

**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. (19-12-18)**

S.No	Revised RFP Clause No & page no.	Existing Clause	Query raised	Response of DST/GIL
1	20181023145556171.pdf: Page 38  pg 45	3.5.1.19 Architecture & Scalability 1. Solution should have been built using open-source server-side technologies. Technology Platform: - Open Standards (Open source/Commercial product)	Need clarity on whether non-Open source products can be proposed for server side technologies other than database. Please confirm the understanding that in case of sever side components (such as BPM, DMS, Application server etc.), COTS products with open standards support are also allowed and there are no preferene for open source products.	1. For the environment purpose licenses like OS, DB etc, bidders has to propose Enterprise Grade Licenses. 2. For the application related licenses bidders are free to propose open source or COTS as mnentioned in revised RFP.
2	20181023145556171.pdf: Technical Details P-47	Below performance parameter should comply: a. Document viewer (4-5 pages): 500 ms second b. File open: 500 milli second c. Accepting, processing and rendering output of a multiple variable MIS & DSS system – 4 variable tasks: 1 second d. 100 MS latency as part of network	The current SLAs proposed is stil very stringent and not viable. and not very relavant considerng user speeds. Such a system may not be eonomically viablRequest this to be changed to 2 seconds or without considering the network latency (use server in - sever out time) and time used by any application to open the document. Size of document to be mentioned - asssume 256KB. If server in-server out time is not considered, please consider this to be measured with in DC with a gigabit LAN	No change. As per revised RFP
3	20181023145556171.pdf: Pg 72	8.12.1 During the development and O & M phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	It is suggested that requirement frozen during the SRS phase will be considered as final for design and development during the implementation phase. Any further requirement changes after SRS phase will be considered in O&M phase, as accomodating these changes during design and development phase will impact both the project timeline and cost. Please confirm.	No change. As per revised RFP
4	20181023145556171.pdf: Pg 16  20181023145556171.pdf: Pg 29	2.16.4.6. The bidder agrees to that Department of Science and Technology shall have the unrestricted right to deploy or use IWDMS 2.0 application software and the documentation related thereto, in any Gujarat state government department, at no additional cost to client. 15 The system should have option for creating separate instances (Max. three) as and when required for other Government Department/ offices and the same will be hosted in GSDC. However, entire source code and repository should be single and hosted at GSDC only. Further, required tools and software for the	Since the product costs will depend on either the number of users or the hardware on which it is deployed on (per number of process core of a type), the price given by the bidder cannot be accounted for any configuration exceeding this. Bidder will specify the license type and number of licenses as part of bid response, to which the deployment by DST has to adhere. Please confirm. With respect to running multiple instances, there will be an impact on the hardware sizing when instances are changed.	No change. As per revised RFP

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5	20181023145556171.pdf: Pg 20	2.23.6. The following criteria shall be used to evaluate the technical bids. <Inside table> Addon functionality/features proposed over an above the RFP scope of work without any additional cost to the DST/GIL- 20	Please clarify what logic will be used to arrive at the makes for additional functionality / features so that we can suggest the add on funtionalites accrdingly? How much functionality/ features will be required to be given by bidder to get 20 marks for this? In effect, this gives an ambiguity to bidder with respect to how much to propsoe versus the cost.	No change. As per revised RFP
6	20181023145556171.pdf: Pg 73	8.12.4. Training of personnel of the DST in terms of hours/subjects will be without any additional cost.	The training cost will be included as per the scope defined in proposal. Any additional training required for changes, need to be analysed and checked whether can be consumed within available support resource. If the change is big enough the same will be estimated part of change request and may require additional cost.	As per revised RFP page no. 73.
7	20181023145556171.pdf: 3.5.1.18 Integration & Web Services P-38	SAN Storage and DB storage	How many process will be triggered per day? Average number of documents will be attached to each process? Average size of document?	No change. Please refer the concurrency related requirements.
8	Pg 49, 3.8.2.c+	The bidder has to deploy at least 3 resources having at least 2 year of experience of IT Call Centre onsite during project period for better execution and monitoring of the project. The resources should be well trained about this project, client problem resolution and guidance. The helpdesk service should be available from 9:00 a.m to 7:00 p.m as per government calendar and as and when any critical issue arises, on call/onsite support need to be available any time.	Technical support (L2 and L3) is required for Monday to Friday 9am to 7pm, General Shift. On call support will be facilitated for Critical issues (only) outside business hours. Is it acceptable ? Please confirm	No change. As per revised RFP

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9	20181023145556171.pdf: Pg 90  Pg 49, 3.8.2.b	Part 1: Cost of Operations and Maintenance of IWDMS 2.0 including continuous development team, help desk support, hand-holding support and central site O&M team for Technical support for Software Upgrades, Updates, patches, security updates, bug fixes etc. <Table - A continuous development team of size 5 is mentioned> In the Operation and Maintenance Period, the bidder is expected to carry out change that is required due to change in functionalities or need, Act, Rule, GR etc. during the 8 years of Operation and Maintenance period with the help of above-mentioned team. No additional payment will be made during O & M period.	1. The number of resources for O&M are given as a fixed number. Hence please clarify how any enhancements/ changes will need to be handled. Please confirm the understanding that the changes/ enhancements will be analysed and estimated, post which the implementation if the same will be scheduled based on the priority and availability of development resources. If the change needs to be implemented faster, additional resources may be deployed with additional cost.- a resource rate may be asked as part of response. OR 2. team will provide bug-fixes and minor changes (of less than 3 man-days). However any functional CR's, enhancements, technology upgrades & new developments will be carried out through a Change Request procedure at additional commercials. Pls confirm?	No change. As per revised RFP
10	3.6, Page 44	3.6. Integration Scope .... <b>Others:</b> Proposed system should support API based integration (predominately on Data Exchange layer) with <b>existing and upcoming e-Gov applications/systems</b> of Government of Gujarat during the tenure of the contract.	Please confirm the understanding that the current scope will be limited to the integrations mentioned in this section except the open scope mentioned under others. If there are some other applications to be integrated ins cope, please specify how many e-Gov applications / Systems we should consider for the integration? Please suggest approx. number of Services would be required to be implemented on Integration Bus?	No change. As per revised RFP
11	3.7, Page 45	Business Rule Engine may be leveraged to create parameterized and configurable business rules, eliminating need to do code level changes for every change. Irrespective, any logic developed for this application should adhere to the design principles, and should ideally be an aggregation of loosely coupled services.	Please suggest approx. number of unique business rules (conditions, nested conditions) would be required to be implemented in Rule Engine?	All business rules. It will be part of requirement gathering for the selected bidder.

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12	20181023145556171.pdf: Pg 47	The mobile app should be compatible with latest OS and 2 earlier versions of OS and all future versions on each platform i.e. Android and iOS. Example: if currently Android version 8 is running. The mobile app should be compatible with android 6, 7 and 8 and all future versions.	Application Compatibility with all future versions is slightly stretched. After next 2 versions of OS, current application will any way be obsolete and will require upgrade as cost. The same applies to browser versions also. Kindly limit the application compatibility to next 2 future version of OS only. Please consider	No change. As per revised RFP
13	20181023145556171.pdf: Pg 47	N nos. of reports which is generated by system should be available on Mobile/Tablet/i-Pad also. The system should work on 100% online mode.	MIS on Web and mobile needs clear demarcation. All reports cannot be moved to mobile device due to size and battery constraints. Please provide how many MIS report needs to be considered for web and mobile device ?	No change. As per revised RFP
14	20181023145556171.pdf: Pg 60	<b>5.1 Proposed Timelines:</b> Submission of SRS, URS and SDD for IWDMS 2.0 as per the scope of work defined in this RFP (T3 = T + 2 months)	T+2 months for such a large system for SRS is extremely less time. We suggest to subdivide it module wise and put all dependencies for subsequent stages. Kindly consider.	No change. As per revised RFP
15	20181023145556171.pdf: Pg 60	<b>Payment Terms:</b> Go-Live as defined in above table (40% of Capex Cost as per Table-1 of Financial bid)	There is no milestone for UAT,40% of money is parked for go live. We suggest to add UAT sign off as another milestone @ 30% and leave 10% for Go live .Kindly consider.	No change. As per revised RFP
16	20181023145556171.pdf: Pg 9	<b>2.1.18. Partial Go-Live</b> means Implementation of e-File and e-Cabinet Module, <b>Mobile &amp; Tablet Application</b> including UAT, FAT and Security Audit	Phase 1 has mobile application but mobile is normally delivered in end when entire web functionality is delivered. Mobile app enables extended support. If functionality is not signed off, fully featured mobile app before application will not be possible. Kindly consider mobile application to be delivered after the entire web functionality is delivered	No change. As per revised RFP
17	20181023145556171.pdf: Pg 71	8.11. (b) Inspection/Testing	All performance testing parameters shall be at DC. Please confirm?	No change. As per revised RFP
18	20181023145556171.pdf: Pg 65, Point 6.2.2.3	6.2.2.3: Operational Related Penalty: Development/Change during O & M Period	Here the Penalty is not capped and hence request you to do some capping here.	No change. As per revised RFP

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19	20181023145556171.pdf: Pg 66, Point 6.2.2.5	6.2.2.5: Operational Related Penalty for Handholding Support: 1.) The overall operational penalty on account of Non-Deployment of Proposed Resources or Manpower Availability is capped at 50% of Quarterly invoice amount.	Here the Penalty is capped at 50% of Quarterly invoice amount which very high. Request you to reduce capping to 10% here.	No change. As per revised RFP
20	2.4. Qualification Criteria, Notes – 5.C Page no. 12	Initially, the bidder has to give the licenses. For 35000 users. Further, bidder must get and present an undertaking duly signed by authorized signatory of the COTS OEM to convey OEM's acceptance to the following arrangement "The OEM of quoted COTS products agrees to provide the additional user licenses with following conditions: • Additional licenses shall be provided at a discount to the quoted price in this bid subject to following discount schedule: ☑ Additional License quantity from 35001 – 60000 Licenses: 75% Discount ☑ Additional License Quantity from 60001 –upwards Licenses: 90 % Discount	As the number of users using the proposed solution is large and this will increase in the due course of time, therefore based on our experience working with various government department, DST will be need a solution which provide perpetual (unlimited) licenses for COTS/Open Source based Enterprise Content Management, Business Process Management and File/DAK Management. For this the bidder has to present an undertaking duly signed by authorized signatory of the COTS OEM to convey OEM's acceptance on unlimited licenses for the mentioned products. Please confirm our understanding.	No change. As per revised RFP
21	2.4. Qualification Criteria, Page No. 11	The bidder should have at least 500 technically trained employees on its payroll as on last date of submission of bids.	Considering the complex nature of the solution envisaged by DST, in addition to technical trained employees ,bidder should also propose at least 4 technology consultants as part of implementation services for this project from respective software product (DMS, Workflow Management System, DAK/File Management) OEMs, who will be directly involved in the project for full time. Moreover, if there is any issue in the implementation then DST should not suffer and hence OEM should have the back to back responsibility for the completing the implementation of respective software product at no additional cost.	Minimum Required resources are already defined. Bidders are free to quote any no of resources over above the RFP requirement at no additional cost to the DST/GIL

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22	2.4. Qualification Criteria, Sr. no. 11 Page no. 12	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.	We, Newgen software are OEM for DMS & Workflow. Our revenue primarily come from these 2 offerings only. With this, our understanding is that we can submit our balance sheet audited by Statutory Auditor for last 3 years to support turnover more than 200 cr. However our balance sheet may not have explicit bifurcation for DMS & Workflow but this is very obvious from the nature of Newgen's business. Request your confirmation.	Clause Revised As: Attachment: Declaration by Statutory Auditors or CA Certificate (as per format attached in Annexure A in case of CA Certificate) confirming the same along with the list of year wise business as per the clause.
23	2.4. Qualification Criteria (Point no 2 / Page no. 11)	The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative turnover of Rs 600 crore for last three financial years as on 31st March 2018 from the development/ customization of IT software solution only.	We request you to modify this clause. This will allow more bidders to participate. "The bidder must have average annual turnover of at least Rs. 200 Crores for last three financial years or cumulative turnover of Rs 600 crore for last three financial years as on 31st March 2018 from the development/ customization of IT software solution/IT & ITeS projects only."	No change. As per revised RFP
24	Section III ELIGIBILITY CRITERIA Point No. 2 ( Page No. 11 )	Eligibility Criteria :  The bidder should have average annual turnover of at least Rs. 200 Crores for the last three financial years as on 31st March, 2018 (FY 15-16, 16-17 & 17-18) Attachments : Audited financial statements for the last three financial years (2015-16, 2016-17 and 2017-18**) and CA certificate mentioning turnover of the bidder related to the IT system Integration work should be enclosed.	Our Average Annual Turn Over is more than 1500 Crores. ( Copy of our Annual Turn over enclosed for reference )  However, in the attachments/ Documents requirement , CA Certificate has been asked mentioning last three years Turn over related to IT system integration work.  We request you to please arrange to amend the IT related Average Turn over requirement to Rs. 100 crores in place of Rs. 200 Crores.	As above.

**Annexure A**

Date:

**TO WHOM IT MAY CONCERN**

This is to certify that we have checked the books of M/s. \_\_\_\_\_ for the years ended \_\_\_\_\_ on the basis of which that jobwise/client wise turnover of firm from the business of providing DMS / Workflow solution for the said years is as under:

Nature of Job	Client	Order No. and Date	Total Order value (in Rs.)	Payment received
<b>Year 2015-16</b>				
<b>Total Turnover (2015-16)</b>				
<b>Year 2016-17</b>				
<b>Total Turnover (2016-17)</b>				
<b>Year 2017-18</b>				
<b>Total Turnover (2017-18)</b>				
<b>Total Turnover of Last Three Year</b>				

Date:

Seal & Sign of Chartered Accountant

Place

FRN No: