

Reply to Pre-Bid queries wrt RFP for Selection of IT System Partner for Study, Design, Development, Implementation, Operation and Maintenance of Investor Portal and Application Software (RFP No: PICTC/IR/2013-14/003 released on 29th August, 2013)					
S.No	Reference Section/ Clause No. from RFP	Sub - Section/ Clause No. from RFP	Clause of the RFP on which Clarification required	Clarification Required/ Suggestions	Response from PICTC
1	2.3 Prequalification Bid Evaluation	2.3.2 Qualification Criteria Point Number- 2	Bidder should have a minimum Annual Turnover of Rs. 100 Crores (INR Only) in each of the past 3 financial years (FY2010-11, FY2011-12, FY2012-13) from delivery, configuration, installation and implementation (with handholding and training support) of IT Services.	Requesting you to consider the Annual turnover of the company should be more than Rs. 100 Crores(INR only) in each of the past 3 Financial years (FY2010-11, FY2011-12, FY2012-13).	No Change
2	2.3 Prequalification Bid Evaluation	2.3.2 Qualification Criteria Point Number- 7	The Bidder should provide the self-attested copy of SEI-CMMi Level 4, IT Quality and security Certifications in the field of IT services and software development.	UTI ITSL is a government organisation and follows the processes characterised for the organisation and implement proactive measures and approach. All processes are measured and controlled for all the projects we execute to our esteemed clients. Hence we request you to consider the CMMI level 3 alongwith ISO 9001: 2008 , ISO27001: 2005, ISO 20000-1:2005 which ensures IT Quality and security certifications in the field of IT services and software development.	No Change
3	5.4 Summary of Scope of Work, Associated Timelines and related Service levels	5.4.1.1 Service Level Requirement (Implementation Phase)	Phase 1: Process Requirement Gathering- 15 days from Award of contract Implementation Stage - 45 days from award of contract.	Is Award of contract will be the start date of the project. Please clarify	Please refer to Corrigendum
4	5.4 Summary of Scope of Work, Associated Timelines and related Service levels	5.4.1.1 Service Level Requirement (Implementation Phase)	Phase 2: Process Requirement Gathering- 15 days from Award of contract Implementation Stage - 45 days from award of contract.	The number of days specified in the RFP includes Working days only or Working days and Non working days both. Please clarify	Its include both Working days and Non working days
5	SLA for Manpower Deployment	SI No 1	No substitution of Core team resources will be allowed whose CVs have been provided along with the technical bid for the period T + 45 days.	Considering the todays scenario the attrition rate is very high in the IT sector. So due to uncertainty in such aspect we humbly request you to remove the clause. Suggestion: Once the project is started and deployment of resources is done, we may consider the clause for the deployed resources .	No Change
6	Section-5.3.1.2, pt iv			How many backend users will be workflow users and document management users	Approx 1000 users in case of separate workflows based on departments jurisdiction
7	Section-5.3.1.2, pt iv			How many types of workflows will be there like investor registration as one process/workflow	Workflow will be separate for individual services offered on the portal

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8	Section-5.3.1.2, pt vii			How much data need to be digitized, documents and also location of the documents	Bidder have to provide the Master/Transactional data templates for data migration in the system. Digitization work is the responsibility of the individual departments
9	Section-5.3.1.2, pt vi			How many other environment, the bidder needs to need to propose like Development, UAT, testing, staging	Bidder have to provide the Demo environment for investors & stakeholders along with UAT, prod environment
10	Section-5.3.1.2, pt vi			What are the HA and DR requirements for the proposed solution	Bidder is free to provide the best proven solution to meet SLA's.
11	2.2		Formation of consortium for this project in all the respective stages is NOT allowed	The ICT based integrated solutions business, due to very high complexities and dynamically changing technologies involves specialization to be handled by niche Vendors (e.g. Applications, HW, NW, ISPs, Sys SW, MSPs etc.). Therefore, Consortiums of relevant partners for executing such End-to-End Integrated Turnkey Projects is a globally prevalent practice in order to provide 'the best of the breed cost effective solutions'. It is therefore requested to modify this Clause suitably.	No Change
12	3.4.4		Bidder should furnish an unconditional declaration undertaking total responsibility including responsibility for the security of any transactions/data transfer through the Portal for the defect free operation of the proposed project solution which shall not include any conditional statements as per Form 17 of this document on company's letter head.	1. Responsibility of the Bidder for the Application SW ends after UAT. Thereafter, Bidder will be responsible for correcting the error, if any, at his cost during the Warranty. After Warranty, such Service is to be covered under explicit Maintenance Contract. 2. This is to mitigate the situation described succinctly by a well known adage that 'SW is bug-free till the next bug is found!' 3. Please confirm that the 'responsibility' referred in the Clause is same as Pt.1 above.	No Change
13	5.3.1.1		Study of the existing IT hardware of the various stakeholders and its usability for the project.	Please confirm: 1. Since, as per Pt.xiv below, hosting and operational support for 3 years is in the scope; this study is only to identify the compatibility to access the Investor Portal. 2. Infrastructure for User interactions and operations including LAN/VAN/Bandwidth are not in the Scope.	IT system partner have to study the existing IT hardware of the various stakeholders departments and provide the gap analysis report for accessing the portal by stakeholders department users. Provision of infrastructure (LAN/VAN/Bandwidth) at stakeholder premises are not in scope of Bidders while any required infrastructure at portal/ application hosting premises will be the sole responsibility of Bidder and will also be responsible to meet SLA's.

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14	5.3.1.1		To provide training & organize change management workshop for various concerned Stakeholders	Please confirm: Respective stakeholders will be responsible for all interactions, transactions, content management and business activities of the Portal. Bidder will be responsible for Systems Operations, Maintenance and Support	No Change
15	5.3.1.1		The bidder is required to submit a Migration plan and carry out the Migration(if required) to State Date Centre.....	Please confirm: It is not in the current scope. As and when required, it will be considered as a Change Request with corresponding Techno-Commercial implications.	No Change
16	5.3.1.1		The bidder shall be responsible for 24*7*365 helpdesk services.	1. Is PICTC requiring 'Hot Standby' with automatic switchover? 2. Please confirm that DR is not in the Scope.	Please refer to section 5.3.1.1. Page No.41, Point No (XXII)
17	5.3.1.1		Data Entry, digitization and migration of data if any.	1. What are the volumes and status for estimating the efforts? 2. Alternatively, should Bidder provide Unit Rates and total cost to be computed depending on the actual work completed?	Bidder have to provide the Master/Transactional data templates for data migration in the system. Digitization work is the responsibility of the individual departments
18	General	Organogram		1. It will be preferred if the department shares its organization hierarchy (from workflow and approval point of view) 2. chart of office location Vs. User	Bidder has to do the same during requirement gathering
19	General	Integration to other IT systems (if any)		Are there any existing IT system used by the department? If yes, then: 1. What is the technology platform 2. How long it has been in use by the department 3. Number of users being supported by this system 4. Number of Record store in its Database 5. Does the department intends to sunset this application or keep it in use 6. Are these system(s) hosted in-house or with some external agencies or with State Data Center or NIC.	Please refer to Corrigendum
20	General	Data Migration (if any)		Is there any scope of Data Migration? If yes, then: 1. what is the nature of the origin data store (is it in software or in physical format) 2. what is the quantity of the data that needs to be migrated 3. What is the quality of data that needs the migration (is it tampered/mutilated/unclean/non-readable etc..) 4. Where is the data located from migration? Is it centrally located at departments head quarters or spread across different office locations across Sikkim.	Bidder have to provide the Master/Transactional data templates for data migration in the system. Digitization work is the responsibility of the individual departments. Bidder have to collect the data for migration from stakeholders departments.

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21	General	Hardware – Servers/Data center equipments/Desktop/Laptops		We consider Hardware like Servers/Data center equipments/Desktop/Laptops is not part of scope for this RFP. Please confirm.	Hosting of portal/application will be the responsibility of the bidder
22	General	LAN-WAN availability		We consider LAN/WAN is not part of scope for this RFP. Please confirm.	Confirmed
23	General	Hosting of the application		We consider that the application will be hosted by the department at the identified service provider. Please confirm.	Hosting of portal/application will be the responsibility of the bidder
24	General	Bandwidth		We consider Bandwidth is not part of scope for this RFP. Please confirm.	Bidder is free to provide the best proven solution to meet SLA's.
25	General	Sizing		<ol style="list-style-type: none"> 1. In total how many users will be accessing the system 2. Of the total users, how many are concurrent users (Users who will be accessing the system parallel during peak time) 3. what is the peak load time 4. Provide us the chart of the total users per office locations 5. what is the per annum increment in the user base (in terms of percentage) 	<ol style="list-style-type: none"> 1. Approx 2k-3k 2. Approx 100 3. 9AM-6PM 4. During requirement gathering by the bidder 5. 10-15% approx.
26	General	Technology Stack of the proposed IT system		<ol style="list-style-type: none"> 1. Does the department have any specific inclination for any specific technology stack or platform for the proposed IT system? 2. Is department inclined for any OPEN SOURCE technology platform? 3. Does the department have any existing software licenses (Operating system, databases, application software etc.) which bidder can utilize in the existing solution? 	Bidder is free to provide the best proven solution to meet SLA's.
27	General	Training		<ol style="list-style-type: none"> 1. what is the user base for which the training has to be offered 2. can we get the number of users for training as per the following category: administrator training, users performing day-to-day work(functional), Overview training (Overall system for management) 3. will the training needs to be offered at various offices of department across Sikkim state or at central location 4. Will the infrastructure for conducting training like – screen, projector, training space etc... be provided to the bidder for conducting the training? 	Training would be offered as & when required at 5-6 different location. Premises for conducting training will be provided by the client.
28	General	Handholding		<ol style="list-style-type: none"> 1. Does the department looking for any handholding support for its users at various offices locations. If yes, then please provide the details of the locations and number of handholding resources expected by the department 2. What is the duration of the handholding resources required for? 	Helpdesk will provide the support

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29	Performance Bank Guarantee	The successful bidder shall at his own expense deposit with PICTC, within Three (3) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank acceptable to PICTC.		Requesting the department to allow scheduled banks like ICICI Banks apart from Nationalized Banks for EMD (performance Bank Guarantee)	Change, please Refer to corrigendum
30	Extension of Submission date and Time	Last date and time for Bid Submission 17th September, 2013 (till 3 PM) to contact person mentioned below		Requesting the department to extend the bid submission date and time by at least 3 weeks from the issue of corrigendum publication or pre-bid query resolution. This will enable the participating bidders to analyze the query resolution and put forth a decent proposition in best interest of the department.	No Change
31	Valid CMM certification	Point no. 7 of the qualifying criteria		Mastek has been consistently meeting the CMMi process/quality norms and upgrading it as required. Mastek's CMMI Version 1.2 Level 5 appraisal period expired on 3-March-2013. The re-appraisal for the CMMI Version 1.3 Level 5 with QAI as our consulting partner and appraiser is underway and expected to be completed by September 2013(see the attachment) herein. Please confirm this is acceptable?	No Change
32	Page 15 , Clause 2.3.1		The Bidders shall not have any kind of conflict of interest. All Bidders found to have a conflict of interest during the prequalifying evaluation process shall be disqualified. Bidders shall be considered to have a conflict of interest, if they i. Have controlling shareholders in common; or ii. Receive or have received any direct or indirect subsidy from any of them; or iii. Have the same legal representative for purposes of their bids; or iv. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or to influence the bid of another Bidder in the subsequent bidding process or influence the decisions of PICTC regarding this prequalification process.	We request you to kindly remove the Conflict of Interest Clause.	No Change

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33	Page 19 , Clause 2.5.1 , Commercial Bid format , Point V		Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the bidder.	Kindly change the Clause to on actuals /as per the present rate of Billing. As the Tax rates may increase or decrease and it is not in control of the Bidder.	No Change
34	Page 23 , Clause 3.4.1 , Manpower Deployment		The bidder must provide resumes of Core team responsible for the management of this project, highlighting pertinent experience. Bidders have to submit a declaration on the continuity of all CORE team members of the Project till the successful implementation of Phase -2 as per Form 14 of this document on company's letter head. The CORE team members of the IT system partner for this project should be available on a continuous basis in the office of PICTC & stakeholder departments. No offline support provided from a remote location will be acceptable to PICTC.	In this Clause its mentioned that the Manpower CVs supplied should be the actual Core Team who will Implement the Solution. We request you to please change this Clause as in IT Industry standard practices there are several projects running and its not feasible to Not Allocate/Assign the resources proposed for the Bid. Please allow bidders to propose their manpower as per their minimum Technical Qualification and not bar them to change the Resources of equivalent Qualification.	No Change
35	Page 24 , Clause 3.4.3 - IPR		The IPR of complete IT system (Portal, Application etc) shall lie with PICTC.. Bidder should furnish unconditional declaration for supporting the clause as mentioned below as per Form 16 of this document on company's letter head.	We understand that the IPR shall be provided for all the development/Coding done specifically for the Proposed solution. However the Bidder shall not be able to provide the Source Code for OOTB Software /System Software etc. Kindly suggest	IPR excludes OTS software source code but all licenses wrt any software will be in the name of PICTC.
36	Page 40 , Point XII		The portal should be Multilingual in nature and would primarily be available in Punjabi & English. The content shall be provided in English and/or Punjabi and the bidder shall be	Kindly confirm that the Punjabi Language shall be required for Portal Interface only or it shall be required for Data Entry and Workflows as well.?	The portal should be Multilingual in nature
37	Page 41 , Point XIV		The IT System Partner shall bear hosting and maintenance charges of the portal/application for 3 years after successful implementation of Phase-2. The Domain name shall be provided by the PICTC.	Please share the detailed requirement of Hosting Services and maintenance?	Bidder is required to provide the best proven solution to meet SLA's.
38	Page 41 , Point XVII		To provide real time Application Status on the portal and through SMS & E-mail	Kindly confirm that who will bear the Cost of Recurring SMS to Investors and other stakeholders. Also please share the technical details of Email Server.	Email service to be provided by bidder & recurring cost of SMS to be borne by client
39	Page 41 , Point XVIII		The bidder is required to submit a Migration plan and carry out the Migration(if required) to State Date Centre in the case the State Data Centre is available during the tenure of the project. The plan should include (not limited to): (a) Expected downtime (b) Mechanism for handling any loss of data or malfunction during migration (c) Any other contingency	If the Migration took place then the same Hardware Resources shall be required at SDC. Kindly confirm	PICTC will provide the hardware.
40	Page 41 , Point XXII		The bidder shall be responsible for 24*7*365 helpdesk services. The scope of help desk include but not limited to:-(a) Provision of 24*7 number for the investors and departmental users for technical support.	Kindly suggest if the bidder is required to Propose any Helpdesk Tool to track and trace any Help Requests online. If yes then please specify the specifications.	Bidder is free to provide the best proven tool.

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41	Page 42, Clause 5.3.1.2 , Point V		Synchronization/integration of the existing online system of some of the departments (mentioned in section 5.5 of this document) with the Online Single Window Clearance Portal.	please share the details of existing Online System with respect to departments. Also please share the Technology Details of those systems. Are these systems are running under AMC/Developer support?	Please refer to Corrigendum
42	Page 42, Clause 5.3.1.3 , Point VII		Data Entry, digitization and migration of data if any	Please specify the Volume of Data Entry and Digitization activity as this is a wide area of scope and estimations can not be done only if exact details are available to bidder?	Bidder have to provide the Master/Transactional data templates for data migration in the system. Digitization work is the responsibility of the individual departments
43	Page 42, Clause 5.3.1.3 , Point IX		Installing proven tools for analyzing & managing system performance, network performance analysis and optimization, etc., as well as providing the means of monitoring the SLA metrics.	Who will provide these Tools , If Punjab Infotech is going to provide these tools then please share the details of these tools otherwise share the specification so that bidder can propose these tools.	Bidder is required to provide the best proven tool.
44	Page 42, Clause 5.3.1.3 , Point X		To provide training & organize change management workshop for various concerned stakeholders	How many such workshops shall be conducted as part of Implementation? Also what will the scope and number of stakeholders attending these workshops?	Training/workshops would be offered as & when required at 5-6 different location. Premises for conducting training will be provided by the client.
45	Page 42, Clause 5.3.1.3 , Point XIV		The bidder will also be performed IT Security Audit Certification for Investor Portal by Cert-in empanelled 3rd party organizations.	This Certin Certified Security audit shall be done once or It will done for Portal in Phase 1 and then Phase 2 for Back end applications? Kindly clarify	Please refer to Corrigendum
46	Page 42, Clause 5.3.1.3 , Point XVI		The IT System Partner will also be required to procure, install and operate monitoring tools to monitor the SLAs. The tools shall be transferred to the Corporation at the completion of the contract. The selected IT System Partner will ensure that the reports for monitoring of most of the SLAs like system uptime, connectivity uptime, performance of servers etc. are generated automatically from the system and have web access to defined users.	please share the specifications for the tool? Or Bidder can propose any open source tool?	Bidder is required to provide the best proven tool.
47	Page 52 , Clause 5.4		SLA for Manpower deployment - Point 1 - No substitution of Core team resources will be allowed whose CVs have been provided along with the technical bid for the period T + 45 days	We request you to please change this Clause as in IT Industry the Proposed CVs may be placed on other assignments by the Time the Tender is awarded to Bidder.	No Change
48	Page 52 , Clause 5.5 , Services delivered by Stakeholders		Note:- The List of Departments along with services offered are purely indicative & may increase or decrease during the implementation of project. During the implementation stage any increase or decrease in number of services will not alter the bid cost.	This Note represents that the scope for services is open ended and to perform any estimation we request Punjab Infotech to share the exact list of services to be delivered by the Bidder.	No Change
49	Page 55 , Clause 6.1		Payment Terms	we request you to please change the Payment Terms.	No Change
50	Page 16, Section 2.3.2 Qualification Criteria, Point-2		Supporting Document: Audited Balance sheets along with Profit and loss statements with highlighted relevant figures (in case the audited financial statements do not reflect the above, Statutory Auditors' certificate on the actual relevant figures should be provided with bids	Please allow CA certification for the same.	Please refer to Corrigendum
51	Page 17, point 7 of qualifying criteria		Bidder should be CMMI Level 4 Certified	Request to amend qualifying criteria to CMMI Level 5	No Change

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52	Page 16, Section 2.3.2 Qualification Criteria, Point-4		Bidder should have at least 100 Software Professionals for providing application design, development, testing, installation, user acceptance, training, hand-holding and application support activities. These Software Professionals should be B.E. / B.Tech / MCA or equivalent.	Request change to Bidder should have at least 1000 Software Professionals for providing application design, development, testing, installation, user acceptance, training, hand-holding and application support activities. These Software Professionals should be B.E. / B.Tech / MCA or equivalent.	No Change
53	Page 17, Section 2.3.2 Qualification Criteria, Point-7		The Bidder should provide the self-attested copy of SEI-Comma Level 4, IT Quality and security Certifications in the field of IT services and software development.	Request change to The Bidder should have Comma Level 5 and no less.	No Change
54	Page 66, Section 7.1.6, Form 6		Power of Attorney	Should this form be submitted if the Bidder has its own PoA?	No Change
55	Page 52, under Section 5.4.1.2 Operational & Maintenance SLAs		SLAs for Man Power Deployment	Considering the overall process framework followed within TCS with regard to resources, TCS makes sure to provide requisite resources either at par or better than the laid down requirement at the start of the project after award of contract. Hence request to reconsider to remove the clauses mentioned herein and kindly allow to provide indicative CVs. TCS assures you to provide either at par or better profiles as and when project starts as part of standard Resource Loading process	No Change
56	5.3.1.1. Phase I		GENERAL on Infrastructure	Please mention if the requisite Infrastructure is already available for implementation / hosting of Investor Portal	No
57	5.3.1.1. Phase I		GENERAL on Infrastructure	In case, the answer to previous query is NO, then please mention if TCS should provide the infrastructure or whether State will provide the same.	Please refer to section 5.3.1.1 point XIV
58	5.3.1.2. Phase II		GENERAL on Infrastructure	Please mention if the requisite Infrastructure is already available for implementation of G2G Backend Application	Partly infrastructure available with stake holders department but IT system partner have to study the existing IT hardware of the various stakeholders departments and provide the gap analysis report for accessing the portal by stakeholders department users. Any required infrastructure for portal & application hosting will be the sole responsibility of Bidder and will also be responsible to meet SLA's.
59	5.3.1.2. Phase II		GENERAL on Infrastructure	In case, the answer to previous query is NO, then please mention if TCS should provide the infrastructure or whether State will provide the same.	Client will provide the requisite hardware for stakeholder departments internal operations
60	GENERAL		GENERAL on Infrastructure	Please specify minimum specifications of the Infrastructure to be used for the Project	Bidder is required to provide the best proven solution.
61	GENERAL		GENERAL on Concurrent Users	Please specify the Maximum & Minimum Number of Concurrent Users	Approx 0-100

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62	GENERAL		Projected SIZE	Please specify the projected record size and projected database table size over a period of next 3 - 5 years	Approx 1-2 TB
63	Sec 1.7, Pg-10		Earnest Money Deposit	We suggest, EMD to be submitted in form of a irrevocable Bank Guarantee from a scheduled bank.	No Change
64	Sec 4.5, Pg 36		Performance Bank Guarantee	We suggest that PBG submission time should be changed from 3 working days to 15 working days.	No Change
65	Sec 6.1, Pg 55		Payment Schedule	We suggest that 10% mobilization advance should be payable on contract start/signing.	No Change
66	sec 6.2, Pg 56		Other Payment Terms	We suggest that, the taxes should be as applicable as on the date of billing. i.e. In case of any changes / increase in taxes or statutory duties or new taxes are introduced during the contract period the additional costs/ benefit should be on PICTC.	No Change
67	Not Provided		Payment of Invoices	No Period is mentioned in RFP. We suggest all invoices should be cleared within 30 days of submission and acceptance from customer after which interest will be levied at 12% pa.	No Change
68				Can we converted EMD to a Security Deposit/Performance Guarantee, once the contract is awarded to us?	No Change
69				The Agreement for the engagement resulting from this RFP needs to include limitation of liability provision	No Change
70	Clause 2..5.1.v and 2..5.1.vi			Price quoted shall be exclusive of all taxes (except income/corporate taxes of the Bidder) and shall be to the account of PICTC (including any changes to the existing taxes or inclusion of any new taxes, at a later date).	No Change
71	Clause 3.4.3 and 3.26.i. –			Clause needs to be comprehensive to cover the pre-existing IPR of the Bidder and third party IP. Agreement needs to include clear provisions on pre-existing IPR and third party IPR.	IPR excludes OTS software source code but all licenses wrt any software will be in the name of PICTC.
72	Clause 3.21			In the event of termination of the Agreement, PICTC shall be responsible to the selected bidder for payment of fees for the services performed and deliverables delivered till the effective date of termination and reasonable termination compensation towards unrecovered investments.	No Change
73	Clause 3.23			The selected bidder needs to be excused of the performance irrespective of the type of the Force Majeure event. Accordingly, the provisions in relation to Force Majeure Costs need to be deleted.	No Change
74	Clause 3.26.vi			Audits shall be conducted during normal working hours and upon reasonable advance written notice to the selected bidder. PICTC and PICTC's auditors will: (i) comply with the selected bidder's reasonable security and confidentiality requirements when accessing locations, facilities or other resources owned or controlled by the selected bidder; and (ii) cooperate with the selected bidder to minimize any disruption to the selected bidder's business activities. Any third party appointed for the audit shall not be a competitor of the selected bidder. Further, in no event shall the selected bidder be required to disclose information or data relating to its internal costing, profit margins and mark up.	No Change

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75	Clause 1.4 Form 4: Proposal cover letter			The acceptance of all the terms and conditions set out in the tender document shall be read with the suggestions/ comments of the bidder as contained in its proposal.	No Change
76			PBG	The BG shall contain following statement at the end: "Notwithstanding anything contained hereinabove: Our liability under this bank guarantee shall not exceed Rs. _____ (Rupees _____) This bank guarantee shall be valid until _____ and; We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if you serve upon us a written claim of demand on or before 11AM on _____, where after all the rights under this guarantee shall be forfeited and we shall be released and discharged from all liabilities there under whether or not the original guarantee is returned."	No Change