

Clarifications of the queries received from the interested bidders for the Tender No: SW04122018177 bid for Selection of Service Provider for Development and Maintenance of Web and Mobile Application for Office of the Director General & Inspector General of Police of Home Department

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
1.	Annexure D, Line item 4 , financial bid	Line Item 4 (Total man month effort Table B and Rate per Man –month table C	Please confirm if the service provider need to allocate any resources for Support. If yes how much resources is required and for what?	As per RFP.
2.	Page 5, SECTION I: INVITATION FOR BIDS (IFB), Clause no.5	Place, date and time for opening of technical proposals	We understand that there will be a physical opening, but will the tenders be opened online at the same time?	Yes, physical and online bid will be opened at the same time.
3.	Page 11, Format and Signing of Bid, Clause 11.1	The Bidders have to submit the bid on the e-Tendering website https://gil.nprocure.com . All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.	We understand that all company administrative documents, orders, certificates need to be signed and stamped and then uploaded. In that case do we also need to provide the power of attorney of our authorized signatory?	The power of authorization or any other document consisting of adequate proof of the ability of the signatory to bind the agency shall be annexed to the bid
4.	Page 13, 19.5 Technical Evaluation Criteria, Clause 2	ISO 20000 = 2 Marks	Please confirm that ISO 9001:2015 are also considered.	ISO 9001:2008 or higher certificates are to be considered.
5.	Page 14, 19.5 Technical Evaluation Criteria, Clause 6	No. of full time software developers or software professionals engaged in software development life cycle on company's payroll.	Request you to please consider declaration signed by HR on company letter head as supporting document. Disclosing employee salary and PF documents are against company	Certificate from the HR/Authorized Signatory on the company letterhead with names and no of the employees who are software developers or software professionals engaged in software development life cycle

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
			policies.	on company's payroll will be considered.
6.	Page 28, Application Users	Application Users	Please specify the total number of users.	<p>Internal Users: Approx. 80 users (Police Districts (SP offices(36) + Police Commissioner offices (4) (Ahmedabad, Baroda, Rajkot, Surat) = 40 users), No. of SRPF Groups : 21 Groups (21 users) + Police Range Offices (9) + DGP offices (10-15 users)</p> <p>External Users: others Govt. bodies, Institute, Company, etc. Pl. refer reply to Query No:10 also</p>
7.	Page 53, Form: 12 Indicative Annexures	Form: 12 Indicative Annexures	We understand that Form 12 is for official use only and does not need to be included in our proposal in any form.	Form 12 are for indicative reports formats as per the scope of work. It may change at the time of system study. MIS reports need to be generated as per the scope of work.
8.	Page 29, Key Components of Scope of Work, Point 3	Hosting Application	Please clarify if hosting the application will be the duty of Service provider or client?	Service Provider has to do the necessary software/database and other related installation /configuration at SDC. Application will be hosted in State Data Center.
9.	General	General	Please specify the front end and back end technology to be used for developing the web portal.	The solution should be built on Open Standards, Open source technology and compliance with industry standards.
10.	SECTION V: SCOPE OF WORK, Page no : 28	External Users: others Govt. bodies, Citizens, Company, etc.	How many total number of external users we are targeting? Could you estimate the current and concurrent users of the application?	Most of the SRPF unit request comes from Internal users. Approx. 1200 requests per month received from internal users and approx. 50 requests per month received from external users.
11.	SECTION V: SCOPE OF WORK, Page no : 29	List of Indicative modules Registration Process Login *Dashboard	Could you kindly let us know whether there will be two different application for internal and external users or there will be different dashboards for internal	Both internal users (officer of DG & IG officer or Home Department) and external users (i.e. others Govt. bodies, Institute, Company, etc.) will make online request (demand) for SRPF

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
			users and external users?	unit company/section/platoon through the application/mobile. Most of the times internal users will submit online request on behalf of external users. Dashboard only for internal users but external users should be able to submit their request online and also track the status of their requests online i.e. pending, approve, reject query etc. Notifications to send internal/external users via SMS or email.
12.	SECTION V: SCOPE OF WORK, Page No: 30	Features for proposed application To provide interface for data entry for filling up and submission of Application Form online with data validation.	Kindly let us know how many such forms will be there to be filled? We assume there will be different eforms for internal and external users.	Request form for SRPF unit for both internal users and external users are same. But SP has to develop other eforms (i.e. Registration form, Login form, Verification of application, capture establishment details, etc.) for internal processing users as per the scope of work.
13.	SECTION V: SCOPE OF WORK, Page no: 30	Provide facility to upload the supporting checklist documents (PDF/JPG files)	How many number of documents to be submitted with the eform?	Each SRPF request there may be 3 to 4 supporting documents attached i.e. Project details, Govt. order, Exam details, etc.
14.	SECTION V: SCOPE OF WORK, Page No: 31	Indicative MIS Registers (Reports) but not limited to: Management Information System to generate reports for monitoring of the activities.	What will be the total number of reports to be generated from the MIS? Will the reports be printable format in PDF?	Indicative report formats attached at Section 12. These are indicative reports and actual formats of reports/forms will be provided at the time of system study. Format of reports/forms may change at the time of system study. Yes the reports will be printable format in the PDF files. Any item of data needs to be entered once and is then should be made available as often as necessary in all the MIS Registers that need to use it.

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
15.	General queries		Do we have any existing application for the same?	No, there is no existing application for the same.
16.	General queries		How much existing data we have to enter from backend and in which format?	No existing data.
17.	General queries		Is there any third party integrations? Will APIs for the third party integration provided by GIL?	SP has to integrate this system with approx. 2 to 3 other existing applications (i.e. Home Department Website, CM Dashboard applications etc.) related format for the API integration will be provided to the SP But service provider has to develop necessary interface for integration.
18.	General queries		Is there any preference for the technology for the web application to be developed?	No preferences
19.	General queries		Will SMS and Email gateways provided by the department?	SMS Gateway will be provided by the DGP office. However, bidder has to develop the necessary interface. State Data Center (SDC) will provide Email gateway.
20.	Technical Evaluation Criteria. Point no. 6. Page no.14	No. of full-time software developers or software professionals engaged in software development life cycle on company's payroll (Valid CA certificate and bank statements with salary deductions/EPF payment statements)	Would request you to consider the HR declaration with list of manpower, name and designation as many of the employees shall not be willing to disclose the bank statement and many of the employees they do not opt for the EPF also.	Please refer Query No:5
21.	Scope of work. Page no. 30.	User Authentication, Registration module.	Would request to clarify Registration required for the mobile app or will it be only via web.	For Internal users (DG & IG office users) will first time registration with submitting basic details like First Name, Middle Name, Last Name, Birth Date, Mobile Number, Email etc. The authentication will be made online

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
				through OTP & Password. After submitting the details, users will get system generated userid and password on their email and/or registered mobile. Allow users to change default password with their own password. Registration facility will be available in both web and mobile. For External users, will simply enter request form online.
22.	Scope of work. Page no. 30.	The system shall able to generate a captcha code which needs to be filled by the users for login system should have also provision for biometric Aadhaar based authentication in future if required.	Would request to clarify if there would be future possibility of bio-metric validation with Aadhaar. Aadhar authentication need specific hardware and API approval which need to provide by customers	At present, Bio-metric Aadhaar authentication is not required. However, System should have provision for Aadhaar based authentication in future if required. Yes API and hardware for the same will be provided by department.
23.	Scope of work. Page no. 30.	Application processing and work flow management.	Would request you to clarify the backend system will be managed by two backend users Super Admin & Admin. Super Admin will manage all the information required to display at web application and mobile end. Change workflow of systems." What type of information will be configurable?	Configurable means any change of field, any logic or business rules related changes, changes in the workflow, change workflow users, Changes related to Govt. order or guidelines, etc.
24.	Scope of work, page no.34, objective of mobile application.	Functionalities and features of both proposed Mobile and web application are same only way of accessing is different. However, the SP has to follow the design, development, technical standards, framework, security features specified in the guidelines of GoG/Gol/DST	Would request you to clarify will all this report to be presented through mobile application also.	Yes all reports should also available in the mobile application.

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
25.	Scope of work, page no.31, Services.	Decision Support information	Would request you to elaborate more on this requirement to understand the scope of work.	Decision support information means system shall provide real-time dashboard for SRPF deployment activities. i.e. Availability of SRPF unit district/city/unit wise, pending requests, approved request, query, No of filled post, Vacant post, total post and employee details.
26.	Scope of work, page no.31, Services.	SRPF personnel present days	Would request you to clarify that System will be required attendance of SRPF persons How you want to take input of attendance system.	Through system with Mobile/Online web application.
27.	Scope of work, page no.31	Indicative MIS Registers (Reports) but not limited to	Would request you to clarify, approx. how many numbers of reports required.	Please refer Query No:14
28.	Scope of work, page no.35, The expected functions. Point no. 7	System should have the configurable front end.	Would request you to clarify on this point what type of configuration you required to manage front end.	Please refer Query No:23
29.	Scope of work, page no.36, The expected functions. Point no. 8	Carry out all necessary changes in applications, functionality of software, technology tools, accordingly if department or State Government issue any kind of new Guidelines, Rules, Amendments, Notifications, Government orders.	Would request you to clarify that the Amendments or changes need to understand the impact on system it may be accepted or can be consider as change request.	As per the RFP. Please refer clause Operation and Maintenance support, page no: 37 mentioned in the RFP.
30.	Technical Evaluation Criteria, Point No. 5 Page No. 14	No. of "similar" Development projects completed/ongoing in last 3 years each of value more than 10 lakh (i.e. FY 201516, 2016-17 and 2017-18)	Does it require combine project for web and Mobile app or separate projects can be allow	Both separate and combine projects will be accepted.
31.	Key Components of	Training to approx. 100 Master Trainers	1) Who will bear the training expenditure	SP shall provide hand holding training support to DGP office personnel at zone wise

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
	Scope of Work, Point No. 5- Training Page No. 29		2) Do bidder need to provide training on one day to all officer at one location or it would be partly schedule	(3 to 4 zone). The logistic for the trainer will be arranged by the SP. However the logistic for the master trainers will be arranged by the DGP office. Frequency of training will be decided mutually at the time of completion of UAT.
32.	User Authentication, Registration module Page No: 30	The system shall able to generate a captcha code, which needs to be filled by the users for login System should have also provision for biometric Aadhaar based authentication in future if required.	Biometric Aadhaar based authentication is require in Android /IOS Mobile App?	Please refer Query No:22
33.	Services to be provided by the SP Page No: 35	System should have capability to integrate with existing website of Home Department	Do we need required integration with current website? Please provide current database & website framework details & purpose of integration.	Please refer Query No:17
34.	32	Present days report company/platoon/section – city/district/unit	How you track attendance system from the remote offices?	Through mobile and web application
35.	32	Present days report company/platoon/section – city/district/unit	Do we need to develop Leave Requests/Applications?	Not required to develop Leave application module. Please read as (services clause page 31 in the RFP) (1) SRPF personnel present days to SRPF company/platoon/section present deployment days and (2) Online order for transfer and posting of personnel to Online order for deployment of company /platoon/section
36.	Page 30	Both internal and external users will make online request (demand) for SRPF unit company/section /platoon through the application/	Can we get some entry forms and some understanding on the workflows involved with each apart from the approval and clarification explained?	List of indicative modules <ul style="list-style-type: none"> • Registration Process • Login

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
		<p>mobile.</p> <p>The filled eForms/online form will be routed dynamically to the concerned authority for processing the forms depending upon the assigned role.</p>	<p>How will be the users of the system overall and how many? Can you please define the roles of each type of users?</p>	<ul style="list-style-type: none"> • Dashboard • Admin form (assigned activities based on roles and responsibility) • Demand Request • Processing application • Deployment order • Establishment system • Send notification through SMS/Email
37.		<p>Historical Data Upload Page – not available</p>	<p>Is this needed? If needed, how many years and how much data and in which formats is the current data available for upload?</p>	<p>Not required</p>
38.	Page – 31	<p>Ability to generate Office Orders through print / emails of transfers with intimation to employee and office(s) concerned.</p> <ul style="list-style-type: none"> • Transfer details of individual (Classification (Rank wise)) • Decision Support information • Reporting information • SRPF personnel present days 	<p>Can you please explain this part? What is to be done in these regards?</p>	<p>As per the RFP</p>
39.	Page 34	<p>Objective of Mobile Application</p> <ul style="list-style-type: none"> • To provide Real time dashboard • Fast approval of requests • Functionalities and features of both proposed Mobile and web application are same only way of accessing is different. 	<p>So, the mobile application users will only be internal ones and not external users, correct?</p>	<p>Please refer Query No:21</p>
40.	19.5 Technical	<p>No. of full time software</p>	<p>We'd like to request you to lower down</p>	<p>No change, As per the RFP</p>

Sr. no	Reference(s) (Clause & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Clarification by Home Dept/GIL
	Evaluation Criteria, page #13	developers or software professionals engaged in software development life cycle on company's payroll.	the minimum employee requirement to 20, as this will allow us to participate and give us a fair chance to showcase our capabilities and abilities to bid on this project.	