

**GOVERNMENT OF BIHAR**  
**SCHEDULED CASTE AND SCHEDULED TRIBES**  
**WELFARE DEPARTMENT**

Block A, Officer's Hostel Bailey Road, Patna Pin- 800001, Bihar  
**FAX NO 0612-2215265 PHONE NO 0612-2203707, 2217526**

[Secy-welfare-bih@nic.in](mailto:Secy-welfare-bih@nic.in), [directorscst@gmail.com](mailto:directorscst@gmail.com) web: [scstwelfare.bih.nic.in](http://scstwelfare.bih.nic.in)

**CORRIGENDUM-1 CUM PREBID RESPONSES**

**Corrigendum-1**

**Date:-17/06/2015**

Director, Scheduled caste and Scheduled Tribes Welfare Department, Government of Bihar invited request of Proposals for Selection of IT Solution Provider for Integrated School Management IT Solution at all SC & ST Welfare Department Schools on a turnkey basis, wide published in various newspapers on 14<sup>th</sup> May 2015 and proposal were due for receiving up to 22<sup>nd</sup> Jun 2015 at 15:00hrs. **It is hereby informed to the all potential bidders that due to some unavoidable circumstances the submission of bids/Proposals has been re-scheduled for July 6, 2015 at 15:00 hrs.**

**PREBID RESPONSES :** Bidder should take note of the following points-

S.No	Bidding Document Reference(s) (section number / page)	Content of RFP requiring clarification	Points of clarification	Response by Department
1	9.1 (iii) - page number 27	The responsibility of data transfer and connectivity will be of the bidder.	Please explain what is expected from the bidder. Our understanding is that all infra related inputs including connectivity will be provided by the Department.	Yes, Connectivity, platform and all other infrastructure required for the project will be provided by the Department
2	9.1 (ix) - page number 28	Email alerts/SMS should be sent to Supervisor and the employee for regularization of attendance either as leave . . . .	Our understanding is that the SMS will be in English and Hindi language only. Please confirm our understanding.	English Only

<b>3</b>	9.1 (ix) - page number 28	Email alerts/SMS should be sent to Supervisor and the employee for regularization of attendance either as leave . . . .	Our understanding is that the SMS gateway cost for sending and receiving the SMS won't be part of the bidder's cost. Department will make suitable arrangement with the TelCos and provide the gateways. Please confirm.	SMS gateway cost for sending and receiving the SMS won't be part of the bidder's cost
<b>4</b>	9.1 page 27	. . . for monitoring the attendance of employees of SC&ST Schools and Hostels	One device per location cannot handle the entire requirement at schools and hostels. Please specify the number of biometric devices required at each location.	One device per school
<b>5</b>	9.2 - page number 20 to 31	Computer Education Programme at SC&ST Schools	Do we need to create / revise the syllabus every year or will it be an one-time activity?	One time activity
<b>6</b>	9.2 - page number 20 to 31	Computer Education Programme at SC&ST Schools	The contents - visual and audio will be english and hindi. Please confirm.	Both language as per requirement
<b>7</b>	9.2 - page number 20 to 31	Computer Education Programme at SC&ST Schools	The content delivery method required is confusing. Somewhere it is said as a local client-server model and somewhere it is mentioned as a cloud based delivery. Please clarify the delivery method and expectation. For easy management a web based solution is preferred.	Due to bad internet connectivity web based solution not possible. local client-server model will be accepted.
<b>8</b>	9.3 - page number 32	School Management System	Do we need to have English and Hindi interfaces?	English interface
<b>9</b>	9.3 - page number 33	School Management System - Widget	The feature asked for in this module is part of other modules. Need clarification on the functionality of this module.	As per RFP. More clarity can be shared at the time of SRS/ GAP analysis

<b>10</b>	9.3 - page number 33	School Management System - Photo Manager	Student / Staff photo are visible and also editable in their individual profiles. Is this a separate module ? Please clarify.	No change as per rfp
<b>11</b>	9.3 - page number 33	School Management System - Other Reports	Is it a separate module with the mentioned reports, because the reports asked for are part of other module's reporting engines. For ex: PF Report, Salary Report, Salary Slip Report is part of the Payroll Management and so on	All reports are required as per RFP
<b>12</b>	11 - point 4; page 37	The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for the last three years as on 31st March 2015 and must have average Annual turnover of Rs. 25 Crores during last three financial years (as on 31st March 2014) from IT business only	As of now we don't have the audited result of the FY 2014-15. We are a major Indian IT company with major capital investement in setting IT infrastruture. We have a very health financial status and are working in various Govt. projects. We have the experience and expertise to deliver the required project. To have wider participation which would benifit the Department with multiple options with better solution at competitive prices we would request for the following change - The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for two of the last three years as on 31st March 2014 and must have average Annual turnover of Rs. 25 Crores during last three financial years (as on 31st March 2014) from IT business only	Since department would like to maximize the participation in RFP, the department accept this request and relaxed this eligibility criteria as follows: "The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for two of the last three years as on 31st March 2014 and must have average Annual turnover of Rs. 25 Crores during last three financial years (as on 31st March 2014) from IT business only"
<b>13</b>	11 - point 7; page 38	The bidder (both members of the consortium) must have been assessed and must possess a valid ISO 9001:2008 or	For wider participation request to change it to - The bidder (Lead Bidder in case of a Consortium) must have been assessed	No Change as per RFP

			and must possess a valid ISO 9001:2008 or . . .	
<b>14</b>	11 - point 10; page 38	The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 100 Manpower in multi-location Indian Government/PSUs/State Govt. setup and Project duration must be at-least three years. Project Executed /under Execution in Indian Government ,Government PSUs, State Government will be Considered.	For wider participation request to change it to - “The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum 70 Manpower in single project of multi-location Indian Government/PSUs/State Govt. setup and said Project duration must be at-least three years. Project Executed /under Execution in Indian Government ,Government PSUs, State Government will be Considered.”	Since department would like to maximize the participation in RFP, the department accept this request and relaxed this eligibility criteria as follows:  “The bidder (Lead Bidder in case of consortium) must have prior Experience to handle minimum <b>75</b> Manpower in single project of multi-location Indian Government/PSUs/State Govt. setup and said Project duration must be at-least three years. Project Executed /under Execution in Indian Government ,Government PSUs, State Government will be Considered.”
<b>15</b>	11 - point 14; page 38	The Consortium partner must have at least one project in e-governance Project anywhere in India. The project must be worth at least Rs. 5 Cr.	For wider participation request to change it to - The Consortium partner must have at least one project in e-governance Project anywhere in India. The project must be worth at least Rs. 1 Cr.	No Change as per RFP. Consortium partner strength also required.
<b>16</b>	page 29	Assessment Criteria to be developed by the agency.	Please clarify what kind of assessment is required? Will it be written test or practical etc. Please provide the expectation.	It will be written test or practical etc for computer education program.

17	page 29	Total : 400 Hr	This is a typo; please rectify it to 300 hrs.	Please rectify it to 300 hrs.
18	<b>Financial Bid</b>		Would request Department to accept the quotes exclusive of taxes and in case the rates are to be quoted inclusive of taxes then we would request department to pay the differential in the tax amount in case the applicable tax rates increases during the contract period.	Accepted.
19	<b>General</b>		Connectivity, platform and all other infrastructure required for the project would be provided by the Department and won't be part of the bidder's cost. Please confirm.	Connectivity, platform and all other infrastructure required for the project will be provided by the Department
20	<b>General</b>		Our understanding is that the School Management System will be deployed centrally at Bihar State Data Centre and BSEDC wil provide for the connectivity and hosting related charges. The solution would be available only on internet. Please confirm our understanding.	Due to bad internet connectivity web based solution not possible. local client-server model will be accepted.
21	<b>Training</b>		Our understanding is that BSEDC would provide the infra required to deliver the training such as venue, furniture, desktops (for hand-on practice), projector, connectivity, LAN internet etc and the bidder will be providing the trainer and course material. Further the training will be conducted at the 80 schools. Finally the manual and help material needs to be in English and Hindi. Please confirm our understanding.	Department would provide the infra required to deliver the training such as venue, furniture, IT lab with local server (for hand-on practice), projector, connectivity, LAN internet etc and the bidder will be providing the trainer and course material. Further the training will be conducted at the 80 schools. Finally the manual and help material

				needs to be in English and Hindi.
<b>22</b>	<b>Training</b>		How many people do we need to train for this project? Will all the participants be available at Patna for the training? Can we conduct two sessions (each of 4 hours) in a day [example: Batch 1 = 9:30 AM to 1: 30 PM and Batch 2 = 2:30 PM to 6:30 PM ]	Refer RFP page 58
<b>23</b>	<b>System Deployment</b>		Apart from end-user training please detail what else is expected of the project rollout exercise.	Refer RFP
<b>24</b>	Page 37(4) PREQUALIFICATION CRITERIA	The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for the last three years as on 31st March 2015 and must have average Annual turnover of Rs. 25 Crores during last three financial years (as on 31st March 2014) from IT business only	Request to change the clause as “The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for the last three years as on 31st March 2015 and must have average Annual turnover of Rs. 10 Crores during last three financial years (as on 31st March 2014) from IT business only”	No Change as per RFP
<b>25</b>	Page 41(1) TECHNICAL EVALUATION CRITERIA	Experience in web based Application Software Projects for India/State Government Departments /Corporations/ PSUs etc with Application software component value of Rs 100.00 Lakhs each.	Request to change the clause as ” Experience in web based Application Software Projects for India/State Government Departments /Corporations/PSUs etc with Total Project value of Rs 100.00 Lakhs each.”	No Change as per RFP
<b>26</b>	Page 41 Clause 11.7	The Bidder should have domain knowledge and experience of executing assignment of providing Web Based Biometric Solutions to any Multiple location (Minimum 5 district /5 States) in Government / PSU in	We request to kindly amend the clause as under:The bidder should have domain knowledge and experience of executing assignment of providing web based biometric solutions to any multiple	No change

		India covering where the value of assignment where should be at least Rs 10 lacs	location(minimum 4 district/4 states)in government PSU in India covering where the value of the assignment should be at least Rs 10 lacs	
<b>27</b>	Page 55 point 17.3.2	Main server school management software Offline/online	Please provide details specification/details of main server school management software.	The School Management software should run offline and online
<b>28</b>	Page 28 Clause 9.2 (ii)	The solution should support windows multipoint server operating system and work station	Please confirm as who will be responsible for supply ,installation and configuration of window multipoint server operating system and work station, in case it is under scope of bidder please provide specifications	Not in the scope of bidder
<b>29</b>	Page 28 Clause 9.2 (ix)	The bidder has provide ready to use computer lab with IT trainers in 80 SC&ST school for computer education and computer Aided education	Please confirm in details as hat will be responsibilities of bidder for set up IT lab.Is bidder required to provide furniture, LAN connectivity, PCs, mouse etc. along with IT trainers for computer labs?	Department would provide the infra required to deliver the training such as venue, furniture, IT lab with local server (for hand-on practice), projector, connectivity, LAN internet etc and the bidder will be providing the trainer and course material. Further the training will be conducted at the 80 schools.
<b>30</b>	Page 30 Clause 9.2.1.1 Education delivery	This would include costs towards facility management that includes, training, computer stationery during the project time, broadband connectivity, maintenance of hardware of Computer Lab etc.	Please confirm whether board band connectivity is also under scope of bidder at each school.	computer stationery during the project time, broadband connectivity, maintenance of hardware of Computer Lab etc. will be provided by the Department
<b>31</b>	Page 44 Clause 12	Installation of Necessary System and application software in Offices, HQ and service provider Data Center	Please confirm details of system configuration (Server, System software, OS) required in officers, HQ and in service Provider Data Center Kindly confirm as who will be	Infrastructure and connectivity will be provided by the Department

			responsible for providing connectivity at each location (at HO, HO to offices, HO to services provider DC, Offices to services provider DC)					
<b>32</b>	Clause 11, Section 6	The Bidder (Lead Bidder in case of a Consortium) must have been assessed and must possess a valid certification for CMMi Level 3 or better as on the date of submission of bid and the certificate should be valid.	<p>We request the department to kindly remove the clause for CMMi Level 3 certification as this is relevant for the companies involved in ONLY Software development companies.</p> <p>For System Integrators / Educational Companies, we would request the department to kindly consider the experience of providing training to Govt. School teachers.</p> <table border="1"> <thead> <tr> <th>Experience Criteria</th> <th>Max Marks</th> </tr> </thead> <tbody> <tr> <td>           Providing training to Government School Teachers in last three financial years:            Less than 3,000 Teachers = 0            Between 3,000, and 5,000 Teachers= 3            More than 5,000 Teachers= 5         </td> <td>5</td> </tr> </tbody> </table>	Experience Criteria	Max Marks	Providing training to Government School Teachers in last three financial years: Less than 3,000 Teachers = 0 Between 3,000, and 5,000 Teachers= 3 More than 5,000 Teachers= 5	5	No change possible because development of school management software also part of scope of work.
Experience Criteria	Max Marks							
Providing training to Government School Teachers in last three financial years: Less than 3,000 Teachers = 0 Between 3,000, and 5,000 Teachers= 3 More than 5,000 Teachers= 5	5							
<b>33</b>	Clause 11, Section 8	The bidder (Lead Bidder in case of a Consortium) must possess a valid ISO 27001 certificate. as on the date of submission of bid and the certificate should be valid.	We request the department to kindly remove the ISO27001 certification as these is required for information security management and for environmental management systems which are not needed in such kind of requirement as the ICT infrastructure are verified and tested products from the Indian Standards.	No change				



34	Section 18	<b>Mobilization Advance:</b> 10% mobilization advance against bank guarantee	We request the department to kindly clarify the timeline when will the mobilization advance will be given to the successful after signing the agreement.	10% mobilization advance of the Order value shall be given against Bank Guarantee after signing the agreement.
35	Page No- 6, Important information about EOI	EMD, Rs. 5,00,000/(Five Lakhs Only) in the form of Demand Draft /Bank Guarantee in favour of “Director, Scheduled caste and Scheduled Tribes Welfare Department ”,payable at Patna from any scheduled/nationalized bank	Request to you kindly reduce EMD amount.	No Change as per RFP

sd/-  
Director  
Scheduled caste and Scheduled Tribes  
Welfare Department,  
Government of Bihar