

Additional Queries response of Tender No. SW 24072018164 - Selection of Service Provider for Designing, Development/ Customization, Implementation, Training, Hand Holding and Operation & Maintenance Support for Integrated Workflow and Document Management System (IWDMS 2.0) for Government of Gujarat. (18-12-18)

S.No	Revised RFP Clause No & page no.	Original Clause	Query raised	Clarification by DST/GIL																																																	
1	Section 3.3, Page 27	Phase-1: Secretariat/HoDs/Commissionerate's and other important offices of Government of Gujarat Phase-2: All Collector and Mamlatdar and other districts and taluka level offices	Another way of phasing the scope can be done considering vertical flow of information in one department from Secretariat to District to Taluka (and vice versa). This will ensure that the chain of online file will not be broken when the file travels out of Secretariat.	No Change. As per revised RFP.																																																	
2	Section 3.8.2 (c): Hand-holding Support Team	2. To provide the hand-holding support, the SP has to depute 35 technical resources initially for all departments of GoG for change management and training. These resources will be helping hand to that location and that subordinate offices. They will resolve the issues of users and also provide the training on any new/existing functionality.	In the response to queries published by GIL in Oct, the following is mentioned: Query: Please let us know if these 35 handholding resources needs to travel, if yes, who will bear the travel cost? Response by GIL: Need to travel between Ahmedabad and Gandhinagar only, if required. Bidder has to bear the travel cost. Our understanding is that these 35 resources will be on the ground at various talukas in a district. These resources will need to travel. Can you please confirm who will bear the cost of this travel for 8+ years?	Resources will be based at 25 Departments and at most 10 HoDs Offices. One positioned at this offices, they will not further travel.																																																	
3	Section 3.7, a. Bill of Material for Software, Page No 48	a. Bill of Material for Software <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sr. No.</th> <th>*Product Description</th> <th>Unit of Measurement</th> <th>Licenses quantity for DC</th> <th>Licenses quantity for DR</th> <th>Remarks, if any</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p>*Description: Required all the readymade software including OS and Database, App, Web, BI etc. for DC</p>	Sr. No.	*Product Description	Unit of Measurement	Licenses quantity for DC	Licenses quantity for DR	Remarks, if any																			As per the revised RFP, the 'Bill of Material for Software' table has a column on 'Licenses quantity for DR', whereas in the description (below the table) it is specifically mentioned "Required all the readymade software including OS and Database, App, Web, BI etc. for DC. Our understanding is that the quantity of DR licenses are NOT to be mentioned in this table. Please confirm if our understanding is correct.	Bill of Material for Software <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sr. No.</th> <th>*Product Description</th> <th>Unit of Measurement</th> <th>Licenses quantity for DC</th> <th>Remarks, if any</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Sr. No.	*Product Description	Unit of Measurement	Licenses quantity for DC	Remarks, if any																				
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S.No	Revised RFP Clause No & page no.	Original Clause	Query raised	Clarification by DST/GIL
4	Section X, Financial Bid, Page 89	1. One-time cost of IWDMS 2.0 including design, customization /development, implementation, Training, Migration of existing database as per section 3.9 of this RFP, one-time cost of environmental licenses other than the COTS licenses & testing as per the scope of work defined in this RFP. 2. One-time cost of required COTS## licenses, only for COTS product for 35000 users – Applicable only for COTS built solution	As per the revised RFP, there is no clarity on whether DR licenses for COTS product and other system software are to be included in the Financial Bid. Also, the Bill of Material for Hardware and Software is to be provided, as part of technical proposal, for DC only (as per Section 3.7, Bill of Material for Hardware, Page No 47-48). Our understanding is that DR licenses for COTS product and other system software are NOT to be proposed as part of this bid. Please confirm if our understanding is correct.	The Scope of DR site is excluded from this RFP.
5	Eligibility Criteria No. 11	In case of bidder is proposing the COTS product, the COTS OEM should have average annual turnover of at least Rs. 200 Crores globally for last three financial years from the business of providing DMS / Workflow solution. Attachment : Declaration by Statutory Auditors confirming the same along with the list of year wise business as per the clause.	qualification criteria # 11 where in Statutory Auditor certificate has been asked as the supporting document. Please note that the process for procuring the certificate is long and time consuming. Also there are many more documents which can be taken as base to prove the claim for this criterial such as Balance Sheet, P & L Statements, CA certificate etc. Hence we request you to allow us to submit Undertaking on the company letter head by an authorized signatory for this criteria # 11 (Section 2.4)	No Change.
6	SLA: Operational Related penalty	On Page 65 Clause 6.2.2.2. Operation and Maintenance: The penalty is clearly capped to 10% of the Quarterly payment, where as on Page 66 Clause 6.2.2.5 it is capped to 50% of the quarterly payment.	We would request that Since in the O &M phase in all penalties are capped to 10% please amend this clause as penalty at 10% of the Quarterly value.	No Change.
7	Page 46 Technical Details	The application should be compatible with any open standard technology of DMS. The bidder has to quote and supply any OS and data base on (open source technology- Enterprise edition) with 8 years of OEM support for AMC/ATS. If the concurrency will go beyond 2500 users, required additional licenses for OS and DB along with its, ATS/AMC will be procured separately by DST/GIL.	Respected Sr, after going through RFP & the additional Query response dated 29.11.2018 we have the following query namely : Will DST/GIL shall pay for any licenses of COTS Product (except OS & Database) if the concurrency will go beyond 2500 users .	No. DST/GIL will not pay for any COTS licenses Product (except OS & Database) if the concurrency will go beyond 2500 users. The COTS licenses structure is separately define in the RFP page no. 12& 13.