Clarifications of queries - Tender for selection of agency for Digitization of Student's Result for Gujarat Secondary and Higher Secondary Education Board (GSHSEB)

#	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required	Clarifications by GIL/GSHSEB
			Decos Software Private Limited	
1	5. SECTION 5: SCOPE OF WORK	12. SP should supply custom made software or software with lifetime copyright with source code. The IPR of the same shall be exclusive property of GS&HSEB.	We are coming with COTS solution which has all the required features and used in more than 400 organizations worldwide. Kindly request you to allow submission of source code in the form of escrow account. In case of a Customized of the shelf Product Source Code is the bread and butter of the Company. The company will provide with Maintenance under contract for the period to enable the smooth Hand over of the functional capabilities of the Product. Under AMC any Product upgrade both functional and technical updates of Global nature will be forwarded to Customer as part of deliverables. Please change source Code handover to Annual maintenance of the Software. Please confirm if (tendering authority) wants to do in house development of the entire application from scratch. This clause is contradicting in nature at one place we are asking for similar experience and solution compliance checklist and on the other side we haven't asked for COTS solution. Benefits of going for COTS solution: • Readily available and proven solution • Very less time to implement • Can be customized and configured according to the organization need • Solution keeps on updating Cons of going for development: • Very long development process • Solution is not proven and immature • Very less chances of success • Very hard to maintain After installation of the of the COTS product the License to use is perpetually with the customer. After completion of the Contract the AMC can be renewed periodically. The source code is patented to the Company providing the Solution and will not be provided. Kindly request you to allow COTS solution.	Revision: 12. SP should supply custom made software **AND** software with lifetime copyright with source code. The IPR of the same shall be exclusive property of GS&HSEB.

2	5. SECTION 5: SCOPE OF WORK	17. Following are the integration requirement: a. Each scanned document must be converted to text using ICR/OCR/manual data entry at least two times and compare both the entry during verification. b. Each record must be converted /entered in to the compatible import format for the target system. c. Each converted entered record must be verified upon conversion for accuracy. d. For scanned images, path must be provided per seat number for target system integration e. Each year of data may require different set of business rules for conversion programs due to different type of formats and conditions set forth at the time. f. All hand-written notes on OR must be attached to records where they are associated and be added to the conversion data. More than 8 different types of hand –written notes exists on all official records file/folder. g. All encoded subject codes as part of the record, must be decoded by executing the business rules.	For integration with all these systems we need their APIs, all the system APIs will be provided by(tendering authority) to integrate. Please confirm	The requirement needs to be covered in the bidders proposed solution. No external integration is required in the current scope.
3	5. SECTION 5: SCOPE OF WORK	n) "Office Completeness" means the site should be complete in all respects i.e. ⬜ Hardware is supplied, installed and commissioned ⬜ Requisite Software is installed ⬜ Requisite Application Software is installed. ⬜ Connectivity setup is established. ⬜ Requisite Manpower is deployed ⬜ The entire setup as defined in the scope of work has become functional & the transactions can be done on computers	Request you to please confirm is there any requirement of hardware along with the solution? If so please confirm does the tendering authority requires any specific made hardware?	No hardware to be supplied under this project.
4	5. SECTION 5: SCOPE OF WORK	18. After completion of the project, the software support should be provided for a minimum period of 5 years with initial training of 1 year (with onsite support).	We are assuming, Tender Authority will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx number of users to train?	Yes. 40-50 users to be trained. And onsite fultime support to be given for one year after successful completion of work by deputing one technical resource.
5	General Query	Data Migration	Does the bidder have to do data migration? If so, please do mention the volume of data to be migrated with file format.	No data migration at this stage.
6	General Query	SSL-Security certificate	Do we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?	No SSL Certificate to be provided by bidder.
7	General Query	Users	How many departments/users are going to use the system? Is database server available with CIDCO?	GSHSEB only.
8	General Query	Solution Hosting	Is it going to be cloud hosting or on premise? Is DC & DR availble for solution hosting? Do we have to give hardware sizing of solution?	1. Yes, it can be hosted on cloud in SDC. 2. DC is available for solution hosting. 3. Yes, hardware sizzing to be given by bidder.
9	General Query	System Language	Does system need to be multi-lingual? If so which languages?	English only
10	General Query	SMS, E-mail and Payment gatway subscriction	Who will provide subscription? If vendor then please mention volume? (No of SMSs and Emails)	not in the current scope.

11	5. SECTION 5: SCOPE OF WORK	18. After completion of the project, the software support should be provided for a minimum period of 5 years with initial training of 1 year (with onsite support).	What will be the support timing and work days?	During official working hours and days.
12	5. SECTION 5: SCOPE OF WORK	8. Transform hand written notes on each record, if it exists, in to meaningful term that can be used later for querying or be matched with the master list, if exists. In case of an absence of Master list, it needs to be generated by service provider, during the process of Scanning. service provider will have to provide the master record in database form (and other soft forms required by board)	Do we have SQL Server or Oracle database license to create a instance for new system?	Bidder has to arrange required license for execution of the project.
13	3.26 Manpower Support	The service provider will be bound to supply Support Manpower with good antecedents as specified in the Manpower deployment Plan. 3.26.2 All salaries and statutory benefits will have to be borne by the service provider & no payments will be made by these offices. 3.26.3 In case of absence of any of his employee, the service provider should provide alternative person the next day. 3.26.4 The service provider should ensure that the behavior of manpower is decent. The service provider will be held responsible for indecent behavior of manpower, & such employees should be immediately replaced when such matter is reported. 3.26.5 All statutory obligations of the service provider towards his employees shall be fulfilled by him and GSHSEB shall not be responsible for any such obligations.	Please mention number of manpower required for support.	One technical resource should be provided for initial period of one year from the date of successful completion of work. No dedicated manpower required onsite after that. Supprot to be provided as and when required within 24 hours during the contract period.
14	General Query	Implementation	We prefer doing onsite implementation to meet the deadline . Can CIDCO provide desk space for 3 people? This will help for fast implementation.	Adequate space will be provided by GSHSEB.
15	General Query	Document Storage	We need a storage server to store citizen scanned documents. Do we have storage server and space?	Query not relevant.
			M/s. Gooduse Enterprise	
16	2.2 Eligibility criteria no. 3, Page no. 6	Experience of students result generation/processing/ scanning of OR (Office Register) through OCR/ICR technology for minimum 10 lakh students	As per the scope of work, The work is of scanning, digitization, meta data entry of OR(Office records) and not of result generation or result processing. So that the experience to be considered is of scanning of OR and not of result generation or result processing. Also considering the volume of the work, scanning of OR of 10 lakh students is not appropriate but it should be scanning of 10 lakh pages of OR(Office Records), so that the criteria should be Experience of scanning of OR (Office Register) through OCR/ICR technology for minimum 10 lakh pages	Please read *"minimum 10 lakh pages of student records instead of minimum 10 lakh students"* However, we have already considered the evaluation parameter in demonstration for OCR/ICR technology with 99% accurancy so no such bidder who have not enough experience get qualified.

17		Company Incorporation certificate must be submitted.	Proprietor firm should also be allowed being a legal entity and referring to the law of equality. Also in the other tenders of GIL such firms are qualified to bid.	In case of Proprietor firm, the bidder submit the registration certificate issued by appropriatte authority.
18	Page 6: pre qualification	-	This work involves skill of book scanning through out the project for scanning of each page. Though no qualification is sought for the same. An experience of book scanning for at least 30 lakh pages i.e. equivalent to volume of work for this project, in single project must be sought.	No change. As per RFP. However, the selected bidder shall have to use only book scanner while execution of work. During the demonstration, the actual book needs to be scanned with book scanner to generate accuracy.
19		ICR/OCR technology for minimum 10 lakh students.	This work is not about Just scanning and data entry. This requires profound examination domain exposure and the complication associated with it. Hence experience of result processing /data processing for 10 lakh students should be made compulsory and not the ICR/OCR	As above.

20		ICR/OCR technology for minimum 10 lakh students.	minimum 10 lakh students. This should be rather for 10 lakh records/documents and not the students referring to ICR/OCR operations.	As above.
21		ICR/OCR technology for minimum 10 lakh students.	Alternative to ICR/OCR method; experience of marks entry through manual data entry for 10 lakh records every year for last 3 years should be considered.	No change. As per RFP.
22		Scanning quality of sample register given for live demo. Demo to be given while presentation with 99% accuracy ICR/OCR)	As rightly depicted on page no. 25 point 17, instead OCR/ICR one can use the double entry data method since page can have varied examination attributes in titles and at other places + marks including graces and some extra characters. Hence instead having DEMO Evaluation based on ICR/OCR ONLY; Double Entry method should also be considered as an alternative method with same quality criteria.	No change. As per RFP.
23		<90 no payment	You can not right of the complete payment. There has to be cap on max. penalty complying the rules/frame work of RFP.	No change. As per RFP.
24		Damage of pages	No penalty should be levied if document is restored	No change. As per RFP.
25		Permanent loss of pages	Kindly advise a method by which agency can get to know that all the pages are available at the time of receipt of the register. OR agency may report if some page is found missing during the scanning. If scanned and missed then only penalty can be imposed.	The bidder shall maintain the register for books given.
26		GSHSEB/GIL will do technical inspection.	There should be SPOC from agency and GSHSEB for communication. Agency should not be confused dealing with two authorities.	Yes, nodal office will be appointed from both side.
27		Security of data and documents	GSHSEB should arrange security to take care of it. Later it should not be blamed on agency, as either party person would be present on the side.	The bidder shall maintain the register for inward/outward of registers.

Document to be submitted:	During the presentation, the bidder shall have to submit the details of the relevant IT Infrastructure available with them duly signed by CA.