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.	RFP Rule No./Clause	Rule Details	Query/ Suggestion/Clarification	Reply
1	42	6	The Bidder should be ISO 9001:2015 (For Quality Management System) certified company and shall possess CMMi Level 3 or higher (Software Development & Customization) certification.	Sir, we have implemented similar project in the State Government. We request to make this clause as: The Bidder should be ISO 9001:2015 (For Quality Management System) certified company or possess CMMi Level 3 or higher (Software Development & Customization) certification.	As per RFP.
2	42	7	Bidder should be empanelled with any one of the government bodies like NICSI / NISG / GeM portal /DGS&D, etc.	Sir, we have implemented similar project in the State Government. We request to make this clause as: Bidder should be empanelled with any one of the government bodies like NICSI / NISG / GeM portal /DGS&D, etc. or any State Government	5. Eligibility Criteria, Sr. No 7 at page 42 "*Bidder should be empanelled with any one of the government bodies like NICSI / NISG / GeM portal /DGS&D, etc.*" stands deleted.
3	42	9	The Applicant should have an average annual turnover of at least Rs. 5 Crores (Rupees Five Crores Only) during the last three financial years (2013-14, 2014-15, and 2015-16).	Sir, we have implemented similar project in the State Government. We request to make this clause as: The Applicant should have an average annual turnover of at least Rs. 4 Crores (Rupees two Crores Only) during the	As per RFP.

				last three financial years (2013-14, 2014-15, and 2015-16).	
4	53	Annexure 10 : Accreditation Module Point 1	Rules for each type of accreditation	Are these Rules eligibility conditions for accreditation?	Rules as in Business Rules Management System (BRMS). The system to be developed must be customizable from front-end for minor changes in SoPs under scope of work.
5	53	Annexure 10 : Accreditation Module Point 2,8	The Online Fee Payment & settlement of Claims	Would you expect the software to handle the accounting part of the Fees Remittance ? Similarly for settlement of Claims would you want the software to handle the accounting part ?	Reconcialition mechanisms and reporting of the payments / transactions will be required.
6	53	Annexure 10 : Accreditation Module Point 4,5	Communicating to the Institutes	Is the communication through e-mails ? or through formally signed Documents ? Would you want the software to generate the document through templates and get digitally signed after due review of the document through the seat hierarchy ? or would the documents be made external to the software and signed manually.	Both email and SMS shall be required for notifications/ communication to the users. Letters / communication will also be made available to users on their dashboards and it should be possible for authorised users to print them for physical dispatch. E-signing of documents will be required for outside communication.

7	60	4. SCOPE OF WORK	Perform Data Migration	The employees data including the Designation/Seat Data also is in scope ? If yes in what form would the data be available ? The hierarchy of the seats also needs to be captured to enable a work flow system.	The system shall have options for multiple level of administrative control as per work flow having varied rights for all the modules so that they are able to perform functions pertaining to their respective Centre/Domain as per their assigned rights.
8	General	-	The RFP does not talk about File Movement and the Manual Operating Procedures automation	Would the software need to handle the File movement Process and work flow management process ?	Work flow management will be required as per RFP and finalized SRS.
9	31	7, Subclause (8) (a)	60% of the contract value after sign off of the UAT and handover of design and technical documents	UAT Phase of the project is too far into the project. In order to ensure quality work from Bidder, please consider payment milestones prior to UAT phase as well. The recommended milestones are: 1. Advance: 10% 2. Requirements Study Sign-off: 20% 3. UAT Sign off: 30% 4. Remaining as per the terms defined in tender document post UAT	As per RFP.
10	24	5.1, Subclause (v)	Vendor shall get the system security audited for "Safe to Host" certification from CERT-IN/CERT-IN Empanelled vendors before deploying the system in production environment at Data Centre of Govt. of India (NIC	The exact nature, scope and scale of security audit would become clear only during the requirements study phase. Usually this cost is not a part of the fixed tender cost and is reimbursed on actual basis. Therefore it is requested that this cost should be excluded from bidder's fixed	As per RFP.

			Data Centre). The cost of security audit certification will have to be borne by the bidder only.	quotation.	
11	18	4.2.2, Subclause (6)	Bidder shall carry out the Data migration /Porting of existing data into the new system	How many such external Systems are there with which integration would be required? If the requirement is to integrate with those Systems through SOA, does those System expose necessary interfaces?	Systems with which integration will be required are examination system, e-certification system, placement portal, e-content / e-learning platform. Wherever required, interfaces will be provided.
12	18	4.2.2, Subclause (4)	System should be robust, responsive and support at least 1000 concurrent users per instance and scalable as per need.	What would be the approximate number of Total users that will use this System?	Currently, approximately 12,00,000 (12 lac) users access the system annually. But the users may increase over time.
13	18	4.2.2 , Subclause (5)	System front-end should initially be Bilingual and shall have provision for easily supporting other Indian Languages (multilingual) in future.	It is our understanding that the System will initially be bilingual with English and Hindi as the languages. Is that correct?	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.

14	18	4.2.2, Subclause (6)	Bidder shall carry out the Data migration /Porting of existing data into the new system	Please elaborate on the scope of Data Migration. In which System, the data is receding currently. If its RDBMS, what database is being used. What is the volume of data to be migrated? Would digitization of records part of scope? Is the data in digital format now?	Existing modules are developed in .NET Technologies. Existing data to be migrated will be either in SQL Server or in excel format.
15	22	4.2.5, Subclause (e)	Portability to any of the Mobile Platforms (ex. Smart phones & Tablets) and mobile browsers.	Is the requirement about accessing the portal application or is it about preparing new Mobile Application. If new Mobile Application is required, in which platform it should be developed?	Mobile app development is not under Scope of Work. Portability of the system to any of the mobile platforms and mobile browsers is required. The system should be **responsive** on the mobile browsers and students should be able to conveniently use the portal on mobile platforms.
16	18	4.2	Scope of Work	Please confirm who will bear the cost of infrastructure, operating systems, DBMS etc.	NIELIT shall bear the cost of making available Infrastructure, O.S. and DBMS on NIC Cloud.
17	24	5.1, Subclause (vi)	Source Code, Proprietorship and Patent	Please confirm if the system will be used by any other central/state govt. body	As per RFP. IPR of developed system shall be with NIELIT

18	18	4.2.2	Broad scope of work	After successful implementation of the project, when will be the completion certificate be issued?	Completion Certificate will be issued after he successful implementation of the system which means: a. Sign off of UAT b. Security Audit c. Successful Implementation on Production Server after migration of old data d. Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries e. Completion of Training
19	18	4.2.2, Subclause (8)	Warranty and AMC include minor additional requirements/minor changes apart from regular maintenance	Please elaborate on the minor additional requirements/ minor changes to be done in regular maintenance	Ex. Minor changes in the SoPs, any legal / statutory changes required, change of payment gateway, SMS/ email service providers, etc.
20	18	4.2.2, Subclause (8)	The successful implementation of the system means: a. Sign off of UAT b. Security Audit c. Successful Implementation on Production Server d. Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.	Please confirm if successful implementation includes migration of old data?	Yes

		4.2.2, Subclause (9)	Identify the training requirements and train the concerned NIELIT staff/officers for successful implementation and maintenance of the developed system. The Training shall include application, database and other related features.	What is the training period and how many staffs needs to be trained and what is the frequency of training.	Two officials from each NIELIT centre and around 10 officials from NIELIT HQs. Total not exceeding 80. Locations and duration of training shall be as per RFP.
21	18				
22	18	4.2.2, Subclause (10)	Preparation of User, Design & Technical manuals and other documents for the developed system in an easy to understand and user friendly language with proper Diagrams, Screen-shots and charts wherever required.	Please confirm if the User, Design & Technical manuals and other documents for the developed system can be made available in soft copy	Yes
23	22	4.2.5, Subclause (h)	System shall have feature to send the EMAIL/SMS notifications to stakeholders	System shall have feature to send the EMAIL/SMS notifications to stakeholders" , who will provide the SMS or email gateways andintegration	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.
24	21	4.2.5, Subclause (b)(xix)	Provide mechanism to verify e-certificates issued by NIELIT to third parties.	Please confirm if digital signature is required in E-Certificate issued by NIELIT	No. But e-Sign integration shall be required for students, experts and institutes wherever required.
25	20	4.2.3, Subclause (Phase 3)(x)	Completed system components for UAT	How many people will do UAT and will there be a pilot run of the system	UAT shall be performed by NIELIT HQs

26	18	4.2.2, Subclause (8)	The selected bidder would be required to provide Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of system with onsite technical support as and when required	W.r.t. one year warranty and AMC, do you need on-site people? If yes then where and how many technical support personnel are required	Minimum two persons at NIELIT HQs for a period of 12 months or till the system stabilizes whichever is earlier.
27	18	4.2.2, Subclause (8)	After expiry of warranty period, the bidder shall compulsorily offer AMC for a minimum of two years @ 8% per annum of contract value after expiry of warranty period	Since the exact nature and scope of post warranty support is not known, it is not advisable to cap the maximum amount of AMC at 8%. There is no way for the bidder to estimate the cost of AMC. NIELIT should either define the scope of AMC in terms of manpower needed OR remove the cap on AMC amount.	As per RFP.
28	32	7, Subclause (8) (e)	In case the bidder fails to execute the contract, NIELIT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.	There are clauses for penalty conditions and criteria in RFP. So please remove this clause "In case the bidder fails to execute the contract, NIELIT shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty"	As per RFP.

29	NA	NA	NA	The overall liability of the bidder should not exceed the fees paid under the contract. Also, would want it clarified that bidder will not be liable for indirect/consequential losses of any nature whatsoever.	As per RFP.
30	41	Eligibility criteria point no 5	Bidder should have been working on -to-Projects in India from Requirement Gathering to User Training and Maintenance of Integrated Solutions during past three years ending 31-March-2017 with at least two of the projects of value not less than Rs. 1 crore each. (excluding cost of hardware).	We have one PO of 10 Crores in the last 03 years but all the other projects which have been implemented successfully are 40 Lac, 30 Lac, 25 Lac. Kindly consider as following: a. 100 Lac (one PO with Dashboard feature) and 30 Lac (02 PO) OR 25 LAC (03 PO). This will show that the Firm is into ERP business and can deliver features that you are asking.	5. Eligibility Criteria, Sr. No 5 at page 42 shall read as: "*Bidder should have been working on 'end-to-end' Educational Governance Projects in India from Requirement Gathering to User Training and Maintenance of Integrated Solutions during past **five** years ending 31-March-2017 with at least two of the projects of value not less than Rs. 1 crore each (excluding cost of hardware)*."
31		Eligibility criteria point no 7	Bidder should be empanelled with any one of the government bodies like NICSI / NISG / GeM portal /DGS&D, etc.	We are a 07 year old CMM Level 3 organisation but not registered with any such organisation like NICSI, NISG ETC. **Kindly exempt this clause**. These are primarily hardware/ BOX selling organisations. **Instead add ISO 27001.**	As per RFP.

		Eligibility criteria point no 11	The Bidder should either have a local support office at New Delhi or must submit an undertaking on its letter-head regarding timely establishment of same within 15 days from the date of work order, if awarded to it.	We have our office in Noida . **Kindly allow NOIDA alongwith Delhi.**	5. Eligibility Criteria, Sr. No 11 at page 42 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.
32					
33		Scope of Work			Aadhaar verification functionality will be required for Aadhaar numbers entered by users.