

Pre-Bid Queries – Clarifications

Query	Clarification
1 Whether CVs of Qualified Manpower / Experts / Technical Staff to design, implement, & maintain ICT / Software projects	Yes, to demonstrate the capability of the bidder to support the Department's requirements as mentioned in the tender
2 Discrepancy in EMD amount mentioned on different pages of the tender document	The EMD for this Tender is Rs.10 Lakhs.
3 Can the Earnest Money Deposit (with bid) and Security Deposit (post award of contract) be also submitted in form of a Bank Guarantee	Yes, Earnest Money (with the bid) and Security Deposit (post award of contract) can be submitted in form of a Bank Guarantee issued by a Nationalised Bank. Bank Guarantee format for EMD is available as Annexure III
4 Bidders should be allowed to propose that the system should be build using the .net platform	<p>The department plans to reach out to all the women and children of the state through this system. The requirements are expected to be dynamic in nature with several enhancements to the system / application in future, and the solution should be – a) rapidly scalable, flexible and customizable; b) capable of utilizing all the technological innovations available currently and in times to come; c) capable of being used on mobiles to interact with various agencies and beneficiaries which are standardised on Web 2.0; d) capable of availing cost advantages associated with various technologies.</p> <p>Therefore, whilst bidders with .Net based platforms and frameworks may also submit their bids which will be given due consideration, since the dept would prefer not to be tied down with any single technology it would give preference to a system / application which is platform (as related to OS and Database) agnostic.</p>
5 Integration with Biometric Devices	Biometric devices are based on ISO standards and have no proprietary technology. The department will ensure that all information necessary for integration of existing biometric devices with the proposed system is made available to the successful bidder.
6 External Validation of Biometric Information	External validation of biometric information should be provided as part of the proposed system. All such validation shall be done through web services integration. The department will provide access to all the necessary authorities like UIDAI (Aadhaar) etc.
7 Master Data Preparation for the proposed system	Understanding the data structure and the process flow will be done at the time of requirement analysis. Based on the data requirements the department will provide the necessary master data in an excel sheet form.
8 Understanding the departments current processes	The department will arrange to send details of contact person and number of various agencies like shelter homes etc., currently involved in overall functioning of

- the department. The bidders are welcome to visit any of the suggested agencies in city of their choice to get a detailed understanding of the processes to help them create their proposals.
- 9 Will the project be executed in a phased manner
The department will discuss and agree on a detailed execution plan with the successful bidder after award of work. The system will be rolled out in a phased manner.
 - 10 Integration with Call Centre
The department proposes to rearrange its existing call centre setups by integrating different numbers. The bidder should include only the integration with any of the existing or new call centres that the department may set up in future.
 - 11 Training Required for effective roll out of the system
The department will work closely with the successful bidder to effectively roll out the proposed system. The bidders should provide for training at least 100 people as part of their bid
 - 12 Rapid application development platform has been specified, for which the bidder has to be an owner. There are platforms that are free to use, and there are some sophisticated ones which can be utilised on charge basis. This constraint of being the owner of the platform reduces the playing field, and should be removed.
There is no constraint of being the owner of the Platform. Bidders can submit their bids of the Rapid Application Development Platform or Customized Platform as the case may be, either as owners or they can use any such available Platform from a third party by providing a 'Manufacturer's Authorisation Form' as per Annexure V from the OEM / Owner of the platform.
 - 13 Consortium / JV is not allowed, however, the requirement of development as well as deployment across a large number of stakeholders requires two different sets of skills – for which an association will bring to the table the best of both. It is requested that consortium bids be acceptable
The department intends to bring an integrated approach to the implementation of the system and want the successful bidder to own up and be responsible for the entire process on a single point and end-to-end basis to ensure successful coordination and rollout of the system. The bidder is free to align separately with any third party on their own to bring in the necessary skill sets. Therefore consortiums will not be allowed.
 - 14 In case the turnover in 2010-11 is below the required criteria, is it possible to provide the pre-audited turnover of 2013-14, duly certified by the Chartered Accountant based on sales of the company (which is turn are verified by service tax deposits). This will allow for three years consecutive
Pre-audited turnover for FY 2013-14 will not be allowed. Only fully audited accounts up to FY 2012-13 will be considered for qualification.

turnover over 2 Crores.
Optionally, this condition may be relaxed, if possible

- 15 The timeline for software delivery of 18 weeks (of which only 7 weeks are shown in the diagram on page 49 – section 2.6) appear to be in line with a ready made product, and not for a fresh application. The deployment and UAT time is also only two weeks, which appears to be insufficient for so many modules. We would also recommend piloting as an activity, and there will be a fair amount of tuning required based on application complexity and changes required when rolled out in the field. Please advise if the expectation is indeed this short time frame.
- The timelines have been worked out based on the requirements of the department. The core solution needs to be developed and implemented quickly within about 18 weeks in a limited area of the State (to be decided with the successful Bidder), after which it will be rolled out in the rest of the State. The Dept is not interested in a ready-made product and wants to have a de-novo, customized and built-to-suit Solution for its specific needs. Given the size of the Solution and above time frame this will not be feasible by using the conventional software development approach which will take too much time to develop and rollout. Hence the need to build the system using a Rapid Application Development Platform / customized platform.
- 16 We feel that the estimate for the application is significantly on the higher side, even though it is for a support period of three years. On account of this cost, the earnest money has been pegged as 2% of the total cost of three years. It would be preferable to have the EMD equal to 2% of the first year cost estimates. It may be noted that even the security to be deposited in 10% of the cost of one year, and not of the total value of the contract, as per the terms of the RFP.
- The amount for the EMD has been specified as per the policies of the Govt. of Maharashtra.
- 17 Short listing of organizations will be based on their capability to help the department to set up such an “Umbrella Tracking System for Women and Child Protection’ using a Rapid Application Development
- Yes, the department wants bidders to build the system using a Rapid Application Development Platform / Customized Platform / ready proven framework / product. The department has clearly specified the desired features for any such platform

Platform /ready and proven framework/product.

Bidder should develop the system on a Rapid Application Development Platform /ready and proven framework/product.

- 18 Requesting to also allow open standards based technologies such as .net . These proven technologies enable and provide all non-functional requirements (scalability, performance). Support for open source technologies also comes at a price and is comparable to proprietary technologies. Moreover, Government of Maharashtra has rate chart for MS technologies at competitive prices. This rate chart can be leveraged for procurement and support of system software.
- 19 For a project of this nature and longevity, it is critical that organizations having sustainability, capability participate in the tender. Therefore we request you to increase the entry barrier and minimum turnover is at least 20 crores
- 20 Amendments to Annexure I – Covering Letter of Bid
- 21 Hardware and Software Environment requirements for hosting the system along with costs – Annexure VIII
- Please see point 4 above for explanation.
- The minimum turnover requirement of Rs 2 Crores is to encourage participation from a large number of bidders capable of providing innovative technical solutions.
- The department also has put in place an appropriate technical evaluation process to weed out bidders who do not meet the technical criteria.
- The subject should read as ‘ Delivery of Umbrella Tracking System for Women and Child Protection’ instead of ‘Rapid Application Development Platform’
- The system will be hosted by the department in the Govt. of Maharashtra Data Centre.
- Bidders should provide the details of the hardware & software environment required for hosting the system to help the department for budgeting the cost of hosting the system.
- The cost of the hardware and software environment required for hosting the system will not be part of the tender evaluation.
- The detailing of the hosting environment will also help bidders to scope out the entire requirement for

- 22 Document for Power of Attorney
- successful rollout of the proposed system.
- Bidders can use any of the following documents for Power of Attorney of the Authorised Signatory –
- i. Copy of the Board Resolution
- Or
- ii. Letter of Authorisation from Company Secretary
- Or
- iii. Registered Power of Attorney