

Response to the Pre-Bid queries by the prespective bidders on RFP of RCI for Appointment of Web Application Development Service Provider for Academic Monitoring and Analysis System (AMAS) consequent on the on Pre-Bid conference held on 17/2/2015 at RCI.

S. No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	Response from RCI	
1		General		We would like to know the no. of locations, no. of Students & no. of institutes.	This would help us in devising a cost effective solution for RCI.	Please refer to 4.2 of RFP However, the following would be the approximate target Users of this system: i) RCI - Approx 8-10 ii) RCI approved training Institutes - approx 600 iii) Applicants for approval of Training Institutes - approx 500-600 per year iv) Aspirants for admissions to RCI approved training institutes - approx 15-20 thousand per year v) Students in the RCI approved training institutes - approx 10-15 thousand	
2		General		We would like to get a clarification on existing IT system of RCI and Database. Is it required to integrate the new system with the existing system?	This would help us in devising a cost effective solution for RCI.	There is no requirement of integrating existing system, however the existing database will be provided.	
3	Page 19 of 49	2.33 Exit	ii) The Service Provider shall handover the software to RCI/PMU at a notional fee of Rs 1.	Kindly clarify notional fee of Rs 1?	For the purpose of understanding.	This contingency will arise in case of termination of contract due to non fulfillment of entire obligation.	

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4	Page 5 of 49	1.4 Fact Sheet	Bid Security/ Earnest Money INR 1,00,000 (INR One Lakh only) by DD in favour of Rehabilitation Council of India, payable at New Delhi. Deposit (EMD)	We are a NSIC (National Small Industries Corporation) Registered Firm. As per The National Small Industries Corporation Limited firms registered with NSIC will be entitled to the following: i. Supply of tender free of cost ii. Exemption from payment of earnest money/security deposit Kindly allow exemption for the above for this tender.	For exemption of EMD and Tender Fee under NSIC registration	Exemption is admissible provided documentary evidence in support of NSIC registration is produced alongwith Tender document.	
5	Page 24 of 49	3.5 Pre-Qualification Criteria	d) The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2013-14, 2012-13 & 2011-12)	Does the cumulative turnover suggests that the bidder should have total 20 crore turnover in last three years	For clarification	The bidder / consortium should have total 20 crore turnover in last three years	
6	Page 49 of 49	5.6.2 Format for Financial Bid	Delivery Schedule & Terms Conditions are mentioned in the table	Can we give our own Delivery Schedule and Terms & Conditions	Terms & Conditions and delivery are in the table	Please refer para 4.9, 4.13 & 4.14 of the RFP. Please ignore points 3 & 4.	

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7	Page 27 of 49	4.2 Activities under Scope of Work	The following would be the target Users of this system: i) RCI ii) RCI approved training Institutes iii) Applicants for approval of Training Institutes iv) Aspirants for admissions to RCI approved training institutes v) Students in the RCI approved training institutes	Kindly specify the tentative no. of users of this application and the no. of concurrent users?	It is needed for knowing the load of the application	Please refer to 4.2 of RFP However, the following would be the approximate target Users of this system: i) RCI - Approx 8-10 ii) RCI approved training Institutes - approx 600 iii) Applicants for approval of Training Institutes - approx 500-600 per year iv) Aspirants for admissions to RCI approved training institutes - approx 15-20 thousand per year v) Students in the RCI approved training institutes - approx 10-15 thousand	
8	Page 30 of 49	4.5 Design, Development and Implementation of the Software (e-regulation) 4.5.1 Design & Developm	The service provider shall design and develop the “e-regulation” for each of the regulatory functions of the RCI (Refer Annex- A).	Please provide Annex-A. Probably it is not present the tender document.	For the purpose of understanding.	Please refer para 1.1.1 in place of Annexe A.	

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9	Page 31 of 49	4.7.1 Hosting	The e-regulation application shall be hosted, either in cloud or in-premise; by the service provider in accordance with the following: i) Data Center (DC) & Disaster Recovery (DR) location shall be in India ii) DC-DR are at least tier-II data centers iii) DC & DR shall be located in two different seismic zones iv) DC & DR shall conform to the Government of India guidelines on data security	Who will provide the required hardware for both DC & DR? the bidder or RCI	For the purpose of costing	Bidder shall be responsible for all required hardware.	
10	Page 32 of 49	4.8.1 Training	i) The Service Provider selected through this RFP shall be responsible for providing the training to all concerned in RCI with implementation of IT system.	Please specify the no. of trainees?	For the purpose of costing	Please refer to 4.2 of RFP However, the following would be the approximate target Users of this system: i) RCI - Approx 8-10 ii) RCI approved training Institutes - approx 600 iii) Applicants for approval of Training Institutes - approx 500-600 per year iv) Aspirants for admissions to RCI approved training institutes - approx 15-20 thousand per year v) Students in the RCI approved training institutes - approx 10-15 thousand	
11	Page 33 of 49	4.10 Deployment of Resident Engineer	The service provider shall also provide Resident Engineers for the technical support at client location.	Kindly specify the no. of Resident Engineers and the duration of such onsite engagement?	For the purpose of costing	The contract is for 4 years with a Resident Engineer to handle all requirements as required by RCI.	

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12	5	Section 1 Introduction	1.4 fact sheet The method of selection is Quality and Cost Base Selection (QCBS).	Please explain the breakup of QCBS?	Required Clarification	Please refer para 3.4.2 & 3.4.3 stage 3 of the RFP. The RFP envisages both quality and cost effectiveness. It is however, not based on the system of assigning weightage to quality & cost. It will be based on the L1 of the financial bids of the technically qualified bidders subject to provisions of 2.12 of RFP as ammended.	
13	6 49	Section 1 Introduction Section 5 Annexures / Formats	Bid Validity: "Proposals must remain valid up to 180 (One Hundred & Eighty) days from the actual date of submission of the Bid" 5.6.2 Format for financial bid (Point-ii) "All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the date of opening of the	What will be the actual bid validity period?	Contradicting bid validity period at two places in RPF	180 days refers to Bid validity from the day of submission and 90 calendar days refers to Financial bid validity from the days of opening. With reference to the query the 90 days clause will prevail.	
14	8	Section 2 Instructions to Bidders	2.2 (Second Bullet) The service provider must have domain expertise in disability area.	We request you to replace this eligibility criteria with domain expertise in social welfare area.	Since this is a social welfare domain, any social welfare domain experience should get counted.	These are specific requirements which cant be changed	

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15	14	Section 2 Instructions to Bidders	2.12 Financial Bid Financial Bids that are less than 10% or more than 10% of the average bid price will be disqualified (the average bid price is computed by adding all Financial Bid values of ALL the qualified bidders and dividing the same by the number of bidders).	We would request you to modify this requirement to 20%	In case number of technically qualified bidder is 3 or less; then it would be difficult to implement this clause.	Please refer para 3.4.2 & 3.4.3 stage 3 of the RFP. The RFP envisages both quality and cost effectiveness. It is however, not based on the system of assigning weightage to quality & cost. It will be based on the L1 of the financial bids of the technically qualified bidders subject to provisions of 2.12 of RFP as ammended.	
16	19	Section 2 Instructions to Bidders	2.33 Exit The Service Provider shall handover the software to RCI/PMU at a notional fee of Rs 1	Need to understand the significance of notional fee of Re. 1, since it's presumed that in the event of end of services, vendor will be paid their dues as per payment terms of the agreement and in the event of termination will be paid at-least to the extent of deployable software developed / delivered.	Required Clarification	This contingency will arise in case of termination of contract due to non fulfillment of entire obligation.	
17	23	Section 3 - Selection process for Bidder	3.4.3 Pt.5 - The weights assigned to the two heads are: ☑ Design & development Cost – 65% ☑ Deployment, Hosting & Maintenance Cost – 35% Weighted cost for Bidder would be calculated as: Weighted Cost = Design &Development Cost + Deployment, Hosting	How this weighted cost is going to be used in Bid evaluation. Please explain?	Required Clarification	% are given with reference to the weightage to be assigned to each of the activities. The bids will be evaluated on the basis of weighted cost (total)	

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18	28	Section 4 Scope of the Work	4.3 Detailed Scope of Work D - National Board of Examination in Rehabilitation (NBER) Provision to conduct entrance exams for certificate and diploma level courses	Whether there will be manual test which we need to conduct? OR does this mean the online exams? How the assessment will be done? Is this also supposed to be online?	Required Clarification	The term end tests / exams under NBER will be Manual. Provision to conduct entrance exam online, shall be incorporated.	
19	29	Section 4 Scope of the Work	4.3 Detailed Scope of Work E - Registration of Candidates Facility to register online for eligible candidates Student's registration can be done online through a link to RCI's existing	What is RCI's existing system? What are the integration points? What is the current platform?	Required Clarification	It's a separate web application and only a link direct to the web is to be provided.	
20	29	Section 4 Scope of the Work	4.3 Detailed Scope of Work F - Other Features - Two way message facility RCI to Institutions and vice versa communication should be provided through instant messaging system	What is instant messaging system? Is it expected through SMS / Email? Is it expected something like communicator / messenger? Who will select & bear the cost of SMS & email services?	Required Clarification	Prefereably through emails. In the present system RCI has been provided an email ID by NIC by which auto emails are generated. The requisite facility to be provided by the bidder.	
21	30	Section 4 Scope of the Work	Requirement at Institution Level - Support of IE5 browser and above	Security constraints with lower versions of browsers? Non availability of lower versions.	Required Clarification	The requirement is of the compatible browser which could be IE9 / Chrome / Firefox or equivalent as per para 4.4 as ammended	
22	30	Section 4 Scope of the Work	4.5.1 Design & Development The service provider shall design and develop the "e-regulation" for each of the regulatory functions of the RCI (Refer Annex- A).	Annex-A is not provided in the RFP	Required Clarification	Please refer para 1.1.1 in place of Annexe A.	

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23	32	Section 4 Scope of the Work	4.8 Providing Training & Capacity Building The service provider shall be responsible for training the users in RCI on the e-regulation application and shall also support RCI to build the capacity in-house so as to transfer the system	How many trainings? How many teams and team members? What about training infrastructure? How many locations?	Required Clarification	The contract is for 4 years. The training is to be provided within RCI only during this period by the Resident Engineer as required by RCI.	
24	34 & 35	Section 4 Scope of the Work	4.12 Project Management <u>Project Management Services are required to</u> - achieve timely development/redevelopment of eLearning objects/digital resources where commissioned <u>Assessment</u> - Data requirements (data that is required to satisfy all of the requirements and functionalities of the proposed system)	What is meant by Digital Resources? What does this data requirement signify?	Required Clarification	Platform readiness for integration of e-learning is required.	
25	35	Section 4 Scope of the Work	Section 4.12 Project Management Integration of existing systems with the solution	Need more clarity on the existing systems which are being used currently at RCI which are expected to be integrated with the solution.	Required Clarification	The requirement is to provide a links to the existing system of RCI without involving any integration as such.	

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26	36	Section 4 Scope of the Work	4.11.2 Total Project Cost (Point-b) b. Supply & Installation of the IT Infrastructure c. Design and maintenance of RCI website e. Cost of deployment of Resident Engineers for 4 Years	- Please clarify what kinds of IT infrastructure is required apart from hosting in DC & DR - Does this mean maintenance of existing website? what are the details of existing website? - How many engineers not mentioned? How much time we need to support (8 / 16 hours etc and days in week)?	Required Clarification	Any other IT infrastructure is not required apart from hosting in DC & DR. No, it means maintenance of newly developed web application. Please refer para 4.9 & 4.10 of the RFP. The resident engineer will be at the disposal of RCI during the working hours / days for the period of contract, besides being available during emergency if any.	
27	49	Section 5- Annexures 5.6.2. Format of Financial Bid	In Points 3- Deliverables schedule Point 4 - Terms & Conditions	What is expected from bidder in response to point no.3 and point no. 4 in the table	Required Clarification	Please refer para 4.9, 4.13 & 4.14 of the RFP. Please ignore points 3 & 4.	
28	General			Who will bear the cost of DC/DR inspection by RCI IT team	Required Clarification	The cost shall be borne by the bidder	
29	Page No 24	3.5 Pre-Qualification Criteria	d) The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2013-14, 2012-13 & 2011-12)	As per the norms of the government the average turnover in the open tender of the vendor is expected to be 30% of the estimated cost (Please visit cvc.nic.in for more information). Hence please amend the same.	As per the norms of the government the average turnover in the open tender of the vendor is expected to be 30% of the estimated cost (Please visit cvc.nic.in for more information). Hence please amend the same.	The bidder / consortium should have total 20 crore turnover in last three years	
30	31	4.6 Maintenance of AMAS Website	The see provider shall follow the DietY guidelines for data security and website design for the RCI Website	Is this a guideline or a compliance requirement. Is there any certification requirement for this.	TCS iON may be following proprietary protocols which may not be as per the DietY guidelines.	Yes all requisite certifications are necessary.	

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31	34	4.11.1 Transfer of Software	The service provider must ensure that during the Transfer/Exit management period following are duly transferred to RCI or an agency authorized by RCI: i) Source Code (all Versions) ii) Configuration Settings iii) Database iv) All licenses and Passwords	Incase of Cloud based software, Source Code transfer would not be possible. Would RCI consider Cloud based multi tenented Solution for its requirements.	TCS iON provides Cloud Based Services where Solutions are configured for Client requirements and Source Code is a TCS IP which is not transferable.	The requirement of RCI is not any particular technology based but the transfer of i) Source Code (all Versions), ii) Configuration Settings, iii) Database, iv) All licenses and Passwords is our essential requirement	
32	35	4.13 Deliverables	Source code and the technical specifications	As per point 2	As per point 2	The requirement of RCI is not any particular technology based but the transfer of i) Source Code (all Versions), ii) Configuration Settings, iii) Database, iv) All licenses and Passwords is our essential	
33	35	4.14 Payment Terms		The Payment Terms are basis assumption that the project is on a Proprietary Build Mode. Would RCI consider a Vendor providing Cloud Based Services on Transaction Pricing mode where there is limited upfront "build" cost.	TCS iON provides Cloud Based Services on a Transaction Payment mode allowing Clients to avoid high build costs.	The details of requirement are specified in Para 4.7, 4.11.1 & 4.13. The requirement is proprietary in nature and not multi user based. The payment terms have been specified in para 4.14.	

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34		General		The RFP seems to be based on the assumption that all Vendors would be creating a custom built software for RCI. This ignores the opportunity for RCI to benefit from Multi Tenanted Cloud based solutions that would offer significant savings in Investments coupled with huge degree of flexibility in terms of customisation, modifications etc.	TCS iON is a Best in Class solution offering all solutions required by RCI to various other Government Departments, Central Bodies and all kinds of Educational Institutions from K12 to Universities. The current drafting of the RFP seems to be excluding vendors like TCS iON from positioning their services for the RCI requirements.	The details of requirement are specified in Para 4.7, 4.11.1 & 4.13. The requirement is proprietary in nature and not multi user based. It is therefore not correct to assume that RFP is intended to provide for exclusion of any particular type of vendor/services, just because the RCI's RFP does not cater for inclusion of any particular technology available with a certain vendor.	
35	-	-	-	What is the expected number of users on the application?	Will help us in choosing the right technology combination and arriving at the estimates for development and testing of the application so developed	Please refer to 4.2 of RFP However, the following would be the approximate target Users of this system: i) RCI - Approx 8-10 ii) RCI approved training Institutes - approx 600 iii) Applicants for approval of Training Institutes - approx 500-600 per year iv) Aspirants for admissions to RCI approved training institutes - approx 15-20 thousand per year v) Students in the RCI approved training institutes - approx 10-15 thousand	
36	-	-	-	Is security audit by CERT-IN empaneled agency required?	It is a normal trend in Govt. RFPs for compliance with GIGW guidelines and STQC Certification for the same.	Yes all requisite certifications are necessary.	
37	-	-	-	Is GIGW certification required for the Web-application?	It is a normal trend in Govt. RFPs for compliance with GIGW guidelines and STQC Certification for the same.	Yes all requisite certifications are necessary.	

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38	-	-	-	Can we submit the EMD in the form of Bank Guarantee?	No BG Format found in the RFP for the same. Bank Gaurantee is financially more feasible	No, EMD in the form of DD is essential.	
39	22	3.4.2 Stage 2: Technical Evaluation	Each Technical Bid will be assigned a technical score out of a maximum of 1000 marks. Only the bidders who get a Technical score of 70% or more (prior to normalization) will qualify for financial evaluation stage. Failure to secure minimum marks shall lead to technical rejection of the Bid and Bidder.	Please share the basis for normalization of the technical score and the scheme for calculation of the final score basis which the successful bidder shall be determined.	This is normally shared in all RFPs coming out of government organizations and helps the bidders in assessing their win-ability of the project and the feasibility of bidding.	Please refer to para 3.6 of the RFP.	
40	-	-	-	Does RCI have any choice of technology on which the proposed application has to be developed?	This will help the prospective bidders do the requisite staffing and resource allocation planning well in advance and facilitate the smooth execution of the project.	No specific choice is available, however it is expected that best possible technologies suited to the requirement, be developed.	