Women Development Corporation

Response of PRE BID Query on RFP for "Selection of "System Integrator for the design, development and operationalization of Web Based Management Information System (MIS) for Mukhya Mantri Kanya Utthan Yojana Project", issued by Women Development Corporation vide Tender Notice No. PR002163 (NiNi) 2019-20 dt. 09.06.2019.

3i Infotech Limited

SI. No.	Bidding Document Reference(s) (section number/ page)	Content of RFP Requiring Clarification	Points of clarification	Compliance
1	**22. Pre-Qualification Criteria Point No. 7,** Page No. 45	Certifications- CMMi Level 3 or above ISO 9001: 2015 and ISO 20000-1	Request you kinldy keep certification of ISO 9001:2015 & 27001 or 20000-1 . Because most of the developments projects required ISO 27001.	Accepted
2	**8.1. Development of integrated MIS with features below /** Page No. 18	d. Real-time tracking and monitoring: web-based MIS software with online and offline data entry capabilities, an interactive dashboard for all levels of	What are the estimated numbers of user base who would be accessing the Dashboard for tracking? Also, what is the expected concurrency?	Minimum-10
3	**8.4.2. Integrated MIS and Dashboard /** Page No. 20	8.4.2. Integrated MIS and Dashboard	Please let us know the approx. number of MIS report and Dashboards for effort estimation?	As per Scope of work
4	**8.1. Development of integrated MIS with features below /** Page No. 18	j. SMS alerts and communication platform: ease of communicating with beneficiaries	Please clarify who will provide the infra required for SMS Gateway etc.?	Women Development Corporation
5	**8.7. Call Center for MKUY /** Page No. 28	MKUY Helpline will have a toll-free number with at least 10 Calls connecting at the same time.	Please clarify who will provide the Toll Free Number? Can bidder provide Non Toll Free number?	Women Development Corporation
6	**8.9. SMS gateway integration /** Page No. 29	The successful implementing agency will make available a 10 seats computerized Helpline/Call Centre with adequate number of dedicated telephone channels to start with.	Please clarify who will provide the infra to setup the Call Center? (IT/Non-IT both)	Women Development Corporation
7	**8.18. Hosting of New Mobile/Web/Tab Application /** Page No. 30	The entire Application and its supportive Applications for WDC Software, shall be hosted on the State Data Centre	Please clarify on our understanding - that all the hosting infra required to host the portal and mobile app will be provided by the Client which includes: 1. The hosting of portal & app will be on Cloud	As per requirement of application

8	**8.18. Hosting of New Mobile/Web/Tab Application /** Page No. 30	In the absence of availability of hosting space at SDC, the application shall be hosted on CLOUD. The cost of hosting on the CLOUD shall be borne by WDC.	Here the understanding is:- the cost of entire stack be it infra & software licenses will be taken care by the Client. Bidder has to give the compute required for hosting Portal & Mobile App. Please confirm?	Yes, As per Request for Proposal
9	**8.3.2. Mobile App for Beneficiaries /** Page No. 20	A mobile application needs to be developed where the beneficiaries can track their application status, payment status and previous transaction if any	Request for the clarification whether there is any requirement of uploading or viewing attached documents from mobile app?	No
10	**8.5.1. Software Basic Functionality /** Page No. 21	Software would display the service related information/Instructions to fill up requested details in the entry forms like applicable fee and documents to be attached/submitted along with application request	Request for the clarification below: 1. Type of documents to be attached (File format) 2. Whether attachment or retrieval to be taken place from internet users or not?	1) All the basic document required to be attached 2)Documents must be in pdf. 3)Attachment or Retrieval can be taken from Internet Users.
11	**8.5.1. Software Basic Functionality /** Page No. 22	Operator would read out the instructions to citizen like applicable fee, documents required along with service request and collect the same. Required documents would be scanned & attached with the request by Operator.	Request for the clarification whether operator will scan and upload the documents from intranet or internet environment?	Internet Enviroment
12	**17. Roles and Responsibilities /** Page No. 40	Source code of entire Software	Request for the clarification whether source code of the COTs product is required when the same is being integrated with core portal?	Yes

13	**18. General Mandatory Requirement of the solution to be offered. /** Page No. 40	Application licenses should be full use without any restriction on access/usage of any kind of functionality including read/write/update for all the users. The user licenses should be full and complete in all respects There should be a provision to create, modify, delete, enquire records and create transactions by each user. The bidders need to quote all the user licenses without any restrictions or limitations	Request - Please confim the concurrency of user access required to the integrated DMS software where documents needs to be uploaded or retrieved from core portal?	Yes
14	**Mobile Application, Section 8.3. PUBLIC INTERFACE TO THE MIS /** Page No. 20	General Query	Please clarify on our understanding: 1. There will be two different mobile apps. 2. One app to show the beneficiaries about the status of their applications, status of their payments, application history and payment histories, information about various available schemes, eligibility criteria for those, grievance redress mechanisms. 3. The second app is to add a beneficiary, online application for different schemes, different data collection w.r.t the applications from the beneficiaries.	Yes
15	General	General	Is there any backlog documents to be digitized and migrated to DMS application? Please confirm? If so, please specify the volume and nature of documents?	Yes, 1 GB

16	General Query	General Query	Please clarify if the legacy data needs to be migrated to the new system or not? If Yes, then please share the amount of data along with format in which it is in current state?	Yes, 1 GB, Excel
17	General Query	General Query	Please share the concurrent user base (external and internal) who will hit the portal & app on day to day basis?	Minimum -544
18	General Query	General Query	Where will the department user access the system from SDC ? Intranet or Internet?	Internet
19	General Query	General Query	Please Clarify if there has been scope of data digitization? If yes, than what is the exact volume of data which needs to be digitized?	No
20	General Query	EMD	Pls accept EMD in the form of DD or BG	Accepted

Earnest & Young

	Section: 8.2.2. HealthDepartment Portal Page 19	The system designed needs to able to directly connect to the database of the health department through a mechanism whereby the data at the block level / hospital level can be imported into the MIS system.	We understand that the envisaged system needs to be integrated with system of Health Department only and Health Department's database will have data at the block level / hospital level. Please clarify.	PHC Level
2	Section 8.4.2. Integrated MIS and Dashboard Page 20	All the data related to the three departments namely the Social Welfare Department, Health Department and the Education Department shall be maintained and updated in a single MIS after all deduplication checks and other checks on the integrity of the data. The integrated MIS should be able to process all the data from the three departments and provide insights into the outreach of the programs at any point in time.	Please clarify if the scope of selected bidder is to integrate envisaged system with the systems of the three departments namely the Social Welfare Department, Health Department and the Education Department.	Yes
	Section 8.18. Hosting of New Mobile/Web/Tab Application Page 30 & 31	Existing hardware at WDC can be utilized. Any additional requirements needed are to be proposed in the technical proposal by the bidder. The entire Application and its supportive Applications for WDC Software, shall be hosted on the State Data Centre. In the absence of availability of hosting space at SDC, the application shall be hosted on CLOUD. The cost of hosting on the CLOUD shall be borne by WDC.	We request to provide details of the existing hardware at WDC. Also, keeping in view the varied nature of the work like Hardware procurement, Call Centre Setup & Application Development and maintenance etc. we request to allow subcontracting.	Sub Contracting allowed but whole responsibility of bidder

	Section 12. IMPLEMENTATION SCHEDULE: Page 37 & 38	Sl. No. 4 Set up Installation & commissioning of Data centre and Call centre Hardware T+ 8 weeks	With our experience, the timelines for setting up, Installation & commissioning of Data centre and Call centre Hardware is stringent, we suggest changing the same to minimum T+12 Weeks. We also request to allow sub-contracting for the same.	As per Request for Proposal
		Point (b) Project Manpower and Helpdesk Availability Standard: manpower at HQ and Data centre must be available for the entire calendar month.	We understand that only the Project Manpower and Helpdesk staffs as asked in the RFP are required to be present onsite and Development team may work from Offsite.	Yes
	Section 13. Applicabilityof MSA Page 38 & 39 Section 17. ROLES AND RESPOSIBILITIES Page 39 & 40	✦ Data Migration Related Work	We request to clarify the following:	
		✦ Data entry of employee master data	✦ Volume of Data to be migrated	1 GB
		✦ Security Audit by Third Party	✦ Data Structure and file formats of data to be integrated	Excel
			✦ Volume of Data entry of employee master data to be done by Selected bidder and locations at which data entry is to be done	Not Required
			✦ Security Audit by 3rd party is to be conducted by private vendor or govt empanelled agency	Bidder Team CRT Vendor

	Section 20.1. Limitation of Liability-	Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of bidder shall be, regardless of the form of claim, the consideration actually received by bidder for the statement of work under which the claim arises	Kindly add clause for Limitation of Liability with following: WDC shall not recover from bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. WDC shall not recover from bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.We propose limitation of liability should be caped and up to the 5% of total the 1 time of the amount of the fees received	Not Accepted
	22. PRE – QUALIFICATION CRITERIA Page 44	The Bidder must submit Service Tax, VAT, PAN Card, In WDC under Company Act 1956, PF and ESI certificates.	We request to kindly allow LLP firms also to participate in the Bid and modify the clause as below: The Bidder must submit Service Tax, VAT, PAN Card, In WDC under Company Act 1956/LLP 2008, PF and ESI certificates.	As per Request for Proposal

22. PRE –QUALIFICATION CRITERIA Page 45	The Bidder Should have experience of implementation of at least One turnkey IT projects for Bihar Government/ PSU (involving software development & implementation, Hardware procurement, installation, Maintenance etc.) with a project cost each of Rs. 5 Cr or above	We request to consider experience of implementation for Governments in other states in India and modify the clause as follows: The Bidder Should have experience of implementation of at least One turnkey IT projects for Bihar/other States Government/ PSU (involving software development & implementation, Hardware procurement, installation, Maintenance etc.) with a project cost each of Rs. 5 Cr or above	Accepted
22. PRE –QUALIFICATION CRITERIAPage 45	Certifications- CMMi Level 3 or above ISO 9001: 2015 and ISO 20000-1 Copies of certificates	We understand that ISO 27000 Certificate is more relevant certifications for Application Development as considered to CMMi Level certifications. Therefore we request to modify the clause as follow : Certifications- ISO 27000, ISO 9001: 2015 Copies of certificates	As per RFP 2000-1 Removed
24.3. Financial Evaluation methodology Page 48	Only the bidders, who score a total Technical score of 75 (Seventy Five) or more, will qualify for the evaluation of their commercial bids. The bidder with lowest Total Commercial Quote (L1) shall be selected as the successful bidder.	Keeping in view the complexity and size of the project involving multiple stakeholders and departments we understand focus should be given more on technical capability of bidder. So, we propose QCBS as the evaluation criteria with 80 % weightage to technical bid and 20 % to financial	As per Request for Proposal
Section 24.2.3. Scoring of Technical Proposals Page 48	Local Experience The Bidder Should have experience of Success implementation of IT projects for Bihar Government/PSU (involving software development & Manpower Support etc.). Max 5 Project Considered	We understand that WDC desires to evaluate the local experience and presence of the bidders in delivering projects in Bihar. We therefore request to include the experience of the firm in delivering IT Advisory projects in addition to the Software Development projects. We request to modify clause to:	As per Request for Proposal

		Project value >=200 Lakhs = 2 Marks	Local Experience The Bidder Should have experience of Successful implementation of IT projects for Bihar Government/PSU (involving IT Advisory, software development & Manpower Support etc.). Max 5 Project Considered	As per Request for Proposal
		Project value >=500 Lakhs = 5 Marks	Project value >=200 Lakhs = 2 Marks	As per Request for Proposal
			Project value >=500 Lakhs = 5 Marks	As per Request for Proposal

M/s E-Connect Solutions Pvt. Ltd.				
1	1. Important Information about the RFP Page No. 3	Rs. 4,00,000/(Rupee Four Lakhs only) in the form of Bank Guarantee in favour of Women Development Corporation, Govt. of Bihar", payable at Patna from any nationalized / Schedule Bank.	Bank Guarantee format is not provided in RFP. Kindly confirm if any standard form can be used.	Standard Format
2	7 SCOPE OF WORK Page No. 18	The data for the MIS needs to be obtained from three departments (Social, Health & Welfare).	Who will be responsible for collecting data from these departments ?	Women Development Corporation/ Department
3	7 SCOPE OF WORK Page No. 18	The system should be able to integrate with existing databases or APIs to build a central repository of data.	Please provide the details of existing database and APIs and its technical aspects.	Existing data 1 GB, API as required
4	8.1. Development of integrated MIS with features below Page No. 18	Integration with PFMS (Public Financial management System)/ CFMS (Comprehensive Financial Management System of Government of Bihar) and transfer of funds through these portals.	Please provide the details of PFMS.	API provided by WDC/ Department
5	8.1. Development of integrated MIS with features below Page No. 18	Integration with PFMS (Public Financial management System)/ CFMS (Comprehensive Financial Management System of Government of Bihar) and transfer of funds through these portals.	Please provide the details of CFMS.	API provided by WDC/ Department
6	8.1. Development of integrated MIS with features below Page No. 18	SMS alerts and communication platform: ease of communicating with beneficiaries	Who will be responsible for providing SMS Gateway?	Women Development Corporation
7	8.2.3. Education department portal Page No. 20	The proposed system by the bidder should provide a mechanism for the data entry at the school/college level with the same format as the physical means.	We assume that the manpower required for data entry at school/college level will be responsibility of the department.	Yes

8	8.7 CALL CENTRE FOR MKUY Page No. 28	The software should have an inbuilt dynamic FAQ console webpage for call□centre executives.	Kindly confirm the language of pre-defined set of FAQs - English/Hindi or Both	Both
9	8.9. SMS gateway integration Page No. 28	Implementing agency should provide 10 Call Centre Executives and 1(One) manager of the call centre with adequate knowledge of processes.	Kindly confirm the no. of call centre executives as at some places it is mentioned as 4 call centre executives.	4 Only
10	8.9. SMS gateway integration Page No. 28	The implementing agency should provide the backup of the Voice logs and the call reports to the MKUY in every month.	Please confirm who will be responsible for providing hardware required for backup of the Voice logs/call reports/call recording i.e. backup devices.	Bidder
11	8.11. Recording Page No. 29	Calls must be stored for 30 days in IVR server and preserved.	Please confirm who will be responsible for providng IVR Server. Please provide the technical specification of IVR Server.	Bidder
12	8.16. Training and capacity building Services Page No. 30	Training of staff is essential for ensuring that the Mobile/Web Application Software developed is actually put to use.	Please confirm if training will be at single location or at multiple locations. And also confirm the training duration.	Single Location as Required
13	8.18. Hosting of New Mobile/Web/Tab Application Page No. 30	Existing hardware at WDC can be utilized. Any additional requirements needed are to be proposed in the technical proposal by the bidder. The entire Application and its supportive Applications for WDC Software, shall be hosted on the State Data Centre.	Please provide the details of existing infrastructure of WDC and State Data Centre.	As per requirement of application WDC provided the same
14	14. System Software Requirements Page No. 39	Required Software	We assume that all the necessary system software licenses mentioned in the clause will be responsibility of bidder. Kindly confirm the quantity required.	Yes as per requirement of application
15	17. ROLES AND RESPOSIBILITIES Page No. 39	PRI Line	We assume that all the necessary hardware required for connecting PRI Line to PRI server will be the responsibility of the department.	Yes
16	17. ROLES AND RESPOSIBILITIES Page No. 39	Data Migration Related work	Kindly provide details for data migration such as number of tables, records, size of the data etc.	1 GB

17	17. ROLES AND RESPOSIBILITIES Page No. 39	Maintenance of Application Software, 5 years from date of Signing of Contract	Kindly confirm the Maintenance period as at clause no. 8.17 it is mentioned as 3 years.	3 Years
18	17. ROLES AND RESPOSIBILITIES Page No. 39	Data entry of employee master data	Who will responsible for providing manpower resources for data entry?	Women Development Corporation/ Department
19	17. ROLES AND RESPOSIBILITIES Page No. 39	Security Audit by Third Party	Please confirm the frequency of audit that will be conducted during project duration (i.e. every year / half yearly etc.).	Once and when changes in application
20	General	Integration Services	Can we assume standard APIs will be used of for such application level integrations? Please specify the Technology Platform of each Integration.	Yes- Web Services

OASYS CYBERNETICS PVT.LTD.				
1	1. Important Information about the RFP page no. 3	Non Refundable Tender Cost - Rs.10,000/-(Rupee ten thousand only) through demand draft from a Nationalised /schedule bank Women Development Corporation, Govt. of Bihar drawn in favour of Women Development Corporation", payable at Patna	In page 3, it was mentioned DD in favor of Women Development Corporation, whereas in page 6, it was mentioned DD in favor of Managing Director. Pl. confirm the exact requirement.	Managing Director, Women Development Corporation
	3. NOTICE INVITING TENDER page no. 6	The cost of the bid document is Rs. 10000/ payable in the form of demand draft in favour of Managing Director, Women Development Corporation		
2	22. PRE – QUALIFICATION CRITERIA page no. 45	The Bidder Should have experience of implementation of atleast One turnkey IT projects for Bihar Government/PSU (involving software development & implementation, Hardware procurement, installation, Maintenance etc.) with a project cost each of Rs. 5 Cr or above	Request to amend as under, to invite more competitive bids: Bidder Should have experience of implementation of atleast One turnkey IT projects for **any State** Government/PSU (involving software development & implementation, Hardware procurement, installation, Maintenance etc.) with a project cost each of Rs. 5 Cr or above	Accepted
	E & Y (Additional querries)			
1	22. PRE – QUALIFICATION CRITERIA Page 44	The Bidder should be profitable in during the last financial years and net worth of company should be positive.	Profitability and net-worth of the bidder asked in the PreQualification criteria does not define number of years for which organisation should be profitable. We request to clarify the number of years for which the certificate and audited reports are required to be submitted by the bidder to qualify this criteria.	3 years

2	Annexure- 2.5. Project Management Support for post implementation and maintenance phase Page 54 Annexure 2.1 Capex Cost (One Time) - CALL CENTRE INFRASTRUCTURE COST Page 50	Annexure- 2.5. Project Management Support for post implementation and maintenance phase Point 7. Technical Supervisor at Call Centre – 1 No. Point 8. Call Centre Executive – 4 Nos. Annexure- 2. 1 Capex Cost (One Time) - CALL CENTRE INFRASTRUCTURE COST Point 1. Call centre Hardware (give detailed description) for 10 seats - 1 No. Point 2. Call Centre Software (Give detailed description) for 10 seats - 1 No. Point 3. Call Centre (other Infrastructure) Give detailed description for 10 seats - 1 No	We understand from the Annexure 2.5 and 2.1 that bidder has provide 1 Technical Supervisor at Call Centre and 4 Call Centre Executive while the call centre infrastructure has to be set-up for 10 seats and unit quantity cost of the same is to be provided in the Financial Bid. Please clarify.	Yes
3	Section 1. Important Information about the RFP	Last Date of Submission: 15.07.2019 up to 15.00 Hrs	As the response to the pre-bid queries/ corrigendum are still awaited as on 05th July 2019. As per the best practice, a minimum of 2-3 weeks should be given to the bidders post the issue of the corrigendum to prepare a competitive and responsive bid. Therefore, we request to extend the date of submission of the bid by at least 3 Weeks.	Approval for extension of last date of submission of bid by one week is under process