CLARIFICATIONS OF THE QUERIES
RFP for Selection of Agency for Design, Development, Implementation, and Maintenance of Campus Management End to End Solution for GSFC University

Sr. No.	RFP Clause No. & Page No.	Existing Clause	Request for modification & Clarifications	Clarification by GIL/GSFC University
1.	Clause no. 5, page no. 7	Bidder Should have completed/ongoing, at least three ICT projects of campus Management End to end solution in University /Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids.	Change Request As Below, Bidder should have completed /ongoing, at least three ICT projects of any industries, (Excluding Hardware and Manpower) each of value more than 15 lacs till the date of submission of the bids	See the corrigendum. Point no. 1
2.	Clause no. 4, page no. 11	Number of "Similar" web portal for Campus Management Solution projects completed / ongoing (Excluding Hardware procurement cost & Third party software license procurements)	Change Request as below. Number of Industrial web portal, projects completed / ongoing (Excluding Hardware procurement cost & Third party software license procurements)	No change as per RFP.
3.	In Eligibility Criteria Sr. No. 5 Page No. 7	" Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to end solution in University / Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids."	Request you to consider as " Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to end solution in University / Education sector (Excluding Hardware and Manpower) with at least one project of value more than 50 lacs till the date of submission of the bids."	See the corrigendum. Point no. 1
4.	2. Eligibility Criteria for Bidders (Page No 7 of 47)	Bidder should have completed/ongoing, at least three ICT Projects of Campus Management End to End solution in University/ Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids	We request you to consider an amendment in this clause as "Bidder should have completed/ongoing, at least three ICT Projects of Campus Management End to End solution in University/ Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids **or** One completed Global ICT Project of Campus management end to end solution in University/ Education sector (Excluding Hardware and Manpower) with the value of 1.5 crore or more.	See the corrigendum. Point no. 1
5.	3. Preparation of Bids (Page No 8 of 47)	Invoicing shall be from Gujarat only	Is there a provision to do invoicing from Bangalore head office of the company as now we have GST System in country which supplies as the common touch point.	Allowed.
6.	3. Preparation of Bids (Page No 8 of 47)	Successful bidder shall host Campus Management End to End Solution at Gujarat State Data Center (GSDC)	In case of hosting Campus Management End to End Solution at Gujarat State Data Center (GSDC), will the servers will be provided by the GSDC authorities as per annexure 8. Please confirm.	Yes, in case of hosting in GSDC, the compute power required will be provided.
7.	(Page 28 of 47)	Should have online Payment gateway for online fees collection	1) Do GSFC University provide the payment Gateway? 2) If yes, How many payment gateways will be provided and who are the payment gateway providers?	• Yes, payment gateway will be provided by GSFC University.

				• As of now, only one payment gateway i.e. HDFC.
8.	C. Functional Scope: 3. Academic Module (Page 28 of 47)	Should also have facility to generate admission letters, ID Cards etc	The admission letters and ID cards will be generated from system as per GSFC University. However, we assume the ID Card printers and related accessories will be provided by GSFC University. Please confirm	ID card printers shall be arranged by GSFC University.
9.	Annexure -3 Financial Bid Format (Page 38 of 47)	Data Migration	Can you please specify the expected Data Migration areas (both Master data and Transactional Data) in detail like how many years data has to migrated, is the data in digital form/ paper based.	Currently, the master data is of 1100 students in Excel format.
10.	First Page	EMD Rs.10,00,000/-	EMD Rs.5,00,000	See the corrigendum. Point no. 5
11.	Page 7 :	Eligibility Criteria Point No.5 Bidder should completed/ongoing at least three ICT projects of Campus Management End to End solution in University / Education sector (Excluding Hardware & Manpower) each of value more than 50 lacs till the date of submission of the bids. Completion Certificates from the client + Work Order	1.The applicant will have to understand the Software execution cycle and also domain expertise for this. Three projects of any software, out of which 1 can be of Campus Management 2. Completion Certificate/work order can be of work Orders of individual module. 3. Each of value more than 25 lacs	See the corrigendum. Point no. 1
12.	Page 27 : Time Limit	The service provider will have to complete the work within 4 months from the date of work order issued	The service provider will have to complete the work within 6-9 months from the date of work order issued	Bidder has to complete the work within 6 months from the date of work order issued
13.	Page 17 : Point No.8.2 Performance Bank Guarantee	Successful Web developer has to submit Demand Draft for Performance Bank Guarantee of 10% of the Contract Value within 30 days from the receipt of notification of award	It should be 5% of the Contract value	No change. As per RFP.
14.	Page 26 : 17. Source Code:	In case of COTS: The Intellectual Property Right - IPR of the COTS [Commercial Of The Self, i.e stock vanilla version / module] portion of the solution shall lie with the bidder; only the IPR of customized modules as per need of University will rest with the GSFC University. In case of BESPOKE: The IPR of the entire solution shall lie with the GSFC University	You need to review. The Bidder will be in this field, so they cannot give ZPR to GSFC University.	No change. As per RFP

15.	Page 15 : 5.2 Service level penalties related to Implementation	In case of delay in successful completion of Development of End to End solution, a penalty of 0.5% of contract value per week would be levied up to maximum of 10% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case the delay is more than three months. ⬚ In case of delay in successful Testing & UAT of End to End Solution, a penalty of 0.5% of contract value per week would be levied up to maximum of 10% of order value. ⬚ In case of delay in Product training & handholding support of solution, a penalty of 0.5% of contract value per week would be levied up to maximum of 10% of order value. ⬚ In case of delay in Implementation & Go-Live, a penalty of 0.5% of contract value per week would be levied up to maximum of 10% of order value.	Instead of order value it should be item (part) wise.	No change. As per RFP
16.	7/7	Consortium/ Sub-contracting: No Consortium / Sub- contracting allowed Self certification should be submitted on letter head	Kindly allow the consortium of two parties at least.	No change. As per RFP
17.	Page no. 1	EMD: Rs.10,00,000/- (Refundable)	Why EMD price is too high ?	See the corrigendum. Point no. 5
18.	7/5	Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to end solution in University / Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids	Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to end solution in University /Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids OR Bidder should have completed/ongoing, ONE ICT projects of Campus Management End to end solution in University /Education sector (Excluding Hardware and Manpower) each of value more than 5 cr till the date of submission of the bids	See the corrigendum. Point no. 1.
19.	8/1.3	Responsibility of the Bidder for implementation of solution	Is the solution to be implemented at GSDC on the hardware recommended by us or a cloud sizing is to be provided from a secured Private cloud service provider? Is providing this infra part of scope of work or we have to provide sizing suggestions only	The bidder is required to recommend the hardware sizing required to deploy the application in GSDC on cloud.
20.	Section 2. Eligibility	Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to	Request to amend the clause as " Bidder should have completed/ongoing, at least three ICT projects (Excluding	See the corrigendum. Pint no. 1

		end solution in University/Education sector (Excluding Hardware and Manpower) each of value more than 50lacs till the date of submission of the bids.	Hardware and Manpower) each of value more than 50lacs till the date of submission of the bids" Request for omission of Specific Experience from eligibility criteria	
	Criteria for Bidders			
21.	Earnest Deposit Money	EMD Amount 10,00,000/-	We request you to please allow Exemption for MSME/ NSIC firms as per GFR 2017. As per GFR rule 170 Amended and published 2017. It is required that the organizations registered under Ministry of MSME, NSIC, to be exempted from submission of EMD." (Rule proof attached in Email).	No change. As per RFP. However, see the corrigendum for changes in EMD amount. Point no. 5.
22.	Page 11	Avg turnover of company > 3cr	Request to increase the turnover value to 10cr and above in order to allow other experienced vendors in this specfic industry and to set a benchmark	No change. As per RFP.
23.	Page 20, Point 30	Open source software to design web portal is preferred	Request to change this criteris and allow COTS solution	No change. As per RFP
24.	Page 27, Point 18	Service provider will have to complete work within 4 months from the date of issue of work order	Request to change the timelines to 9 months after the issue of work order	Bidder has to complete the work within 6 months from the date of work order issued
25.	Section III B/ 19	3. The web portal should be developed in Unicode and the primary language shall be English.	Which are the other languages in which the solution to be provided?	English only.
26.	2/22	7. Max. attachment size for a document upload of student / organization staff is 5 Mb maximum	Maximum how many Megabytes of documents can be uploaded by each student/organization staff?	No change. As per RFP.
27.	C /27	Following are the list of Management Modules which are basic and tentative requirement of University and which may include other modules or services as and when required during the service tenure.	will other modules or services fetch separate financials from the client, as and when required during the service tenure? Otherwise it is difficult to provision for the same by the bidder as they are unknown currently.	No change request will be considered while contract period.
28.	4/28	Should be able to calculate salary automatically and should have facility for various online approval from top management.	How many levels of approvals are required here? Should sms-email alerts be incorporated with respect to each approval?	• Form Procurement to Payment, there are 4 levels of approvals. However, it also depends on the type of procurement of product or services. • Email alerts to be incorporated and it can also be understood while preparing the BPR and FRS.
29.	4/29	Should also capture attendance of Visiting Faculty	• should the attendance of visiting faculty be captured	• Yes, currently the

				attendance is captured through biometric system.
			• Is the number of visiting faculties included in the organization staff count given in page no.22? If not, what are the total number of visiting faculties?	• Yes, included.
		through biometric?	• Should the visiting faculties be given access to system same like others?	• Yes, role based access to be given.
30.	6/30	procurement to payment with approval based system and should also help in managing and monitoring inventory across the organization.	How many levels of approvals are required here? Should sms-email alerts be incorporated with respect to each approval?	As above point no. 28
31.	10/31	Should support entire life cycle of each student [current and past] from its admission till placement and the data should also be available to students, parents and other stakeholders.	should there be separate logins for students, parents and other stakeholders?	Yes, with role based access. Same can be discussed and decided while preparing the BPR and FRS.
32.	11/31	Should be able to create exam schedule and should have provision to take online exam.	What will be the online exam like? Is it objective type questions or both objective and subjective type questions? Will it include videos and audios? Will the bidder have to integrate with any other existing service provider in order to incorporate online exam facility?	• Exam shall be of both the types objective [MCQ] and subjective [descriptive], bidder has to provision the above exam methods in module. • University currently does not envisaged videos and audio to include. • No, currently there is no such requirements for integration.
33.	34	Should also have features of reliving module.	Please explain when, where and how the relieving module will be made use of in the solution?	Online approval and confirmation regarding No Dues of employee from concern department is required, which can be done via this module and automated No Dues certificate can be generated.
34.	34	Should have Year duplication facility.	Please explain in what instances this facility will be used?	should be able to manage student data year-wise and semester-wise
35.	2. Eligibility Criteria for Bidders:/7	Bidder should have completed/ongoing, at least three ICT projects of Campus Management End to end solution in University / Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids.	Please amend as, Bidder should have completed/ongoing, at least three IT projects of End to end solution/ Software Development for any Government Sectors/ Colleges/ Universities (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of	See the corrigendum. Point no. 1

			submission of the bids.	
36.	2. Eligibility Criteria for Bidders:/7	Consortium/ Sub-contracting: No Consortium / Subcontracting allowed	Please amend as, Consortium / Joint Venture shall be allowed not more than two.	No change. As per RFP
37.	Financial bid	Hosting	Also we need to clarify that, in line with discussion in pre-bid meeting, it is been pointed that, the servers will be provided by Gujarat State Data Center (GSDC) as per the annexure8, shared by the bidder. In this case, do we need to quote for the "Three year hosting Charges" under annexure 3 or consider as the servers will be provided by GSDC.	GSFC University shall arrange to host its End to End solution on GSDC's platform.

CORRIGENDUM

Sr. no.	Criteria	Existing clause	Revised Clause
1	**Eligibility Criteria no. 1**	Bidder Should have completed/ongoing, at least three ICT projects of campus Management End to end solution in University /Education sector (Excluding Hardware and Manpower) each of value more than 50 lacs till the date of submission of the bids.	Bidder Should have completed/ongoing, ICT projects of campus Management End to end solution in University /Education sector (Excluding Hardware and Manpower) till the date of submission of the bids One project with value more than 50 lacs. Or Three project with value more than 16.5 lacs each.
2	**Technical Evaluation criteria no. 5**	Number of "Similar" web portal for Campus Management Solution projects completed / ongoing (Excluding Hardware procurement cost & Third party software license procurements) 3 -4 projects = 5 Marks 5 -6 projects = 10 Marks >6 projects = 15 Marks	Number of work order of "Similar" web portal for Campus Management Solution projects completed / ongoing (Excluding Hardware procurement cost & Third party software license procurements) 1-3 projects = 5 Marks 3-5 projects = 10 Marks >5 projects = 15 Marks
3	**Technical Evaluation criteria no. 5**	Experience in Development of web portal other than Campus Management 2-4 projects = 3 Marks 5 -6 projects = 5 Marks >6 projects = 10 Marks	No. of software development products/ applications developed for educational Institutes including Campus Management solution.. 2-4 projects = 3 Marks 5 -6 projects = 5 Marks >6 projects = 10 Marks
4	**Time limit to complete the work**	3 months from the date of work order	Bidder has to complete the work within **6 months** from the date of work order issued
5	**EMD**	EMD of 10,00,000/-	**Changed: EMD change to 5,00,000/- instead of 10,00,000/-**
6	**Financial Bid format (item no. 6)**	Three years Hosting charges – **Part -5 (Optional)**	Since, it was decided to host the solution in GSDC, no need to give rates for hosting on private server. So, bidder can put "0" in the item no. 6 of the financial bid format and in Part 5 also. Grand total of item no. 1 to 5 will be considered for evaluation of L1 bidder.

Revised Timeline

Sr.	Milestone	Timelines T = Date of work order (Days)	Percentage Payable
Cost of line item 1 and 2 of the financial bid			
1.	After conceptualization of whole Campus management solution and preparing Software Requirement Specification [SRS] & Functional Requirement Specification [SRS] document	T + 30	20%
2.	Successful installation and commissioning of End to end Solution.	T + 120	40%
3.	• User acceptance testing [UAT] and submission of test reports. • Submission of Systems manual and user's manual (operational manual) in two Sets and completion of training activity	T + 150	10%
4.	Security Audit and Go Live of complete solution.	T + 180	10%
5.	Handholding & bug fixing and Handing over of all source code, meta data, licenses certification etc. to the organization.	T + 200	20%
Cost of line item 3 of financial bid			
6.	Operation and Maintenance support for three years from the date of Go-live	Quarterly in equal installment	
Cost of line item 4 of financial bid			
7.	Cost of AMC/ATS of Base software, in case of COTS	Annually after successful renewal of ATS/AMC	