

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
1. M/S QUESS MFX	1	27	Detailed Scope of Work & 4.3	Detailed Scope of Work - Scrutiny of proposals	Should there be a criteria setup for scrutiny of proposals submitted by institutions?	Need more details to setup the workflow	Please refer 2.2, 3.5, 4.3 of the RFP
1. M/S QUESS MFX	2	31	Detailed Scope of Work & 4.3	Reconciliation with RCI	Need detailed input on the statement "Reconciliation with RCI"	Need more details to setup the workflow	Existing data / records are available with RCI hence, reconciliation with RCI
1. M/S QUESS MFX	3	32	Detailed Scope of Work & 4.3	Major Modules - PID Management	What is meant as the PID Management and how the RCI should be functionally working on this ?	Need more details to setup the workflow	Please refer 2.2, 3.5, 4.3 of the RFP
1. M/S QUESS MFX	4	29	Detailed Scope of Work & 4.3	Generating Mark sheets & certificates	We assume that the certificates be only PDF files set to students from RCI on successful completion of a course in their user section?	Need a review on the assumption	This is the part of RFP. More options to be explored in the presentations. However, the available data/records shall be provided by RCI. For more details please refer 2.2, 3.5, 4.3 of the RFP
1. M/S QUESS MFX	5	29	Detailed Scope of Work & 4.3	Hall tickets/ Admit cards	Hall Tickets, Admin Cards, Mark Sheets & Certificates must be available for candidate download only, or institutions be also able to download after exam results are published	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	6	27	Detailed Scope of Work & 4.3	Decision to be conveyed either for rejection of the proposal or compliance of shortcomings or approval of the course	Once Approved, the administrator must be able to add the course against the institute and will this be notified to students ?	Need more details to setup the workflow	same as above

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1. M/S QUEST MFX	7	28	Detailed Scope of Work & 4.3	Uploading details of approved institutions with courses and validity of approval	Should the course validity be managed through the system, and would this need any escalation levels (Admin and Institute)? What would be workflow and should institute and students be notified when the validity gets over ? so the institute would apply for the validity renewal?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	8	28	Detailed Scope of Work & 4.3	Institution wise training schedules of the courses should be captured and displayed.	Course Schedule to be entered and managed by the Institutions ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	9	34	Detailed Scope of Work & 4.3	CRE Criteria Access Control, CRR Up gradation Criteria Control	What is the CRE and CRR Criteria Access Control and Up Gradation how this has to be functional ? and how should the "Up gradation criteria reconciliation in verification system from CRE to CRR" be managed in the portal and for which user types?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	10	30	IAS Web Portal Development Features & 4.3	Staff Access – Department / RCI / Institute	What does a department mean in the workflow?, and how the institute and RCI be able to manage the department in the overall workflow? and how all the staffs categorized under a department?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	11	36	I. Online Verification Entry/Downloadable Forms & 4.3	Points earning criteria verification and its tenure limits	What is meant in the RFP as "Points earning criteria verification and its tenure limits", is this a redemption program, and for which users this is done ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	12	31	IAS Web Portal Development Features & 4.3	Online Examination Form Submission	How should the online examinations setup be configured?, and how must the questions setup be done in the portal and which user types would be involved in this process?	Need more details to setup the workflow	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
1. M/S QUEST MFX	13	32	National Board of Examination in Rehabilitation (NBER) & 4.3	Evaluation Center Management	We assume that the online examinations would carry a weightage and this would decide the marks for the student?	Need a review on the assumption	same as above
1. M/S QUEST MFX	14	29	Detailed Scope of Work & 4.3	Verification of Internal Assessment marks (as per the criteria) Generation of Hall ticket/admit cards	We assume that the Students would be provided with the Hall ticket/admit cards after successful registration for examination, and will the RCI / Institute be responsible for this hall ticket / admin card creation ?	Need a review on the assumption	same as above
1. M/S QUEST MFX	15	31	National Board of Examination in Rehabilitation (NBER) & 4.3	Examination Presets	We assume that the Examination Presets denote the previous years questionnaire materials and attachments ready for download as a PDF for Users	Need a review on the assumption	same as above
1. M/S QUEST MFX	16	31	National Board of Examination in Rehabilitation (NBER) & 4.3	Valuation Process	How should the Valuation Process be managed for the examinations conducted	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	17	32	Detailed Scope of Work & 4.3	Invigilator Allocation	Who is the user who makes the Invigilator Allocation and how must users be able to get notified on this allocation and take up the task	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	18	32	Detailed Scope of Work & 4.3	Examination Conduction	Who is the user who does the Examination Conduction and is there a workflow involved for this process?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	19	33	Detailed Scope of Work & 4.3	Evaluation Center Management	What is the Evaluation Center Management, and who are the users who would be involved in this evaluation process?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	20	32	Detailed Scope of Work & 4.3	Mark Entry and Processing	Which user type does the Mark Entry and Processing ?, and how to process the mark entries in the portal and is there a approval mechanism for this?	Need more details to setup the workflow	same as above

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1. M/S QUESS MFX	21	28	Detailed Scope of Work & 4.3	Course schedule display	In case of any new changes to Schedule ?, should that be approved by RCI?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	22	32	Detailed Scope of Work (NBER) & 4.3	Examination Data Processing	Should RCI be able to post exams against the course type and this be displayed to the Institute ?, and institute be able to enter the students counts for course exams ? Are examinations planned to be online and also with evaluation ? and how should the OMR sheets offline entries be made in the portal ?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	23	28	Detailed Scope of Work & 4.3	Internal Marks	How will the internal marks be updated in the portal for each student?, and which user types would do this updates?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	24	29	Detailed Scope of Work & 4.3	Facility to register online for eligible candidates	Will there be a workflow for issue of examination card?, will there be any internal assesment check which would stop student from taking up examination?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	25	30	Detailed Scope of Work (IAS Web Portal Development Features) & 4.3	Exam Fee Heads	In any case, would a institute be able to pay course exam fee for a candidate ?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	26	29	Detailed Scope of Work & 4.3	Feeding of theory marks Feeding of practical marks	Feeding of theory marks and practical marks be done by the RCI and also the institute ?	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	27	28	Detailed Scope of Work (C) & 4.3	Any suggestions, recommendations, compliance or complaints should be logged	Should users of the portal (Students/Institutes) be able to submit the feedback form from their user section? and also we assume that complaint box is like a feedback system	Need more details to setup the workflow	same as above
1. M/S QUESS MFX	28	29	Detailed Scope of Work (D) & 4.3	Verification of Internal Assessment marks (as per the criteria)	Should students submit the internal assesment to Institute ?, and does this have any workflow to be setup?	Need more details to setup the workflow	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
1. M/S QUEST MFX	29	27	Detailed Scope of Work (A) & 4.3	Online submission of Compliance Report	What is meant by the online submission of compliance report, and is there any workflow related to this?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	30	27	Detailed Scope of Work (A) & 4.3	Decision to be conveyed either for rejection of the proposal or inspection of the institute	Rejection - Should there be any reasons also captured during rejection and does this application gets invalid after this rejection ? and will there be any reapplication process involved for the Institutions?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	31	27	Detailed Scope of Work (A) & 4.3	Processing of Inspection Report	Should RCI administrator be able to be assigned with the inspection criterias ? and how should inspection teams make their inspection entries? Would the entries be a consolidated one or should all users make their entries?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	32	27	Detailed Scope of Work (A) & 4.3	Processing of Inspection Report	Inspection action items to be kept on hold and be able to make submissions by institutions ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	33	27	Detailed Scope of Work (A) & 4.3	Decision to be conveyed either for rejection of the proposal or compliance of shortcomings or approval of the course	Should institutions be able to work on the compliance requests and apply for revisit of inspection users?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	34	27	Detailed Scope of Work (A) & 4.3	Online submission of Compliance Report	If a new institute is requesting a approval for course, we assume that the workflow for approval would be same as the Inspection process involved for additional course and course allocations	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	35	29	Detailed Scope of Work (F) & 4.3	Two way message facility RCI to Institutions and vice versa communication should be provided through instant messaging system.	Should the instant messaging system between RCI and Institute be like a chatbot support system? or a LIVE chat server setup ?	Need more details to setup the workflow	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
1. M/S QUEST MFX	36	30	Detailed Scope of Work & 4.3	IAS Web Portal Development Features: 1. Master Data Creation for Institutes / Courses / Subjects / Subject heads / Max. Marks / Min. Marks / Current Students / Intake Capacity / Reservation Schemes / Examination Heads / Exam Fee Heads / Affiliation Fee Heads / User	We assume that the master data for institutes be able to only have Add/Edit/Delete option and all this be done by the RCI User Master Data Creation for Institutes Courses / Subjects / Subject heads / Max. Marks / Min. Marks / Current Students / Intake Capacity / Reservation Schemes / Examination Heads / Exam Fee Heads / Affiliation Fee Heads / User Heads / Batch	Need a review on the assumption	same as above
1. M/S QUEST MFX	37	32	Detailed Scope of Work(System Administration) & 4.3	Academic Year	How should the configuration be made for the academic year ?, and which user types should be involved in this ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	38	33	Detailed Scope of Work(System Administration) & 4.3	Data Backup	How should the Data backup be provided ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	39	30	Detailed Scope of Work(IAS Web Portal Development Features) & 4.3	VPN Access	What do you mean by the VPN access in the document?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	40	28	Detailed Scope of Work(D) & 4.3	Requirements at NBER Level	Need detailed inputs on the statement "Requirements at NBER Level"	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	41	32	Detailed Scope of Work(Major Modules) & 4.3	Penal Action	What is meant as the Penal Action and which user types should be reported for penal activities and updated in the portal ?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	42	31	Detailed Scope of Work(IAS Web Portal Development Features) & 4.3	Placement Cell	What function the placement cell plays in the portal?, and is there any criteria for students selection and placement process?	Need more details to setup the workflow	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
1. M/S QUEST MFX	43	32	Detailed Scope of Work(NBER) & 4.3	Semester Promotions	Does Semester Promotion mean the examination posts be published online and be available for the students in their logins	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	44	32	Detailed Scope of Work(Major Modules) & 4.3	Evaluation Center Management	Will be evaluation be done by RCI examiners? what role does the institute users play in this examinations?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	45	31	Detailed Scope of Work(Major Modules) & 4.3	Online Examination Form Submission	Should RCI be able to design and publish the online examination to the eligible examinee's?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	46	29	Detailed Scope of Work(E) & 4.3	Facility to register online for eligible candidates online through a link to RCI's existing registration web	As we are building up a new portal why do we need the "facility to register online for eligible candidates online through a link to RCI's existing registration web application", should this be integrated with the existing portal?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	47	31	Detailed Scope of Work(NBER) & 4.3	Registration and enrollment Processing	Register Students Online after application is approved ?, and we assume that the student enrolment number be auto generated for each successful student registration?	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	48	33	Detailed Scope of Work(NBER) & 4.3	Student Registration	We Assume that a Student would be able to register for a course through the new requested portal, and also through an institute. Need details on the workflow involved for this onboarding process?	Need a review on the assumption	same as above
1. M/S QUEST MFX	49	32	Detailed Scope of Work(NBER) & 4.3	Tabulation Register Printing	What is the Tabulation process and which user roles does this?, need input on what is the Tabulation Register Printing, as there is no description of this process	Need more details to setup the workflow	same as above
1. M/S QUEST MFX	50	32	Detailed Scope of Work(NBER) & 4.3	Application of Tabulation Logics	Need input on the statement "Application of Tabulation Logics", as there is no detailed explanation of the tabulation process	Need more details to setup the workflow	same as above

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2. M/S KCS	1	31	IAS Web Portal Development Features:	Digital Signature Certificate	How many Digital Signature will be used in the system? Who will bare the cost of Digital Signature? Please confirm.		This is the part of RFP. More options to be explored in the presentations. For more details please refer 2.2, 3.5.4.3 of RFP
2. M/S KCS	2	31	IAS Web Portal Development Features:	VPN Access	What is the use of the VPN Access? Please explain us more in detail.		same as above
2. M/S KCS	3	31	IAS Web Portal Development Features:	Chat Server	Should we integrate the any third party chat service or create our own chat service?		same as above
2. M/S KCS	4	31	IAS Web Portal Development Features:	24X7 Helpdesk no. for IT Infrastructure support to RCI users	Is it onsite support or is it fine with the remote location support?		same as above
2. M/S KCS	5	31	IAS Web Portal Development Features:	Payment Gateway Integration	In how many services payment integration is needed?		Please refer to section 4.3 of the RFP. However, RCI already has the payment gateway system operational
2. M/S KCS	6	31	IAS Web Portal Development Features:	All types of Reporting	How many types of reports the user will able to see?		This is the part of RFP. More options to be explored in the presentations. For more details please refer 2.2, 3.5.4.3 of RFP
2. M/S KCS	7	29	Report Generation	intelligent search engine	Can you please explain us more details about the intelligent search engine?		same as above
2. M/S KCS	8	43	Design & Development	All hardware and software specifications	Can you please explain us more details about the All hardware specifications and software specifications?		same as above
2. M/S KCS	9		General query	Third party services	Should we use any third party services for the system? If yes, Can you please provide us list of services?		Please refer to 1.5, 4.3 of the RFP.

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2. M/S KCS	10		General query	Network/hosting	Can you please Provide us the details for, - Hosting server configuration - Operating system - System software - Application tools - Networking tools - Development tools - DC & DR Plan		This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3
2. M/S KCS	11		General query	Total Users per day visit	What are the number of Total Users per day for Site visit?		Please refer 4.2 of RFP The following would be the 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. M/S KCS	12		General query	Concurrent users at a time on site/APP	What are the number of Concurrent Users for Site at a time?		same as above
2. M/S KCS	13		General query	Data Storage	What are the overall Data storage for the Website? What are the Specific Data storage for the Website?		This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3 of the RFP

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
2. M/S KCS	14	42	4.12 Project Management	Integration of existing systems	Please provide all data which we are going to integrate ? Like you explain, Integration of existing systems with the solution		The available data/records with RCI shall be integrated in the new system. For more details please refer 2.2, 3.5, 4.3
3. M/S ESDS SOFTWARE	1	23	3.4.3	Data Migration	kindly confirm total amount of data need to be migrate from existing infra to bidder cloud data center		The details of Students enrolment, Training institutions, Professionals registered, etc. For more details please refer 2.2, 3.5, 4.3
3. M/S ESDS SOFTWARE	2	39	4.7.1	DC and DR	kindly confirm the concurrent users accessing the IAS web portal		Please refer 4.2 of RFP The following would be the 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
3. M/S ESDS SOFTWARE	3			DC and DR	kindly confirm the respected RPO, inorder to size the replication link between the DC and DR.		Part of RFP, to be specified during presentation as per the standard policy
3. M/S ESDS SOFTWARE	4				Kindly confirm the respected RTO, the amount of time the system is inaccessible.		same as above

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3. M/S ESDS SOFTWARE	5			DC	kindly confirm backup policy and backup retention policy for DC		same as above
3. M/S ESDS SOFTWARE	6			DR	kindly confirm the backup is required at DR site.		same as above
4.M/S CMS COMPUTERS LIMITED	1	21	Preliminary Examination of Bids (3.2)	Received without the Letter of Authorization (Power of Attorney)	There is no format for Letter of Authorization. Kindly suggest if it should be in standard format.	Need Clarification.	As per the standard format
4.M/S CMS COMPUTERS LIMITED	2	25	Pre-Qualification Criteria (3.5), Experience in Web Application Development (Clouse No.2)	The bidder should have experience of web application development for government in education/ special education/ training tracking or monitoring or online testing, content development for the last 3 years	(A) The bidder should have experience of web application development for government in the last 3 years.	In spite of specific web development in Education/Training Tracking/Online Testing/Content Development should be removed to encourage organizations who have experyise into web application development for government.	No change and regarding ongoing project w.r.t. mentioned for more than three years shall be considered as the completion certificate may not have been awarded. However, the specific docuemnts are essential.
4.M/S CMS COMPUTERS LIMITED	3	26	Pre-Qualification Criteria (3.5), Experience in Web Application Development (Clouse No.2)	C) Bidder must have the hosting and DC management experience	Please clarify the scope of Hosting & DC Management experience. Does it mean to hosting Web Application to any Government Data Center or specific experience of hosting any services on Data Center. Data Center Management Experience includes "Supporting Day-Day activities by deploying Manpower to National Data Center"?	More Clarifications Required on DC Hosting and Management Part.	it states moreover of the experience w.r.t. managing applications.
4.M/S CMS COMPUTERS LIMITED	4	29	Detaled Scope of Work, (G) Report Generation (4.3)	Various reports should be generated. These reports can be at Institute level, course level, student level, faculty level or for a particular year.	No. of Reports should be clarified here.	For a better project development estimation.	This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3 of the RFP

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4.M/S CMS COMPUTERS LIMITED	5	39	Operations & Maintainance (4.7)	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 decide whether the application will be hosted in cloud or on-premises. The tier-II Data Center will be finalized by whom.	Need more clarification on application hosting .	The bidder shall submit the best option in its presentation. Being a Government organization preferred on Government service provider.
4.M/S CMS COMPUTERS LIMITED	6	40	System Documentation (4.7.4)	Transfer Manual, Point-C: - Every option in the software/module should have context sensitive help available for the user while the software is in use	There is no clarity on "Every Option" of the software module for whom "Help" Section should be there. Please confirm the limits of "Help" Sections.	For better clarifications and cost estimation.	The guidelines prepared shall be clear for all functions and applicabilites.
4.M/S CMS COMPUTERS LIMITED	7	41	Training (4.8.1.)	(ii) Involvement of RCI IT team and PMU in the software development process. Service provider must ensure sufficient access to the development center and project office premises to the RCI IT team and PMU members	What if the development center is in Bangalore and who will bear the cost of RCI Team visit to Development Center? (In Case of they are visiting from Delhi to Bangalore)	For better Cost Estimation.	Please refer 4.9, 4.10 of the RFP.

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4.M/S CMS COMPUTERS LIMITED	8	41	Deployment of Resident Engineer (4.10)	The service provider shall also provide one Project Coordinator and two Resident Engineer/s for the technical support at client location. The minimum qualification of the Project Coordinator is MCA/B.Tech.(IT)/B.E.(IT) and he/she should have an IT experience minimum of 5 years in managing and administering of one or more of following: Project Management, Software Architecture & Design, handling & delivering Online Applications. The minimum qualification of the resident engineer is B.Sc/BCA/ Diploma(Computer Science/IT) and he/she should have an IT experience minimum of 2 years in managing and administering of one or more of following: Servers, Networks, Firewalls, Databases and Online Applications.	Please clarify the duration for technical support at client location. As the resident;s engineer's tenure has been mentioned as 4 years, the same duration would be applied to the project coordinator as well? Kindly confirm.	More Clarification required for better and Cost-Effective Proposal.	same as above

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4.M/S CMS COMPUTERS LIMITED	9	44	Payment Schedule (4.14.1)	Design, Development of the software till Go Live-80% of the total phase-wise cost on completion as mentioned in 4.9, Quarterly Equated Payout for 12 Quarters As per actual, Transfer payout (to be released after successful completion certificate by PMU)-20% balance cost	We request to make below changes in Payment Schedule: 20% -Advance, 40% payment after completion of the design and Development, 20%-After UAT Completion and Go Live, Rest 20% afetr success completion certificate by the PMU.	The Cash-Flow should not be blocked completely as the project's development requires engagement of highly skilled human resources.	No Change
4.M/S CMS COMPUTERS LIMITED	10	53	Bidder's General Information (5.5.3)	Availability of the Technical Manpower as on 30th December 2015	The dates need to be corrected	General Correction	The date may be read as 30th November 2019
4.M/S CMS COMPUTERS LIMITED	11	31	IAS Web Portal Development Features(4.3 Detailed Scope of Work)	E-mail / sms / voice sms / call Integration	Is there an existing Email / SMS gateway. If new gateway has to procured, whose responsibility is that?	For better Cost Estimation.	This is part of RFP, please refer 2.2, 3.5, 4.3 of the RFP
4.M/S CMS COMPUTERS LIMITED	12	31	IAS Web Portal Development Features(4.3 Detailed Scope of Work)	Payment Gateway Integration	Is there an existing payment gateway. If new gateway has to procured, whose responsibility is that?	For better Cost Estimation.	Yes, the payment gateway is available, needs to be integrated.
4.M/S CMS COMPUTERS LIMITED	13	31	IAS Web Portal Development Features(4.3 Detailed Scope of Work)	Digital Signature Integration	How many users roles require Digital Signatures? Who will provide the hardware for Digital Signature?	For better Cost Estimation.	This is the part of RFP.More options to be explored in the presentations. For more details please refer 2.2, 3.5, 4.3 of RFP
4.M/S CMS COMPUTERS LIMITED	14	41	Providing Training & Capacity Building (4.8.)	The service provider shall be responsible for training the users in RCI	How many Users require training? Will training be held at single location or multiple Location?	For better Cost Estimation.	The contract is for 4 years. The training is to be provided within RCI only during the period by the Resident Engineer as required by RCI.Please refer to section 4.10.

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4.M/S CMS COMPUTERS LIMITED	15	41	Training (4.8.1.)	The Service Provider selected through this RFP shall be responsible for providing the training to all concerned in RCI with implementation of IT system	Who will provide infrastructure required for the training? Assuming training is a one time thing	For better Cost Estimation.	same as above
4.M/S CMS COMPUTERS LIMITED	16	39	Hosting (4.7.1)	The e-regulation application shall be hosted, either in cloud or in-premise; by the service provider	The bidder has to provide server sizing? Procuring servers and maintainance of IT infrastructure under the scope of service provider?	For better Cost Estimation.	IAS application system requirement specifications to be provided by the bidders to the service provider.
4.M/S CMS COMPUTERS LIMITED	17	39	Maintenance of IT infrastructure (4.7.3)	The service provider shall also be responsible for providing the support for maintenance of the IT infrastructure at the client location	What all to be considered under infrastructures maintenance, Servers alone, Need specific requirement	For better Cost Estimation.	It means maintenance of newly developed web application. Please refer 4.7.
4.M/S CMS COMPUTERS LIMITED	18	31	IAS Web Portal Development Features(4.3 Detailed Scope of Work)	35. Chat Server	What is the exact requirement? Online and offline chat. Need for certain modules or anything specific.	For a better project development estimation.	This is part of RFP. More options may be explored.
4.M/S CMS COMPUTERS LIMITED	19	30	Detaled Scope of Work, Requirement at Institution Level(4.3)	Compliance with ergonomics standards	Any specific Organisational standards to be considered or just the generic ones	For a better project development estimation.	As per the standards
4.M/S CMS COMPUTERS LIMITED	20	29	Detailed Scope of Work,F. Other features (4.3)	Two way message facility RCI to Institutions and vice versa communication should be provided through instant messaging system.	Need clarification on the IMS requirement	For a better project development estimation.	This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3 of RFP
4.M/S CMS COMPUTERS LIMITED	21	30	Detaled Scope of Work, Requirement at Institution Level(4.3)	Ability to change UI experience dynamically	Is it just zoom in , zoom out, theme change or you are looking for something specific, Please elaborate	For a better project development estimation.	This is the part of RFP.More options to be explored in the presentations. For more details please refer 2.2, 3.5, 4.3 of RFP

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
4.M/S CMS COMPUTERS LIMITED	22	NA	General	NA	Anything specific about technology stack? Open Source or Enterprise edition?	For a better project development estimation.	same as above
4.M/S CMS COMPUTERS LIMITED	23	27	Scope of the Work (4.2)	Activities under Scope of the Work	<p>It's understood from the application audience that following people would be using the Portal:-</p> <ol style="list-style-type: none"> 1) RCI Employees as a Governing Body 2) Institutes for delivering courses and trainings 3) Students for obtaining trainings and appearing for examinations 4) NBER for conducting examinations <p>* Is it desired. to have 2 individual a Portals one which would be integrated with RCI and Institutes to manage all operations and second to conduct examinations for all candidates?</p> <p>* Is it expected that the 2 Portals would be mutually integrated or do they function independently and data must be fed to the examination portal manually for all eligible candidates?</p>	General Information	This is the part of RFP. More options to be explored in the presentations. For more details please refer 2.2, 3.5, 4.3 of RFP
4.M/S CMS COMPUTERS LIMITED	24	30	Scope of the Work (4.2)	Requirement at Institution Level	* When it's mentioned that the Portal must comply with "international usability standards"/ "ergonomics standards", which standards by rating are being expected to be delivered here?	For better understanding	As per standards

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
4.M/S CMS COMPUTERS LIMITED	25	32	Scope of the Work (4.2)	National Board of Examination in Rehabilitation (NBER)	On line Verification through IAS Web Portal and offline Verification through NBER - What is the expectation here? * On line application for various other certificates or duplicate Certificates through IAS Web Portal and NBER - Are these only the certificates generated through the newly developed NBER Portal or does it involve any other certificates as well?	For better understanding	This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3
4.M/S CMS COMPUTERS LIMITED	26	32	Scope of the Work (4.2)	National Board of Examination in Rehabilitation (NBER)	All logics for Scheduling, Allocation and Conduction must be provided by NBER/ RCI	For better understanding	same as above
4.M/S CMS COMPUTERS LIMITED	27	33	Scope of the Work (4)	Evaluation Center Management	NBER should maintain its portability and yet providing plug in to integrate itself with Institute MIS and IAS Web portal over the Data Center maintained exclusively for the RCI - Is this only for the examination marking data for all remaining data sources/ archives which could then be used to build reporting and intelligence?	For better understanding	same as above
4.M/S CMS COMPUTERS LIMITED	28	33	Scope of the Work (4)	Online Institute Affiliation and their Log-in Access System	It is understood that the Online Institute Affiliation and their Log-in Access System is a part of the RCI IAS Portal itself. Please confirm	For better understanding	same as above
4.M/S CMS COMPUTERS LIMITED	29	34	Scope of the Work (4)	Online Application Form Collection and Delivery System	Please confirm if this is a part of RCI IAS Portal or the NBER Portal. As per our understanding, this must be a part of the NBER Portal unless all the examination results data is being backward synchronized from NBER to RCI IAS Portal. Please confirm?	For better understanding	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
4.M/S CMS COMPUTERS LIMITED	30	35	Scope of the Work (4)	Online Verification System	* Please confirm if this is a part of RCI IAS Portal or the NBER Portal. As per our understanding, this must be a part of the NBER Portal unless all the examination results data is being backward synchronized from NBER to RCI IAS Portal. Please confirm?	For better understanding	same as above
4.M/S CMS COMPUTERS LIMITED	31	37	Scope of the Work (4)	Online Result Publishing System	* Please confirm if this is a part of RCI IAS Portal or the NBER Portal. As per our understanding, this must be a part of the NBER Portal unless all the examination results data is being backward synchronized from NBER to RCI IAS Portal. Please confirm?	For better understanding	same as above
4.M/S CMS COMPUTERS LIMITED	32	37	Scope of the Work (4)	Online Student Enrolment with Enrolment Number Generation and Student Log-in Access System	* Please confirm if this is a part of RCI IAS Portal or the NBER Portal. As per our understanding, this must be a part of the NBER Portal unless all the examination results data is being backward synchronized from NBER to RCI IAS Portal. Please confirm?	For better understanding	same as above

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
5.M/S APPINVENTIVE	1	25	Section (Name & No.): Pre-Qualification Criteria, 1(d)	The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2018-19, 2017-18 & 2016-17)	We request you to reduce the minimum cumulative annual turnover to 14 CR in place of 20 CR.	a) We are a 3 year old registered Startup under DIPP and a small scale organization as per MSME, we have grown up to 24 CR annual turnover in last 3 years because of our quality services and dedication. We have also worked for big corporate companies like Dominos, Vodafone, KPMG, Oracle, HDFC, India Mart, Cars 24 etc. b) This is in contravention to the policy of the Government of India (Links appended) and vision of Honourable Prime Minister Shri Narendra Modi to promote young talent like ours.	<i>Reply will be uploaded shortly</i>

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
5.M/S APPINVENTIVE	2	25	Section (Name & No.): 2 (a)	The bidder should have experience of web application development for government in education/ special education/ training tracking or monitoring or online testing, content development for the last 3 years	We request you to allow the companies having working experience with big corporate clients along with the government/PSU in the same domain. We aren't requesting to you change the working domain but waiting you to add private/Big corporates apart from the government experience.	a) As we are a startup company so as of now we don't have working experience with the government departments. But as mentioned earlier we have working experience with big corporates for the same domain and others. b) It is therefore our humble request to you, to kindly amend your tendering policy to introduce this support to Startup/MSMEs inline with the policy adopted by the Central government in general. You are also requested to specifically amend the terms of the present RFP mentioned by us so that young and talented organisations like ours get a fair opportunity to participate in these tenders and prove our worth.	<i>Reply will be uploaded shortly</i>
6.M/S CHARU MINDWORKS	1	25	3.5 Pre-Qualification Criteria (Point No. d)	d) The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2018-19, 2017-18 & 2016-17)	Regarding relaxation in turnover Criteria	We are having cumulative annual turnover of Rs 10 Cr.	<i>Reply will be uploaded shortly</i>

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
7.M/S FLAIR SOLUTION					1. Is Tender Fee & EMD both Exempted for MSME units ?		As per GFR 2017 exemption is admissible on production of requisite documents
7.M/S FLAIR SOLUTION					2. For MSME units if the Cumulative Turn Over is Less than 20 Cr , Would their Bid be considered , Is there any Limit for the same , Like if the Cumulative turnover is 2 Cr , Would the Bid be rejected in Pre Qual , or Will they open the Tech Bid as Well ?		Reply will be uploaded shortly
7.M/S FLAIR SOLUTION					3. If the Bidding Co. has No experience in Govt Department , Will their Bid be Considered ?		Please refer to 2.2, 3.5, 4.3 of RFP
7.M/S FLAIR SOLUTION					4. If the Directors of the Co. have Other Promoter Co , Will their Work Experience & turnover be Considered ?		same as above
7.M/S FLAIR SOLUTION					5. The Application needs to be Internet / Intranet , Need more details on What is Expected Out of Intranet ?		This is the part of RFP to be included in presentations as facility. For more details please refer 2.2, 3.5, 4.3
7.M/S FLAIR SOLUTION					6. Payment Gateway ,: All the Revenue from All the Colleges would come to RCI only , Do we need a Method to Transfer these funds to Institutes as Well ?		RCI presently has payment gateway and the same can be utilised.
7.M/S FLAIR SOLUTION					7. For Securty Audit of the Web Application , Are there any specific Co. for Securty Audit . ?		This is the part of RFP.

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8. M/S ODYSSEY TECHNOLOGIES	1	31	IAS Web Portal Development Features:	Digital Signature Integration	<p>Please share details:</p> <p>a. What is the workflow required for signing.</p> <p>B. Should the signing tool be integrated to a web browser or work independently?</p> <p>C. What type of documents are expected to be signed?</p> <p>D. What is the volume expected in terms of number of documents and the TPS?</p> <p>E. How will the documents be shared to the signing tool</p> <p>F. How many number of signers will be configured?</p> <p>G. Number of connected applications to the signing tool?</p> <p>H. Does it require HA/ DR?</p> <p>I. Where should the signing tool be deployed?</p> <p>J. Where will the token for signing be stored? Is the signer expected to have the digital certificate in a token? or is the signing key configured at the server</p>	To understand the process flow for signing.	This is the part of RFP. More options to be explored in the presentations. For more details please refer 2.2, 3.5, 4.3 of RFP

	Sr. No.	Page No.	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query	RCI reply
8. M/S ODYSSEY TECHNOLOGIES	2		General Queries	Data Vault	Referring to the cases where the students details have to be securely stored, is there a requirement for a data vault for this requirement? A. If Yes, what all information need to be stored? B. Should the information be encrypted before storing or can be stored as plain data? c. Is there a requirement for encryption, how will the keys be stored? Will a HSM be used for storing keys or any other hardware? D. Where should the vault be deployed and does it require any integrations for the business applications?	Need for a data vault for storing information.	This is the part of RFP. More options to be explored in the presentations. For more details please refer 2.2, 3.5, 4.3 of RFP
9. M/S PEROTOS SOLUTION	1				Please can you confirm if we are a DIPP certified startup interested to participate and also MSME Micro startup firm do we have to still pay the earnest money deposit fees?		As per GFR 2017 exemption is admissible on production of requisite documents
10. M/S PLANET E-COM SOLUTIONS	1	5	Bid Security/ Earnest Money Deposit (EMD)	INR 1,00,000 (INR One Lakh only) by DD in favour of Rehabilitation Council of India, payable at New Delhi.	Please allow EMD Exemption for MSME & NSIC Companies.		As per GFR 2017 exemption is admissible on production of requisite documents
10. M/S PLANET E-COM SOLUTIONS	2	25	3.5 Pre-Qualification Criteria	The bidder should have a minimum cumulative annual turnover of Rs 20 Cr. from IT services for last 3 years. (2018-19, 2017-18 & 2016-17)	Please reduce the turnover of INR 20 crores to 3 crores in the last 3 financial years.		Reply will be uploaded shortly