

GOVERNMENT OF MEGHALAYA
PLANNING DEPARTMENT

Dated Shillong, the 9th February, 2021

Response to Pre-bid Queries for RFP for Selection of System Integrator for Development, Implementation and Maintenance of Scheme Management System issued vide No. PLR.100/2020/97, dt. 29/01/2021

Dear Bidders,

Please note the response in the Annexure related to all your queries. Also, refer the Corrigendum RFP published today in <http://megplanning.gov.in/>



Officer on Special Duty & Ex-Officio
Secretary to the Govt. of Meghalaya,
Planning Department

Annexure-I

S.No.	Queries/Suggestions/Recommendations by Prospective Bidders	Existing Clause	Response
1	Request to Please change it as- The bidder should have positive net worth in last two financial years	In RFP Page No. 10, S. No. 2.2 (Pre-Qualification Criteria) Point 3 - The bidder should have an Average Positive net worth during the last three financial year of Audited Balance Sheet, as evidenced by the audited accounts of the company	Clause changed to Average Positive net worth during any two financial years out of the last three financial years Example: Average Net worth should be positive in FY 2017-18, FY 2019-20 OR in FY 2018-19, FY 2019-20
2	Experience of having successfully completed similar works during last 5 years in any planning department ending last day of month previous to the one in which applications are invited should be either of the following: - a. Three similar completed works costing not less than the amount equal to 40 Lakhs each of the estimated cost. or b. Two similar completed works costing not less than the amount equal to 50 Lakhs of the estimated cost. or c. costing not less than the amount equal to 1 Crore of the estimated cost.	5	No change
3	The Bidder's experience in implementation of projects around Software Development and maintenance, during the last 5 years. • 1 Crore projects (20 marks) • 50 Lakhs projects (15 marks) • 40 Lakhs project (10 marks)	B.1	No change
4	The prime bidder should be 1. ISO 9001:2015, 2. ISO 27001:2013 certified. 3. CMMI Level 5 company. 4. CERTIN audited company	Mentioned in Previous Tender document	No change
5	Kindly Please confirm Selection of bidder based on QCBS?	5. Evaluation of Bidder's Proposal 5.1. Technical Proposal Evaluation	Refer Section 5.7. Final Evaluation Using QCBS

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6	Kindly Please clarify, 1.Do you need Onsite/Offsite resource? if its onsite please confirm 2.Onsite resource period ? 3.Number of onsite resource ? 4.Onsite resource Job Role & Responsibility ? 5.Onsite resource Experience ? 6.Onsite resource Qualification ?	5.2. Resource Evaluation Matrix	Refer Section 8.7. Resource Deployment Requirement
7	Kindly Please clarify, Do you need any logistics, Hardware Component, Device from bidder ?If yes Please share details: 1. Numbers, Type of Hardware, Component, Device ? 2. Configuration ? 3. Brand new or used ? 4.Do we add this cost in financial proposal ?	6.5. System Integrator Responsibility	Please refer RFP section 8.4.4 and 8.10.4,
8	Kindly Please clarify, 1. Describe your target audience & Stakeholder (i.e. Average age, special interests, profiles, income level, education level). 2. Do they have any special needs?	6.5. System Integrator Responsibility	Please refer section 1.3 Stakeholders of FRS under RFP.
9	Kindly Please clarify, 1. List of location for the training ? 2. Number of users need to be trained ? 3. Number of users in one batch ? 4. Number of Training sessions & days need to be conducted ? 5.Onsite/Offsite training ? 5.Training Infrastructure will be provided by Planning Department , Government of Meghalaya ?	6.5. System Integrator Responsibility	Final list will be provided to the selected Bidder. Refer FRS for departments under scope, users impacted, etc.
10	Kindly Please clarify, Please share development timeline ?	6.5. System Integrator Responsibility	Please refer section 8.5. Implementation Timelines
11	Kindly Please clarify, 1.New API & Integration is the responsibility of bidder ? 2.Do you need any third party API integration ? If yes then for which features? 3.Do you suggest any third party APIs for the same along with the API/services documentation if available? 4.Please share type of & No. of API Development & Integration ?	6.5. System Integrator Responsibility	Please refer Section 8.10.2. Solution Configuration sub section j.

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12	Kindly Please clarify, 1.Current technology stack and no. of existing application? 2.New development technology stack? 3.Can we use open source technology?	6.5. System Integrator Responsibility	Currently no system exists Refer RFP section 8.4 for details
13	Kindly Please clarify, 1.Mobile app same as web application? If different please share details? 2.Please confirm mobile application technology (Android, IOS,Both,or Other) ? 3..Will this be a completely new app or re-development/continuation of the existing app. E.g. Design (UI) is done and need to complete the development and testing. ? 4.Will it be a static app (static content with no real time data update) or dynamic app (connecting with server to fetch data real time) ?	6.5. System Integrator Responsibility	Please refer RFP
14	Kindly Please clarify, Please share numbers of scheme/Department?	8.2. Objective	Please refer FRS section 5.1
15	Kindly Please clarify, 1.Numbers of report generation ? 2.Type of report (PDF,Excel)? 3.Need any report generation tools? if yes 4.Free or paid tool?	8.2. Objective	Please refer FRS section 4.5
16	Kindly Please clarify, 1.Fund/money will be the responsibility of bidder? 2.Is it online transection? if yes	8.2. Objective	Not relevant
17	Kindly Please clarify, 1.Payment/SMS/Email gateway is the responsibility of bidder ? 2.New Development & its Integration is the responsibility of bidder ? 3.How many payment pages will be available in application ?		SMS/Email gateway is already implemented and needs to be re-used Payment page is not required
18	Kindly Please clarify, Please explain physical progress terms	8.3.Modules of the System	Not relevant
19	Kindly Please clarify, Data back up & Recovery is the responsibility of bidder ? 1. Will provide the backup space and backup software if it's an onsite backup requirement 2. Who will manage backup if it's an onsite backup requirement ? 3. Total data size of existing website in MB/GB/TB ? 4. Incremental data size in MB/GB/TB ? 5.Backup space needed in MB/GB/TB and	8.4.2.Application Architecture	No, It is not vendor's responsibility.

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	backup policy ?		
20	Kindly Please clarify, Archival is the responsibility of the bidder 1. Archival storage service will be onsite or offsite? If it's an onsite requirement ? 2. Who will provide the archival storage ? 3. Archival Storage required in GB/TB ? 4. Archival policy and retention period for the same ?		No, It is not vendor's responsibility.
21	Kindly Please clarify, 1. SSL is responsibility of Planning Department , Government of Meghalaya ? 2. Type of SSL wildcard, extended etc.? 3. How many SSL you want in total contract period ?	8.4.5. Security Architecture	Please refer section 8.10.2. Solution Configuration
22	Kindly Please clarify, Development timeline in weeks?	8.5.Implementation Timelines	Please refer section 8.5. Implementation Timelines
23	Kindly Please clarify, 1.Security CERTIN Audit is the responsibility of bidder? 2.Security CERTIN audit interval time ? 3.Do you need any other audit than CERTIN security audit ? 4.Total number of CERTIN security audit in contract period?	Security Audit Report	Please refer section 8.10.10. Information Security
24	Kindly Please clarify, 1.Do you need Standardization Testing and Quality Certification (STQC) ? 2.STQC is the responsibility of bidder ? 3.STQC interval time ? 4.Total number of STQC in contract period ?		Please refer section 8.10.10. Information Security
25	Kindly Please clarify, 1.Hosting/Server/Cloud Service is total responsibility of the bidder ? if yes 2.What will be the total hosting period ?	8.10.2. Solution Configuration	No, Its not vendor's responsibility.
26	Kindly Please clarify, One helpdesk staff will be handle work from offsite?	8.10.7. Helpdesk & Support	Please refer section 8.10.7. Helpdesk & Support
27	Kindly Please clarify, 1.No. of login? 2.No. of admin login	General	Please refer FRS section 5.1 Annexure 1- Department list under RFP
28	Kindly Please clarify, What kind of Infrastructure you need?	General	Infrastructure will be provided by Planning Department to the selected Bidder. Refer section 8.4.4 in RFP

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29	Kindly Please clarify, What kind of software, hardware license you need?	General	Please refer RFP 8.4.4
30	Kindly Please clarify, 1. DNS/ Domain is responsibility of bidder ?If yes 2 Numbers of Domain & subdomain 3. Do you have any existing domains which need to be transferred to us ? 4. Do you want us to maintain or renew any of your domains?	General	Domain/DNS is responsibility of Planning Department.
31	Kindly Please clarify, Contents, Image & Multimedia file is the responsibility of your till total contract period ?	General	Yes
32	Kindly Please clarify, 1. Type of analytical tool to be used ? 2. Does it have to be a paid SEO tool or a free basic SEO Google Analytics ? 3.Would you prefer integrating any analytics tool with the portal? (e.g. Google Analytics, Firebase, Flurry). If yes then 4.Do you have any suggestions for same ?	General	Please note the scheme management is a Government internal system only scheme eligibility app would be exposed to the citizens/business. Bidder needs to propose best fit solution
33	Kindly Please clarify, How many Total users, visitors & peak hours of the portal?	General	Kindly refer section 8.4.4. Technology Architecture
34	Kindly Please clarify, How many concurrent Total users?	General	Kindly refer section 8.4.4. Technology Architecture
35	Kindly Please clarify, 1.Do we need more languages other than Marathi, English and Hindi language? 2.Who will be providing the language translations content ?	General	No, Only English
36	Kindly Please clarify, 1.Do you have a preferred color scheme or colors you definitely want to avoid or use? 2.What should be the look and feel of the application?	General	It will be provided to the selected Bidder.
37	Kindly Please clarify, 1.Please list some competitor's portal and what you like and dislike about them ? 2.Please list some link that you like in general/overall ? 3.Please Explain what you like and dislike ?	General	Not relevant

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38	Kindly Please clarify, 1.Do you have a logo that will be used? If not, would you like us to create the same? If yes then please provide your requirement for new logo.? 2.Do you have a tagline to display under the app logo.?	General	It will be provided to the selected Bidder.
39	Kindly Please clarify, 1.What is the primary action you wish a visitor to take from the home screen of your new app? (eg: download, browse, move along a specific path, email, order, explore, click button etc.) 2.What elements and information would you like to have on the home screen?	General	Users would be routed to the inbox, refer FRS
40	Kindly Please clarify, What elements are key items you wish to be available on every page (eg: company phone number)?	General	Refer FRS
41	Kindly Please clarify, 1. What level of integration is being expected with the social media platforms? 2. Planning Department , Government of Meghalaya will provide ready to use link ?	General	Not relevant
42	Kindly Please clarify, Any third-party software your portal relies on? If yes please share details	General	Not relevant
43	Kindly Please clarify, 1.How feedback response u need like in 0 to 5 rating or good bad great etc.? 2.Who will give feed back only login user or any one who visit website?	General	Not relevant
44	Kindly Please clarify, Please suggest menu/module name which will be use in portal or you miss to mention in RFP ?	General	Please refer FRS under RFP
45	Kindly Please clarify, Do you need Web application firewall?	General	Not required
46	Kindly Please clarify, What bandwidth would be required?	General	Please refer RFP
47	Kindly Please clarify, 1. Do you have existing setup of server, database. ? 2. Will there be a need of database migration to new server/s. ?	General	Please refer RFP
48	Does that mean that the Client is no longer looking for a customizable solution? Can we then propose an implementation of a COTS solution instead? What is the relevance of a Workflow Tool form? Is it expected that subsequent to	In the previous RFP, Technical presentation scoring was set at 40, broken down into understanding of requirements - 10,	Proposed solution must meet the criteria specified in the RFP wherein architecture principles are highlighted.

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	<p>implementation, client will design their our Forms? Since this is a proposed one-time deployment, why would there be changing business requirements. Our understanding is that once scope is frozen and the SRS is agreed, there should be no more need to make any changes.</p>	<p>availability of easily customizable solution - 10, choice of technical platform - 10, and implementation and resource deployment - 10,. In this RFP, it is now changed to - Demonstration of system capability aligned to the requirements:</p>	<p>The department is planning to use the solution for multiple other similar functions. Post finalization of SRS there might not be any change for the <u>current scope</u> Considering short timeline department is keen to have a solution that meets user requirements with necessary customizations.</p>
49	<p>We need to understand the rationale for this change.</p>	<p>Weightage of Technical and Financial for the purpose of arriving at a scoring has now been changed from 70:30 in the previously floated RFP to 80:20 in the 2nd call</p>	<p>As per decision taken by the competent authority, the weightages for financial and technical score have been changed</p>
50	<p>We need to understand details of the Piggery Mission. Is the scope for project Workflow System, or for Scheme Management System. We believe that the Scheme Management System is much larger in scope than Project Workflow System.</p>	<p>The current scope includes implementation of ONLY Piggery mission project workflow</p>	<p>The current scope includes all modules which are listed. Refer section 8.3, for Mission Project module, the department intends to implement only piggery mission currently <u>under the Mission Project Module</u> All functionalities to be implemented as per FRS. Kindly note, mission project is a new module introduced in the revised RFP (2nd Call)</p>
51	<p>Does that mean that there implementation needs to be strictly by the FRS now?</p>	<p>The complete detailed FRS has been shared now instead of Illustrative FRS as shared earlier</p>	<p>Yes, However, the FRS is in the process of finalization.</p>

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52	Since a complete FRS has now been provided, it is not clear what validations on FRS are required. Is it to be presumed that	Similar FRS for following processes under each module would be provided to System Integrator before initiation of the implementation. The System Integrator must perform the necessary validation of FRS post interactions with user departments and directorates.	SI needs to confirm their understanding based on stakeholder interaction and draft the SRS.
53	Now that a customizable solution is not a pre-requisite, if we can use a COTS solution, would a prototype still be required?	Prototype	Prototype would be required to validate requirements, initial training and change management
54	Should it be presumed that no Pilot is required?	Pilot	Not required
55	Since there is only one project (Piggery) which needs to be implemented now, what is the rationale behind project phasing?	Project Phasing	It is not ONE project planned for implementation. Piggery mission is one mission project under a module, rest all modules needs to be implemented as per FRS
56	It is now proposed that SI can set up helpdesk at his location. However, it is also mentioned that client will establish infrastructure for help desk at Shillong. We are not able to understand whether the help desk has to be in Shillong or can be in client location? Also, if Help desk is set up at SI location, is there a need to have a Support person stationed in Shillong?	Helpdesk	Helpdesk could be setup anywhere, however a support engineer is required to be Shillong as per the timeline specified
57	Training has now been requested for enhancements. However, since the complete FRS has already been provided, we are unable to understand what could be possible enhancements.	Training	SI needs to train department users on how to enhance system in the near future.

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58	<p>Whereas the table on page 7 suggests that there would be no pre-bid meeting, under the section on queries, the it is mentioned that Planning department will intimate to attend pre-bid meeting.</p> <p>Given the number of changes which are now more confusing, we definitely believe that a pre-bid meeting is required especially for us to under the rationale behind several of the changes suggested in this second call.</p>	Pre-bid meeting	<p>Department has not received any other pre-bid meeting requests. Hence, no pre-bid meeting would be held in for this call.</p>