

# QUERIES OF BIDDERS

**SELECTION OF AGENCY FOR ENTERING INTO RATE CONTRACT FOR DESIGN,  
DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF MANAGEMENT INFORMATION  
SYSTEM FOR SCHOOLS**

**TENDER No: EdCIL/BD/RFP/MIS/RC/2017/01**



## **EdCIL (India) Limited**

**A Mini Ratna Company**

**[A Government of India Enterprise]**

**Under Ministry of Human Resource Development**

**Plot 18 A, Sector 16 A, NOIDA - 201 301**

**Uttar Pradesh, INDIA**

**Tel: 91-120-2512001 to 2512006 (EPABX)**

**Tel: 91-120-4310840 (Direct)**

**Fax: 91-120-2515372, 2515485**

**Note: This document is serially numbered from pages 01 to 25**

**Pre Bid Meeting Date: 19.06.2017**

## Queries Regarding Tender:

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
1.	Page No. 34 22.2 Eligibility Criteria : Point No. 2	PRECISE AUTOMATION & ROBOTICS (C-12/103 BASEMENT PRITHVI APARTMENTS, prithviraj road, Ashok nagar ,Jaipur, Ph No. -02912771164)	The Bidder should have a minimum average annual turnover of at least INR 20 Cr. in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of which INR 5 Cr should be from development to implementation of MIS for schools/ educational institutes	The Bidder should have a minimum average annual turnover of at least INR 15 Crores in last 5 financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of which INR 5 Cr should be from development to implementation of MIS/ IT Solutions	NO CHANGE
2.	Page No. 34 22.2 Eligibility Criteria : Point No. 3		The Bidder must have successfully completed at least 5 (five) projects relating to development and implementation of Management Information System (MIS) for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. The minimum value of single project should not be less than 25 Lakhs.	The Bidder must have successfully completed at least 3 (Three) projects relating to development and implementation of Management Information System (MIS) and IT Solutions for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. The minimum value of single project should not be less than 25 Lakhs.	NO CHANGE
3.	Page No. 34 22.2 Eligibility Criteria : Point No. 4		The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single project of value not less than 25	The bidder should have successfully implemented Management Information System / IT Solutions for at least 5 schools/ educational institutes in single project of value not less	NO CHANGE

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
			Lakhs during the last five completed financial years i.e. 2011- 12, 2012-13, 2013-14, 2014-15 & 2015-16.	than 25 Lakhs during the last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16.	
4.	Page 25	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011-46533200, 08826700065)	All the above 15 modules will have specific dashboards as part of the output.	As per our understanding, EDCIL has the requirement for flexible and configurable workflow engine to handle complex workflows including multi-level hierarchical workflows. Based on that, our understanding is that the EDCIL needs a Business Process Management (BPM) platform having the capabilities of graphically modeling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and inbuilt Document Management System for storing documents. kindly confirm.	The requirement under the heading dashboard in page no. 25 of tender document is clear and self explanatory.
5	Page 25		Document Management System	Since there would be lots of document which would get generated as part of various processes and approvals. So our understanding is that required Enterprise Document Management System should have at least but not limited to below mentioned capabilities:  - Categorization of documents in folders-subfolders just like windows	We don't foresee the requirement of a Document Management System in the current RFP.

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
		NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011- 46533200, 08826700065)		interface. There should not be any limit on the number of folder and levels of sub folder - Document Version Management with Check Out / Check In - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Repository should be format agnostic - Indexing of the documents on user defined parameters. - Association of the key words with the documents Kindly confirm our understanding.	
6	Page 25		Document Management System	Request you to include the following specification to ensure best of breed solution: The proposed Document Management System should have at least one live implementation site in Indian with more than 10 crores document archived in document management repository with more than 10000 users using this Document Management System.	We don't foresee the requirement of a Document Management System in the current RFP.
7	Page 25		Document Management System	As mentioned in the RFP document, the system should have the capability of centrally controlled auditing, expiration & retention policies, archival, retention and regulatory	We don't foresee the requirement of a Document Management System in the

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
		NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011- 46533200, 08826700065)		<p>compliances.</p> <p>So with this our understanding is that the department requires the integrated Records Management System which has the below mentioned capabilities:</p> <p>a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc.</p> <p>Please confirm our understanding.</p>	current RFP.
8	Page 25		Document Management System	<p>Since the Document Management System will be storing critical documents of various departments &amp; citizens which need to be archived for long term, so is the department looking at archiving documents in PDF/A format which is an open ISO standard for long term archival and is now becoming de-facto standard in most</p>	We don't foresee the requirement of a Document Management System in the current RFP.

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
				government projects in India. Please confirm.	
9	Page 26	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011- 46533200, 08826700065)	Workflow Management	As per the RFP, Workflow Management Solution will be required by EDCIL for automating various document intensive processes in the system. So our recommendation is that the Workflow Management System should be based on Business Process Management (BPM) platform which has capabilities such as graphically modeling the processes or workflows, process simulator, and integrated Document Management System (Electronic Content Management) for storing documents. Please confirm.	It is premature to comment on the workflow management at this stage and it will be ascertained by the successful bidder at the time of the implementation of the project.
10	Page 26		Workflow Management	As per our understanding, EDCIL requires a workflow solution which should comply to various open workflow standards such as BPMN, BPEL, WFMC. Kindly confirm	As Above
11	Page 26		Workflow Management	The required workflow solution should have an inbuilt form designer to design Custom forms that can be attached at	As Above

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
12	Page 26	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011-46533200, 08826700065)	Workflow Management	<p>one or more stages of workflow.</p> <p>As per the our understanding, EDCIL needs the capability of Inbuilt configurable rules engine as part of process automation. So taking the requirement into consideration, we recommend that Rule engine should have atleast the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> <li>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</li> <li>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</li> <li>3) Solution should have the capability to deploy rules as the web service.</li> <li>4) Solution should have the capability to define rules through "If else" statement or through "Decision Table".</li> <li>5) Audit logging of</li> </ol>	As Above

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
13	Page 26	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011-46533200, 08826700065)		changes/modifications done in the rules. Please confirm.	
14	Page 25		Workflow Management	What will be the number of users who will be accessing the workflow. Also, what will the concurrency of the Workflow users?	As Above
15	Page 25		Document Management System/ workflow Users	What is the expected concurrency of the users for document management system/workflow envisaged by EDCIL?	As Above
			Extensibility and scalability	Request you to include the following specification to ensure best of breed solution and this will also enhance the scalability of the system : The system should store only index information in database while images should be stored in separate file server. ECM should be designed for storing high volumes. ECM should store image and binary document in a separate file server and not in RDBMS.  Please confirm.	Not relevant at this stage



S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
16	Page 34	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011-46533200, 08826700065)	The bidder should own the copyright of the source code of the Management Information Systems software being offered and should be the OEM of the solution. The agency should be able to make changes as and when required in any of the components of the software/source code being utilized for the purpose throughout the term of Agreement with EdCIL. EdCIL will be the co-owner of the data and the same (i.e the data along the database schema) would be transferred to EdCIL as and when required by EdCIL.	With this our understanding is that, the department requires the source code of the Custom development done for this project. However if Source Code of COTS based solution is required then same can be kept under the Escrow Agreement.  Please confirm our understanding.	The eligibility criteria at serial no. 8( page no. 35) of tender document is self explanatory.
17	Page 34		The Bidder must have successfully completed at least 5 (five) projects relating to development and implementation of Management Information System (MIS) for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. The minimum value of single project should not be less than 25 Lakhs.	Would request to relax the eligibilty criteria with that the bidder should have sucessfully completed 5 Projects related to workflow/MIS sytem in Schools/PSU/Banks/Govt/Insurance companies entity in last 5 yrs	No change

S.No	Page No. Of RFP	Name of Company / Agency who had raised queries	EdCIL RFP	Bidder's Query (Verbal Queries)	EdCIL's Remarks
18	Page 35	NEWGEN SOFTWARE (D-162 OKHLA PHASE-1 NEW DELHI - 110020, Ph No.- 011-46533200, 08826700065)	The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single project of value not less than 25 Lakhs during the last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16.	Would request to relax the condition with the bidder should have successfully implemented MIS/Workflow system in atleast 10 schools/Banks/PSU/Govt/Insurance companies in last five financial years.	No change
19	Page 35		The bidder should own the copyright of the source code of the Management Information Systems software being offered and should be the OEM of the solution.	Would request to kindly relax the clause and would request to kindly amend it with SI and OEM combine i.e. The OEM should own the source code of the MIS/Workflow solution and can quote it through its authorised SI/partner	No change

S.No.	Page No. Of RFP	Name of Company / Agency who has raised queries	EdCIL RFP	Bidder's Query	EdCIL's Remarks
20	Page 5	Earnest Money Deposit	Rs.1,00,000/- ( In form of Demand Draft) Scanned copy to be uploaded with tender documents and original DD shall be submitted as per the instruction to bidders	Please clarify if the Demand Draft can be issued from Nationalised/Scheduled/ Commercial Bank in India.	Yes the Demand Draft can be issued from Nationalised/Scheduled/ Commercial Bank in India.
21	Chapter 4 Page 20	Scope of Work, Point b)	A minimum 5 days training of teachers/ staff post deployment	i) Also, as per the payment terms on Page 40(Table 2, point 3), it has been mentioned that 20% of the payment will be made on completion of training and initial handholding of 4 weeks. Kindly clarify the duration of the handholding training. (5 days or 4 weeks)? ii) Whether the training schedule is a one time or recurring activity? iii) Please clarify the approximate no. of trainings to be conducted in each project/state?	i) The payment terms as per stage completion is clear. ii) One time training. iii) The no. of training is limited to one per project.
22	Chapter 4 Page 20 Scope of Work, Table 1		Business Impact Severity	Please clarify if the Severity also depends on No. of users impacted by service unavailability	Business Impact Severity is independent of no. of users.
23	Chapter 4 Page 21		Basic and Top-Up Modules (i to xv)	Please clarify whether the digitized masters of existing records of each	The requirement for digitized masters shall be provided at the time of software development

	Scope of Work, Page 21			school would be provided.	stage.
24	Chapter 4 Page 25	Page 26, Clause 2	Accessibility It should be an integrated collaboration web platform that is accessible online and offline through computer as well as mobile phones.	In case of offline access of the modules, please clarify the mode of access: 1) Intranet/LAN based access - Whether the entire LAN set-up plan(including sizing) to be provided by the bidder 2) Desktop application	The architecture for off-line access of modules shall be provided at the time of software development stage.
25	Chapter 4, Page 26	Point 2	Cloud Based Applications	As per the RFP, the application needs to be cloud based. Please clarify if the solution is to be hosted as GCC or VPC or Public cloud?	The bidder can decide on the type of cloud platform. The data center must be located in India.
26	Chapter 5 Page 45	Clause 45 - Point 6	Roaster (list of 2/3 bidders in alphabetical order) will be made if more than 3 bids are received.	We understand that a single bidder will be selected on the basis of QCBS evaluation procedure.(Refer Page 38, Clause 24). Please clarify whether multiple bidders may also be awarded the work.What will be the evaluation process in this case?	The clause be read as deleted.
27	Annexure 8	Financial Bid, Para 2	The rate would be quoted on a per student per annum basis for a minimum assured initial order of 2000 students.	Please clarify the maximum cap on no. of schools and average no. of students to be catered in each project.	The requirement for maximum cap of no. of schools and students shall be provided at the time of software development stage.

28	General Page 5	Implementa tion Period	120 Days (upto 50 Schools) 180 Days (Beyond 50 Schools)	The implementation schedule proposed may not allow the desired customization to meet the stated requirements of EdCIL. Please extend this to 180 days and 240 days, respectively. Also, kindly specify the module wise implementation timelines so the periodicity and necessary module prioritization can be done in line with the deliverable milestones.	No change
29	Chapter 5 Clause 36 Page 41	Clause 36 LD on account of Delays in the Bidder's Performanc E	Delay on part of the Bidder for reasons solely attributable to the bidder in the performance of its delivery obligations as is directly attributable to them shall render the Bidder liable to the imposition of penalty (LD)@ 0.5% of the order value for each week or part thereof subject to maximum of 10% of the order value, unless an extension of time is agreed upon.	Kindly elaborate on the LD clause in terms of delay caused in the milestone achievement module-wise.	No Change
30	Chapter 5 Clause 22.2 S.No. 7 Page 35	22.2 Eligibility Criteria S.No. 7	The Bidder should have CMMi3 onwards certification	Kindly upgrade the minimum eligibility criteria to CMMi Level 5 to ensure desired quality standards are met, both in terms of organization capability and service delivery.	No change
31			Generic	What's the total number of schools that will	The requirement for the total number of schools shall be

				implement this solution ?	provided at the time of software development stage.
32			Generic	How many students per school we are targeting ?	The requirement for students per school shall be provided at the time of software development stage.
33			Generic	Should the deployment will occur in batches ? If so do we have a ballpark figure about how many schools will be there in each batch	The requirement for no. of schools in a batch depends upon the size of the project.
34			Generic	Will the Bidder be responsible for data entry related activities ?	Bidder will be responsible for data entry till the end of the handholding phase.
35			Generic	What will be the number of concurrent users ?	The number of users will be dependent on the size of the project and this shall be provided at the time of software development stage.
36			Must allow institutes to analyse data to predict and understand the reasons behind certain outcomes e.g. drop-outs, dip in attendance/performance etc.	Do we need to feed prehistoric data also or this analysis will be performed on the recent data (i.e. data collected by the MIS system)	yes you need to feed the prehistoric data starting from beginning of current session till date.
37			Must provide student transfer certificate	The template of student transfer certificate is same or it varies from school to school	Transfer certificate format will be specified during the software development stage.
38			Automatic population of Student	Is there any integration	Yes

			board exam application data using a unique identifier to retrieve data.	point with the student board exam application	
39			Student marks evaluation and report card generation and dissemination to parents through SMS ,Email and Social media	Report cards have generic template across all schools ?	One or multiple report card format will be specified during the software development stage.
40			Student Scholarship management/payments under schemes	All Student Scholarship/payment is maintained centrally or this may be specific to schools	maintained centrally for each project
41			Send notification to parents if the student is absent through SMS (e.g. SMS to be sent pre and post mid-day meal)	Will the cost of any hardware required for automating the attendance system will be included in the bidders rate contract (e.g. RFID ,Beacon) ?	No hardware required for automating attendance system
42			Integration with existing payroll system, if in existence	Do we have different payroll system for different schools or this is same for all schools ?	The payroll system configuration shall be provided at the time of software development stage.
43			System should be platform independent and should support both Linux and Windows both with and without virtualization. It should support multiple databases e.g. MS SQL, Oracle and Post Gre SQL.	Do we need to deploy the application in both linux and windows server ? For a centralised cloud based application why do we need different data base like MS SQL, Oracle and Post Gre SQL ?	The requirement as mentioned in RFP document is clear.
44				Hosting application in Cloud means it is virtual server. No Cloud provider	The requirement as mentioned in RFP document is clear.

				provides dedicated server which is without virtualized. Please explain at what scenario without virtualization required?	
45			Cloud Based Applications	Will this application needs to be hosted on public cloud or private cloud?	The bidder can decide on the type of cloud platform.
46				Can the bidder choose the cloud service provider ? (e.g Amazon ,Azure etc)	Yes
47				The cloud hosting charges should be included in the rate contract ?	Yes
48		Page 26 :Accessibility	It should be an integrated collaboration web platform that is accessible online and offline through computer as well as mobile phones.	Offline storage is limited you can store only the specific feature. What are the modules should supports Offline mode?	All modules should support off-line mode.
49				What are modules that needs to be included in mobile app ?	No mobile app is envisaged as a part of the RFP.
50		Page 41:Consortium	No consortium will be entertained by EdCIL	For hosting to private cloud we need to associate with cloud service provider .Please confirm if this kind of association is OK.	The requirement as mentioned in RFP document is clear.
51	Eligibility Criteria Point 2		The Bidder should have a minimum average annual turnover of at least <b>INR 20 Cr.</b> in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of	NSIC registered MSMEs won't have a turnover clause as they are MSMEs and are empanelled in NSIC as they are MSMEs. Turnover clause has to be removed for NSIC registered MSMEs.	For NSIC registered MSMEs the minimum average annual turnover of at least <b>INR 15 Cr.</b> in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of



			which <b>INR 5 Cr</b> should be from development to implementation of <b>MIS</b> for schools/ educational institutes		which <b>INR 4 Cr</b> should be from development to implementation of <b>MIS</b> for schools/ educational institutes Marking scheme >=INR 60 Crores : (15 Marks) >= 30 Crores and <INR 60 Crores : (12 Marks) >=15 Crores and < 30 Crore : (10 Marks)
52	Eligibility Criteria Point 3		The Bidder must have successfully completed at least 5 (five) projects relating to development and implementation of Management Information System (MIS) for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. The minimum value of single project should not be less than 25 Lakhs.	If you are permitting NSIC registered MSMEs to bid, the 25 lacs project value cap will have to be removed as MSMEs won't have such a large exposure to individual projects.	No Change
53	Eligibility Criteria Point 4		The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single project of value not less than 25 Lakhs during the last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16	If you are permitting NSIC registered MSMEs to bid, the 25 lacs project value cap will have to be removed as MSMEs won't have such a large exposure to individual projects.	No Change
54	Eligibility Criteria Point 7		The Bidder should have CMMi3 onwards certification	Permit an SI and COTS Product Company Consortium if CMMI 3	NO CHANGE

				<p>Certification is a must as most COTS product company wont have a CMMi certification. Also this should be an exemption for NSIC registered MSMEs as no MSMEs will qualify nor afford a CMMI certification.</p> <p>This clause should be removed as OEMs are not System integrators to focus on pure play implementation and hence get a CMMI. Instead of this for software product OEMs you should ask for a copyright or trademark certificate.</p>	
55	Technical Parameters Point no 2		<p>The bidder should have successfully implemented Management Information System projects for a minimum value of INR 5 Cr. for schools/ educational institutes during the last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 &amp; 2015-16.</p> <p>&gt;= 15Crore :(10 marks) &gt;= 10Crore and &lt;15Crore :(8 marks) &gt;= 5Crore and &lt;10Crore :(6 marks)</p>	<p>This clause should be waived off for NSIC registered MSMEs</p>	No Change
56	Technical Parameters Point no 4		<p>The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single</p>	<p>25 lacs value should be further discounted for NSIC registered MSMEs</p>	No Change

			<p>project of value not less than 25 Lakhs during last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 &amp; 2015-16.</p> <p>&gt;= 100 schools/ educational institutes :(10 marks)</p> <p>&gt;= 50 and &lt; 100 schools/ educational institutes :(8 marks)</p> <p>&gt;= 10 and &lt; 50 schools/ educational institutes :(6 marks)</p>		
57	Permit Consortium		Consortium is not allowed	<p>Permit Consortium Bidding</p> <p>For a successful implementation OEMs should be permitted to bid in a consortium with SIs as this way it will ensure smooth implementation and support</p>	Consortium is not permitted
58	Elgibility Criteria			Is International Project experience permitted for minimum qualification?	Yes
59	Points for Demo			Request you to increase points for live software demo in QCBS from 10 to 30.	No Change
60	Section 22.2 page no 34		The Bidder should have a minimum average annual turnover of at least INR 20 Cr. in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of which INR 5 Cr should be from development to implementation of MIS for schools/ educational institutes.	We request the department to kindly consider the turnover of IT/ITES Projects where Implementation of MIS system is a part of a larger education mandate.	No Change

61	Section 22.2 page no 34		The Bidder must have successfully completed at least 5 (five) projects relating to development and implementation of Management Information System (MIS) for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. The minimum value of single project should not be less than 25 Lakhs.	We request the department to kindly consider the turnover of IT/ITES Projects where Implementation of MIS system is a part of a larger education mandate.	No Change
62	Section 22.2 page no 34		The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single project of value not less than 25 Lakhs during the last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16.	We request the department to kindly consider the turnover of IT/ITES Projects where Implementation of MIS system is a part of a larger education mandate.	No Change
63	Section 22.2 page no 35		The Bidder should have CMMi3 onwards certification	We request the department to kindly remove the CMMi certification as it is creating hindrance for the competent bidders to participate. Also there are only few players in the market having CMMi Certification who provide MIS software for Schools which will result in selective bidding or no bidding	No Change

64	Section 22.2 page no 35		The bidder should have dedicated team strength of minimum 50 software developer and programmers on their rolls	We request the department to consider the team of content expert on their rolls / contract basis and the revised clause can be read as:  “The bidder should have dedicated team strength of minimum 50 software developer / programmers / content expert on their rolls / contract basis”	No Change
65	Section 22.2 page no 34		The Bidder must have successfully completed at least 5 (five) MIS projects for schools/ educational institutes during the last 5 completed financial years i.e. 2011-12,2012-13, 2013-14, 2014-15 & 2015-16. The minimum value of single project should not be less than 25 Lakhs.	Since government projects are generally of 3 or 5 years of duration hence we request the department to kindly allow the ongoing projects also as a part of Technical evaluation	No Change
66	Section 22.2 page no 34		The bidder should have successfully implemented Management Information System for at least 10 schools/ educational institutes in single project of value not less than 25 Lakhs during last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16	We request the department to kindly consider the experience of Implementation of MIS system, teacher training and Implementation of IT hardware as a whole and a part of a larger education mandate	No Change
67	Section 22.2 page no 34		The bidder should have successfully implemented	We request the department to kindly consider the experience of	No Change

			Management Information System for at least 10 schools in single project during last five completed financial years i.e. 2011-12, 2012-13, 2013-14, 2014-15 & 2015-16.	Implementation of MIS system, teacher training and Implementation of IT hardware as a whole and a part of a larger education mandate	
68	Section 22			We request the department to kindly consider and evaluate teacher training experience as part of Technical Evaluation criteria for the bidders (atleast 1000 teachers) along with implementation of MIS	No change
69	page no 55		Financial Bid	We request the department to kindly allow the bidders to quote the prices without taxes.	No Change
70	Chapter 4, Employee Management, Page no 23	Extramarks Education India Private Limited (D-180, SECTOR-63, NOIDA,U.P., Phone No. 0120-4175300)	Add or check employee work report daily / monthly	Need details and required report format	The report format shall be provided at the time of software development stage
71	Chapter 4, Employee Management, Page no 23		Teacher service record	Need details and required report format	The report format shall be provided at the time of software development stage
72	Chapter 4, Employee Management, Page no 23		Teacher training	Need details and required report format	The report format shall be provided at the time of software development stage
73	Chapter 4,		Records daily activity	Need details and required report	The report format shall be

	Employee Management, Page no 23			format	provided at the time of software development stage
74	Chapter 4, Employee Management, Page no 23		Staff can access other modules like Leave, Payroll in their portal where they can apply for leave and check their payslip every month	Need details and required report format	The report format shall be provided at the time of software development stage
75	Chapter 4, Employee Management, Page no 23		Add or check employee work report daily / monthly	Need details and required report format	The report format shall be provided at the time of software development stage
76	Chapter 4, Employee Management, Page no 23		Records daily activity	Need details and required report format	The report format shall be provided at the time of software development stage
77	Chapter 4, Employee Management, Page no 23	Extramarks Education India Private Limited (D-180, SECTOR-63, NOIDA,U.P., Phone No. 0120-4175300)	All the above 15 modules will have specific dashboards as part of the output	Dashboard Details to be provided	The Dashboard details shall be provided at the time of software development stage
78	Chapter 4, Employee Management, Page no 23		The application software must be modular and scalable in nature and have the provision for integrating with other software /websites of the department.	Please provide the nature and brief details of applications running in the department and nature of integration required so that we can comment on the feasibility of integration and arrive at the scope of integration.	The application details shall be provided at the time of software development stage.
79	Chapter 4, Technical		It should support multiple databases e.g MS Set, Oracle and	One Application normally works with one database. It could be	The tender document is clear.

	requirement, Page no 26		post Gre SQL.	either Oracle, MySQL, MS SQL etc. Hence, this requirement should be rephrased to "it should support any of the following database: MySQL, MS-SQL, Oracle, Post Gre SQL etc.	
80	22.2 Eligibility Criteria, Page no 35		Bidder should have a valid ISO9001:2008(or higher certification); and ISO/IEC 27001:2008(or higher) security certification.	We request that either of ISO 9001;2008 or ISO/IEC27001:2008 to be considered The purpose of this clause is to ensure that the successful bidder has follows set processes and maintains standard quality in its operations.	No change
81	22.2 Eligibility Criteria; Page no 34	Extramarks Education India Private Limited (D-180, SECTOR-63, NOIDA,U.P., Phone No. 0120-4175300)	The bidder should have a minimum average annual turnover of atleast INR 20 Cr. in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of which INR 5 Cr should be development to implementation of MIS for schools/ institutes. The Bidder must have successfully completed at least 5 (five) projects relating to development and implementation of IManagement Information System [MIS) for schools/ educational institutes during the last 5 financial years i.e. 2011-12 onwards. (The minimum value of single project should not be less than 25 Lakhs. [iv) The bidder should have successfully implemented Management Information	Extramarks provides digital learning management platform to Schools across India along with Smart Learn Classes. Digital learning management platforms has features of management Information System. We request that experience of smart classroom projects to be consider while evaluating turnover, experience, projects etc. i.e Clause no 22.2.2,22.2.3,22.2,4	No Change



			System for at least 10 schools/ educational institutes in single project of value not less than 25 Lakhs during the last five completed financial years i.e. 2011-12,2012-13,2013-14,2014-15 & 2015-16		
82	22.2 Eligibility Criteria; Page no 34	Extramarks Education India Private Limited (D-180, SECTOR-63, NOIDA,U.P., Phone No. 0120-4175300)	As stipulated by the government of India, Comply with National data sharing and accessibility policy [NDSAP] guidelines in this regard	Need details of National data sharing and accessibility policy [NDSAP].	The bidder is required to refer respective directives/guidelines/documents of Govt. of India.
83	22.2 Eligibility Criteria; Page no 35		The Bidder should have CMMi3 onwards- certification	We request you to either delete this clause or provide a time period of 2-3 months for submission of certificate after award of tender.	No change
84	22.2 Eligibility Criteria :Chapter 5, Page 34	MGRM	The Bidder should have a minimum average annual turnover of at least <b>INR 20 Cr.</b> in last 5 financial years i.e.2011-12, 2012-13, 2013-14, 2014-15 & 2015-16 out of which <b>INR 5 Cr</b> should be from development to implementation of <b>MIS</b> for schools/ educational institutes	Request to reduce the Average annual turnover min <b>INR 10 Cr.</b> In last 3 financial years i.e.2013-14, 2014-15 & 2015-16 out of which <b>INR 5 Cr</b> should be from development to implementation of <b>MIS</b> for schools/ educational institutes	No change
85	22.2 Eligibility Criteria :Chapter 5, Page 35	MGRM	The Bidder should have CMMi3 onwards certification	Request to revise the clause as “The Bidder should have CMMi3 onwards certification or ISO9001:2008(or higher) certification and ISO/ IEC 27001:2008 (or higher) security	No change

				certification.	
86	34. Consortium Page 41	MGRM	No consortium will be entertained by EdCIL.	Request to allow consortium for this RFP because min two parties might be involved to fulfill the mentioned SOW.	No change