

GOVERNMENT OF BIHAR
SCHEDULED CASTE AND SCHEDULED TRIBES
WELFARE DEPARTMENT

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Date:-05/06/2015

Director, Scheduled caste and Scheduled Tribes Welfare Department, Government of Bihar invited request of Proposals from reputed Software Development Agencies for an Integrated E-Scholarship Management solution of the Department on a turnkey basis, wide published in various newspapers on 14th May 2015 and proposal were due for receiving up to 16th Jun 2015 at 15:30hrs. **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 June 25, 2015 at 15:00 hrs**

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 of pre-bid queries by Welfare Department
1	8.8.1. Qualifications for manpower, Page No. 61 pt. 1	1) Project Manager Education: Full Time MBA/MCA/ M. Tech & B. Tech / B.E. from a reputed institute.	Request you to relax the education criteria as mentioned below: Education: Full Time MBA/MCA/ M. Tech / B. Tech / B.E. from a reputed institute.	No Change , As per RFP

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2	8.8.1. Qualifications for manpower, Page No. 61 pt. 2	2) Database Administrator Education: Full Time MBA/MCA/ M. Tech & B. Tech / B.E. from a reputed institute.	Request you to relax the education criteria as mentioned below: Education: Full Time MBA/MCA/ M. Tech / B. Tech / B.E. from a reputed institute.	No Change , As per RFP
3	10. Pre- Qualification Criteria, G – page no.49	The bidder (Lead Bidder in case of a Consortium) must have an office in Patna, Bihar or should furnish an undertaking that the same would be established within one month of signing the contract.	Request you to modify the clause as: The bidder (Lead Bidder Any Member in case of a Consortium) must have an office in Patna, Bihar or should furnish an undertaking that the same would be established within one month of signing the contract.	No Change , As per RFP
4	10. Pre- Qualification	The Consortium partner must have at least two project in e-governance Project anywhere in India. Project must be worth at least Rs. 5 Cr.. Bidder must provide as a supporting documentary proof in form of work order etc and/or Completion Certificate.	Request you to modify the clause as mentioned below: Any of the Consortium partner must have at least two projects in e-governance Project anywhere in India. Project must be worth at least Rs. 5 Cr.. Bidder must provide as a supporting documentary proof in form of work order etc and/or Completion Certificate.	No Change , As per RFP
5	10. Pre- Qualification Criteria, P – page no. 50	The Bidder (Lead Bidder in case of a Consortium) should have experience of implementation of at least two (2) turnkey IT projects for Indian Government/PSUs/State Govt (Involving software development & implementation) with a project cost each of Rs.5.00 Cr or above, as evidenced by the certificate issued by a competent authority of the concerned government organization(s).	In order to get fair chance to all companies request you to modify the clause as mentioned below: The Bidder (Lead Bidder in case of a Consortium) should have experience of implementation of at least two (2) one (1) turnkey IT projects for Indian Government/ PSUs /State Govt. (Involving software development & implementation) with a project cost each of Rs.5.00 Cr or above, as evidenced by the certificate issued by a competent authority of the concerned government organization(s).	No Change , As per RFP
6	11.4 Evaluation of Technical Proposals S. No 2, Page 53	Experience of implementation of turnkey IT projects for Government /PSU (involving Software development, Manpower Support & implementation and /or Hardware procurement, installation, maintenance etc.) Max 4 Project will Considered.	Request you to modify the clause as: Experience of implementation of turnkey / eGovernance IT projects for Government /PSU (involving any or all of the activities such as Software development, Implementation, AMC / Manpower Support and /or Hardware procurement, installation, / maintenance etc.)	No Change , As per RFP

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7	11.4 Evaluation of Technical Proposals S. No 4, Page 63	Multi location/statewide rollout experience of e-governance project with software, Hardware and manpower support in turnkey basis. bidder should be submit work-order ,agreement of the project	Request you modify the clause as mentioned below: Multi location rollout experience of e-governance project with software /Hardware /manpower support in turnkey basis Also By multi-location roll out experience, we mean rollout of the application across various offices of client in the state or providing web based application which can be accessed from any location on internet/intranet and providing software /Hardware /manpower support. Please confirm if our interpretation is correct?	No Change , As per RFP. interpretation of clause is correct .
8	18. Earnest Money Deposit Point – i	The General Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Demand Draft /Irrevocable Bank Guarantee (valid for six month) of any nationalized/ scheduled bank or drawn/ deposited in favor of Director SC&ST Welfare. Patna EMD for the entire project Rs. 3,00,000/-(Rupees Three Lakhs only).	Request to share the format of Bank Guarantee for making the EMD payment.	The Standard format of Bank Guarantee will be acceptable for making the EMD payment.
9	21.4 System Software Requirements–point no.1 page no. 79	Enterprise Database Server Software Oracle latest	Instead it should be mentioned as - Enterprise Database Server (Latest) (suggested to remove Oracle)	No Change, As per RFP.
10	Section 15 , Page 68	Software Deployment Locations	What is purposed of providing the details of Software deployment locations?	Software should be deployed to all locations as per list.
11	General	Not Applicable	Please clarify, that it is not required by bidder to provide Hardware and Infrastructure components but system software and application software only?	Only Application Software and System Software Required as per RFP
12	Page 49(10 H)	The Bidder(Lead Bidder in case of consortium), should be a profitable Bidder for the last three years as on 31 st March 2014 and must have average annual	Request to change the clause as “The Bidder(Lead Bidder in case of consortium),should be a profitable Bidder for the last three years as on 31 st March 2014 and must have average annual turnover of	No Change , As per RFP

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		turnover of Rs 20 Crores during last three financial years (as on 31st March 2014) from IT business only, as evidenced by the audited accounts of the company	Rs 10 Crores during last three financial years (as on 31st March 2014) from IT business only, as evidenced by the audited accounts of the company”	
13	Page 50(P)	The Bidder(Lead Bidder in case of a Consortium) should have experience of implementation of at least two (2) turnkey IT projects for Indian Government/PSUs/State Govt (Involving software development & implementation) with a project cost of each of Rs 5.00 Cr or above, as evidenced by the certificate issued by a competent authority of the concerned government organization(s).	Request to change the clause as”The Bidder (Lead Bidder in case of a Consortium) should have experience of implementation of at least two (2) turnkey IT projects for Indian Government/PSUs/State Govt (Involving Software development & implementation)with a project cost of each of Rs 2.00 Cr or above, as evidenced by the certificate issued by a competent authority of the concerned government organization(s).”	No Change , As per RFP
14	Page 50(O)	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.	Request you to kindly remove the clause	No Change , As per RFP
15	Page 53 (11.4 [5]	Bidder must have one live scholarship e-governance project anywhere in Indian/State Government. Project includes Manpower Deployment,Software Development and IT Integration	Request you to kindly remove the clause	No Change , As per RFP
16	Page 53(11.4 [9]	POC Proof of Concept of live Scholarship e-governance Project	The clause is strictly specific. Request to kindly remove the clause	No Change , As per RFP.

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17	Section: 10. PRE-QUALIFICATION CRITERIA Point: H Page no: 49	The Bidder (Lead Bidder in case of a Consortium), should be a profitable Bidder for the last three years as on 31st March 2014 and must have average annual turnover of Rs. 20 Crores during last three financial years (as on 31st March 2014) from IT business only, as evidenced by the audited accounts of the company.	We request you to revise it for Bidder's positive net worth instead of net profit.	No Change , As per RFP
18	Section: 10. PRE-QUALIFICATION CRITERIA Point: R Page no: 51	The bidder should not have been blacklisted by any State / Central Government in India during last ten years for corrupt, fraudulent or any other unethical business practices or for any other reason. Bidder Should be submit the affidavit along with technical document.	We request you to make it applicable 'at the time of bidding', last ten years should be revised to 'at the time of bid submission'.	No Change , As per RFP
19	Section: 8.5 SMS & Mailing Solution Page No: 34	Data Migration: The selected Agency expected to carry out independent exercise for assessment of data source, data format, and data fields and no of records before migration at the time of SRS.	Kindly share the following information regarding data migration: 1. Form of existing data. 2. Volume of data to be migrated.	No Change , As per RFP
20	Section: 7.1 Key Objectives & Application Specification 13.1.3 Server Page : 24 & 58	Department is envisaging to procure a web-based State Level Scholarship Software Solution on multi-tenancy catering to the requirements of the department is envisaged including applications and services through mobile devices also as described in this document. & Security Section	Please clarify, whether separate mobile apps needs to be developed? If yes, please share the name & versions of supported devices.	Separate mobile apps needs to developed and it should be work on android and Windows OS smart phones /tablets
21		General	Kindly share the following: 1. Total No of users of application: 2. Total no of concurrent user: 3. Total no of concurrent hits:	Max user =200 concurrent user=100 concurrent hits=10000

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22	Section: 8.1 SC&ST Portal Development page No: 27	Integration of portal with other Govt. websites	1. Kindly Share the count of applications which needs to be integrated. 2. Kindly share the technologies of applications which needs to be integrated. (web service or database)	.net or java based application or portal
23	Page 31, Point I	Payment gateway: Payment gateway will be integrated with portal for e transfer of student fees, Institute payment etc, Development and maintenance of software by third party services, costs associated with those services and issues due to availability of those systems are outside the scope of this system.	Please specify the count of payment gateways to be integrated.	As per DIT and GOI Guidelines and as per DBT procedures.
24	Section: 8. SCOPE OF WORK Page 27	Portal would be in local language, Hindi as well as in English, and have easy to use navigation, search and browse features.	Kindly clarify, Whether Hindi will also be used for data entry or only English will be used for the same?	Data entry in English .but portal should be bilingual
25	Section 8.1 Training Services Page 33, 34	Training Services	Kindly Clarify, Whether all the training will be done at HQ or at different location/sites. If it is location/Site base, kindly clarify 1. No of Locations to be covered. 2. Incase of any travel, will the cost of the travel be borne by client 3. whether the fooding and accommodation cost of the resources will be borne by client	Training will be provided/conducted at SHQ and DHQ. Department will provide electric , space and furniture only.
26	Section 8.1 Training Services Page 33, 34	Training Services	Kindly Share the following information: 1. Total Number of users to whom training will be provided. 2. Batch size for each training session.	Bidder will decide.
27	Section: 9.8 Requirement of SLSS Page No: 47	Capability of Integration with third-party authentication devices like Biometrics etc.	Kindly share the make & model no of Biometrics device(s) which needs to be integrated	Standard quality device as per DIT guidelines

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28	Pg:22, Section 18 ii, Commercial Proposal	Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in Vol. I may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes	Vol.1 could not be found in the RFP	VOL-1 is typing mistake. Please read RFP documents instead of vol-1
29	Pg:22, Section 18 V (a), Prices and Price Information	The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in the Volume I of this RFP	Vol.1 could not be found in the RFP	VOL-1 is typing mistake. Please read RFP documents instead of vol-1
30	Pg: 36, Section 8.7.1, Scope of Services during Post Implementation Phase, Handholding Services	Support for the end users at each of the locations including deployment of manpower for 1 years for handhold the Offices.	Deployment of manpower will be in division level or district level?	Deployment of manpower will be in SHQ
31	Pg:53, Section 11.4, Evaluation of Technical Proposals, S.No 1	Experience in web based Application Software Projects for India/State Government Departments / Corporations/ PSUs etc with Application software component value of Rs 1.00 Cr. each. Max 3 Project Considered For 1 Order =3 Marks	As per the Maximum score column the score is 15. But as per the "basis of evaluation" column for each order, 3 marks will be given and maximum 3 projects will be considered. Kindly clarify the same	Please read as 1 Order =5 Marks Other conditions remain same
32	Pg:53, Section 11.4, Evaluation of Technical Proposals, S.No 4	Multi location/statewide rollout experience of e-governance project with software, Hardware and manpower support in turnkey basis. bidder should be submit work-order ,agreement of the project Experience in Four State = 10 Marks Experience in Three State = 7.5 Marks Experience Two State = 5.0 Marks	It is assumed that the year of implementation is not required. The experience may be of any duration and period.	The year of implementation is not required

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33	Pg:53, Section 11.4, Evaluation of Technical Proposals, S.No 6	Understanding of the Project and conceptualization of the solution including functional requirements. Bidder shall give detailed write-ups on at least 2 case studies and the marking will be made based on this.	It is assumed that the detailed write up including functional requirements are needed for at-least 2 different projects. Kindly confirm	Yes
34	Pg: 66, Section 14.8.1, Minimum qualification and skills requirements	For Position, Helpdesk Executive and Supervisors for Field Management	It is assumed that the qualification of these two positions are not specified. Any resource with 2 years experience can be deployed	BCA /MCA with 2 yr experience
35	Pg:67, Section 14.8.4, Training of Staffs		Whether the No. of resources will remain same for the duration of 3 days training or the training will be given in batches?	Bidder will decide
36		General	Kindly confirm, whether any data digitization work will be required or not?	Not under this scope of RFP
37		General	Kindly confirm, whether the security audit of the portal will be required or not? If yes, please clarify the below: 1. Who will be responsible for the Security audit? Bidder or client? 2. How will bear the cost for the same?	Security audit of the portal will be required as per DIT guidelines. And bidder will bear the cost if any.
38		General	Request you to kindly extend the bid submission date to further 2 weeks.	25 th June 2015 3.00 PM

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