<u>**Response to Pre-bid Queries for RFP for Selection of System Integrator for Development, Implementation and Maintenance of Scheme Management System**</u>

Dear Bidders,

Firstly, on behalf of Government of Meghalaya we thank you for your participation in the pre-bid meeting held on 28th December 2020. We have carefully reviewed all your queries and discussed in detailed about the changes that you proposed.

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

[R. Lyngdoh]
Officer on special duty and ex-officio
Secretary to Government of Meghalaya
Planning Department
Shillong, Meghalaya

Annexure-I

S.No.	Queries/Suggestions/Recommendations by Prospective Bidders	Response
1	It is requested that this clause may be amended as follows; The bidder should have an average annual turnover of INR 05 Crores or more in last three financial years ending 31st March 2019 as evidenced by the audited accounts of the company. (2017-18, 2018-19 and 2019-20).	Bidders are requested to provide either of the three years turn over. The average MUST be more than 90 lakhs for qualification of the proposal to next stage of evaluation
2	It is requested to allow EMD exemption for NSIC/MSME Registered bidders as per the directives of the Ministry of MSME, Govt. of India	EMD has been exempted for NSIC/MSME
3	It is requested that this clause may be amended as follows; Annual average turnover in last 3 (three) financial years ending 31.03.2020 is Rs.5 Crores or above – 10 Marks	Bidders are requested to provide either of the three years turn over. The average MUST be more than 90 lakhs for qualification of the proposal to next stage of evaluation
4	It is requested that this criteria may be removed and the respective marks may be added to the "Project Experience" criteria.	Necessary modifications have been provided in RFP Corrigendum
5	What is the approximate volume of data to be digitized? It is assumed that the SI shall provide the provision for data capture and the department will engage its own Data Entry Operators to capture the data. Please confirm	Data digitization is the responsibility of the departments and its associated agencies/directorates. SI needs to support the digitization through data capture form and data upload only. Estimated volume would be clarified during implementation stage

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6	Approximately how many users are to be trained? Will it be at the central location (at Shillong)? Also can we assume that the venue and all necessary training infrastructure will be provided by the department?	SI needs to support training activity by providing system, training manual and presentations. PMU team would facilitate training, SI needs to provide necessary support to PMU team and assist PMU team through clarifications
7	There is no provision in the financial bid format to indicate the helpdesk charges separately. However it is mentioned that payment will be made based on actual number of helpdesk seats. Please clarify	Please refer Corrigendum RFP for necessary clarifications
8	There is no provision in the financial bid format to indicate the helpdesk charges separately. Unless the unit price for each helpdesk seat is discovered, it may be difficult to arrive at the charges while scaling up. Please clarify	Please refer Corrigendum RFP for necessary clarifications. Additionally, Financial format includes rates for all types of resources.
9	We understand that the IT infrastructure is provided by the department and hence overall system stabilization, IT infrastructure solution maintenance, system administration, security administration, database administration, network administration will have to be ensured by the respective cloud service / infrastructure providers. Is it intended that the SI need to co-ordinate with such service providers to ensure timely resolution for such aspects? Please confirm	Agreed

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10	Hope the additional requirements during the actual use of the application will be considered as Change Management and shall be compensated as per the man month rates quoted by the bidder and approved by the department. Please confirm	Agreed
11	How it can be quantified at this stage? Will it not be part of separate change management process and compensated as per the man month rates quoted by the bidder and approved by the department. Also as per clause 3.4.3 "Additionally, bidders are requested to provide man-month rate, including applicable taxes for future scope of work. Please note the rates would not be included in the evaluation. The authority reserves the right to negotiate on the rates provided before awarding any future scope of work to the selected bidder".	Any requirement post finalization of SRS would be treated as change request. Change requests would follow man month rates and effort estimate from SI for implementation post mutual agreement between SI and Planning Department
12	We could not locate separate 'Maintenance Charges of Application' in the financial formats.	Maintenance of systems is required only during the defined timeline. Department expects onsite resource as per RFP . Bidder needs to make sure appropriate onsite and offshore resources during maintenance period of phase-I and phase-II implementation so that the SLAs are adhered.
13	Is it mandatory to get the application security audited by STQC or other CERT-In empaneled agencies can be engaged?	Application security audited by STQC or other CERT-In empaneled agencies is required, necessary modifications have been provided in the corrigendum RFP
14	What is the timeline for pilot run? Will it be applicable for both phases? Who will provide the hosting infrastructure for pilot run?	Please refer Corrigendum RFP for necessary clarifications

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15	Is it the "Table of Contents"?	Tracking details are for the purpose of tracking of physical mails of technical and financial proposals. It would help department track the status of delivery of proposals.
16	1. As per General Financial Rules 2017 under Rule No. 170, to safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security is to be obtained from the bidder except Micro and Small Enterprises as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises. 2. As per Public Procurement Policy of Ministry of MSME under Section 10, MSMEs are exempted from furnishing of tender fee and EMD. **Moreover, recently Government of India through its Office Memorandum No. F.9/4/2020-PPD Dated the 12th of November 2O2O instructed all the government department of India & PSUs that any department will not ask to submit EMD but only for Bid Security Declaration. Copy of this memorandum is attached herewith for your kind perusal.**	EMD has been exempted for NSIC/MSME
17	The bidder developing the software solution should be ISO 9001:2015 or CMMI Level 3 or above	Necessary modifications have been provided in RFP Corrigendum
18	Request to allow for Startup Companies	There is no change with regards to this request
19	Is there EMD waiver for MSME	EMD has been exempted for NSIC/MSME
20	Please clarify the institutions being referred here in the checklist on page no 41. Is the fund provided to the institution as share capital upon approval of the scheme?	By term "institution" RFP refers to agencies/ directorates under various departments
21	What is programme structure? How is a programme structure involved in the governance or approval of schemes?	Program structure refers to plan of the department's schemes/strategies

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22	Please provide more information about the integration platform. What is the technology/architecture? What kind of APIs are exposed? What is the accreditation process? What kind of data encryption is in use? What level of documentation will be made	Meghalaya Integration Platform has been recently developed , the details would be provided to SI before project initiation
23	Should we understand that this platform does not currently exist? What is the current volume/load in the manual process - number of schemes processed /year?	Meghalaya Integration Platform has been recently developed , the details would be provided to SI before project initiation
24	Is this expected to be provided as part of the project deliverables or as part of the proposal itself?	Expected as a project deliverable
25	Given the pandemic, it is not recommended to have On-site personnel deployed through the course of the project. Can we recommend comprehensive coverage using remote collaboration tools such as Teams and Zoom?	Department requires part of the entire team in onsite as per RFP, kindly refer section 8.7 of the RFP for details.
26	Where can we find a copy of these guiding principles? How do we prove adherence to these principles?	To be provided to SI before project initiation
27	SI cannot be held responsible for delays due to reasons not in its control."	Agreed
28	Since the proposed implementation platform is AWS, does the SI need to provide for elements in the proposal such as Availability (average availability/uptime of all components included but not restricted to servers, database servers, system software, enterprise-wide application software, etc.), Security (Audit of Server, comprehensive audit report including all Network, Server security features) and Manageability of the solution	SI must propose the requirements to the provider as a project deliverable.
29	Do we have to submit presentation also along with technical proposal?	Yes
30	As per the RFP, the average turnover required is 5crores for last three fiscal years. It is requested you to kindly decrease it and keep it below 1 Crore so that MSME company like us will get chance to apply for the tender	Modified average turnover requirement to 90 lakhs, please refer corrigendum RFP
31	We are ISO 2000 certified. Is it necessary to have ISO 27001 certification? Please see if this can be made optional.	Necessary modifications have been provided in Corrigendum RFP

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32	Do we need a technical resource to be deployed at Planning Office?	Kindly refer section 8.7 in RFP
33	Citizen/Business Scheme Eligibility Module: Currently the scope of the module is to provide questionnaires for the scheme. Would you also like to have the facility where the citizen can apply to the scheme and track status of his application.	Department does not envision this requirement right now, however bidder may propose such features for future implementation
34	What is the interface with the Finance System (IoBS) and Treasury NET. Are these REST based?	All integration would be processed through the state integration platform.
35	Would you like to have an individual member of the sanction committee to give approval, and sanction getting approved based on the number of approval/rejection received?	Only Head of Sanction/Empowered Committee will approve or reject the proposal
36	How do you plan to manage any change in the flow for example in the Capital Expenditure Scheme. Are you expecting the software/program to be changed to accommodate any change in the flow, or a workflow management system which can be used to create and manage dynamic workflows? We suggest a custom workflow management system, with an intuitive drag-and-drop style workflow editor.	Dynamic feature is preferable.
37	There is a mention of Authorization Control (Digital Signature). Do you mean using hardware USB tokens (DSC), for digitally signing/approving mechanism in the workflow. There are references of SSL and IPsec. We understand SSL (HTTPS), will be used for communication between the server and UI layer (Apps and Portals). In the overall architecture, are there any scenarios where you see IPsec will be used?	Department does not envision any scenario involving IPSec at this point of time
38	Page 67, Format of Prequalification Criteria mentions about submitting work orders for 3 govt projects while page number 10 Prequalification Criteria mentions at least 1 govt project. Please clarify.	Necessary modifications have been provided in RFP Corrigendum

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39	The Central Government and many of the progressive states are providing relaxation on Prior Experience and Turnover to promote inclusiveness. Typically this facility is provided to DPIIT registered startups. Please refer https://www.startupindia.gov.in/content/sih/en/compendium_of_good_practices/easing_public_procurement.html for details on other states offering this. We would like to request you to consider this relaxation, which will enable more startups to participate in the tender, the state Govt would also benefit from a fair competition among more number of players.	There is no change with regards to this request
40	We would like to thank you for online submission of the Technical Bid as due to covid 19 pandemic Courier / postal services are getting delayed. We are also requesting you kindly allow submission of the financial bid with password protected PDF, which will be only open after technical evaluation and will be shared on request. Also, we are requesting you if only online submission of the tender can be allowed, i.e., no hard copy submission as Govt. is now accepting only online submission. We are also requesting you kindly extend the tender by 10-15 days as right now Christmas & new year holidays are going on, we will get few working days.	There is no change with regards to this request for online submission. Deadline is extended to 14-Jan-2021
41	We are registered under MSME are eligible to get benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi • Issue of the Tender Sets free of Cost • Exemption from payment of Earnest Money/Bid Security Deposit Kindly consider the above exemption clause for this tender. Please find attached our MSME & NSIC Certificate. Due to pandemic caused by COVID-19 situation, Govt. of India providing additional benefit to MSMEs or Micro, Small and Medium Enterprises to help them tide over this crisis. Supporting Document attached.	EMD has been exempted for NSIC/MSME

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42	We have understood that, only selected bidder needs to submit this report. Kindly confirm. Kindly elaborate the integration requirement. We have understood that service api of the external application will be provide by the department for the integration with the other application Kindly confirm.	Yes Only Selected bidder needs to submit the hardware report. Integration platform would enable integration, services from existing application would be provided by Finance department
43	We have understood that we need to maintain only application security standard. Installation of firewall, antivirus etc. is not a part of the scope. Kindly confirm.	Yes, This is not SI's scope of work
44	The timeline is very short. We would request you to extend the timeline. Also, T should be the date of Agreement Signed. Team mobilization and inception report submission cannot be possible in same week.	There is no change in the clause
45	What is the scope for mobile application and what is scope for integration with web application? Kindly elaborate. Do you require field inspection mobile app for scheme progress monitoring and want to show this on GIS map?	Mobile application would mostly include scheme eligibility system, detailed FRS would be shared to the SI before implementation of development phase

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46	Kindly provide the volume of data to be incorporated in the system. We have also understood that there are no data scope for data entry from hardcopy. Kindly confirm.	To be provided to SI before project initiation
47	Do we require onsite help desk support like contact center for single sitter or online support from our office location? Kindly confirm. Hope the office space, headset, desktop/laptop, internet etc. will be provided for onsite help desk support. Kindly confirm.	Department would provide necessary office space along with internet. For helpdesk, department would provide desktop in Shillong, Meghalaya

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48	Kindly clarify the AMC period.	Refer section 8.5 timeline
49	We are a MSME registered company and as per the MSME act, EMD is waived for MSME registered companies. Please allow us to attach our MSME certificate and waive the requirement to submit EMD amount.	EMD has been exempted for NSIC/MSME

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50	Point 4: While ISO 9001:2015 and ISO 27001:2013 are not asked as a part of Pre-Qualifications in Clause 2.2 and also in scoring criteria of clause 5.1.2, yet it is asked in this clause 10.3 point 4 that The prime bidder should be ISO 9001:2015, ISO 27001:2013 certified. There is a mismatch between the clause 2.2, 5.1.2 VS. 10.3. Please remove these criteria. Point 6: While CMMI Level 3 certification is not asked as a part of Pre-Qualifications in Clause 2.2 and also in scoring criteria of clause 5.1.2, yet it is asked in this clause 10.3 point 6 that The prime bidder should be CMMI Level 3 certified. There is a mismatch between the clause 2.2, 5.1.2 VS. 10.3. Please remove these criteria. Point 7: While three successful project implementations is is not asked as a part of Pre-Qualifications in Clause 2.2, yet it is asked in this clause 10.3 point 7 that Bidder's experience in implementation of IT projects involving application development as a System Integrator in India, with at least 3 projects in Government Depts. / PSUs in the last three financial year. There is a mismatch between the clause 2.2 VS. 10.3. Please remove these criteria.	Necessary modifications have been provided in RFP Corrigendum
51	3. RFP is silent about requirement of Data entry, if any as a part of SI's responsibility. Please clarify that there is no expectation of Data Entry as a part of this project.	No, department does not envisions the need to deploy any data entry operator.
52	4. RFP is silent about requirement of Data migration, if any as a part of SI's responsibility. Please clarify that there is no expectation of Data Migration as a part of this project	No requirement of Data migration.
53	5. RFP is silent about requirement of integration with other existing applications and whether such applications are capable of being integrated. Please clarify with details of such applications along with expected number of touch points and if these applications are capable of giving or receiving API based integration touch points.	The system must have the capability to integrate with State Integration Platform. Details of the State Integration Platform would be provided to the SI

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54	6. Please specify number of scheme related files that are from the past and also expected number of such files per annum. This will be required to assess the server sizing recommendations	To be provided to SI before project initiation
55	7. Please extend the date of submission by at least 3 weeks as required time is very less.	Deadline has been extended to 14-Jan-2021