Response to Pre-bid Queries

Request for Proposal for Selection of Service Provider to Design, Development, Implementation and Maintenance of the web based Laboratory Management Information System for Food and Drug Laboratory, Vadodara (Government of Gujarat)
(Tender No.: SWT10102019185)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	2.2 Pre-qualification Criteria Page No.10	Bidder should have completed at least 3 projects of web application or web portal development & maintenance project and at least 1 completed/ ongoing project for LIMS (Excluding Hardware and Manpower) each of value more than 40 lacs in the last 5 years.	Bidder should have completed at least 3 projects of web application or web portal development & maintenance project and at least 1 completed/ ongoing project for LIMS (Excluding Hardware and Manpower) each of value more than 20 lacs in the last 7 years.	**No Change**
2	2.25.7 Evaluate the technical bids, Page No.18	Completed Projects of web based portal/application development of more than Rs. 40 Lacs in last five years.	Completed/Ongoing Projects of web based portal/application development of more than Rs. 20 Lacs in last Seven years.	**No Change**
3	FR#1 Test Processing Page No. 51	Test result reporting includes verification and secure transmission of reports via hard copy, phone, FAX, electronic copy, etc., to the customer and other mandated recipients, as well as posting results where they can be retrieved by authorized parties.	Do bidder need to provide login to citizen for submitting test request and retrieve test result for electronic copy.	**No, our customers are all govt./semi govt./undertaking govt.bodies. So don't need to provide login to the citizens but in future if the need arises than software should have provision to accommodate such requirement.**
4	FR #2 Workflow Management (Test Scheduling)	Test Scheduling optimizes the use of laboratory personnel and instruments in order to maximize the use of resources available to the laboratory and be able to adapt to sudden surges in a specific test request volume and be able to set up (define) new tests. Workflow management allows scheduling, allocation and re-allocation of work to lab technicians.	Please provide flow diagram for workflow management and no. of user for allocation to lab technicians/QA, QC	**No Change**
5	FR#4 Inventory Control	RFQs, purchase order, etc. Forms management encompasses version control, printing, and distributions are included as well.	Please provide workflow for required functionality	**No Change**

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6	General Query	Regarding ERP Data Migration	Department has existing ERP system or not. If yes then do bidder need to migrate data to new modules. Please let us know the format of data to be migrate.	**No Change**
7	2.2 Pre-qualification Criteria Page No. 09	Criteria# 2 The Bidder Should have CMMi (level 3 or above) or ISO 9001:2015 in IT Software development related Services	1. We request you to modify the criteria and keep as mentioned below so that only qualitative bidders can participate in the opportunity: "The Bidder Should have CMMi (level 3 or above) AND ISO 9001:2015 in IT Software development related Services"	**No change**
8	2.2 Pre-qualification Criteria Page No. 09	Criteria# 4 Bidder should have completed at least 3 projects of web application or web portal development & maintenance project and at least 1 completed/ongoing project for LIMS (Excluding Hardware and Manpower) each of value more than 40 lacs in the last 5 years.	1. We request you to remove the "LIMS" experience from the pre-qualification criteria so that more bidders who have enough experience of developing Big ERP System, Web Applications can participate in the opportunity. This criteria can restrict the number of participation. 2. Alternatively, we request you to allow the sub-contracting / consortium and consider the "LIMS" experience of any either party.	**No Change**
9	2.2 Pre-qualification Criteria Page No. 10	Criteria# 7 No Consortium will be allowed	1. We request you to allow the consortium / sub-contracting so that qualitative bidder using their execution experience and LIMS and/or ERP vendor can collaboratively execute the overall project.	**No change**
10	2.25.7 The following criteria shall be used to evaluate the technical bids Page No. 18	Criteria# 5 No. of "similar" Laboratory Management System Development projects completed/ongoing in last 5 years as on bid submission date, each of value more than 40 lakh	1. We request you to kindly allow Web Application Experience also other then LMIS as an alternate option because of the same reason mentioned under query# 2.	**No Change**

11	2.25.7 The following criteria shall be used to evaluate the technical bids Page No. 18	Criteria# 5 (Quality Certifications) ☐ ISO 9001:20015 or latest for software development or CMMI 3 or above =3 points
		
		☐ If both = 5 points
			1. We request you to give more weightage to CMMi Level 5 Companies therefore we are suggesting to keep below criteria:
			    1. ISO 9001:2015 AND CMMi Level 3 - 2 Marks
			    2. CMMi Level 5 - 3 Marks
			    3. ISO 9001:2015 AND CMMi Level 5 - 5 Marks
				No change

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12	2.25.11 Final Evaluation of Bid Page No. 20	Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (T = 0.40 the weight given to the Technical Proposal; P = 0.60 the weight given to the Financial Proposal; T + P = 1).	1. Lo9oking at the nature of work and scope mentioned in the Tender Document, it requires more focus on the Technical Solution rather the pricings therefore we request you to modify the Final Evaluation Criteria and keep it stated as below: "Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1)."	**No change**
13	2.2 Pre-qualification Criteria, Page no. 10	Bidder should have completed at least 3 projects of web application or web portal development & maintenance project and at least 1 completed/ ongoing project for LIMS (Excluding Hardware and Manpower) each of value more than 40 lacs in the last 5 years.	Request to consider experience of development of web application or web portal, without keeping LIMS as essential project. Allowing LIMS/School Management System/Institute Management would be Welcoming way. Justification: Scope of work of the project is for developing the web application/portal with specific features, restricting it for LIMS Web Application shall allow only few bidders to participate. The scope is similar with other projects also, allowing few bidders with narrow entry will not help to discover compatible solution at economic cost. ERP of School Management or Institute Management System carries similar features that of LIMS requires.	**No Change**
14	2.25.7, Evaluation Criteria, Page 18	2.25.7 The following criteria shall be used to evaluate the technical bids. 05. No. of "similar" Laboratory Management System Development projects completed/ongoing in last 5 years as on bid submission date, each of value more than 40 lakh: ☐ at least 1 project = 04 Marks ☐ 2 to 4 projects = 07 Marks ☐ >4 projects = 10 Marks	Request to allocate marks for similar type of ERP projects. It may not be welcome potential bidders with competent solution. It will boast only limited bidders who may not have an expansive/flexible/compatible solution but will supersede the participants just because of tag of LIMS project.	**No change**

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15	Additional Query		whether the condition of providing source code can be waived as we are US base organization operating globally and source code is US company's property.	**No change**
16	Additional Query		There is also possibility that we give out 5 years performance bank guarantee in case there is question on our existence. Can this be considered.	**No change**
17	Additional Query		One more alternative to come out with ESCROW account where we put source code and with any breach from our side , one can get it legally. Will it be OK ?	**No change**
18	2.2 Pre-qualification Criteria Sr. No. 3 Page No. 9	The bidder must have turnover of at least Rs. 2 crore for each of the last three financial years or cumulative of Rs. 6 crores in last three years as on 31st March, 2019 from Software/IT product Development and Software Support service activities. It should not include Hardware procurement & Third party software license procurements.	Dear Sir, We hereby request you to change this clause as: The bidder must have turnover of at least Rs. 1 crore for each of the last three financial years or cumulative of Rs. 4 crores in last three years as on 31st March, 2019 from Software/IT product Development and Software Support service activities. It should not include Hardware procurement & Third party software license procurements.	**No change**