for IOT solutions (completed / ongoing)" to make the criteria more participative and broad-based.	Agreed & Amended
5	5.2 technical criteria	A2 Experience in web and mobile application design and development in Government organizations / PSUs	More than 3 projects in last 10 years ended on 31st March 2023	Experience in web and mobile application design and development in Government organizations / PSUs / Corporates / Private sector	Accepted
6	5.2 technical criteria	A5 – Exp in NE location Pg 21	More than 3 IT Implementation Experience in last 10 years ended on 31st March 2023	Kindly amend as "experience related to IT Implementation / Implementation monitoring / Consultancy Experience (completed / ongoing)" to make the criteria more participative and broad-based.	Accepted
7	5.2 technical criteria	B – Proof of Concept Pg 22	Live Demo point I to V	Please allow us to demonstrate our end to end experience across multiple projects	Accepted
8	6 Scope of Work	6.2 Hardware installation and commissioning	Hardware installation and commissioning scope at location in Appendix	Pl allow consortium for all hardware, procurement and hosting related scope as this is not core business of software development firms usually.	Not Agreed

Prof. Asim Tiwary-IIT Bombay/Zwilling Labs

S.No	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of Clarification	Remarks/Decision points as per discussion
1	-	Open Ended	Origin and ownership of the handlooms where the IoT device will be installed	Handlooms were completely private and individually owned. They could be owned by individual weavers, cooperative societies, producer companies, entrepreneurs or SHGs.	No action required
2	-	-	Availability of power supply and internet connectivity facilities for the presumed handlooms.	These aspects would be duly addressed and incorporated into the project plan	No action required



3	-	-	Authenticity of weavers' identification through individual IDs or Aadhaar card numbers.	The identification process requires individual weaver IDs including the Aadhaar card number and individual contact number against each single loom for validation and verification purposes.	This is an integral part of the project
4	-	-	Potential counterfeits of the IoT device in the handloom industry	The need to address potential counterfeits, ensuring the authenticity and integrity of the IoT devices used in the project.	No action required
5	-	-	Intentional vandalism of the IoT devices from the perspective of the weavers.	None as the looms are the primary source of income for the weavers	No action required
6	-	-	Suggested an alternative approach, highlighting the potential benefits of inserting high-definition time-lapse images rather than videos of shorter duration.	The inclusion of high-definition time-lapse images could provide additional insight and functionality for monitoring and evaluating the weaving process and the quality of the handloom products. Since through the intervention, there will be a provision of 30 second video of the product while it is in the loom, the proof of work will get higher advantage from the buyers prospective.	a) 30 second high quality video

Mr. Subramania Pillai

S.No	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of Clarification	Remarks/Decision points as per discussion
1	-	-	Whether the IoT devices had audio and video capture capabilities or if they solely focused on movement census.	The devices should designed to record movement census and not be able to capture audio and video functionalities. However, it is possible to capture audio and video using compatible devices, providing additional evidence to ensure the authenticity of both the weaving process and the weavers involved.	No action required
2	-	-	Length and storage duration of the videos captured	The maximum length of the captured video is 30 seconds. However, the storage duration can be customized and managed according to the project's needs and requirements.	No action required

Amazon Web Services

S.No	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of Clarification	Remarks/Decision points as per discussion
1	6.11> Cloud Infrastructure Setup	26	CSP should have successfully implemented minimum 3 projects related to Cloud Services for any Central/State Government Organisation/Public Sector Unit (PSU) on last 5 years. Copy of work completion certificate needs to provided at the time of bidding	Cloud is offered on a self-service basis, typically there are no contracts signed between customer and CSP. Government customers procure cloud services indirectly from our authorized partners. We do not have any work orders/agreements to this effect. Our referenceable public sector customers testimonials are available on our website in form of public case studies. We would request the customer to accept a self declaration with the links to the website as the documentary evidence.  <b>Suggestive Clause:</b> CSP should have successfully implemented minimum 3 projects related to Cloud Services for any Central/State Government Organisation/Public Sector Unit (PSU) on last 5 years. Self-declaration from the Authrozed Signatory of the CSP confirming the public case studies should be provided at the time of bidding.	Accepted. Suggestive clause will be counted as additional with the previous one.
2	6.11> Cloud Infrastructure Setup	28	RPO<=1 Hours	Given 5000 artisan concurrently using the platform, 1 hour of data loss can severely hamper the traceability objective which we want to achieve- through this RFP. We should ensure that we have zero data loss. There are multiple government RFPs that has mandated it like Food Cooperation of India, ONDC which can be referred  <b>Suggestive Clause:</b> RPO = 0	RPO<=1 Hours



3	6.11> Cloud Infrastructure Setup> Additional Clause	-	Security Services	<p>As mentioned during the pre-bid meeting security is going to be a major concern. We would recommend to add security services in the architecture.</p> <p><b>Suggestive Clause:</b></p> <ol style="list-style-type: none"> <li>1. The CSP should have a native managed service to protect against Distributed Denial of Service (DDoS) attacks</li> <li>2. The native managed DDoS protection service should provide always-on detection and automatic inline mitigations that minimize application downtime and latency</li> <li>3. The CSP should offer a native fully managed threat detection service. The threat detection service should have native capabilities to continuously monitor for malicious or unauthorized behavior</li> <li>4. The CSP should have a highly available native web application firewall. The native web application firewall should be able to protect the web applications from common web exploits that could affect application availability, compromise security, or consume excessive resources.</li> </ol>	Accepted
4	6.11> Cloud Infrastructure Setup> Additional Clause	-	Data Durability	<p>Given the large amount video, images etc. will be captured to enhance customer buying experience as well as build the trust with them, we have to ensure data durability is established.</p> <p><b>Suggestive Clause:</b></p> <p>The CSP should offer secure, durable, highly-scalable object storage for storing and retrieving large amount of data. The data should automatically be stored in at least 3 different MeITy empanelled data centers to ensure high durability</p>	Partially Accepted. Data stored should be durable but need not be in MeITy empanelled data centers.
5	6.11> Cloud Infrastructure Setup> Additional Clause	-	Flexibility of use	<p>As more and more artisans join the platform storage requirement will grow gradually. Hence we recommend storage services to be more flexible as per need.</p> <p><b>Suggestive Clause:</b></p> <p>The CSP should offer block storage volumes greater than 1 TB in size. CSP should allow to increase the capacity of single managed disk in 1GB incremental size for both application and database block storage</p>	The storage should be scalable as per required.
6	6.11> Cloud Infrastructure Setup> Additional Clause	-	Open source and Managed Database	<p>Most of the SI RFPs in government domain asks for Open source databases like MySQL, PostGre SQL which allows customer to be less dependent on a specific vendor, giving them more control over their technology stack. At same time open source is less expensive because of the no license cost. RFP Eg: ONDC RFP, GeM</p> <p><b>Suggestive Clause:</b></p> <p>The CSP should provide/support managed database service (MySQL, PostGre SQL) provided as native cloud service (and not marketplace) enabling handling of routine database tasks such as provisioning, patching, backup, recovery, failure detection, and repair etc</p>	Not accepted. The provider can use any highly scalable and secure database or database services.
7	6.11> Cloud Infrastructure Setup> Additional Clause	-	Business Continuity Clause	<p>Proposed Primary Data Center and DR shall be at a distinct and different physical location from each other, independent of common points of failure. All services required under DC and DR under this agreement shall be provided from different data centre locations as separately empaneled under MeitY</p> <p><b>Reason:</b> This will ensure business continuity during disaster as overall platform will hold data of 7 lakh products. If we don't have proper disaster recovery strategy in place, all of these 7 lakh products will lose their value as the traceability will be lost</p>	Not accepted. The provider can propose any robust DC-DR framework

