Replies of Pre- Bid meeting held on 18th August 2015 at 11:00 AM for "Development & Implementation of web based End to End Customised Software Solution for NIELIT Activites"

Serial Number	RFP Page Number	Query / Suggestion / Clarification sought by Vendor	Clarification by NEILIT
1	21	*Integration with UIDAI services [Point 3. A. (i)]:* Will this require integrating with UIDAI services for auto populating applicant data by providing the Aadhar number? Will the facility also be extended to applicants applying online? Has NIELIT already developed an API that to communicate with UIDAI data real time? Require Discussion on cost associated with fetching applicant data once UIDAI services by GOI become paid services	The data is to be populated on the form against the respective Aadhaar Number. NIELIT will bear the cost associated with fetching applicant data for its Users as per actual if applicable by UIDAI in future.
2	41	*Suggestion for addition in Contract Termination and Qualification Clauses[Point 14]:* Vendors get the software development work done from freelance developers (in and outside India) via a work contract. Vendors should be mandated to have the code written by developers on vendor's payroll and at vendor location. As the code deployed will be handling data of national importance, must be coded at vendor location within India.	Customization/Development/modifications has to be done by the vendor and the IPR of the code shall be with the Vendor only. In case of any litigation, the liabilities for the code and other resources utilized by the vendor related to the proposed integrated solution will lie with the vendor only.
3	34	*LAN / Server Administrator [Point 2]:* As service will be provided and provisioned on the cloud, the LAN / Server administrator will be positioned at TCS data Center and not at NIELIT Centers/Headquarters	The team may be deployed at their Data centre, however, during system study, implementation, training, testing etc. of the solution, the officials of the respective vendor may be present onsite.

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4	39	_Terms of Payment [Point 8]_: TCS requests for change in terms of adding factors that may lead to delay and are attributable to the vendor. Please rephrase as mentioned below: The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run **attributable to vendor**.	The same is already available under clause no 13 - I(Penalty Clause/Liquated damage) of Chapter 10. However, as per the suggestion, clause no 8-b (Terms of Payment) has been modified and may be read as under :- "The successful bidder has to sign an agreement on non-judicial stamp paper containing terms & conditions as per RFP in addition to clauses related to liquidated damages on account of delays, errors, cost and time over-run etc attributable to vendor." However, no penalty will be levied to vendor for any delay on part of NIELIT like delay on account of giving details/approvals from NIELIT side.
5	41	_Penalty Clause / Liquidated Damage [Point 13]_: Please define the performance criteria for SLA /services to be provided.	The SLA will be inclusive of all the terms & conditions of RFP. However, SLA will be finalised at the time of placing the Work Order to the Selected bidder.
6	10	_General Conditions of Contract (Point 7)_. TCS suggest initial contract period to be defined for 1 year period and further extendable to another 1 or 2 years depending upon vendor implementation and delivery performance on mutually consent basis. This will help NIELIT achieve better and timely delivery of the project and thereby higher efficiency. This will also help in eradicating overall delays in the project.	Initially the work order will be awarded for a period of 1 year. Based on the performance it will be further extended for a period of 2 years on the same initial cost and terms & conditions. After successful completion of initial three years, the contract may be extended further as per the clause 7 and 8 of Chapter-4 of RFP
7	13	Clause 20 : Consortium of companies/firms is not allowed. Requesting you to allow Consortium and sub-contracting for certain scope of work like Hardware supply, installation, application and helpdesk support etc	As per RFP.
8		The payment schedule: Please elaborate the payment schedule of the project	The payment processing and handling will be done in centralised manner through a nodal officer.

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9	18	Terms of Reference : The proposed solution must have strong MIS besides dynamic Reporting & Query system Please specify the numbers of MIS reports you want to have from this project. Please elaborate the requirement with example and details	It is expected that the vendor will provide all the MIS reports which are required to be generated for any national level organisation providing services similar to NIELIT. However, the requirement of number of MIS reports and their features can only be identified during different phases like system study, development, implementation phase, testing , post implementation and as & when require by NIELIT.
10	18	Terms of Reference : The selected bidder shall be responsible for the procurement of required necessary Infrastructure for deploying the application atleast at the Tier-3 data centre/Cloud which should be CERT-In certified as per the norms of Govt. of India issued from time to time and the Data Centre has to be located in India only.	The term " Cert-In Certified" may be read as "audited by Cert-In empanelled agency" wherever present in the RFP.
11	40	Intellectual Property Rights : The selected bidder shall warrant that there is no infringement of any patent or intellectual property rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project. Do we need to provide full IPR of our solution to client? Please specify	Vendor should submit an undertaking on the company's letter head alongwith the requisite supporting documents regarding owning of the IPR of the software/solution.
12	General	Please specify the no. of users for different system including back office piece.	As per RFP.
13	General	Is it required to use COTS product for this project or any Open Source tool can be used also?	As per the suitability of Vendor. However, as per the Govt. of India policy, the Open Source Framework will be preferred.
14	General	Is bidder required to deal with unstructured data also?	Yes.
15	General	Please specify the trainee number, expected session number, and place for training	As per RFP.

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16		Do we have mobile app for same in future as most of Govt. applications are migrating to mobile platforms.	It is not in the scope of RFP, however, a provision shall be there to meet the future requirements, if any.
17		What is the expected concurrency /Peak of users on the application.	The numbers of users has already been mentioned in the RFP along with the course structure and the lifecycle of the courses. The peak load may be calculated based on the same. However, it has been seen that maximum concurrent users are usually found on the last 3-4 days of any activity on the student web portal of NIELIT.
18		Are consortiums allowed to bid for this project?	As per RFP.
19		MSME Should be exempted from the EMD.	As per GFR.
20		Are there any external systems with which the envisaged portal needs to be integrated? If yes, please provide the details nature of system, technology platform and nature of integration.	There are few web applications like Placement Portal, e-Content Portal, National Skill development Portal, ESDM Portal where the candidate is being authenticated against the valid registration number from the student web portal. The exact number of web application and the requirement can only be worked out during the system study phase only.
21		Will the system be available both on the intranet and as well as the internet size of the user for both ?	Some modules like Finance, Admin, Post Exam Modules are required to be made accessible in private domain and some modules are to be made accessible in public domain. However, the accessibility mode requirement of modules can only be determined during the system study phase only.
22		"The Data Centre(minimum Tier-3) should comply with ISO 27001.(Copies of the valid certifications to be submitted.) Suggestion:Also would request if condition of minimum Qualification criteria could be changed.	As per RFP.

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23	66	Point 5.The Bidder should have an average annual turnover of at least Rs. 15 Crore (Rupees Fifteen Crore Only) in similar services during each of the three financial years (2011-12, 2012-13 and 2013-14) Suggestion: Should be less	As per RFP.
24	66	point 7.The bidder should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 20 Technical employees. Suggestion: Manpower Required?	As per RFP.
25		The solution should have been implemented and completed 1 academic cycle as on 31-March-2015 in all respects in at least two Educational Institutions having its branches/offices/colleges atvarious locations or the application should be running successfully for last one and half years as on 31March-2015 in at least two organizations involved inactivities similar to NIELIT having its branches/offices at various locations. The value of work order for each project should be equal or more than Rupees 80 lakhs (INR). The assignments completed in respect of two different customers will only be considered. Suggestion: Should be less.	As per RFP.
26		The proposed web based end to end integrated software should have but not limited to the following modules - Suggestion: Where its charges should be included? Externally or in final quote.	The charges should be included in Final quote only
27		Who will bear the charges of Third Party Gateways like E-Mail Integration, SMS Integration, Payment Gateway Integration etc. required for the proposed integrated solution?	All such charges have to be borne by the vendor only.

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28		Financial Bid (Annexure-4):Point I- Employees of NIELIT & NIELIT Centres , Accredited Institutes , facilitation Centres & other stakeholders. Column-1 : User Strength Range	The meaning of Active Users as mentioned in Point II of Financial Bid is also applicable to Point-I as ^Active users means those users whose registration period is valid and have accessed the application during that specified half year period.