

## **Corrigendum in Tender No. SW27022017124**

Request for Proposal for Selection of Service Provider for Development and Maintenance of Web Application for Gujarat Schedule Caste Development Corporation, Govt. of Gujarat

### **Responses to the queries pursuant to the RFP**

#### **Section 2 – Pre-qualification Criteria**

<b>Sr. No.</b>	<b>Existing Tender Clause</b>	<b>Revised</b>
4	Bidder should have completed/ongoing at least 3 projects of Web Applications (Excluding Hardware and Manpower) each of value more than 40 lacs in the last three years (2013-14, 2014-15, 2015- 16)	Bidder should have completed/ongoing at least 3 projects of Web Applications (Excluding Hardware and Manpower cost) with Average order value more than 30 lacs in the last three years (2013-14, 2014-15, 2015-16)

#### **19.5 Technical Evaluation Criteria:**

<b>Sr. No.</b>	<b>Existing</b>	<b>Revised</b>
4	No. of “similar” Development projects completed/ongoing in last 3 years each of value more than 40 lakh (i.e. FY 2013-14, 2014-15 and 2015-16).	No. of “similar” Development projects completed/ongoing in last 3 years with Average order value more than 30 lacs (i.e. FY 2013-14, 2014-15 and 2015-16).
5	No. of Government Projects in Web applications completed/ongoing in last 3 years each of value more than 40 lacs (i.e. FY 2013-14, 2014-15 and 2015-16)	No. of Government Projects in Web applications completed/ongoing in last 3 years each of value more than 30 lacs (i.e. FY 2013-14, 2014-15 and 2015-16)

**All other tender terms & conditions remain unchanged.**

**Clarifications of the queries received from the interested bidders for the Tender No: SW27022017124 Request for Proposal for Selection of Service Provider for Development and Maintenance of Web Application for Gujarat Schedule Caste Development Corporation, Govt. of Gujarat**

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
1.	Scope of Work	Section V	Is there any integration with internal/external application for accounting entries	Currently, there is no system for accounting. SI has to develop the accounting system to maintain accounting for the funds / grants received from NSFDC, State Govt. and Ministry of Social Justice & Empowerment Central Govt. for various beneficiary schemes of SCs
2.	Scope of Work	Section V	Will there be any collection process involved for monthly/fortnightly (i.e. frequency of repayment)	Frequency of repayment will be as per dept. requirement and applicability of scheme.
3.	Scope of Work	Section V	How Reconciliation will process , is it through offline data upload/System data entry of repayment process	Reconciliation will be done either manually through data entry or automatically through available data in system.
4.	Scope of Work	Section V	How the defaulter is identified , will there be integration with any systems - kindly confirm	Any beneficiaries goes into defaulter when they fail to repayment the loan according to the terms and condition of the schemes. The records / entry of defaulter beneficiaries will be updated by department user.
5.	Scope of Work	Section V	Is there any existing data to be migrated into the newly designed system? If so what's the size of data to be migrated & how is it maintained till date?	Data migration is not required. However, SP has to create interface to enter any existing or old beneficiary's application data
6.	Scope of Work	Section V	Which database are you inclined towards Oracle / etc.	The solution should be built on Open Standards and in compliance with industry standards.
7.	Page 8 ,2 Pre-qualification Criteria, Line item 4	Bidder should have completed /Ongoing at least 3 projects of Web Application(Excluding Hardware and Manpower) each of value more than 40 lacs in the last three years( 2013-14, 2014-15, 2015-16)	Bidder should have completed /Ongoing at least 3 projects of Web Application (Excluding Hardware and Manpower) each of <b>Average</b> value more than 40 lacs in the last three years( 2013-14, 2014-15, 2015-16)	See the Corrigendum

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
8.	Page 14 Sr.no. 4 column 2	No. of “similar” Development projects completed/ongoing in the last 3 years each of value more than 40 lacs ( I.e. FY 2013-14, 2014-15, 2015-16)	No. of “similar” Development projects completed /Ongoing in the last 3 years each of Average value more than 40 lacs (I.e. FY 2013-14, 2014-15, 2015-16)	See the Corrigendum
9.	Page 14 Sr.no. 4 column 3	3-4 projects = 10 Marks 5-6 projects = 15 Marks >6 projects = 20 Marks	A) Project <b>average</b> value more than 40 lacs 1-2 project = 10 Marks 3-4 projects = 15 Marks >4 projects = 20 Marks	See the Corrigendum
10.	Page 14 Sr.no. 5 column 2	No. of Government projects in Web applications completed/ongoing in the last 3 years each of value more than 40 lacs (I.e. FY 2013-14, 2014-15, 2015-16)	No. of Government projects in Web applications completed/ongoing in the last 3 years each of <b>average</b> value more than 40 lacs (I.e. FY 2013-14, 2014-15, 2015-16)	See the Corrigendum
11.	page 41 point 6	Language Support - English & Gujarati	Only the caption (labels) or data entry also?	Captions or labels shall be in Gujarati & English and Data entry shall be in English only.
12.	page 18 point no. 7.1.2	Testing by EQDC-The SP must include testing cost in their financial bid	It is difficult to include cost as costing is not available from EQDC	Software Testing cost would be approx. 3 lakh with variation of $\pm 20\%$ . Taxes are extra as applicable. This is approximate cost but the final price of software testing would depend upon the final size of application and the actual software testing by EQDC after development.
13.	page 41 point no.8	Application Security Audit	It is difficult to include cost as costing is not available	As per the RFP
14.	page 41 point no.9	System should have provision of online/offline data entry and it will be synchronized with the server as and when connectivity will be available	There is no mobile app to be developed as per the scope of work. It is not required for web application.	There is no mobile application in the scope of work.
15.	Page 58 to 74	Reports	In Gujarati or English only or both?	Reports shall be in English only.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
16.	Page 13:	The asked certificates ISO 27001, ISO 20000, CMMI 3 and CMMI 5	We have the ISO 9001:2008 certificate, but we will get only 3 marks for the same which is very less from total marks of the certificates and due to other certificates like, CMMI 3 and CMMI 5 very few companies will get favor to participate. Hence, our request to modify the criteria accordingly to get maximum participation.	No change. As per the RFP
17.	Page 14:	Average Turnover of company for last 3 years as on 31st March 2016 (i.e. FY 2013-14, 2014-15 and 2015-16)	For the above said criteria, we request you to consider Rs. 1.5 Corer instead to 3 corers rupees turnover as an average turnover for the last three years.	No change. As per the RFP
18.	Page 14:	No. of "similar" Development projects completed/ongoing in last 3 years each of value more than 40 lakh (i.e. FY 2013-14, 2014-15 and 2015-16)	For the above said criteria, we request you to consider Rs. 10 Lakh each project instead of Rs. 40 Lakh. As even in the 10 lakh project we have done may project with good technical challenges. We believe keeping the trash hold to 10 lakh project will provide fair field to play.	See the Corrigendum
19.	Page 14:	No. of Government Projects in Web applications completed/ongoing in last 3 years each of value more than 40 lacs (i.e. FY 2013-14, 2014-15 and 2015-16)	For the above said criteria, we request you to consider both the sector Government as well as private sector	See the Corrigendum
20.	Page 14:	And other concern is regarding No. of full time IT professionals involved in Project Management, System design, System analysis, software development & coding, Testing.	We have enough of IT professionals involved in Project Management, System design, System analysis, software development & coding, Testing to complete the project, but we request you, not to consider marks on no. of employees.	No Change, As per the RFP
21.	Page 29: For GSCDC:	3. Loan Application, Verification and Processing 4. Loan Management, Recovery and Defaulter Management	Request you to elaborate the steps involve with this process	As per the RFP.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
22.	Page 29: <b>For GSCDC:</b>	6. Financial Accounting of GSCDC including preparation of Balance Sheet and	Request you to share the format of the same and the process of financial accounting of the department	Cash book and bank book formats already given in the RFP. Other formats like accounts payable, receivable and beneficiaries' ledger will be given at the time of system study.
23.	Page 29: <b>For GSCDC:</b>	Funds / Grants Management from Gol / NSFDC to GSCDC	Will there be any kind of third party site data integration like, data of NSFDC	SP has to create an interface to record physical transactions from NSFDC and Banks. I.e. Received grants from NSFDC to GSCDC, sent UTC (Grant utilization certificates) from GSCDC to NSFDC, Payments (loan + interest) from GSCDC to NSFDC. Recommendation list from Districts committee, GSDC to Banks. Sanction and disbursement of loan of beneficiaries from Banks to GSCDC. In future if required, SP has to develop the APIs to exchange the above information's.
24.	Page 30: <b>For Other Stakeholders:</b>	Reconciliation of funds with various schemes	Please elaborate the same	As above
25.	Page 31:	PROCESS FOR APPLICATION	<p>We assume application scrutiny will be manual process from admin side or if its automatic then what will be the verification criteria for the system.</p> <p>Please elaborate the process of sending the application to the respective Nationalized Bank along with proper documents.</p>	Department officers will record the documents online as per the checklist and also write their remarks through the system. Verification of documents will be done manually.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
26.	Page 31:	In bankable scheme, in respect of cases of advance sanctioned, securing proposal of subsidy from the Nationalized Bank in a form prescribed for subsidy, making necessary entry in a register, order sanctioning subsidy is made, and the process of payment of subsidy is carried out.	Please elaborate the same	As per the RFP
27.	Page 32:	State Channelizing Agencies (SCAs)	What will be the functional inter relation between NSFDC and State Channelizing Agencies (SCAs)	NSFDC is a nationalized corporation which provides Grant in form of funds to be distributed to beneficiaries through SCAs. Here SCA means GSCDC.
28.	Page 33:	APPLICATION FORM	How many types of application form would be there?	As per RFP annexure. Also the GSCDC website URL is mentioned for further reference.
29.	Page 35:	Main functions of the System	Recovery of GSCDC/NSFDC Loan component along with interest is very important as the loan + interest has to be repaid to the GSCDC/NSFDC Please elaborate	As per the RFP
30.	Page 36:	System should have capability to integrate with existing system (e-Kalyan) of GSCDC.	In which technology the existing system is developed.	.net programming language and MS SQL Server database (existing e-Kalyan System)
31.	<b>Page 8</b>	The bidder must have turnover of at least Rs. 3 crore for each of the last three financial years or cumulative of Rs. 9 crore in last three years (2013-14, 2014-15, 2015-16) as on 31 <sup>st</sup> March, 2016 from Software/IT product Development and Software Support service activities. It should not include Hardware procurement & Third party software license procurements.	We request that this criteria may be amended as “The bidder must have turnover of at least Rs. 1.5 crore for each of the last three financial years or cumulative of Rs. 4.5 crore in last three years (2013- 14, 2014-15, 2015-16) as on 31 <sup>st</sup> March, 2016”	No change. As per the RFP

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
32.	Page 8	Bidder should have completed/ongoing at least 3 projects of Web Applications (Excluding Hardware and Manpower) each of value more than 40 lacs in the last three years (2013-14, 2014-15, 2015-16)	This condition may be amended either as “at least 3 Projects of order value more than 40 Lacs in the last five years or at least 2 Projects of order value more than 40 Lacs in the last three years”	See the Corrigendum
33.	Page 11	No exemption for submitting the EMD will be given to any agency.	Being an NSIC registered unit, we request the exemption of submitting the EMD	Not Acceptable
34.	Page 14	No. of full time IT professionals, involved in Project Management, System Design, System Analysis, Software Development & Coding, Testing	The initial slab may be modified as 26 – 50	No change. As per the RFP
35.	Page 30	Assess existing applications from the perspective of integration with other application.	What are the existing applications for which integration is required? What is the technology platform of existing applications?	.net programming language and MS SQL Server database (existing e-Kalyan System)
36.	SECTION III: GENERAL CONDITIONS OF CONTRACT - 25 - Proposed Timelines	Proposed timelines for Implementation from the date of issuance of work order (4 months)	In reference to this clause we would like to highlight that as per the Scope of work there are multiple schemes and its beneficiary’s workflow is required and the timelines provided are very short. We request to kindly allow at least 6-8 months for Go-Live of the Application.	No change. As per the RFP

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
37.	SECTION III: GENERAL CONDITIONS OF CONTRACT - 25 - Proposed Timelines & 26 Payment Schedule	Milestones: T+4 Completion of Design, Development & Coding of Web Application. Payment Schedule - point no.6 100% after submission of the licenses details and verified by GSCDC. As per Annexure B.	As per Project Timelines the Development and Coding has to be completed at T4. However as per payment schedule the software license required for development is after Go-Live of Application. Here we would like to inform that Software License is required for development of Application and it has to be procured before starting activities for development of Application. Hence we request you to kindly clarify and also consider software license procurement before development/coding of application.	No change. As per the RFP
38.	SECTION V: SCOPE OF WORK - 4.1 Main functions of the System -	Data entry interface for old beneficiaries information	We assume that only Data entry for Old Beneficiaries information is to be provided there is no scope of data entry to be done by bidder. Further, we assume that there is no old documentation digitization work is involved in the scope.	Yes there is no data entry works or scanning works required for old data.
39.	B. PREPARATION OF BIDS; 7 Bid Prices, Page 10	The full IPR for the entire software will rest with the GSCDC. The same would be applicable to copyrights	As per mentioned in the RFP document, source code documentation is required as part of Project documentation. With this our understanding is that, the department requires the source code of the Custom development done for this project. However if Source Code of COTS based solution is required then same can be kept under the Escrow Agreement. Please confirm our understanding.	The customized Source Code under Intellectual Property Rights, will remain with the GSCDC for the developed application.



Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
40.	Section V - Project Background, Page 29	<p>The primary scope of the project is to develop a fresh and customized web based application covering entire workflow of GSCDC. The workflow of the proposed system is expected to cater following functional operations:</p> <p>For GSCDC:</p> <ol style="list-style-type: none"> <li>1. Funds / Grants Management from GoI / NSFDC to GSCDC</li> <li>2. Schemes availability to beneficiaries</li> <li>3. Loan Application, Verification and Processing</li> <li>4. Loan Management, Recovery and Default Management</li> <li>5. Reconciliation and book-keeping in line with Funds under which loans are granted</li> <li>6. Financial Accounting of GSCDC including preparation of Balance Sheet and P &amp;L</li> </ol>	<p>Based on our experience of automating Govt. Schemes in various departments, the workflow processes have certain complexities and require a robust and agile workflow management system with below functionalities :-</p> <ul style="list-style-type: none"> <li>- The Workflow Management System should be compliant to various standards such as BPMN, BPEL, WFMC etc. and have the capabilities of graphically modeling the processes or workflows with programming, inbuilt Form designer, rule engine, configurable Business Activity Monitoring tool (Dashboards)</li> <li>- Facilitate re-engineering of processes and act as a platform for application / document routing mechanisms</li> </ul> <p>Please confirm.</p>	<p>The functional workflow of the department has to be developed as per RFP. Bidders may propose and offer any additional features.</p>
41.	Department Schemes, Page 30	<p>Three schemes (Bankable Scheme, NSFDC Scheme and Skill Development Scheme) are illustrated below; The SP has to design and develop similar type of work flow for other two schemes (Education Scheme, Government of Gujarat Scheme)</p>	<p>Education schemes or scholarships are divided under multiple categories and requires a robust scheme management system to maintain eligibility checks, payment to students/colleges/schools etc. Therefore, we would request the department to please share the total number of schemes with names to be automated for this project. It will help us to do better system sizing.</p>	<p>The workflow of the two schemes (Education &amp; GoG) will be similar with other schemes, however, the department will provide further details on the same at the time of system requirement study by SP.</p>

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
42.	Section V - 1.5 Approval of Application, Page 32	The applications are Approved / Sanctioned and Disbursed by the respective Nationalized Bank as per bank's criteria of loan approval and sanctioning.	We request the department to confirm if the mentioned banks in the RFP are going to access the new system for application processing? Also please confirm if integration with any bank system is required.	No, Banks/NSFDC will not access the new system. However SP has to create an online interface for recording physical transactions or data / information exchange from both NSFDC and Banks.
43.	Section V - 2.2 Eligibility Criteria For Beneficiaries, Page 32	<ul style="list-style-type: none"> <li>- Resident of Gujarat state &amp; belong to Scheduled Castes</li> <li>- Age between 21 to 50 years.</li> <li>- Annual income not to exceed Rs. 98,000/- in Rural areas and Rs.1,20,000/- in Urban areas</li> <li>- Should not be a defaulter of any Govt. agency or any other financial institutions.</li> <li>- Beneficiary should be unemployed and capable for business.</li> <li>- For purchase of vehicle, details of driving license and authorization/badge are compulsory requirement for such beneficiaries.</li> </ul>	<p>Eligibility check module is of the utmost importance in Grant/Scheme management. It should be flexible for designing and modifying scheme rules as defined by the state and central government. Therefore, it should be built on tightly integrated Rule engine of the BPM workflow system.</p> <p>So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> <li>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</li> <li>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</li> <li>3) Solution should have the capability to deploy rules as the web service.</li> <li>4) Solution should have the capability to define rules through "If else" statement or through "Decision Table".</li> <li>5) Audit logging of changes/modifications done in the rules.</li> </ol> <p>Please confirm.</p>	Additional features are not mandatory. The functional workflow of the department has to be developed as per RFP. Bidders may propose and offer any additional features.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
44.	Section 2.1: Main Functions of NSFDC	Providing Educational Loan to the eligible scheduled caste students for pursuing full-time professional/technical educational courses in India or abroad.	We request the Department to share the total number of students who apply yearly under education scheme. This is required to size the hardware requirement for the system and future load and performance management.	Approx. 100 students (beneficiaries) per year for education scheme.
45.	Section V - 4.1 Main functions of the System , Page 36	Beneficiaries may be able to upload supporting documents (Word, excel or pdf formats) along with application. Online technical evaluation (record check list documents with remarks) i.e. Income Proof, Caste Certificate, Age Proof, Residence Proof, etc.	<p>Since schemes will have multiple number of documents that will be required to be stored for future reference, we recommend you to consider a BPM solution with an integrated Document Management System with basic below features:</p> <ul style="list-style-type: none"> <li>- Categorization of documents in folders-subfolders just like windows interface.</li> <li>- There should not be any limit on the number of folder and levels of sub folder</li> <li>- Document Version Management with Check Out / Check In</li> <li>- Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.</li> <li>- Repository should be format agnostic which can archive documents of any format</li> <li>- Indexing of the documents on user defined parameters</li> <li>- Association of the key words with the documents</li> </ul> <p>Please confirm</p>	Additional features are not mandatory. The functional workflow of the department has to be developed as per RFP. Bidders may propose and offer any additional features.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
46.	Section V - 4.1 Main functions of the System , Page 36	Beneficiaries may be able to upload supporting documents (Word, excel or pdf formats) along with application. Online technical evaluation (record check list documents with remarks) i.e. Income Proof, Caste Certificate, Age Proof, Residence Proof, etc.	As we understand all the business processes envisaged to be developed will be document centric and there will be multi step document approval hence we suggest that business process management and Document Management be natively integrated from the same COTS OEM. This will ensure documents are available within the same repository and will allow linking and real time viewing, printing without compromising on different interfaces. If DMS and BPM are natively integrated this will ensure no customization required for any document operations required in the workflow. Hence this is extremely important. Please confirm our understanding.	The document upload and management has to be part of the developed application as mentioned in RFP.
47.	Section V - 4.1 Main functions of the System , Page 36	Beneficiaries may be able to upload supporting documents (Word, excel or pdf formats) along with application. Online technical evaluation (record check list documents with remarks) i.e. Income Proof, Caste Certificate, Age Proof, Residence Proof, etc.	The scalability of the system is at the paramount and Document Management system would be the backbone of overall system as it will archive high volume of documents. So in order to manage the load of documents and thousands/millions of transactions, system should have proven scalability. In respect of that requirement, we request you to include the following specification to ensure best of breed solution:  Please confirm	Additional features are not mandatory. The functional workflow of the department has to be developed as per RFP. Bidders may propose and offer any additional features.
48.	Section V - 4.1 Main functions of the System , Page 36	System should have capability to integrate with existing system (e-Kalyan) of GSCDC.	We request the department to list all the third party system that need to be integrated for all the 5 schemes mentioned in the RFP.	Currently integration with e-Kalyan application is required as mentioned in RFP.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
49.	Section V - Basic Features of the System, Page 41	<p>6. Administering role based access with application provisioning controlled from a central application</p> <p>7. Provision for user based access, roles and privileges</p>	<p>Based on our understanding, the workflow solution should facilitate role based user access to applications and automatic routing of the work items/transactions to the respective department officials. Such routing of work-items/transactions should be based on the following, at a minimum:</p> <ul style="list-style-type: none"> <li>• Automatic allocation of work-items to the employees</li> <li>• The role and authorization defined in the system</li> <li>• Based on the defined work-flow and the designated employees</li> </ul> <p>Please confirm our understanding</p>	As per the RFP
50.	Section V - Basic Features of the System, Page 41	10. End to end workflow should be designed by the selected service provider from online application to disposal of application.	<p>For the best breed of Workflow Management Solution, we request you to consider the COTS based product having presence in Reports like Gartner MQ, Forrester Wave Report which are considered for benchmark for Quality.</p> <p>Please Confirm</p>	As per the RFP
51.	Expected Functions, Page 41	A secure Content Management System for ease of administration and configuration of services of the application by the department.	<p>We understand that a Web based user interface will be required to allow citizens to register and apply for the eligible scheme/grant from the department. The citizen interface will also have provision to update static information such as News, Latest Updates, and important Links etc. by the administrator of the system. Please confirm our understanding.</p>	This is not a website. This is a web-based application for department electronic workflow.
52.	8. Financial Bid, Page 48	Cost of the License software required i.e. Database, Server OS etc. Annexure B	<p>As it has been mentioned in the RFP that system will be hosted at SDC, we understand that bidder needs to provide the cost of OS, DB software proposed for the solution. Please confirm our understanding.</p>	Yes. The bidder has to provide the Server operating system and Database license software for running the application.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
53.	General	General	We request the department to please share the details of any existing software systems are being used for processing current grant applications.	Currently integration with e-Kalyan application is required as mentioned in RFP.
54.	7.2.3, Page No. 10	Invoicing shall be from Gujarat only.	Request you to allow bidders to do the invoicing from any of the bidders locations, such as Mumbai, Pune etc.	No change. As per the RFP
55.	Section 1 - ITB - Pt.6 and 7, Page no.6	6. Bidders shall submit Bid processing fees of Rs. 5,000 in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter. 7. Bidders shall submit Bid security/EMD of Rs. 2,00,000 in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank (operating in India having branch at Ahmedabad/Gandhinagar) in the name of "Gujarat Informatics Ltd	Request you to accept EMD amount in the form of Demand Draft (DD)/ Bank Guarantee (BG) from commercial scheduled banks such as ICICI Banks and Standard Chartered banks as well (operating in India having branch at Ahmedabad/Gandhinagar). Also Banks do request the following details from the bidders to issue the BG. Request you to share the same:- Beneficiary Name: Beneficiary Address: Name of the Bank: Branch address: Type of Account: Account No: IFSC Code:	Please refer GR No. EMD/10/2015/508/DMO dated 27.04.2016 issued by finance Department for acceptance of EMD in the form of Bank Guarantee <a href="http://financedepartment.gujarat.gov.in/Documents/DMO_2002_27-Apr-2016_992.pdf">http://financedepartment.gujarat.gov.in/Documents/DMO_2002_27-Apr-2016_992.pdf</a> Beneficiary Name: Gujarat Informatics Limited Beneficiary Address: Block No. 1, 8th Floor, Udyog Bhavan, Sector - 11, Gandhinagar - 382010, Gujarat. Name of the Bank: HDFC Bank Ltd. Branch address: Sector-16, Gandhinagar, Gujarat Type of Account: Current A/c. Account No: 01902320000773 IFSC Code: HDFC0000190
56.	7.4.1, Page No. 10	The prices quoted shall be inclusive of the cost of server operating system and the licensed software required for actual running of applications deployed (i.e. Server Operating system, Database software etc.).	We understand that bidders need to consider the cost of software required for Application Server and Database server only, while the actual hardware and the infrastructure required for deploying and running the proposed solution will be provided by the department. Please Confirm?	Yes.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
57.	7.4.4, Page No. 10	The full IPR for the entire software will rest with the GSCDC. The same would be applicable to copyrights. The SP shall sign any/all the documents in this regard and hand over the source code, Meta data details etc. to the GSCDC before release of final payment on completion of training and implementation of solution	The solution to be proposed by us is our own framework based solution (whose IPR will lie with us. However we will be submitting the customized source code of the software deployed as per the department's requirements and accordingly the required relevant documents will be shared to the GSCDC.	As per the RFP.
58.	19.5 Technical Evaluation Criteria - Pt.4, Page no. 13	No. of "similar" Development projects completed /ongoing in last 3 years each of value more than 40 lakh (i.e. FY 2013-14, 2014-15 and 2015-16).	Request you to consider the projects (completed /ongoing) in last 5 years for technical Evaluation	As per the RFP
59.	Section III - pt.6.2, Page no. 18	When the SP will develop any customized solution for GSCDC as part of project, then the copyright/IPR of that customized solution will be with the GSCDC/Gujarat Informatics Ltd. The bidder cannot sell or use (fully / partly) that software for his other customers without written consent from Government of Gujarat.	The Solution Proposed is our own IP owned framework based solution and we will be sharing the source code of the customized solution offered to the department, however the IPR/ Copyright will remain with the bidder. Also request you to remove the 2nd point in this clause as it restricts the bidder from selling or doing business to other customers which is a framework based solution and is customized for various customers as per their requirement.	As per the RFP.
60.	6.3, Page 18	GSCDC shall have all the rights to select any of the above options without justifying reasons thereof.	Please provide more details about the options mentioned in the clause.	As per the RFP.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
61.	7.1.2 , Page no. 18	As per Govt. Of Gujarat circular dated 10th March 2006, the applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by GSCDC at the cost of SP. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below:	Since the mentioned Tests ( 14 tests) are to be done at EQDC, It will be difficult for bidders to estimate the cost of the same, hence we request you to remove the this testing cost from the scope of the bidder and since the agency is / will be suggested by the department it's will be same for all bidders and we understand that this will be a 1 time cost before go live only and there will be no such tests to be done during the O & M / Warranty Period. Also Bidders won't have any control on the timeline as well, if there is any delay in the mentioned testing activities affecting the overall timelines of the project for Go-live.	Software Testing cost would be approx. 3 lakh with variation of $\pm$ 20%. Taxes are extra as applicable. This is approximate cost but the final price of software testing would depend upon the final size of application and the actual software testing by EQDC after development.
62.	7.2 , Application Security Audit, Page no. 18		We understand that the security audit is a 1 time activity to be done for the software to be deployed at the location suggested by GSCDC and bidders will be considering the cost of the audit before go-live only. Bidders don't have to consider any audit cost during the 5 years warranty period. Please Confirm?	Yes, Security audit is a one-time cost.
63.	17. Limitation of Liability, Page 21		Request you to limit the liability arising due to any reason to the extent of the amount paid to the bidder under the contract.	No change. As per the RFP
64.	26. Payment Schedule - Pt. 7, Page no. 24	ATS/AMC of Database & Server OS Licensing ---- Paid yearly after end of each year. As per Annexure C	Request you to reduce the period from yearly to Quarterly payments, as bidders will have to make for the ats payment in advance or at the most quarterly. Also this can be clubbed with quarterly payments made for O & M period for 5 years.	No change. As per the RFP



Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
65.	25, Proposed timelines for Implementation from the date of issuance of work order, Page 23	General	No time line for Security audit. Is it part of development, UAT and Go Live process? Please confirm	It is part of Testing & UAT phase before Go Live.
66.	8. Financial Bid, Annexure A, Page 48	General	No line item for Cert In Certificate. Shall it be quoted along with Design, Development & Coding of Web Application, SRS, DB Design cost.	Bidder has to include software testing and security audit cost in line item 3 of Annexure A (Testing & UAT)
67.	Operation and Maintenance support (for 5 years), Page 42-43	The SP shall deploy mutually agreed number of resources to deliver the services as mentioned in this RFP and meet the SLA during maintenance period. The deployed resources shall be responsible to follow industry standards for software development / maintenance methodology.	The deployment of resource will be at customer location or at bidder location? Please confirm. The maximum no of resources need to be specified for financial bid	The SP shall deploy mutually agreed number of resources at GSCDC Gandhinagar to deliver the services as mentioned in this RFP and meet the SLA during maintenance period.
68.	Operation and Maintenance support (for 5 years), Page 42-43	A dedicated technical support team should be deployed to troubleshoot any problems arising during the O&M phase. Support team will be responsible for maintaining, managing and issue resolution within SLA. A separate application module to be provided to raise the issues. This should also have tracking and closing capability. A record of problems should also be kept at server and should be visible to the department.	How the issues will be received? Any help desk required for same? If yes is it bidder's responsibility? Please confirm	Helpdesk will be managed by GSCDC. However, SP has to develop the support module for raising the issues through ticketing. This should also have tracking and closing capability. A record of problems should also be kept at server and should be visible to the department.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
69.	Page 8, Prequalification criteria	Bidder should have at least 3 years' experience in similar IT Projects/Solutions as on March 2016.	Please clarify what is meant by similar projects. Does it suffice to say that any web application development project shall be considered as similar project	Similar project means any web based application development and maintenance project.
70.	Page 14, Technical Evaluation Criteria	Average Turnover of company for last 3 years as on 31st March 2016 (i.e. FY 2013-14, 2014-15 and 2015-16)	Please consider cumulative turnover of Rs 9 Crs. like that of prequalification criteria	No change. As per the RFP
71.	General Query	Content	1. We assume that GSCDC will provide all content (in all languages I.e. English and Gujarati) for web application. Kindly confirm.	Yes.
72.	General Query	Requirement Study	1. We assume that requirement gathering has to be done from single location (Gandhinagar), Kindly confirm.  2. In case requirement gathering needs to be done from multiple locations (cities) then provide the list of all the locations.	Yes, requirement gathering will be done at single location (Gandhinagar).
73.	General Query	Development Technology	1. Let us know if you have any preference in technology to be used for web application (like PHP, .Net, etc.)??	As per the RFP
74.	Data Migration	Data Migration	In case the vendor has to migrate any data then kindly provide information on below queries:  1. Which data is to be migrated? 2. In which 'Form'/'format' the data will be provided to us? 3. What is the quality of data? Is any kind of data cleansing required? 4. Does the project scope include scanning of physical documents? If yes, please let us know size-wise number of such physical document and quality of such documents.	As above

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
75.	General Query	Concurrent Users	1. How many concurrent users will be there?	Approx. 80 concurrent users, This is indicative figures & may change depending upon actual usage and peak time
76.	Operation and Maintenance support (for 5 years)/Page 42	Operation and Maintenance support (for 5 years)	1 As per RFP, onsite support and maintenance for the website is required. Please let us know what type of resource and number of resources required onsite?	As per the RFP
77.	4.1 Main functions of the System/Page 36	Data Entry interface for old beneficiary's information.	1. Who will perform data entry work?  2. If Service Providers needs to perform data entry work then let us know the quantum of data, number of pages and quality of data?	There is no data entry works or scanning works required for old data.
78.	4.1 Main functions of the System/Page No. 36	System must have automated processing of all payments and receipts, interest calculation, maintain bank book and cash book. All financial transactions would be done using the system.	1. What will be the formula for interest calculation?  2. Will it be calculated on monthly or half yearly or yearly basis?  3. Do you need integration with bank? If yes, then who will provide web services for the same?  4. As we understand that there will not be any cash transaction involved. Hence we are not clear about cash book. Please elaborate.	1,2. calculate Compound interest quarterly  3,4. As above

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
79.	4.1 Main functions of the System/Page No. 36	System should have capability to integrate with existing system (e-Kalyan) of GSCDC	<p>1. Kindly let us know the development technology of the existing system (e-Kalyan) of GSCDC?</p> <p>2. Whether it will be a bi-directional data transfer or signal direction data transfer?</p> <p>3. We assume that all the required web services will be provided by the department. Kindly confirm?</p> <p>4. Kindly let us know what kind of data that needs to be transfer from the existing system to new system and new develop system to existing system?</p>	<p>1) .net programming language and MS SQL Server database (existing e-Kalyan System)</p> <p>2) Yes the integration with web application will have bi-directional data transfer</p> <p>3) Yes</p> <p>4) The SP has to study during requirement gathering.</p>
80.	Flow Diagram of the System/Page No. 38	Generate EMI table	1. We understand that EMI Table will be for the loan provided to the users. Please confirm our understanding.	As per the RFP
81.	For GSCDC:/Page No. 29	6. Financial Accounting of GSCDC including preparation of Balance Sheet and P&L	1. Do we need to develop full financial accounting system or it will be related to Grant Management and schemes related transactions only? Kindly confirm?	Full Financial system including Grant Management (subsidy schemes) and department's internal operational and Administrative accounting.
82.	Digital Signature		<p>1. Do you require digital signature for this system?</p> <p>2. If yes then who will provide all required Hardware and Software for the same? Service Provider or department?</p> <p>3. If Service Provide needs to be provide all the required hardware and software then kindly let us know the number of users to whom dongle need to be provided.</p> <p>4. Also let us know for how many years of subscription for dongle should we consider?</p>	No, Digital signature is not required.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
83.	General Query	User Types and Workflow	<p>1. How many concurrent users will be there?</p> <p>2. Please provide number of users per user type for our understanding.</p>	<p>1. Approx. 80 concurrent users, This is indicative figures &amp; may change depending upon actual usage and peak time</p> <p>2. Approx. 110 department users and 4-5 Admin users.</p> <p>Volume of work : Bankable Scheme : 10,000 to 12,000 applications per year NSFDC Scheme : 10,000 Applications per year Skill Development : 1000 applications per year Education scheme : 100 applications per year Government of Gujarat Scheme (Direct Finance Scheme): 5000 applications per year. This is approximate figures &amp; may be vary.</p>
84.	The expected functions are/Page 42	17. The Application and Database Server will be hosted in State Data Center, as per provisions provided by Department of Science & Technology	1. We understand that Hardware and Software (OS & Database) required for Application & Database Server will be provided by GSCDC. Please confirm.	Please refer financial bid where cost towards Server OS and Database Licenses are asked separately. The bidder has to provide the Server operating system and Database license software for running the application including 5 years of ATS / AMC.
85.	Scope of Work	Users Types and Roles	1. Let us know all type and number of users along with their hierarchy, roles, responsibility and workflow	Approx. 110 back office users (Department) and 4-5 Admin users. Each district has three types of users. i.e. District manager, Assistant Manager, Junior Clerk
86.	General Query	Hardware/Software	1. We assume that the require H/W and S/W for GSCDC web application will be provided by the department. Kindly confirm.	As above

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
87.	4.1 Main functions of the System/Page No. 36	Repayment schedule	<p>1. How beneficiary users will make repayment of loan?</p> <p>2. Loan Repayment process will be make online or it will be done manually?</p> <p>3. In case Loan Repayment will be done manually then kindly let us know the flow and process of manual repayment?</p>	<p>1. Beneficiaries will make repayment of loan in 60 or 36 equated monthly installments.</p> <p>2,3 Loan Repayment process will be online through Electronic Fund Transfer or cheque. System should have provision to record the disbursement transaction by cheque</p>
88.	Bank disburse Loan Amount (Online Bank or cheque )	Bank disburse Loan Amount	<p>1. Bank disburse loan amount process will be online or bank will enter disbursed loan amount data manually into the system?</p> <p>2. Will Bank, one of the user into the system?</p> <p>3. If yes, then what will be the functionalities that need to be provided to the Bank Users?</p>	<p>1. Once the disbursement amount is approved, system should have provision to online credit to the beneficiaries account or record the cheque details to prepare the disbursement cheque for the amount required.</p> <p>2,3 Bank is not part of the user</p>
89.	The expected functions are/Page 41	14. System should be able process various credit and debit / Internet Banking/ Wallet transaction on various known channels	<p>1. We assume all required web services and API's for the various credit and debit / Internet Banking/ Wallet transaction will be procure by department and service provider will be responsible for these API's and web services integration only. Kindly confirm?</p> <p>2. Kindly let us know the types of wallets needs to integrated with the system?</p>	Payment Gateway/SMS Gateway will be provided by the GSCDC. However, bidder has to develop the necessary interface.
90.	Training to all the system users/Page 42	Training	1. What will be the training frequency and how many training sessions should Service Provider consider throughout the project period?	Initially, the training will be for one time. However, refresher training shall be arranged six monthly, if required.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
91.	Pre-qualification Criteria, Page No:8	Bidder should have completed/ongoing at least 3 projects of Web Applications (Excluding Hardware and Manpower) each of value more than 40 lacs in the last three years (2013-14, 2014-15, 2015-16)	We request you to consider Web Application Order each of value at 25 Lakhs or more in last 3 Financial Year	See the Corrigendum
92.	Clause No: 7, Page No: 18	Inspection/Testing 7.1 Application – EQDC Testing with various level of Test	We Request you to do not consider EQDC Testing cost on vendor as we are not getting appropriate cost for the same.  It should be arrange to be paid by the department as separate services	Software Testing cost would be approx. 3 lakh with variation of ± 20%. Taxes are extra as applicable. This is approximate cost but the final price of software testing would depend upon the final size of application and the actual software testing by EQDC after development.
93.	Clause No: 7, Page No: 18	Application Security Audit: 7.2.1 In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.	We Request you to do not consider EQDC Testing cost on vendor as we are not getting appropriate cost for the same.  It should be arrange to paid by the department as separate services	As above
94.	7 Bid Prices Page   10	7.4 Sharing of responsibility (between GSCDC and the bidder) of procurement of various types of software shall be as under: 7.4.1 The prices quoted shall be inclusive of the cost of server operating system and the licensed software required for actual running of applications deployed (i.e. Server Operating system, Database software etc.).	As software such as Server OS, Database for application system would be procured by bidder. Please confirm preferences if any (Linux/Window/Unix) Also confirm if hardware to be hosted at State DC would be hosted as Virtual or Physical or as per bidder recommendations.	No specific preference, the Server OS and Database has to be compliant with developed web-application. The IT hardware for computing and hosting will be provided by department in SDC.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
95.	1.1.2 Operational Related Penalty Page   27	<b>Application Availability</b> Downtime required for maintenance, new initiatives undertaken by SP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be carried out in a planned manner after announcing it across the platform. Any planned shutdown will be done only between 9pm and 8 am. <b>(Target : &gt;= 99%)</b>	As Application Support / Service Response and Resolution is important part of SLA for operations in 5 years post go-live, please confirm if department would provide ticketing application or Service Desk for bidder to create/log tickets and monitor SLA for such tickets or bidder need to procure Service Desk as part of this solution. Also confirm for uptime of application, performance monitoring and availability, Enterprise monitoring software would be given or provided to bidder by datacenter hosting provider.	Helpdesk will be managed by GSCDC. However, SP has to develop the support module for raising the issues through ticketing. This should also have tracking and closing capability. A record of problems should also be kept at server and should be visible to the department.
96.	SECTION V: SCOPE OF WORK, Services to be provided by the SP, Page   30	Assess existing applications from the perspective of integration with other application.	Kindly clarify the following: a) How many applications need to be integrated? b) Volume of data to be integrated/migrated c) Types of Databases d) Whether the integration will be through API/Web services	.net programming language and MS SQL Server database (existing e-Kalyan System)
97.	1.5 APROVAL OF APPLICATION Page   31	1.5 APROVAL OF APPLICATION · The applications are Approved / Sanctioned and Disbursed by the respective Nationalized Bank as per bank's criteria of loan approval and sanctioning.	As there would be external bank users who would approve applications, please confirm approx. external / internal user count for application system	No external Bank users. For further clarification, please refer response to query no. 42



Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
98.	2.4 PROCESS FOR APPLICATION FORM Page   33	2.4 PROCESS FOR APPLICATION FORM Applicant collect the blank form from District Offices or our Web site and fill up the all detail and attached with required documents as per the following checklist and submit the Application to the District Manager's Offices of GSCDC. · The district offices take into account the rules for this, get application form of genuine applicant filled, and does preliminary scrutiny for eligibility of granting a loan.	Please confirm if Online Application form would be filled by Data entry operator and documents to be uploaded online to application system after verification. For bidder to exactly calculate system and application bandwidth requirements at each district office, we would request to provide list of users with roles (such as Multipurpose Assistant (MPA), Assistant Manager, Manager etc.) & Counters with PC details.	As per the RFP.
99.	2.8 DESIRED REPORTS Page   34	A number of reports have to be created. The exact number and format of the reports will be determined by the vendor during the SRS stage.	Please let us know the approx. number of report for effort estimation	As per the RFP.
100.	3.3 STAKE HOLDERS IN THE SCHEME Page   35	3.3 STAKE HOLDERS IN THE SCHEME · Trainees · Head Offices of Gujarat Scheduled Castes Development Corporation · District Offices of Gujarat Scheduled Castes Development Corporation · Institute of training classes	Please confirm list of offices with network connectivity details (MPLS/Internet VPN/SWAN)	33 district offices with BSNL Broadband/GSWAN connectivity.
101.	4.1 Main functions of the System, Page   35	System should have capability to integrate with existing system (e-Kalyan) of GSCDC.	Kindly clarify the following: a) Volume of data to be integrated/migrated b) Type of Database c) Whether the integration will be through API/Web services	.net programming language and MS SQL Server database (existing e-Kalyan System)

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
102.	4.1 Main functions of the System Page   35,36	Beneficiaries may be able to upload supporting documents (Word, excel or pdf formats) along with application. Online technical evaluation (record checklist documents with remarks) i.e. Income Proof, Caste Certificate, Age Proof, Residence Proof, etc.	Please confirm if document scanning function/module to be included in document management solution	As per the RFP.
103.	4.1 Main functions of the System Page   35,36	Print loan sanctioning letter and loan details	Please confirm if digital signature (E-Signing) for approvers would be used and integrated to print loan sanctioning letter or certificate. If yes, please confirm if cost for digital signature (E-Signing) verifications/ validation module need to include by bidder. Also confirm how many digital signature would be procured by department	As per the RFP.
104.	Basic Features of the System Page   40	Basic Features of the System 1. Browser based access 2. Ability to handle large number of transactions 3. Ability to access on a 24 x 7 basis	Please confirm no of simple and complex transactions per day/hour with user concurrency (Peak hour) so that system infrastructure can be proposed accordingly.	Approx. 80 concurrent users, This is indicative figures & may change depending upon actual usage and peak time. Here peak time means in every year, 1 to 2 months (peak time) application window open for beneficiaries after release the advertisement, invite the applications from beneficiaries for NSFDC schemes. For other schemes, GSCDC invite the applications all the time during the year.

Sr.	Section & Clause No.	Reference / Subject	Clarification required	Clarification by GSCDC/GIL
105.	Non Functional Requirements Page   43, 44	Web application has to be deployed on the load balanced cluster. The web servers will be configured in Active / Passive mode. High availability for the databases can also be achieved in following ways: 1. By putting two database servers configured in an active/passive server cluster configuration. 2. As the failover uptime requirement is high, it's suggestive to have near real time replication with DR site.	As Server Hardware and Other Network Infrastructure would be provided by department or datacenter hosting provider for Production and DR site. Please confirm if Shared Storage (SAN) would be provided to bidder for hosting application data and data replication using SAN to SAN replication would be provided by datacenter hosting provider or State DC team.	The selected bidder shall suggest the required server hardware for running the application. Based on the suggestion given by the selected bidder, GSCDC will procure the same separately. It shall not be part of this RFP.
106.	Non Functional Requirements Page   43, 44	The performance of the application is expected to be monitored on an ongoing basis. This will help to forecast the traffic/data load for the future. This will serve as input to scale up the existing infrastructure.	Please confirm Application monitoring parameters, also confirm if monitoring tool to be supplied or provided by department or State DC team.	SP has to monitor the application level performance. (parameters like coding standard, multithreading, resource management, coding practices)
107.	8. Financial Bid Page   48,49	Annexure A: (Line Item 1) Commissioning & Go-Live Annexure D: (Line item 4) Total Man-month Effort for 5 years	Please confirm if Software supplied such as Server Operating System, Database and Application Platform licenses to be installed by bidder or State DC team and maintained by bidder or State DC post go-live (for 5 years) so that Annexure D (Resource man hours) can be proposed accordingly.	SP has to supply and install Server Operating System and Database software for actual running of application with AMC/ATS for five years.