PRE-BID CLARIFICATIONS W.R.T. "REQUESTS FOR PROPOSALS (RFP) for DESIGN, DEVELOPMENT, AND IMPLEMENTATION OF ONLINE INTEGRATED STUDENT LIFECYCLE MANAGEMENT SYSTEM"

(Signed copy of this document is also to be uploaded and submitted by the bidders)

S. No.	RFP Page No./Clause	Query/Suggestion/Clarification Sought by prospective bidders	Reply
1	43	"*The Bidder should have a local support office at New Delhi*". Since we have office in Noida NSEZ; please suggest if the same can be considered against this eligibility criteria	5. <u>Eligibility Criteria</u>, Sr. No 11 at page 43 shall be read as: *The Bidder should have a local support office at NCT Delhi/Gautam Budh Nagar (Noida)/Faridabad/Gurugram(Gurgaon)/ Ghaziabad. If the bidder, at the time of bidding, does not have a local support office at any of the metioned places, then it should submit an undertaking on its letter-head regarding the timely establishment of same i.e. within 15 days from the date of work order, if awarded the work order/ contract.*
2	17, 18	W.r.t. data migration, please let us know what is the underlying technology from which the data migration has to be done like which database etc	Existing data to be migrated will be either in SQL Server or in excel format.
3	17 (4.2.1)	W.r.t. integration with existing systems, please confirm the technology in which the Existing modules were developed. Whether the Modules were developed in SOA architecture with .Net /SQL Server or open technology	Existing modules are developed in .NET Technologies
4	18 (4.2.2 pt 5)	Please Clarify the no. of languages in multilingual	System must be Unicode compliant so that regional languages may be supported in future without change in source code. However, the system shall initially support English and Hindi.
5	25 (Chapter – 5 section 5.1 Pt. no. vii (c))	Please clarify Whether the bidder is to bear the cost of hosting, server and network hardware and operating system - RBDMS Cost	NIELIT shall bear the cost of making available Infrastructure, O.S. and DBMS on NIC Cloud.
6	42	We hereby request you to allow ISO 9001:2008 company also to bid for this tender. Kindly change this criteria as: "The bidder must possess a valid ISO 9001:2008 or CMMi Level 3 certification at the time of bidding"	As per RFP
7	42	While we do possess ISO 9001:2008 (for design, development and maintenance of software application) - is it acceptable for bidding considering certf description difference?	As per RFP

8	42	Our CMMi appraisal is under process and will take due amount of time. Can we still bid for the RFP?	As per RFP
9	42 (Point 3)	If overseas orders are acceptable then it would be very much helpful, as we have executed / giving service to dozen of application related to Education fraternity in USA. We really have an excellent credentials in this vertical.	As per RFP
10	11	"*If the bidder fails to comply with any of the provisions of the terms & conditions of the bid specification* " be replaced by "If the bidder fails to comply with any of the provisions of the terms & conditions of the bid specification, then the bid will be rejected & the bidder will be treated as unsuccessful & the EMD will be returned after the reward to a successful bidder."	As per RFP
11	29	Can ranking of financial bids be through QCBS?	As per RFP
12	19	Who will provide payment gateway?	As per RFP
13	22	W.r.t. "System shall have feature to send the EMAIL/SMS notifications to stakeholders" , who will provide the integration?	Services of SMS Gateway and Email shall be provided by NIELIT. Integration shall be done by successful bidder. Currently, SMS gateway of C-DAC and Email Services of NIC are being used by NIELIT.
14	14	Suggestion : The Bidder can also use their own cloud if the Cloud Platfrom is certified for beow ISO certifications ISO/IEC 27001 :2013 certificate ISO/IEC 20000-1 : 2011 ISO 9001 : 2008 ISO 22301 : 2012	As per RFP
15	18	Query : If a bidder has a ready-to-use solution for the requirements outlined in scope, can this option also be given?	As per RFP
16	18	Query : What will be the frequency of training and how many staff needs to be trained?	Two officials from each NIELIT centre and around 10 officials from NIELIT HQs. Total not exceeding 80. Locations of training shall be as per RFP.
17	18	Suggestion: Considering ease of use and reference, the manuals can be made available in soft copy accessible from the system itself	As per RFP
18	42	FY is mentioned as 2015. Suggestion: can this be changed to 2016 / 31-Mar 2016?	As per RFP
19	18	Suggestion: If the bidder has a product that runs on a cloud, the source code will be the IPR of the bidder. Can this condition be removed?	As per RFP

20	24	Suggestion: If the bidder has a product that runs on a cloud and is being used to service many other customers, can this clause related to ownership and IPR de removed? The product owner owns the IPR	As per RFP
21	9	Keeping in view of the varied nature of scope of work and to provide best solution we request you to kindly allow joint bids/bidding in consortium	As per RFP
22	24	We will share the IPR rights to NIELIT provided the same will not be replicated/transferred/shared with any other Central/State Government Agency/Body	As per RFP
23	28	Request you to kindly modify it to –Experience in Project Management/ Design / Development of student/user management/similar systems	As per RFP
24	42	Request you to please modify this clause as follows: The bidder must be a Proprietorship Concern/Company registered under relevant acts such as Indian Companies Act, 1956/ Firm registered under LLP Act, 2008/ Firm registered under The Partnership Act 1932/ Society registered under Societies Act, 1860, etc. A bidding firm should be an individual corporation/company. Consortium of companies/firms is allowed	5. Eligibility Criteria, Sr. No 2 at page 42 shall be read as: *The Bidder must be a Proprietorship Concern/Company registered under relevant acts such as Indian Companies Act, 2013/ Firm registered under The Partnership Act 1932/ Society registered under Societies Act, 1860, etc. A bidding firm should be an individual corporation/ company. Consortium of companies/ firms is not allowed.*
25	17	We request NIELIT to elaborate SLA (Service Level Agreement) parameters during the support period. This will help the bidders to plan the adequate resources accordingly.	As per RFP
26	18	We request NIELIT to please specify the followings of the developed application: • Target average and peak performance (response time) • Target average and peak load (i.e. users, message volumes, etc.). • Acceptable limits for performance and scalability. • Integration of external system if any.	• Target average response time should be less than 10 seconds. • As per RFP. • As per RFP. • As per RFP.
27	20 (4.2.3 - phase 4)	Please specify the platform for Mobile Application	Clause 4.2.3-Phase 4-vii. "*Designing interface/ mechanism for Mobile based application* " stands deleted.
	22	W.r.t. "e) Portability to any of the Mobile Platforms (ex. Smart phones & Tablets) and mobile browers" Do you need an app or you need access to application on Mobile browser. If APP then it should be only on Android. What is the functionality required in APP.	Portability of the system to any of the mobile platforms and mobile browsers is required. The system should be responsive on the mobile browsers.

28	33	We request NIELIT to kindly change the clause as follows: If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the contractor and not in any way attributable to the delay on the part of NIELIT, a penalty @ 0.25% of the contract value, per week or part thereof (subjected to maximum 5%) may be imposed.	As per RFP
29	11 (8.2)	We request NIELIT to kindly change the clause for the Performance Security from 10% of contract value to 5% of the contract value.	As per RFP
30	33	We request NIELIT to kindly change the clause as follows: During warranty/AMC period, any call shall have to be attended within 24 hours and any software issue shall be resolved within 48 hours of being reported. In case the solution requires more time, the bidder should report to the concerned nodal officer within given time frame in writing with requisite details, time required and justification for requirement of more time for approval. A penalty of Rs. 1000/- per day for days the issue remains unresolved beyond 48 hours or extra time if allowed shall be imposed subject to maximum of 5% of contract value of the awarded work beyond which its contract is liable to be terminated besides initiation of other actions as deemed fit as per Indian laws.	As per RFP
31	General Query	We request NIELIT to keep provision of contractual clause discussion (GCC & SCC) and change in any clause with mutual consent during negotiation and contract signing stages.	As per RFP
32	34	Looking at the technicality of the project, We request NIELIT to keep provision of Delays in the Bidder's Performance as per mutual consent.	As per RFP
33	42 (S.No. 7)	Kindly clarify if web based system along with Mobile Applications can be considered.	As per RFP
34	18	Where will UAT happen and how many people will do	UAT shall be performed by NIELIT HQs
35	18	During one year warranty do you need on-site people? If yes then where and how many you expect	Minimum two persons at NIELIT HQs for a period of 12 months or till the system stabilizes whichever is earlier.
36	21	W.r.t. "a) Finalisation of backup policy and Disaster Recovery Management." - Since it is NIC cloud so Client will have to implement it there. We can provide facility to back-up data in a file. Then client has to safe keep that file	As per RFP