

Clarifications of the queries received from the interested bidders for the Tender No: SW07022018155: Tender for Selection of Service Provider for Development and Maintenance of Mobile and Web based Application based on existing Poll Monitoring System

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by SEC/GIL
1.	Qualification Criteria	Bidder should have at least 3 years' experience in similar IT Projects/Solutions.	Bidder should have at least 3 years' experience in IT Projects/Solutions.	As per the RFP. Here Similar means any mobile/web based application development and maintenance project.
2.	Qualification Criteria	Bidder should have completed/ongoing at least 3 projects of Web Applications with Mobile Applications or separate mobile application projects each of value more than 6 lakh in the last three years (2014-15, 2015-16, 2016-17). It should not include Hardware procurement & Third party software license procurements.	Bidder should have completed/ongoing at least 3 projects of Applications Development projects each of value more than 6 lakh in the last three years (2014-15, 2015-16, 2016-17).	As per the RFP.
3.	SECTION III: GENERAL CONDITIONS OF CONTRACT 22 Payment Schedule Page No: 22	Payment Schedule with activity and % of release	We request to change payment schedule 1) Conceptualization 15% of payment 2) Completion of Design, Development & Coding of application: 15% of payment 3) Testing & UAT: 15% of payment 4) After Training: 10% of payment 5) Commissioning & Go-Live: 15% of payment 6)1 year of Operation and Maintenance support after successfully installation and UAT: 10% on each quarter of 1 year	As per the RFP.
4.	SECTION V: SCOPE OF WORK	The SP has to study existing Poll Monitoring System developed by NIC	We have to update existing web application developed by NIC or need to	The SP has to develop a fresh and customized Mobile and Web application with necessary integration with NIC portal as per the RFP.

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	Page No: 24	and develop native mobile application based on existing system.	start from scratch	
5.	SECTION V: SCOPE OF WORK Key Components of Scope of Work 7. Training Page No: 25	Training to approx. 100 Master Trainers	Training will be given only one time during contract or multiple time?	The SP has to provide training two times during the contract period to ROs or master trainers (approx. 100 officers) or other official decided by SEC) at zone wise.
6.	SECTION V: SCOPE OF WORK Services to be provided by the SP Page No: 26	1) System should have capability to integrate with existing application (Poll Monitoring System) of SEC 2) System should have capability to integrate e-dashboard and useful data/reports to existing website of SEC.	Here SP just have to provide web services for integration to already developed system. Let us know if we have to manage more scope then web service development.	The SP has to develop a fresh and customized Mobile and Web application with necessary integration with NIC portal as per the RFP.
7.	SECTION V: SCOPE OF WORK Basic Features of the System Page No: 26	4. Language support – English & Gujarati	As here only labels will be in both language and content also needed to enter into multiple language. For eg. In registration user add data in form with English only, so we have to highlight for adding data in multiple languages?	Captions or labels and Data entry shall be in Gujarati & English (bilingual) both language. The SP has to provide Gujarati typing facility with Unicode Gujarati font.
8.	SECTION V: SCOPE OF WORK Page No: 29	7. System should have provision of online/offline data entry in Mobile application and it will be synchronized with the server as and when connectivity will be available.	As mentioned in scope to show real time data and here if we allow to offline data entry on mobile application then real time data not have correct picture. So can we avoid offline data entry in mobile application?Please mentioned what kind	System should have offline capability in Mobile application and system has to allow data capture locally and sync it with the central database when the system is online.

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			of features (services) possible in offline mode of mobile application For eg. Register, login etc..	
9.	SECTION V: SCOPE OF WORK Training to all the system users Page No: 30	SP shall provide hand holding training support to SEC personnel at zone wise In this the target users are trained on the system	How many zone current SEC have? Please mentioned name (area) As mentioned that there are 100 master trainers so these 100 master trainers per zone or total?	The SP has to provide training zone wise and train approx. 100 master trainers across the Gujarat. Total no of zone may be 4 to 5.
10.	SECTION V: SCOPE OF WORK Operation and Maintenance support (for 1 year) Page No: 30	The SP is expected to carry out all changes that are required due to change in functionalities, forms, reports, etc. during the Operation and Maintenance period of 1 year. No additional cost to the SEC for the entire O & M period.	We request here that if any major changes require then it not consider into quoted cost. As we cannot know what kind changes will be coming in future it is not possible to add cost initially into bidding cost.	As per the RFP
11.	SECTION V: SCOPE OF WORK Operation and Maintenance support (for 1 year) Page No: 31	Training	We have to conduct same amount of training in O&M?	Please refer clarification of query no. 5
12.	SECTION V: SCOPE OF WORK Application Platforms Page No: 28	The mobile app will be developed on the following platforms for mobiles iOS (Apple) Android (Google)	Who is responsible for Google play store and Apple store account?	Govt. Gujarat has account on Google and Apple store. The SP has to provide required code/apk/information for hosting on app stores.

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13.	Section V Page 24 & page 29	Objectives of Mobile Application – Live figures of real time voting (page 24) Point 7 (Page 29) – Offline mobile data Entry	Why does mobile app need to store data offline and upload it when the internet is available? The approach is not suitable if data has to broadcast live	Please refer clarification of query no. 8
14.	Section V Page 25	Point 4: System Integration	Please clarify whether modifications have to be made on the existing poll monitoring system or it has to be developed from scratch.	Please refer clarification of query no. 6
15.	Section V Page 27	SMS Acknowledgement	It is expected that client shall bear cost of SMS Gateway	If required any SMS facility in the application then SMS Gateway will be provided by the SEC. However, bidder has to develop the necessary interface.
16.	Point 21 Page 21	Time Limit for Work Completion	As there is development involving both mobile and web and the SLA terms are stringent as well we request a development time period of 10 weeks instead of stipulated 1 month	As per the RFP
17.	Point 22 Page 22	Payment Schedule	We would request you to revise the payment terms as the current payment terms are restrictive for development. We would request you to revise it so that 20% is paid during SRS preparation, 20% during UAT stage and remaining 40% during Go-Live	As per the RFP
18.	Section IV: SLA & Penalty Clause Page 23	In case of delay in deliverables, a penalty of 2% of order value per week would be levied up to maximum of 10% of order value.	The SLAs are very stringent keeping in mind the scope of work and development time provided. Moreover, delay in deliverables can also occur at client end for which the SLAs imposed shall be harsh. We would request you to revise it to: In case of delay in deliverables, a penalty	As per the RFP

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			of 0.5% of order value per week would be levied up to maximum of 5% of order value	
19.	Section IV: SLA & Penalty Clause Page 23	In case of delay in rectifying the problem/updation of application during the AMC contract, period, penalty of Rs. 500 per day would be levied upto maximum 10% of order value.	We would request you to revise it to: In case of delay in rectifying the problem /updation of application during the AMC contract, period, penalty of Rs. 200 per day would be levied upto maximum 5% of order value.	As per the RFP
20.	General	Key Components of Scope of Work	Is mobile app going to feed the data or it will be a web-based admin section to feed the data?	Both mobile and web application should have facility to feed the data.
21.	General	Existing Poll Monitoring System	What is the current platforms on which the Poll Monitoring System is developed	Platform of Existing Poll Monitoring System Front end : .net Back end: MS SQL
22.	General	Submission	Please confirm that is an online submission only with only EMD and Affidavit to be submitted via Hard Copy.	Bidders has to submit Bid Processing fees, Bid Security/EMD and Affidavit in GIL physically and technical bid and commercial bid are require to be submitted online before the last date and time for bid submission.
23.	2 Pre-qualification Criteria, Sr. No. 2, Page No. 8	Bidder should have at least 3 years experience in similar IT Projects/Solutions.	Respected Sir, we are Gujarat based company with similar experience in Web and Mobile Application development. We have completed 2.5 years after incorporation. We would like to request you to change this clause as: "Bidder should have at least 3 years experience in similar IT Projects/Solutions.	Please refer clarification of query no. 1
24.	2 Pre-qualification Criteria, Sr. No.	The bidder must have turnover of at least Rs. 30 lakh for each of the last three financial years or cumulative of	Respected Sir, our cumulative turn over from last 2 years is 4 crore. We would request you to change this clause as:	As per the RFP.

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	3, Page No. 8	Rs. 90 lakh in last three years (2014-15, 2015-16, 2016-17) as on 31st March, 2017 from Software/IT product Development and Software Support service activities. It should not include Hardware procurement & Third party software license procurements.	"The bidder must have turnover of at least Rs. 30 lakh for each of the last 2 and half financial years or cumulative of Rs. 90 lakh in last three years (2015-16, 2016-17, 2017--18) as on 31st January, 2018 from Software/IT product Development and Software Support service activities. It should not include Hardware procurement & Third party software license procurements."	
25.	2. Pre-qualification criteria		We would like to request you to give us an exemption from local presence criteria mentioned in the tender document, that which we don't have to participate in this particular tender.	The bidder must have one office in Gujarat. In case, bidders do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 1 months from the date of work order.
26.	Generic	Generic	This is not for Citizens of Gujarat. This is only for Election commission Gujarat Department users. This means persons managing elections and counting will use this to update so that common citizens will be able to view updates from Election commission website related to results and updates. Pls clarify	Yes.
27.	Generic	User types	1. Super Admin Admin Department users (Web) 2. Mobile application only for Department users	1. The backend system will be managed by Admin users. Admin will be able to manage all the department users, their profile details & assign roles to access the informations of the system.

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				<p>Admin will be able to update and manage following type of informations</p> <ul style="list-style-type: none"> -Management of department users -Configure all local body elections, wards, registered voters, etc. -Voting process Management -Counting process Management -MIS Reports <p>2. both web and mobile application for department users</p>
28.	Page No 25, S. No 3 (Hosting Application)	The Application/Database will be hosted in State Data Center as per provisions provided by Department of Science & Technology. State Data Center will provide computing infrastructure on x86 platform. The bidder has to develop the application compatible with x86 platform. However, the SP is required to provide the software (server operating system and database software) for actual running the application on x86 platform with 1 year of AMC/ATS and also perform the software and other related installation / configuration at SDC.	<p>The bidder has to develop the application compatible with x86 platform only?</p> <p>No 64 bit supportable Application required?</p>	As per the RFP.
29.	Page no 24, SECTION V: SCOPE OF WORK, 4th	The solution is envisioned to have services like online feeding of voting details, percentage of votes in each duration, Counting Round wise results	All the required Open API will be provided by NIC, we don't have to purchase any or develop any API related to election. ?	Required web services for integration and synchronization will be provided by NIC. However, integration of the relevant interface would be required to be developed by the SP.

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	paragraph	and other details and also use Open Application Programming Interface (API) for Systems Integration of existing Web based application Poll Monitoring System developed by National Informatics Centre (NIC) for smooth exchanging data like - No of registered wards, registered voters male/female, total registered voters, Nomination details, Candidate information ward wise, type of seat and other information.		
30.	Page No 25, S. No 4 (System Integration)	Required web services for integration and synchronization will be provided by NIC. However, integration of the relevant interface would be required to be developed by the SP. System integration with existing web based application Poll Monitoring System developed by NIC for Smooth exchanging data like -No of registered wards, registered voters male/female, total registered voters, Nomination details, Candidate information ward wise, type of seat and other information.	Two way integration is required where the information exchange can be either push or pull based on depending the needs . Kindly elaborate this Two way communication.	Here push or pull means smooth exchanging data (i.e. No of registered wards, registered voters male/female, total registered voters, Nomination details, Candidate information ward wise, type of seat and other information) with/from existing Poll Monitoring System.
31.	Page No 27, Clause - Counting (Round wise)	Round-wise details will be entered by the Returning Officer in Mobile application	RO all the level of users shall have their access at both web and mobile application	Yes access of both mobile and web application.

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	Counting Result) (Counting Day)			
32.	Page No 28, Clause - Application Platforms	Department officers can simply download the native mobile application on their smartphone from respective stores. The web application and mobile application will have authentication process for new user by creating an account or for existing users to login using existing account.	All the department users looking for registration have to go through verification process	<p>The Mobile and web application will have authentication process for department user by creating an account or for existing users to login using existing account.</p> <p>Department Users can register online with submitting basic details like user id (proposed unique ID), password, name and mobile number and captcha.</p> <p>System will check available userid, captcha authentication and other fields for validation After successfully submitting details, system have provision to send OTP password on user's mobile for their identity verification.</p> <p>After matching of OTP password, system will create userid as mentioned in the registration form and also send SMS acknowledgement to the user's mobile for successfully registration.</p> <p>SMS Gateway will be provided by the SEC. However, bidder has to develop the necessary interface.</p>
33.	Page number 27. Department User Registration Process		<p>Since this application is only for Election commission department users, but as per registration process, any citizen who came across this application can download this application and can access it.</p> <p>So if Department users can create their account on their own, Do admins also</p>	Please refer clarification of query no. 27

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			<p>have right to create department users.</p> <p>Creating account and their level of features access. Are we planning to provide access details of all levels of election and their services to all user types or their would be some level of controls on which area person can access which area results? Need clarity on this.</p>	
34.	Generic	Generic	Need some details on users area registration and their rights to access for details of other area.	Please refer clarification of query no. 27
35.	Page 28 & 29	<p>Department officers can simply download the native mobile application on their smart phone from respective stores. The web application and mobile application will have authentication process for new user by creating an account or for existing users to login using existing account.</p> <p>Super Admin will be able to manage all the users, their profile details & assign roles to access the modules of the system.</p>	<p>Refer below question related to this Now if Department users are creating account on own, then two points to clear:-</p> <ol style="list-style-type: none"> 1. Super admin can also create Department user account. 2. All the created account list will be accessible to super admin. Then these department users will be assigned list of access rights. Right? 3. IF this is so then suppose me as Department user created my account (verification with OTP). Then before getting access to list of rights assigned by super admin, what list of services i can see or view? 	<p>1,2. Please refer clarification of query no. 27</p> <p>3. Please refer clarification of query no. 32</p>
36.	Page 29, point 8	System should have the configurable f	What does this Configurable front end means? Can we get any referral to check	System should have provision to configure all the system users, according to their roles &

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		ront end.	this	assign tasks to access the informations of the system from front end side. It would enable each employee to view and manage their assigned tasks.
37.	Page 30, point 11	The solution should be built on Open Standards and Open source and compliance with industry standards.	Web application:- since Gujarat Election commission website is built in ASP.net. IT has been guided to select any open source. Which web technology you want to select for this. ? We are recommending PHP and My SQL	As per the RFP.
38.	Page 26	System should have capability to integrate with existing application (Poll Monitoring System) of SEC. Web application is more similar to the Mobile website.	Can we get details of technology used to develop this existing application. And their Database used? Do we need to work on Responsive Website?	Platform of Existing Poll Monitoring System Front end : .net Back end: MS SQL. The SP has to develop both Mobile Application and Web application. Functionalities and features of both Mobile and web application are same.