



Corrigendum - III

RFP Ref No: IT/SYSTEM
INTEGRATOR/2862/2020

6 May 2020

A. Volume I of the RFP

1. Section 2, Schedule of Bid Process, SI No.8 and 10 is modified as follows:

SI. No.	Information	Details
8.	Due date, time and place for submission of tender	Sealed tender may be submitted not later than 02-06-2020 @ 3 PM at the address mentioned in SI. No.1
10.	Date, time and place of opening of Pre-Qualification Proposal	Pre-Qualification proposal will be opened on 03-06-2020 @ 3.00 PM at the address mentioned in SI. No. 1.

B. Volume III of the RFP

1. Section SLA Annexure B – Service Levels, Clause 6: Operation and Maintenance (O&M) Support Service levels are modified as follows:

A. Solution (Hardware & Software) Service Levels

#	Criteria	Target Service Level	Penalty
1	Minimum Guaranteed Solution (Software & Hardware) Uptime (SLA Period of Measurement hours: 24x7x90)	> 99 % Uptime	Nil
		From 99% upto 97% uptime	2% on the OPEX payable for that quarter
		For Every 0.5% drop from <97% uptime	2% on the OPEX payable for that Quarter, CAPPED at 10% of the OPEX payable for that quarter
2	Solution (software & hardware) Performance	> 90% at thresholds	Nil

#	Criteria	Target Service Level	Penalty
	Degradation (SLA Period of Measurement hours: 24x7x90)	For Every 0.5% drop from 90% threshold compliances	2% on the OPEX payable for that Quarter, CAPPED at 10% of the OPEX payable for that quarter

Please note:

- *Following conditions will be considered as the breach of the Agreement in case of O&M Phase and in any of the following conditions Guidance reserves the right to terminate the agreement*
 - *System uptime at DC of less than 99% continuously for a quarter;*
 - *More than 3 incidents of not resolving the bugs / issues within the defined time limits in a quarter;*
 - *Average page loading time for Application & reports to be more than 20 seconds evaluated for a quarter;*
 - *If the solution (Hardware & Software) Service Levels during the O&M phase reaches the capped SLA penalty for two consecutive quarters;*
- *Critical calls: All calls logged pertaining to availability of the supplied IT hardware, LAN network supplied as a part of this project*

B. Capacity Building based Service Levels

#	Criteria	Target Service Level	Penalty for non-compliance
1	Capacity Refresher & New Candidate Building Training	Feedback > 75.0 %	Nil
		Feedback >65% & less than 75%	0.1% on the CAPEX
		Feedback for Every 0.5% drop from <65%	Additional 0.5% of CAPEX, CAPPED at 10% of the total CAPEX

Please Note:

- *The SI will be solely responsible for conducting additional training sessions for the staff members providing the feedback rating less than 75%.*

C. Business Continuity Planning Service Level

#	Criteria	Target Service Level	Penalty for non-compliance
1	Data Loss (SLA Period of Measurement hours: 24x7x90)	Near to zero	For loss of every 5 MB of data 0.15% on the OPEX payable in that quarter capped to 10% of the OPEX payable for that quarter
2	Returning to Business-as-usual (SLA Period of Measurement hours: 24x7x90)	RTO = 30 minute	For loss of every 1 minute delay of RTO above the 30 minutes, 0.15% on the OPEX payable in that quarter, capped to 10% of the OPEX payable for that quarter

Please note that the overall penalty during the implementation phase is capped to 10% of the Total CAPEX, and during the O&M phase for service level failure or deficiency for the Operation and Maintenance (O&M) Support Service levels (A & C) shall be capped to 10% of the value of the total OPEX.

C. Response to queries

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
1	III	Annexure - C		55	Required Deliverable and Associated Timelines	<p>We request a deemed sign off on deliverables (e.g. requirement gathering, gap infra study, UAT and go-live) for the project within 15 days of submission unless a feedback otherwise is received from the departments in the interim.</p> <p>This is to avoid delays in the project schedule due to potential inaction from the concerned departments and also ensure payments not getting held up</p> <p>We also suggest formation of a single authority towards sign-off - Our recommendation is to form a PMO towards the sign-offs / Requirements finalization - Guidance can have SPOC's for each of the 28 depts to liaison towards requirement gathering and deliverable sign-off's</p>	<ul style="list-style-type: none"> In order to have an effective implementation of the project within the stipulated timeline, a proactive governance framework shall be institutionalized. The framework would form of Technical Committee headed by representative from Guidance & would have representatives from the respective Line Department as members. Once the SI prepares and submits the SRS document/UAT demo to Guidance, the Technical Committee shall seek consent from the respective Line department. If the consent from the respective Line Department is not got within a reasonable timeframe of 10 days, then Technical Committee shall seek the scrutiny & recommendations from its technical consultants. The consultant shall review the Technical SRS document/UAT prepared by SI for such services and

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							<p>revert back on basic technical compliances w.r.t Industry Standards, Functional Requirements, SRS (only in case of UAT sign-off) & any other specific inputs shared by the Line Department during discussions captured in Traceability matrix, if any.</p> <ul style="list-style-type: none"> • The Technical Committee based on the recommendations from the consultant would share their feedback to SI for necessary actions within outer limit of 5 days post the initial period of 10 days. • If the feedback of the Technical Committee on respective SI's SRS document / UAT is read as compliant, then this may be considered as "Pseudo sign-off" w.r,t such services and may be treated as activity completion from contractual milestone-activity perspective. However the SI is bound to incorporate any changes suggested by Line Department even after "Pseudo-approval". This Pseudo-approval process is envisaged as interim-approval to mitigate contractual timelines

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
							mandated to the SI under this contract.
2	Guidance_ SI_RFP_Corrigendum_ II	2	8	2	Due date, time and place for submission of tender	We request a bid submission date to be 3 weeks beyond lockdown ... this in light of late intimation to us, so we may put in the efforts similar to other bidders required for responding to this RFP	Refer corrigendum document.
3		Volume II 3.4.10 Disaster Recovery Planning		52	The Storage Replication technology should support heterogeneous server models from different OEMs with industry standard operating systems like Windows, Linux, Solaris, AIX, HP-UX, etc..	As the DC and DRC will be provisioned in cloud, the underlying hardware may not affect the solution. Solaris is not supported. Request to remove the clause.	The list of technology environments of other departmental applications for integration with the single window portal is given in the corrigendum as Annexure. The proposed solution has to support the environments and the bidder is deemed to comply on the same. Currently these are the environments the selected bidder has to support and if there is anything additional required, the same shall be complied by the bidder.
4		Volume II 4.2.1.9 Disaster Management Software		136	The proposed solution must support all major platforms including Linux, Windows, Solaris, HP-UX, and AIX with native high availability options. It must support both	The said clause refer to select OEM's (eg. Sanovi, Netdatavault etc.) which may or may not be supported on Cloud. As the DC-DR replication is managed by the SI/Cloud service provider, request you modify the clause as 'The proposed solution	The list of technology environments of other departmental applications for integration with the single window portal is given in the corrigendum as Annexure. The proposed solution has to support the environments and the bidder is deemed to comply on the same.

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					physical and virtual platforms.	must support all major platforms including Linux, Windows, with native availability options. It must support both physical and virtual platforms in both DC and DRC.'	Currently these are the environments the selected bidder has to support and if there is anything additional required, the same shall be complied by the bidder.
5	Vol. I	6.1 Pre-Qualification Criteria	Sl No.2 and 5			We request you to kindly consider "Go live certificate" instead of completion certificate.	The "Go-Live certificate" issued from respective client shall also be considered for project completion, and bidders who produce such certificates would be considered as compliant w.r.t the Pre-Qualification evaluation criteria.
6	Vol. I	6.2 Technical Qualification Criteria	Sl .no. 2 Past Experience of the responding firm			Since our projects are executed for 6 years, request you to kindly consider "Go live certificate" instead of completion certificate.	The "Go-Live certificate" issued from respective client shall also be considered for project completion, and bidders who produce such certificates would be considered as compliant w.r.t the Technical Evaluation criteria.
7	Vol III-R	Penalty - Solution (Hardware & Software) Service Levels	A	66	Criteria Target Service Level Penalty (SLA Period of Measurement hours: 24x7x90) From 99% upto 97% uptime 2% on the OPEX payable for that	Criteria Target Service Level Penalty (SLA Period of Measurement hours: 24x7x90) From 99% upto 97% uptime 2% on the OPEX payable for that (SLA Period of Measurement	Refer Corrigendum.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					<p>quarter</p> <p>(SLA Period of Measurement hours: 24x7x90)</p> <p>For Every 0.5% drop from <97% uptime 2% on the OPEX payable for that Quarter, CAPPED at 10% of the total OPEX</p> <p>Solution (software & hardware) Performance Degradation (SLA Period of Measurement hours: 24x7x90)</p> <p>For Every 0.5% drop from 90% threshold compliances 2% on the OPEX payable for that Quarter, CAPPED at 10% of the total OPEX</p>	<p>hours: 24x7x90)</p> <p>For Every 0.5% drop from <97% uptime 2% on the OPEX payable for that Quarter, CAPPED at 10% of the total OPEX Payable for that quarter</p> <p>Solution (software & hardware) Performance Degradation (SLA Period of Measurement hours: 24x7x90)</p> <p>For Every 0.5% drop from 90% threshold compliances 2% on the OPEX payable for that Quarter, CAPPED at 10% of the total OPEX Payable for that quarter</p>	
8	General	3.4.3.2.2	3.4.3.2.2 Network Connectivity	41 and 100	The network connectivity for the for 28 Departmental Offices.	The 28 Departmental WAN Connectivity & Its Related Bandwidth Provisioning is not part of the Scope of the SI and also there is no such requirement of any Tri Party Agreement & PO to be made	Your understanding is correct.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
						for this case. Request you to confirm the same.	
9	Volume II	4.2 Technical Specifications	4.2 Technical Specifications - The Complete Section	72 to 136	4.2 Technical Specifications - The complete Technical Specifications.	Request to confirm that if SI is chosen to go with complete Cloud Based Solutions(IaaS), then there is no need to provide any technical compliances as per the section of 4.2 Technical Specifications as mentioned in the RFP Volume II. Since it is only applicable if SI would go with the Physical Hosting of DC, NLDC & DR Solutions. Request to confirm the same Pls.	This specifications are only applicable for the colocated model. In case of IaaS model, the SI shall ensure the prescribed RTO, RPO, BCP and other Service Levels mentioned in the RFP.
10	Volume 2	4.6 Technical Requirements for Integrated Framework for Delivery of Services	4.6 Technical Requirements for Integrated Framework for Delivery of Services	158	Security	The SSO and Digital Signatures and its related licenses procurement are not part of the scope of SI. Pls do confirm the same.	The SSO and Digital Signatures and its related licenses procurement are part of the scope of SI. Please refer SI No. 275 of Guidance_SI RFP_Response to Queries regarding Digital Signatures.
11	Volume 2	3.4.3 Supply, install, Test & commission of	3.4.3 Supply, install, Test & commission of	39 & 72	The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall as per	As per these section given in Volume 2, SI need to design and implement only DC & DR Setup in cloud hosting (IaaS) and no need to build as NLDC separately. Since if SI able to	Solution design is part of the SI's scope & hence SI shall decide on solution that is best-fit for the requirement as per the RfP. SI shall prepare the comprehensive design and size the requirements

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
		Cloud Data Center, DR and Network Connectivity & 4.2.1 Cloud Data Centre / Disaster Recovery Services	Cloud Data Center, DR and Network Connectivity & 4.2.1 Cloud Data Centre / Disaster Recovery Services		their strategy can adopt Infrastructure as a Service (IaaS) or choose collocate exclusive server/storage earmarked for this project in the cloud environment. SI shall only use Ministry of IT, GoI's empanelled cloud service providers for the DC-DR cloud services of this project. The DC-DR shall be designed in such a way that it supports the Business Continuity planning prescribed in this RFP Vol.III"	achieve the BCP through DC & DR Setup, then it is fine to go ahead to build only DC & DR setup alone in Cloud Hosting (IaaS). Pls do confirm the same. Also accordingly SI can ignore or quote Zero Value in the commercial section - 8.3.2 Form 2: Financial Proposal -> 8.3.3 Form 2A: Details of Financial Bid -> 8.3.3.1 Form 2A: CAPEX -> 2.3 - At Nearline DR as per new Corrigendum II Issued in the Page-33. Pls do confirm the same.	to meet the RPO, RTO and BCP service levels as specified in this RFP. If the proposed solution by the bidder is able to meet this functionality, the same may be considered compliant.
12	Vol I	8.3.4 Form 2B: Price Discovery	8.3.4	99	Network connectivity (bandwidth) between the DC & DR	Due to legal restrictions on bandwidth reselling, we request Guidance to allow for a tripartite agreement between Guidance, Successful Bidder and Bandwidth Provider under which Bandwidth Provider will be directly rendering these services and raising invoice on Guidance.	If the bidder is setting up an exclusive connectivity between the DC and DR of the cloud service provider exclusive for this project then the tripartite agreement shall be done. But the payment shall be made to the selected bidder by the Guidance as per the Terms Of Payment Schedule in this RFP.

D. Annexure

The list of technology environments of other departmental applications for integration with the single window portal and existing/legacy applications under Guidance are given below.

1. Single Window Portal:

The following are the legends used in the matrix and please refer RFP Vol II Section 4.7.1.1 for the detailed SI Scope Service Portfolio Matrix for Single Window Portal.

A – New Application Design, Development & conducting Vulnerability Assessment and Penetration Testing

B – Existing Application’s – API Development

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
1.	Concurrence/ Report for development in Dry Land in Non-planned areas	Agriculture Department	Manual	Y	N	-	-	-
2.	Application for grant of license under Insecticide Act, 1968 for manufacture, storage and sale of insecticides and pesticides and its renewal	Agriculture Department	Manual	Y	N	-	-	-
3.	Licenses/authorizations required for sale/ storage of fertilizers under Essential Commodities Act, 1955 (in accordance with Fertilizer Control Order)	Agriculture Department	Standalone	N	Y	Linux	PHP	MYSQL
4.	Obtaining Sewer Connections for commercial establishments	Chennai Metropolitan Water Supply and Sewerage Board	Manual	Y	N	-	-	-
5.	Planning Permission for building	Chennai Metropolitan	Standalone	N	Y	Windows 2012 R2	asp.net	SQL version 2017

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
		Development Authority						
6.	Water Connection	Chennai Metropolitan Water Supply and Sewerage Board	Standalone	N	Y	Linux	Tomcat	PostgreSQL
7.	Approval for capital subsidy	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
8.	Approval for LTPT power subsidy	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
9.	Approval for Generator subsidy	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
10.	Approval for 3% interest subsidy (Back ended interest Subsidy)	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
11.	Apply for NEEDS and UIEGP (<10 lakhs)	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
12.	Approval for PEACE(Incentive for energy audit)	Commissionerate of Industries and Commerce	Standalone	N	Y	Linux (Redhat)	PHP	PostgreSQL
13.	New assessment of property	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
14.	Name transfer of property	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
15.	New assessment request-profession tax	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
16.	Return submission- profession tax	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
17.	New water supply connection	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
18.	New trade license request	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
19.	Trade license renewal	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
20.	Planning permission request	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
21.	Road cutting permission	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
22.	NoC pertaining to sanitary for schools	Commissionerate of Municipal Administration	Manual	Y	N	-	-	-
23.	Obtaining Sewer Connections- Commercial establishments	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
24.	Building permit	Commissionerate of Municipal Administration	Standalone	N	Y	Windows 2012 R2	asp.net	SQL
25.	Issuing Vehicle Fitness Certificate	Commissionerate of Transport	Standalone	N	Y	To be confirmed (TBC)	TBC	TBC
26.	Goods Carriage Permit	Commissionerate of Transport	Standalone	N	Y	TBC	TBC	TBC
27.	NOCs for transfer from one state to another	Commissionerate of Transport	Standalone	N	Y	TBC	TBC	TBC

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
28.	Transfer of vehicle registration	Commissonerate of Transport	Standalone	N	Y	TBC	TBC	TBC
29.	NoC for building plan and installation	Department of Public Health and Preventive Medicine	SWP	Y	N	LINUX	PHP	MYSQL
30.	Sanitary Certificate for Schools	Department of Public Health and Preventive Medicine	Manual	Y	N	-	-	-
31.	Approval for setting up and operating a Play School	Department of School Education	Manual	Y	N	-	-	-
32.	Certificate recognition under Right of Children to Free and Compulsory Education Rules, 2011	Department of School Education	Manual	Y	N	-	-	-
33.	NoC for setting up CBSE School	Department of School Education	Manual	Y	N	-	-	-
34.	Renewal of recognition of schools	Department of School Education	Standalone	N	Y	Ubuntu	PHP	MYSQL
35.	Registration and Certification of Steam Pipeline	Directorate of Boilers	Manual	Y	N	-	-	-
36.	Transfer of Ownership of Boiler	Directorate of Boilers	Manual	Y	N	-	-	-
37.	Grant of Recognition as Manufacturer of Boilers and Boiler Components	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
38.	Renewal of Recognition as Manufacturer of Boiler and Boiler Components	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
39.	Renewal of Recognition as Erector/Repairer of Boiler and Boiler Components	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
40.	Provisional Registration of Boilers	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
41.	Final Registration of Boilers	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
42.	Renewal of Boiler Registration	Directorate of Boilers	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
43.	License for Contractor for Employing Contractual Workmen	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
44.	Renewal of License for Contractor for Employing Contractual Workmen	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
45.	License for Contractor for Interstate Migrant Workmen,	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
46.	Renewal of License for Contractor for Interstate Migrant Workmen	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
47.	Registration of Factory and Licensing	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
48.	Registration under Contract Labour Act	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
49.	Registration under BOCW Act	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
50.	Factory Plan Approval	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
51.	Registration under Inter State Migrant Workmen Act	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
52.	Renewal-Factory Licence	Directorate of Industrial Safety and Health	Standalone	N	Y	CentOS	Java (Spring)	Post Script SQL
53.	Planning permission for Layout	Directorate of Town and Country Planning	Standalone	N	Y	Windows 2012 R2	asp.net	SQL version 2017

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
54.	Planning Permission for building	Directorate of Town and Country Planning	Standalone	N	Y	Windows 2012 R2	asp.net	SQL version 2017
55.	Change of Land use	Directorate of Town and Country Planning	Standalone	N	Y	Windows 2012 R2	asp.net	SQL version 2017
56.	New assessment of property	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
57.	Name transfer of property	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
58.	New assessment request- profession tax	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
59.	New water supply connection	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
60.	New trade license request	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
61.	Planning permission request	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
62.	Building license request	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
63.	Obtaining Sewer Connections- Commercial establishments	Directorate of Town Panchayats	Standalone	N	Y	Windows 2008	asp.net	SQL
64.	Renewal of Fire License - MSB	Fire and Rescue Services Department	Manual	Y	N	-	-	-
65.	Renewal of Fire License - Non-MSB	Fire and Rescue Services Department	Manual	Y	N	-	-	-
66.	No Objection Certificate for Multi-Storey Building (MSB) Planning Permission (18.3m and above)	Fire and Rescue Services Department	SWP	Y	N	LINUX	PHP	MYSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
67.	MSB Fire License Registration (18.3m and above)	Fire and Rescue Services Department	SWP	Y	N	LINUX	PHP	MYSQL
68.	No Objection Certificate for Non-MSB Planning Permission (below 18.3)	Fire and Rescue Services Department	SWP	Y	N	LINUX	PHP	MYSQL
69.	MSB Compliance Certificate	Fire and Rescue Services Department	SWP	Y	N	LINUX	PHP	MYSQL
70.	Non-MSB Fire License Registration (below 18.3m)	Fire and Rescue Services Department	SWP	Y	N	LINUX	PHP	MYSQL
71.	Application for grant of Licence of Allopathic Drugs (Sales)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
72.	Payment of Retention fees periodically for allopathic drugs (Sales) Licence	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
73.	Application for grant of Licence of Homoeopathic Medicines (Sales)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
74.	Application for grant of Licence of restricted Allopathic drugs(Sales)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
75.	Payment of Retention fees periodically for restricted drugs (allopathic drugs) (Sales) Licence	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
76.	Application for grant of Licence of Schedule X drugs (Sales)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
77.	Payment of Retention fees periodically for Schedule X drugs Licence	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
78.	Application for surrender/ cancellation of licence (Sales)	Food Safety and Drug Administration	Manual	Y	N	-	-	-
79.	Application for issue of duplicate licence (Sales)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
80.	Grant of Licences for Manufacture of drugs – Allopathy (except licences requiring Central Licence Approving Authority’s approval)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
81.	Payment of Retention fees periodically for the licence of Manufacture of Drugs for sale – Allopathic Drugs	Food Safety and Drug Administration	Manual	Y	N	-	-	-
82.	Grant of Test Licence	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
83.	Grant of Loan Licence for Manufacture of drugs– Allopathy (except licences requiring Central Licence Approving Authority’s approval)	Food Safety and Drug Administration	E-Sevai	N	Y	Linux (Redhat)	IBM Websphere	IBM DB2
84.	Application for grant of licence to manufacture cosmetics for sale or distribution.	Food Safety and Drug Administration	Manual	Y	N	-	-	-
85.	Payment of Retention fees periodically for Manufacture of cosmetics for sale or distribution.	Food Safety and Drug Administration	Manual	Y	N	-	-	-
86.	Application for grant of recognised medical institution	Food Safety and Drug Administration	Manual	Y	N	-	-	-

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
87.	Application for grant of blood storage centre certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
88.	Application for surrender/ cancellation of licence (Manufacturing)	Food Safety and Drug Administration	Manual	Y	N	-	-	-
89.	Application for issue of duplicate licence (Manufacturing)	Food Safety and Drug Administration	Manual	Y	N	-	-	-
90.	Additional product Endorsement - For Allopathic	Food Safety and Drug Administration	Manual	Y	N	-	-	-
91.	Additional product Endorsement - For Cosmetics	Food Safety and Drug Administration	Manual	Y	N	-	-	-
92.	Issue of Validity Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
93.	Issue of Good Manufacturing Practice Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
94.	Issue of Market Standing Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
95.	Issue of Free Sale Certificate - For Drugs/ Cosmetics	Food Safety and Drug Administration	Manual	Y	N	-	-	-
96.	Issue of Non Conviction Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
97.	Issue of Non Cancellation Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
98.	Issue of Performance Certificate	Food Safety and Drug Administration	Manual	Y	N	-	-	-
99.	Issue of Certificate of Pharmaceutical products	Food Safety and Drug Administration	Manual	Y	N	-	-	-
100.	Other Certificates (Change of brand name, etc.)	Food Safety and Drug Administration	Manual	Y	N	-	-	-
101.	Permission for felling of trees (Sandal Wood Trees)	Forest Department	Standalone	N	Y	Linux	Apache	MYSQL
102.	NOC for prior intimation of felling of Red sanders, Black	Forest Department	Standalone	N	Y	Linux	Apache	MYSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
	wood, Silver oak, Rose wood and Teak trees							
103.	Property mark renewal- For Red Sanders Trees	Forest Department	Standalone	N	Y	Linux	Apache	MYSQL
104.	Property mark registration and issue of tree transport permit. - Non-exempt trees other than Red Sanders Trees	Forest Department	Standalone	N	Y	Linux	Apache	MYSQL
105.	New assessment of property	Greater Chennai Corporation	Manual	Y	N	-	-	-
106.	Name transfer of property	Greater Chennai Corporation	Manual	Y	N	-	-	-
107.	New assessment request- profession tax	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
108.	New trade license request	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
109.	Trade license renewal	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
110.	Company Tax	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
111.	Road cutting permission	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
112.	Building permit	Greater Chennai Corporation	Standalone	N	Y	SUSE Linux	Java	Oracle
113.	Property Registration	Inspector General of Registration	Standalone	N	Y	RHEL 7	Java	PostgreSQL
114.	Registration of Partnership firm	Inspector General of Registration	Standalone	N	Y	RHEL 7	Java	PostgreSQL
115.	Apply for Encumbrance Certificate	Inspector General of Registration	Standalone	N	Y	RHEL 7	Java	PostgreSQL
116.	Apply for certified copy of property document	Inspector General of Registration	Standalone	N	Y	RHEL 7	Java	PostgreSQL
117.	Registration of Societies	Inspector General of Registration	Standalone	N	Y	RHEL 7	Java	PostgreSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
118.	Registrations under Tamil Nadu Catering Establishment Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
119.	Renewal under Tamil Nadu Catering Establishment Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
120.	Amendment under Tamil Nadu Catering Establishment Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
121.	Closure under Tamil Nadu Catering Establishment Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
122.	Registrations - Principal Employer under Inter-State Migrant Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
123.	Licence - Contractor under Inter-State Migrant Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
124.	Licence Renewal - Contractor under Inter-State Migrant Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
125.	Registrations - Principal Employer under Contract Labour Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
126.	Licence - Contractor under Contract Labour Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
127.	Registrations under Motor Transport Workers Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
128.	Renewal under Beedi and Cigar Workers Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
129.	Registrations under Trade Union Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
130.	Dealer Licence under Legal Metrology Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
131.	Repairer Licence under Legal Metrology Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
132.	Dealer Licence renewal under Legal Metrology Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
133.	Repairer Licence renewal under Legal Metrology Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
134.	Dealer Licence amendment under Legal Metrology Act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
135.	Packers registration under Legal Metrology (packages commodities) Rule	Labour	Standalone	N	Y	Linux	PHP	MYSQL
136.	Importers registration under Legal Metrology (packages commodities) Rule	Labour	Standalone	N	Y	Linux	PHP	MYSQL
137.	Packer amendment under Legal Metrology (packages commodities) Rule	Labour	Standalone	N	Y	Linux	PHP	MYSQL
138.	Licence as Manufacturer of weights and measures under legal metrology act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
139.	Renewal - licence as Manufacturer of weights and measures under legal metrology act	Labour	Standalone	N	Y	Linux	PHP	MYSQL
140.	Licence issued for the possession and use of Denatured Spirit / Methylated Spirit / Methyl Alcohol either as such and/ or for use in the manufacture of specified commodities other than varnish	Prohibition and Excise	Manual	Y	N	-	-	-
141.	Licence for Retail sale of bottled Indian Made Foreign Spirit, in shops and bars by the Tamil Nadu State Marketing Corporation Ltd. for the Whole State of the Tamil Nadu	Prohibition and Excise	Manual	Y	N	-	-	-

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
142.	Licence for possession of liquor by a non-proprietary club for supply to Members under TN Liquor (License and permit)Rules, 1981	Prohibition and Excise	Manual	Y	N	-	-	-
143.	Licence for possession of liquor by the Star Hotels	Prohibition and Excise	Manual	Y	N	-	-	-
144.	Licence to enable the TASMALC Ltd. to sell foreign liquor by retail.	Prohibition and Excise	Manual	Y	N	-	-	-
145.	Permit to import foreign liquors by FL2, FL3, FL3A and FL3AA Licensees	Prohibition and Excise	Standalone	N	Y	RHEL	PHP	MYSQL
146.	Permit to export beer to other states and countries.	Prohibition and Excise	Standalone	N	Y	RHEL	PHP	MYSQL
147.	Permit to Import manufactured drugs (Narcotic Drugs)	Prohibition and Excise	Manual	Y	N	-	-	-
148.	Renewal of licenses-FL	Prohibition and Excise	Standalone	N	Y	Suse Linux	Java	PostgreSQL
149.	Renewal of other licenses	Prohibition and Excise	Manual	Y	N	-	-	-
150.	Registration of Contractors for works and services	Public Works Department	Manual	Y	N	-	-	-
151.	Trade License	Rural Development and Panchayat Raj	Manual	Y	N	-	-	-
152.	Road cutting permission	Rural Development and Panchayat Raj	Manual	Y	N	-	-	-
153.	Issue of Assessment Number for Property Tax	Rural Development and Panchayat Raj	Manual	Y	N	-	-	-
154.	Issue of Assessment Number for Professional Tax	Rural Development and Panchayat Raj	Manual	Y	N	-	-	-
155.	Incentives	State Industries Promotion	Standalone	N	Y	Linux	PHP	MYSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
		Corporation of Tamil Nadu Ltd						
156.	Land Allotment	State Industries Promotion Corporation of Tamil Nadu Ltd	Standalone	N	Y	Linux	PHP	MYSQL
157.	NOC to companies that have been allotted land in SIPCOT industrial area (For mortgage purpose with Banks)	State Industries Promotion Corporation of Tamil Nadu Ltd	Standalone	N	Y	Linux	PHP	MYSQL
158.	Permission for making addition /alteration to the existing lift.	Tamil Nadu Electrical Inspectorate	Standalone	N	Y	Linux	CakePHP	MYSQL
159.	Licence for working new lift.	Tamil Nadu Electrical Inspectorate	Standalone	N	Y	Linux	CakePHP	MYSQL
160.	Renewal of licence for working of lift.	Tamil Nadu Electrical Inspectorate	Standalone	N	Y	Linux	CakePHP	MYSQL
161.	Approval for Lifts Erection.	Tamil Nadu Electrical Inspectorate	Standalone	N	Y	Linux	CakePHP	MYSQL
162.	Electricity Tax Payment including Registration of Generator	Tamil Nadu Electrical Inspectorate	Standalone	N	Y	Linux	CakePHP	MYSQL
163.	Safety Certificate	Tamil Nadu Electrical Inspectorate	SWP	Y	N	LINUX	PHP	MYSQL
164.	Drawing Approval	Tamil Nadu Electrical Inspectorate	SWP	Y	N	LINUX	PHP	MYSQL
165.	Temporary Connection (HT)	Tamil Nadu Generation and Distribution Corporation Limited	Standalone	N	Y	Linux	Java	Oracle 12c

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
166.	Load Addition/Reduction	Tamil Nadu Generation and Distribution Corporation Limited	Standalone	N	Y	Linux	Java	Oracle 12c
167.	HT Connection	Tamil Nadu Generation and Distribution Corporation Limited	Standalone	N	Y	Linux	Java	Oracle 12c
168.	Temporary Connection (LT)	Tamil Nadu Generation and Distribution Corporation Limited	Standalone	N	Y	Linux	Java	Oracle 12c
169.	LT Connection	Tamil Nadu Generation and Distribution Corporation Limited	Standalone	N	Y	Linux	Java	Oracle 12c
170.	Subsidy / Incentives for Micro, Small and Medium Enterprises	Tamil Nadu Industrial Investment Corporation Limited	Manual	Y	N	-	-	-
171.	Generator Subsidy	Tamil Nadu Industrial Investment Corporation Limited	Manual	Y	N	-	-	-
172.	Renewal of Authorization under Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016.	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
173.	Grant of Authorization under Bio-Medical Waste Management Rules, 2016.	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
174.	Renewal of Authorization under Bio-Medical Waste Management Rules, 2016.	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
175.	Registration under Plastic Waste Management (Amendment) Rules, 2018.	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
176.	Grant of Authorization under E-Waste (Management) Rules, 2016.	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
177.	Pre-establishment-Registration for CTE	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
178.	Pre-establishment-Revised for CTE	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
179.	Pre-establishment-Expansion for CTE	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
180.	Pre-establishment-Extension	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
181.	Pre-operation- Registration for CTO	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
182.	Pre-operation- After CTE	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
183.	Pre-operation- Expansion	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
184.	Pre-operation- Hazardous Waste Management	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
185.	Renewal	Tamil Nadu Pollution Control Board	Standalone	N	Y	Redhat 7.7	Java	PostgreSQL
186.	Allotment of land in industrial Area	Tamil Nadu Small Industries Development Corporation Limited	Standalone	N	Y	Windows	Dot Net	SQL Server
187.	Raw materials distributions (for MSME)	Tamil Nadu Small Industries Development Corporation Limited	Standalone	N	Y	Windows	Dot Net	SQL Server
188.	Obtaining new water connection	Tamil Nadu Water Supply and Drainage Board	Standalone	N	Y	Ubuntu 18.08 LTS	No Middleware	PostgreSQL

Sl. No.	Description of Service	Category/ Department	System Type	A	B	Operating System	Middleware	DB
189.	Gas Connection	Central PSU	Standalone	N	Y	TBC	TBC	TBC
190.	Building Permit	Rural Development and Panchayat Raj	SWP	Y	N	LINUX	PHP	MYSQL

2. Legacy/existing applications under Guidance:

Sl No.	Portal	Operating System	Middleware	DB
1	Bizbuddy	RHEL	PHP	MySQL
2	Guidance Portal	Linux	WordPress - Content Management system (CMS)	MySQL
3	GIM portal	Linux	PHP - CodeIgniter Web Framework	MySQL
4	Yaadhun Oorae	Linux	PHP	MySQL