

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. (27-12-2018)

S.No	Revised RFP Clause No & page no.	Existing Clause	Query raised	Response of DST/GIL
1	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 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.	Request you to please change the criteria for COTS OEM in order to show average annual turnover of at least Rs. 200 Crores globally for last three financial years from the business of providing DMS / Workflow Solution by providing CA certificate confirming the same without listing the client, order no. and date wise details for last three years and accordingly change in Annexure A for the same. Note: Same as given for SI turnover clause given in the RFP. Please consider following points as a request for this change: 1. With respect to Annexure A, being in NDA (Non-disclosure agreement), it will be illegal for any organisation to share client information with 3rd party. Disclosing that information will attract legal processing against the organisation. Disclosing that information to 3rd party will also raise external security treads to Defence/Govt organisation where confidentiality is top most. 2. Also with respect to previous GIL tender, GIL has allowed CA certificate without customer details. Request to allow similar CA certificate in this tender also. Below are some of the tenders supporting the same.	Clause Revised: 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 or CA Certificate confirming the same along with the list of year wise business as per the clause. Note: Format mentioned in Annexure A will not be required.
2	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 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.	We would like to request your attention to the qualification criteria # 11 where in bidder is required to give a certificate confirming 200Cr average annual turn over from the Business of providing DMS/Workflow solution. We are planning to use one of the many in-house proven products/solutions available with us. Since we are the SI, we do not have bifurcated values for the in-house products used for providing services and over all order value consists of all other services such as supply of Infra, Facility Management, Implementations etc., TCS last year revenue stood at USD 19+ Billion but providing separate turnover for a specific products/solution is not possible.	Criteria No. 11 is only for the COTS product OEM. For bespoke development, the turnover criteria from DMS/Workflow is not applicable.
3	20181023145556171.pdf f. 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 still very stringent and not viable. and not very relevant considering user speeds. Such a system may not be economically viable. Request 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 - assume 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.

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4	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 accommodating these changes during design and development phase will impact both the project timeline and cost. Please confirm.	The changes related look and feel, small procedural related needs to be addressed by the selected bidder at any point of given time. However, for significant changes, it will be decided by department mutually without any additional cost.
5	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 same will be in the SP's scope. Implementation and O & M of all the instances shall be responsibility of the selected bidder without any additional cost.	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.	All users mentioned in RFP for sizing is for one instance. In future, for other Department/Govt. Companies hosted separately, then it will be separate instance. In case of separate instance, the licenses for OS, DB and other readymade software will be procured separately.

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6	20181023145556171.pdf: Pg 60	5.1 Proposed Timelines: Submission of SRS, URS and SDD for IWDMS 2.0 as per the scope of work defined in this RFP (T3 = T + 2 months)	Request you to extend the Proposed Timelines to 18 months for overall project delivery (Final Go-Live)	No Change.
7	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.
8	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.	Clause Revised: As per the RFP terms and SLA Department will make the payment on pro rata basis after deduction of the absent days, over and above the penalty shall be levied as mentioned in the RFP. 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 20% of Quarterly invoice amount
9	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 functionalities accordingly? 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 propose versus the cost.	No Change. Evaluation Committee will judge.
10	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.	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 Support 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.

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11	3.6, Page 44	3.6. Integration Scope Others: Proposed system should support API based integration (predominately on Data Exchange layer) with existing and upcoming e-Gov applications/systems 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 in scope, 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?	The integration mentioned in the current scope will be part of development phase and integration with upcoming e-Gov applications/systems of Government of Gujarat during the tenure of the contract will be part of continuous development without any additional cost.
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.
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 ?	All reports mentioned in the RFP and report related newly created file and correspondance, pendancy, disposal etc. should be generated for tracking purpose on Mobile/Tablet/i-Pad also. The system should work on 100% online mode.
14	20181023145556171.pdf: Pg 9	2.1.18. Partial Go-Live means Implementation of e-File and e-Cabinet Module, Mobile & Tablet Application 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. 2.1.18. The mobile App/Tablet interface for modules/functionalities mentioned in partial Go-Live has to deliver in partial go-live and rest will be delivered on full Go-live.