

Pre-bid Query Response Held on 27-09-2017

Pre Bid Queries for RFP for Selection of System Integrator for Customization, Maintenance & Operation of Operational Software for JHARCRAFT

Tender Ref No –01/CEO/JHARCRAFT/soft/2017

SL#	RFP Clause No.	Page No.	Current Requirement	Clarification Requested	Jharcraft Response
1	Data Sheet, sr. no. 7 & 8	9	Publishing of pre-bid queries response-03/10/2017 Last date for submission of bids-05/10/2017	There are continuous government holidays after prebid meeting and in current schedule the bidders are getting only 2 days time to accommodate the response to queries. Considering these, we request to allow more time and extend last date of submission atleast by 7 days so that the bidders can submit quality responses	Last date for submission of bids has been extended to 09/10/2017
2	Data Sheet, sr. no. 16	10	The entire Bid process will be through e-tendering.	Please specify the e-tendering web url	This is not e-tendering. Tender should be submitted in three covers and to be submitted in Hard copy
3	Clause 2, Project Details	12	Trip Planning Solution	Please describe the requirement	At the time of requirement gathering
4	Clause 3, Scope of Work	12	Takeover of current software, licenses etc if any, Migrate all existing data to the new Software	Please give details of current software and an estimate of data to be migrated	6 years data for inventory in Genesys and 10 years data for finance module in Tally
5	Clause 3, Scope of Work, sr. no. h	12	Bidder will have to provide the hardware and software requirement for hosting of this Software	sr. no. b of same paragraph states Application Software deployment support at State Data Centre of Jharkhand. Referring to both these clauses, we understand that the software shall be deployed at SDC and selected SI shall suggest specifications for required hardware and software.	Hardware will be provided by Jharcraft
6	Clause 3.7, Nonfunctional requirements	25	1. The Supplier is required to provide scheduled operations 24 hours a day, 7 days a week, for the Software and mobile solution.	Please clarify if development of mobile application is also in scope. If yes, specify the platform and the functionalities required on mobile app	No mobile application required in this phase
7	Clause 3.7, Nonfunctional requirements	25	4. The Supplier shall support resolution times for reported incidents as follows	Please describe the metrics behind categorization of severity levels	Its on Hour basis as mentioned
			Level 1 Severity - 4 hours		

			Level 2 Severity - 8 hours			
			Level 3 Severity - 16 hours			
			Level 4 Severity - Next release			
8	4.5. Resource Requirement and Deployment	32	Note: The declaration from Authorised Signatory confirming that the Language Translators (Native Speakers) shall be brought on board as and when required by the department.	We believe that the language translators (native speakers) being referred here are for hindi/bengali/oriya. Please clarify.	All will be in English only	
9	4.6 Project Timeline	33	JHARCRAFT envisages the completion of the successful implementation of the project within a timeframe of 8 months from the start of the project.	In the Project Timeline table User Acceptance Test (UAT) Sign off / Go Live has been asked in T+ 85 Days. This ambiguity also makes the payment terms vague. Therefore, we suggest to include following timeline & payment terms-	100 days as mentioned in Time line	
			Activity or Task	Timeline	Payment Terms	
			Project Start	T = Date of Signing of Agreement	Mobilization fee -10% of Software development cost	
			Submission of PMP	T+ 2 Weeks	
			Detailed functional Requirement Analysis, along with System Design Document submission	T+ 1 Month	Prototype finalization and signoff- 30% of Software development cost	
			Database Design and Development of atleast 50% of functional requirement modules as mentioned in the RFP	T+3 Months	
			Design and Development of remaining of functional requirement modules as mentioned in the RFP	T+6 Months	
			Functional Test and Load Test Report	T+7 Months	
			Application service integration	T+7 Months	
			User Acceptance Test (UAT) Sign off	T+ 8 Months	30% of Software development cost. In case of partial UAT Sign off, the bidder shall be paid for the software modules which have been accepted in UAT.	
			Application Go-live	T+9 Months	10% of Software development cost	

			Security Audit Report	T+ 10 Months	
			Completion of Training	T+ 10 Months	20% of Software development cost	
			Annual Maintenance of the Application software for 3 years from date of Go-live	AMC of Application Software will start from the date of Go Live	Quarterly payment of quoted Maintenance cost equally divided in 12 quarters	
10	Technical Evaluation Criteria	44	5. The Bidder should have at least Enterprise Software development/ Customisation and implementation experience in any department /PSU/Undertakings of Government in India.	In general, enterprise software is a computer software used to automate the needs of an organization/Government Dept rather than individual users. We believe same is referred to in this clause		Accepted
11	8.5 Performance Bank Guarantee	46	This Performance Bank Guarantee will be for an amount equal to 10% of the bid value	We request to kindly accept the performance guarantee as per the following milestones and not on the total project cost from the beginning of the project. a) First PBG shall be 10% of the total cost of Software Development & Go-Live for that period (excluding taxes) b) After successful completion of 1st PBG milestone, the 2nd PBG on 10% of the total cost of maintenance support from the date of its commencement (excluding taxes)		As per RFP
12	Form PQ 1- Pre-Qualification Bid Checklist	48	The Bidder must be a profit making company and should have positive net worth in each of the last for three financial years as on March 31, 2017	The organisation's accounts are under assessment and hence we request to modify this clause as- The Bidder must be a profit making company and should have positive net worth in each of the last three financial years as on March 31, 2016		Undertaking to be given CA
13	Form PQ 1- Pre-Qualification Bid Checklist	48	The Bidder Should have annual turnover of at least INR 5 Crores for each of the last three fiscal years as on March 31, 2017	We request to modify this clause as _ The Bidder Should have annual turnover of at least INR 10 Crores for each of the last three fiscal years as on March 31, 2016		As per RFP
14	Form PQ 1- Pre-Qualification Bid Checklist	48	The SI should have attained the CMMi Level 3 Certification or above as on date of submission of the RFP	Along with Copy of Certificates (valid as on date of submission), we request to include copy of CMMi appraisal enlistment on official CMMi web site		As per RFP
15	Form Tech 1: Technical Cover Letter	50	RFP for Selection of System Integrator for Software Development, Mobile Solutions, Social Media Optimization and content management services for Jharcraft	Please specify if Social Media Optimization is part of project. If yes, please specify the scope		Not required

16	Annexure C: Financial Bid Formats	61	Pricing Summary	We request to allow bidder to quote the rates exclusive of all taxes as this will allow departments to compare the Commercials of all bidders on same parameters and the changes in tax rate can also be accommodated at the time of billing.	As per RFP
17	Terms & Conditions of Contract	63	Under this section at several places appendices A,B,C,D,E,F are referred to. For e.g. Page 72, section 3.6 says- Any change or addition to the Personnel listed in Appendix C. However, the RFP doesn't has these appendices.	Request to kindly provide these appendices/ ammend the section	Appendix not required
18	5.2.15	40	The Bidder should be a company registered under the Companies Act, 1956 and in operation for at least 5 years as on 31.03.2017 and should have their registered offices in India.	Request you to kindly allow the consortium	The Bidder should be a company registered under the Companies Act, 1956 and in operation for at least 4 years as on 31.03.2017 and should have their registered offices in India.
19	Annexure A Point No. 8	48	SI experience in Implementing web based ERP Software. e-Governance projects would include development Application software and roll out of application with minimum project cost. Rs. 50 lakhs for any Government Department\PSU/*Govt. Authority in India from last 5 years.	Request you to kindly accapt the global experience and make it as "SI experience in Implementing web based ERP Software. e-Governance projects would include development Application software and roll out of application with minimum project cost. Rs. 50 lakhs for any Government Department across the Globe /PSU from last 5 years".	Accepted
20	License			Please clarify the number of user license to be used.	Should not license specific

21				What are we referring to Comprehensive Vendor Management.Can you share in little more details	At the time of requirement gathering
	3.3.1.11	14	Comprehensive Vendor Management		
22				What is the process planned for Pending Purchase document tracking	At the time of requirement gathering
	3.3.1.19	14	Tracking of pending purchase documents		
23				Is there any existing payment gateway been used for transaction processing	Cash, Card, Upay, Paytm etc.
	4.3		Mode of Payment		
25			“Selection of System Integrator for Design, Development, Maintenance & Operation of Official Web Software for the Jharcraft”		Change to “Selection of System Integrator for customisation, Maintenance & Operation of Official Web based Software for the Jharcraft”
26			POS		POS solution should be capable to handle e-commerce portal integration