

RFP for Design, Development and Implementation of Functional Information System Software
Reference No: HSAMB/SDE (IT)/ 21/2010
Clarification of Queries raised during Pre-bid meeting held on 16th August, 2010 at HSAMB Office

S.No.	RFP Document reference (Section Number/Page)	Content of RFP Requiring Clarification	Remarks	Clarification By HSAMB
1.	Under Section A	Last date and time for receipt of proposals	Kindly extend the submission date at least 3 weeks from publishing the Pre Bid query.	Last date of submission is 6 th September, 2010
2.	A. Important Information, Page NO. 7, Point No. 12	Earnest Money Deposit of Rs. 5 Lakhs	We request HSAMB to let the Bidders submit EMD in the form of Bank Guarantee	Clause remains unchanged
3.	Page #8,S.N. 6	Eligibility Criteria	SQL Star is an ISO 9001:2000 Company, pls confirm that it is a equivalent CMM Level-3 and is allowed to participate in this Tender	Clause remains unchanged
4.	Page #8,S.N. 5	Eligibility Criteria	SQL Star International Ltd. is having an average Annual Turn Over of Rs-38.34 crore during last 3 years however due to book adjustment etc. our company has shown losses in 2009-10 2008-09 but company was in profit in fy 2007,-08 pls confirm that SQL is eligible to participate in this bid.	Clauses remains unchanged
5.	Page #8,	Eligibility Criteria	Previously, same certification was CMM level-3. There are a few additional features added for the certification. We do understand that if you do not relax this rule and then if the Company does not qualify on CMMi Level-3, the entire Tender process will suffer. But, we suggest you as under:- "CMM Level-3 OR CMMi Level-3"	Please read "CMM Level 3" for "CMMI level 3"

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			However, Company having CMM Level-3 will not receive any payment till it produces Certification of CMMi Level-3 and all other obligations of the contract will have to be fulfilled.	
6.	Page No.8 Serial No.3 under the heading Eligibility Criteria Of Bidder	Bidder should have been involved in similar IT engagements (please refer S.NO.4 below with Central Govt/State Govt/Public Sector Undertakings/State cooperative in India and should have completed atleast 3 projects of minimum value INR 25 LACS or atleast Two Projects of minimum value of 50 Lacs	Single Order of above1 crore in Multi Location sites across India should also be accepted.	Clause remains unchanged
7.	Page No.8 Serial No.6 under the heading Eligibility Criteria Of Bidder	Bidder should be CMMI Level 3 (or above)	ISO 9001-2008 Certification should also be accepted as it is equivalent to CMMI Level 4	Clause remains unchanged
8.	B. Eligibility Criteria; Page NO. 8, Point NO. 2	Average Annual Turnover of Rs. 25 Crores	In order to improve the quality of participation by good & financially sound companies, we request HSAMB to increase the Turnover limit from INR 25 Crores to minimum INR 100 Crores. Due to this companies of delivering large projects would participate in the Tender process.	Clause remains unchanged
9.	B. Eligibility Criteria; Page NO. 8, Point NO. 3	Work order & experience	We request HSAMB to include the point" Bidder should have completed atleast 1 Project of minimum value of INR 2 Crores.	Clause remains unchanged
10.	B. Eligibility Criteria; Page NO. 8, Point NO. 3	Work order & experience	We request HSAMB to consider Bidder's similar experience in Global perspective	Clause remains unchanged

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			also instead of restricting it to only India. It may please be noted that in India the no. of E-Governance projects that are completed are not that many hence Global projects may be please included.	
11.	B. Eligibility Criteria; Page NO. 8, Point NO. 6	SEI CMMi Level 3 Certification	We request HSAMB that in the interest of quality participation by good & reputed companies, the certification may please be improved to SEI CMMi Level 5 minimum.	Clause remains unchanged
12.	Page 8	Project Experience In Central/State Government /Public Sector Undertakings/State cooperatives	Request you to change "Should have completed at least three projects of 25 Lakhs" to value INR 10 Lakhs	Clause remains unchanged
13.	Annual Turn Over (Page No.-8)	NA	Kindly change this value from 25 Crore To Two crore. Companies with good experience in Government sector will get chance to bid for this project.	Clause remains unchanged
14.	2.5/20	Roles and Responsibility of Data Centre Host	Is implementation Agency also required to provide services as Data Centre Host. PI clarify.	HSAMB shall identify State/Central government data centre
15.	3.1.1/22	Provision for capturing auction data from PDA's / external devices	PDA specifications are not given	Please refer Section 1.3 (d) of RFP.
16.	Section 3.1.3 Construction and Engineering System (CES)	Is there any requirement of Integration of CES with Microsoft Projects?		Minimum is specified in the RFP. Bidder is free to provide better solution
17.	3.1.4 /23	Land Acquisition System (LAS)	Size of the Land data and whether data is in MAP format or in text format	Records are being maintained in the form of registers, typed &

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				printed letters and some documents needs to be scanned
18.	3.2/23	System should follow Service Oriented Architecture to ensure compatibility with existing and envisaged applications.	What is architecture of existing and application to make it SOA enabled	Please refer Section 4.3.2 of RFP
19.	3.2/25	The application shall support single sign-on integrated with the supported network	is mandatory to maintain SSO through Product/ or can it be managed with application solution	Minimum is specified in the RFP. Bidder is free to provide better solution
20.	Section 3.5	It is proposed that the FIS for HSAMB should be developed using open internet technologies platform	Kindly change this to "It is proposed that the FIS for HSAMB should be developed using open standards and interoperable"	The clause may be read as: "It is proposed that the FIS for HSAMB shall be developed adopting open standards and interoperable.
21.	3.7/27	Mail/Messaging System: The proposed solution shall be integrated with existing mail/messaging system	What is existing messaging system?	The proposed solution shall be integrated with mail/messaging system in existence/proposed in State Data Centre (SDC) Haryana or Haryana NIC data centre
22.	3.10/28	Security: Security audit of the application will be done by a third party agency registered with CERT-IN to ensure that the security systems are intact and that the security policies are	Who will arrange/identify security agency	IA shall arrange/identify security agency in accordance with Section 3.10. of RFP

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		strictly being enforced. The IA shall bear the cost and be responsible for facilitating security audit by a third party agency.		
23.	Section 3.12 System Integration	We understand that the Vendor needs to recommend assets which would be bought by HSAMB. Is there any preferred OEM by HSAMB?		IA shall recommend IT hardware and system software required for the solution being proposed by them and shall be procured by HSAMB to meet their requirements.
24.	Under Section 3.11 / Page-29	e. Anti-Virus, To ensure anti virus requirements as per the data centre host.	Shall bidder supply the Anti virus software for data centre hosting, Pls. clarify	Please refer to Form 2 S.No 10.Procurement is responsibility of HSAMB
25.	Under Section 3.13 / Page-30	iv. Inter-Department information exchange, The application should enable instant data updating and role based inter department information sharing.	Inter Department means Haryana Agriculture board or any other department of the state government. Pls. clarify.	Inter Department means departments/ branches within Haryana State Agricultural Marketing Board
26.	4.11/33	The system should have provisions for bilingual support and should support Hindi language, so that if HSAMB, wants to go ahead with some activities in Hindi the software can support the same.	The software should be bilingual as per OLA which states that 1. Software should be bilingual. The circular on the same defining bi-linguality has been issued by Government of India, Ministry of Home Affairs, Department of Official languages vide circular No.12015/12/84/-OL(TC) dated the 31st August, 1987. The circular states in point no. (3) Computers etc. would be considered bilingual only when:-a. There are facilities for	Ensuring availability of Bilingual aspect at user end is responsibility of HSAMB

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			data entry in Hindi along with English. b. Any employee can use it in either English or Hindi. For this, it is necessary to have a facility in the machine so that the employee can display either English or Hindi on the monitor at will. c. The output of the system (report, letter etc.) could be produced by the person working on the machine either in Hindi or English at will. The same has been stated and directed by different courts of India.	
27.	Section 4.2.1	Please specify if this is just a see and capture process or whether there are any business rules which need to be followed		The detailed plan for data digitization and migration shall be developed by IA.
28.	Section 4.2.1	If there are any business rules which need to be followed, then please specify the average lookup time		The detailed plan for data digitization and migration shall be developed by IA.
29.	Section 4.2.1	Please specify whether all records follow a similar format or not		Please refer Section 4.2.4 of the RFP.
30.	Section 4.2.1	Please specify number of records per page		Please refer Section 4.2.3 4 of the RFP for record size.
31.	Section 4.2.1	Please specify whether all 1,00,000 records would be provided in a single lot or would they be provided in multiple lots over a period of time		The clause may be read as "For "1 Lakh records" may be read as "1 Lakh Pages". The detailed plan for data digitization and migration shall be developed by IA.

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32.	Section 4.2.1	If the records would be provided in multiple lots over a period of time, then please share the volume plan/ pattern (daily/weekly etc)		The detailed plan for data digitization and migration shall be developed by IA.
33.	Section 4.2.1	Please specify whether manpower for data digitization would be based at a single location or multiple locations		Manpower for data digitization shall be based at HSAMB HQ Panchkula only.
34.	Section 4.2.1	If multiple locations, then please specify the number of locations and approx percentage split for each location		Manpower for data digitization shall be based at HSAMB HQ Panchkula only.
35.	Section 4.2.1	Please specify whether the records are in English or in other languages as well		The records shall be in English and Hindi language.
36.	Section 4.2.1	If the records are in other languages as well, then please provide the list of languages and a approx percentage split for each language		IA shall establish the approx percentage split for each type considering nature of task carried out by HSAMB.
37.	Section 4.2.1	Please specify whether legacy records are all typed, printed, handwritten or a combination of these		Legacy records are combination of printed, typed and hand written matter.
38.	Section 4.2.1	If the legacy records are a combination of typed, printed and handwritten, then please share the approx percentage split for each type		IA shall establish the approx percentage split for each type considering nature of task carried out by HSAMB.

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39.	Section 4.2.1	Please share any specific skill sets which may be required		The detailed plan for data digitization and migration shall be developed by IA.
40.	Section 4.2.1	Please specify TAT (Turnaround Time) requirements, if any		May please refer clarifications mentioned herein above.
41.	Section 4.2.1	Please specify accuracy/ quality target		Accuracy shall be measured at record level
42.	Section 4.2.1	Please specify how the accuracy would be measured i.e. at field level or at records level		Accuracy shall be measured at record level
43.	Section 4.2.1	Please specify the frequency over which accuracy would be measured for ex: daily, weekly, monthly etc		Accuracy shall be measured weekly
44.	Section 4.2.1	Please specify if any other service level is required		N.A
45.	Section 4.2.1	Please specify the volume of pages which need to be scanned		Please refer Section 4.2.3 (a) and (c) of RFP.
46.	Section 4.2.1	Please specify the quality and age of the documents		Please refer Section 4.2.4 of RFP.
47.	Section 4.2.1	Please clarify whether scanning is required onsite or offsite		Manpower for scanning shall be based at HSAMB HQ Panchkula only.
48.	Section 4.2.1	If scanning is required onsite, then please specify whether it would be required at a single location or		May please refer clarifications mentioned herein above.

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		multiple locations		
49.	Section 4.2.1	If onsite scanning is required across multiple locations then please specify the number of locations and approx percentage split for each location		May please refer clarifications mentioned herein above.
50.	Section 4.2.1	If scanning is required offsite then please specify who would be responsible for sending documents to the offsite location		May please refer clarifications mentioned herein above.
51.	Section 4.2.1	Please specify the size of the pages which need to be scanned for ex: A4, A5, A6, legal, 4inch by 6inch etc		A 4 size constitute the major volume.
52.	Section 4.2.1	Please specify whether there are any indexing requirements or not		Indexing is required to extent to facilitate storage, archiving and easy retrieval in most economic manner. IA shall include this in data digitization plan as per Section 4.2. of RFP.
53.	Section 4.2.1	Please specify the format in which documents need to be scanned for ex: TIF, JPEG, PDF		The Format which shall facilitate storage, archiving and easy retrieval of the documents in most economic manner.
54.	Section 4.2.1	Please specify any information security requirements		Please refer Section 3.10 of RFP.
55.	Page #42,clause no 5.2.3	Payment Terms	SQL purposes the following payment terms for the successful execution of this project.	Clauses remains unchanged

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			S.no.1. 10% of the project cost 2. 10% of the project cost 3. 20% of the project cost 4. 10% of the project cost 5. 10% of the project cost 6.(a) 25% of the project cost (b) 5% of the project cost 7. 10% of the project cost	
56.	5.2.4 Penalties/Page 43	If the application is ready to deliver but the SDC is not ready (up) than who will be responsible for the delay		It is the responsibility of HSAMB to identify Data Centre in sufficient time to host the application
57.	5.2.5 Support and Maintenance /Page 44	If the developed application is to be hosted on SDC, than how the system administration and Database administration will be processed. Is it the responsibility of IA.		Remote Access shall be provided by Data Centre host for system administration and database administration
58.	Under Section 5.2.3 / page - 49	Payment Schedule	Kindly relax the payment process more to bidder relaxation	Clause remains unchanged
59.	12.22/73	Termination for Convenience	In case of termination for convenience, how does Dept. plans to compensate the Implementing Agency	Upon termination, IA shall be paid for the services performed till the date of termination and adjustment of deductions if any.
60.	1.2.a/80	Project Team: Support & maintenance Help desk.	For additional team of 3-5 members, will IA get additional 2 marks. If yes, then what are the min marks.	Please refer to Annexure 4 Table 1, under Project team S.No 1 (4) of RFP.

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61.	N/A	N/A	<p>Should the database have inbuilt capabilities to provide following capabilities.</p> <ul style="list-style-type: none"> • Advanced Web Based Reporting Services • Data warehousing and Analysis Services. • Business Intelligence • Complete ETL functionality • Notifications • Performance Management Tools and Resource Governors • Clustering Tools <ul style="list-style-type: none"> • Tuning and Diagnostics Tools • Spatial Database Capabilities • Database Compression and Encryption Tools • Replication Technologies for Failover to Remote Sites. 	Minimum is specified in the RFP. Bidder is free to provide better solution
62.	N/A	N/A	Should the Database be certified for TPCC and TPCE ratings?	Minimum is specified in the RFP. Bidder is free to provide better solution
63.	N/A	N/A	Should the database be in leader's quadrant in Gartner's Report?	Minimum is specified in the RFP. Bidder is free to provide

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				better solution
64.	N/A	N/A	Kindly mention the total number of internal/external users accessing the application.	The technical solution to cater for 200 internal users
65.	N/A	N/A	Kindly mention if bidders need to quote the cost of system software in the commercial bid.	IA shall recommend IT hardware and system software required for the solution being proposed by them and shall be procured by HSAMB to meet their requirements. Refer Form 2, Para 10, Page 93 of RFP.
66.	NA	Eligibility Criteria	You are requested to allow consortium partners for execution of this project. Each partner can contribute with its strengths to add quality value for the project. We do projects with large groups, where we have benefits of their ability to handle big projects and we have local office and development center to help customer for better services and hand holding.	Clause remains unchanged
67.	NA	Eligibility Criteria	Kindly change CMM level 3 or above condition to ISO 9000 certification to have more options in bid.	Clause remains unchanged