

DEVI AHILYA VISHWAVIDYALAYA (DAVV), INDORE

Software Development and AMC for Examination Results Processing for DAVV Pre bid meeting dated 09/11/2021 query Clarifications for Tender Id : DAVV/CC/2021-22/1

Bidder - 1				
Sr No.	RFP Document Reference (Page No)	Content of RFP	Query	Clarifications by DAVV
1	General	Regarding EMD Exemption (EMD - Rs.1,50,000/-)	1) We are registered as MSME organisation. As per Govt of India norms , MSME registered organisation can avail the EMD exemption facility for any govt tenders. Please allow us for this exemption . 2) As per Office Memorandum published by Ministry of Finance (Govt of India) on 12th Nov 2020 due to covid 19 situation and on account of slowdown of economy & acute financial crunch among many commercial entities and contractors , in lieu of Bid Security, Ministries/ Departments may ask bidders to sign "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents. Document Enclosed for your reference . Please review the matter	As per tender document
2	General	Regarding Consortium	I hope DAVV will allow consortium with only Central Govt / State Govt Agency if any . Please confirm the same	Please refer point no.1 on page 2
3	Page No -3 , Point No - 5 (Eligibility Section)	Bidder's net worth as on 31st March 2018 should be minimum Rs.2.50 shall be submitted. Crores and they should be Continuous profit making for last 5 years.	We have assumed that you will consider the financial year from 2013-14 , 2014-15 , 2015-16, 2017-18,2018-19 for Net worth and Profitability clause (Excluding Covid effected financial years 2019-20 & 2020-21). Please confirm the above .	Please refer the corrigendum
4	Page No -4 , Point No - 6 (Eligibility Section)	Bidder should have staff strength of minimum 100. Out of which, minimum 20 should be experienced software developers who should be either MCA / B.E. (Computer Science / IT), M.Sc. (Computer Science/IT)	We have assumed that DAVV will take PF details / PF return submission challan as valid and mandatory document to prove the Staff strength . Please mention the same in corrigendum / Pre bid reply .	Please refer the corrigendum
5	Page No -4 , Point No - 8 (Eligibility Section)	During last 5 years, Bidder must have experience of results processing of at least 3 state owned Universities or b) Must have developed complete result processing software and have run it in at least one state owned University for 3 years	1) I hope DAVV will also consider State Baord / Council / Technical Education / UGC Approved university . Please confirm the same . Above mentioned organisations are following the same scope of work like DAVV.	Same as point no. 8 on page no. 4
6	General	Regarding Stationary	1) Agency will not provide any Stationary for printing like Roll List , Tabulation Register , Marksheet , Admit Card etc . Please confirm the same .	Infrastructure and stationary is not a part of tender
7	General	Regarding Tentative Students Count	Please share the tentative student count for UG Per Year / Per Sem (Including all year) and PG per year / per sem (Including ATKT / Supplementry/ Revaluation exam)	Overall student strength is 2.5-3Lac.
8	General	Regarding Tentative Student Count for 1st Year Admission	Please share the tentative student count for 1 st Year (UG & PG Separately).	
9	General	Regarding Exam Time	1) Please share the exam time (Exam Month) for Annual Pattern Exam and Semester Pattern Exam .	Exam time is declared in the academic calander.
10	General	Regarding Theory Marks capturing Process	As per Tender , Agency can choose any of the one option as mentioned in RFP . Let assume we will choose option no 2 , Then who will supply and print the OMR based award sheet . Please confirm the same As per Tender , Agency can choose any of the one option as mentioned in RFP . Let assume we will choose option no 3 , Then who will supply and print the OMR based Answer Booklet . Please confirm the same	Opetions will be decided by the university. However developed software should heve provision for all three options. Required infrastructure and stationary is not a part of the tender.
11	General	Regarding Theory Marks Capturing Process in Digital Evaluation Method	Nowadays , Many universities already adopted Digital Evaluation Process to capture the theory marks . Requesting you to add this option as part of scope and take separate price for it as your future option. Please review the request.	As per the tender document
12	General	Old Data Hand over & Migration	I hope DAVV will provide all data in Excel and Agency will migrate only last five academic years data . Please confirm the same.	Required data will be provided by the university.
13	General	Regarding Cloud Server	1) Will you provide the cloud server during maintainance period only or ffor entire project duration . Please confirm the same.	Please refer point no.4 on page no. 11.

14	Page No -13 & Point No - 9	Source code shall be provided by the Service Provider to the DAVV's authorized officer with complete documentation. It shall be provided once after the development is complete and officially accepted by DAVV. Thereafter, the document (architecture, SRS, design and operational manual) will be handed over to DAVV. after every amendment with progressive amendment numbering.	Generally we will provide all the data / Application Data / Result data to university time to time . It is our standard practice . Source code is our part of Intellectual Property Rights . We can not sell it to anyone . We can share the same for any serious investigation purpose. But we can support you to run the application for long time using your own cloud server . Please give us clarity for the same.	Please refer tender document (point no.9 page no 12)
15	Page No -13 & Point No - 10	The technology to be used ASP .Net and MS SQL (latest version) by the successful bidder.	Requesting you to do not restrict other technology like open source code / Java etc . Please remove this clause.	Scope as per the tender document
16	Page No -13 & Point No - 11	Regarding 12 Data Entry Operator	If we choose OMR Based award sheet to capture the Theory marks then why we depoly 12 data entry opertors. Please give us clarity on it .	Scope as per the tender document
17	Page No -13 & Point No - 15	The complete manpower provided by the Service Provider will be governed by all labour laws in any case (i.e. in Phase 1 and Phase 2). The responsibility of their legal payments (such as PF, ESIC/ Medical, Bonus, Gratuity etc.) will be of Service Provider. Service Provider will give sufficient proof of the same to DAVV. There will not be any obligation on DAVV part about any legal payments or service conditions of manpower provided by the service provider	We will take care of the same for all of our payroll employees . But we may engage some contactual employees for onsite various activities like peon / data entry operator/ Security Guard at DAVV premises using local man power agency as per project requirement.	Scope as per the tender document
18	General	Regarding Help Desk	As per Tender , Pre Exam activity done by MP Online . So we do not provide any help desk support . Please confirm .	Scope as per the tender document
19	General	Regarding CERTin Audit for Examination Software	We are requesting you to do CERTin audit (Central Govt Agency for System Security) for this Examination Platform and include the same in scope of work , so that we can include the audit cost .	Scope as per the tender document
20	General	Regarding Logistics Support	No logistics support required to send any materials to colleges / Exam venues . Please confirm the same.	Infrastructure and stationary is not a part of tender
21	General	Regarding Revaluation Form / ATKT Form / Supplementary Form	We have assumed that any online form and online payment is part of Mponline responsibility . Please confirm the same .	Yes, through MPONLINE
22	General	Regarding Scanning Location	I hope university will provide the enough space for OMR Sheet Scanning & Other activities as mentioned .	Necessary space will be provided by University.
Bidder - 2				
1	Page no. 2	The bidder should be a company registered under the Companies Act, 1956 / Firm registered under the Indian Partnership Act, 1932 or under the Limited Liability Partnership Act or Proprietorship Firm.	Centre for Research and Industrial Staff Performance , a Madhya Pradesh state Government Society is a registered body, set up by Government Madhya Pradesh under Department of Technical Education. Kindly allow Societies to participate in this tender which are registered under Madhya Pradesh Society Registration act.	Please refer the corrigendum
2	Page no. 2	Bidder's net worth as on 31st March 2018 should be minimum Rs.2.50 Crores and they should be continuous profit making for last 5 years.	Kindly revise the clause as "Bidder's net worth as on 31st March 2020 should be minimum Rs.2.50 Crores and they should be continuous profit making for last 5 years (years as mentioned at Point no. 3 under Qualification Criteria -RFP Document page. no. 2 ie; in year 2015-16, 2016-17,2017-18, 2018-19, 2019-20).	Please refer the corrigendum
3	Page no. 3	Bidder should be CMMI Level 3 Company for software development.	We are getting assessed for CMMI ML5 Dev V2.0 and our final audit is scheduled during : 15 Nov' 2021 to 26 Nov. 2021. (Letter of our appraiser for audit scheule enclosed for your reference). Kindly revised the clause as "Bidder should be CMMI Level 3/ CMMi Leve 5 Company for software development. Kindly extend the date of submission of technical bid and make it as 21th Dec 2021 , in case by this date or before if we get awarded the contract, we will submit the certificate of the same.	Please refer the corrigendum
4	Page No. 8	Feeding of Theory awards: Once roll lists are complete, system shall generate foil and counter foil. Feeding of awards is possible in any one of the following ways. Software should have provision for accepting awards in any of the following ways	Please share the format of Foil and counter foil and who will print the required reports? Please confirm.	University examination report formats available at computer center
5		Feeding of Theory awards: Conventional foil and counter foil where roll number will be printed by the system and awards will be filled manually by the valuer. Data entry will be done from these documents.	Who will do the data entry work and print the required reports ? Data entry operator will also part of scope. Please confirm.	Please refer point no 11 & 12 on page no. 12

6	Page No.8	Feeding of Theory Awards: Consolidated OMR sheets should be printed by the system. In foil and counter foil of OMR sheet of theory examination, 25 roll numbers will be printed while for practical foil and counter foil, 20 roll numbers along with name of students will be printed. The system should have provision for direct reading of these OMR sheets by OMR scanners and validate accuracy of the awards Feeding of Awards:	Who will design and print the OMR sheet? Who will provide the OMR scanner and manpower for scanning? Pl clarify.	Infrastructure and stationary is not a part of tender
7	Page No. 7	Feeding of Theory Awards: There can be OMR sheet on every answer book. There will be 3 portions (A, B and C Part) of this OMR sheet which will be filled by student (A Part) and examiner (B & C Part). The system should have provision for reading A & B Part separately, validating the complete data with roll list and also generating total awards	Who will supply the answer book with OMR and scanner for reading? Who will manage the copy management system? If OMS sheet design and scanning through bidder please mention the detail scope of work and also include the OMR (designing and Reading) cost in the financial sheet. (Rate should be Per OMR sheet)	Infrastructure and stationary is not a part of tender
8	Page No. 7	Feeding of Theory Awards: Online submission of awards of theory/practical/ sessional paper by the valuer/College. Each valuer will be given a unique login id and password for feeding the awards against all roll numbers displayed. Awards will be fed 2 times by the valuer, once in the foil and second time in the counter foil.	To submit the online theory/practical/ sessional marks, we have to develop the web based application. Whereas MP online already taking the online marks of Practical/Sessional. Please confirm have we develop online application.	Online data entry will be through MPONLINE
9	Page No.9	University may adopt any one of the 2 possible ways as mentioned above or combination of the above methods	What are the parameter to decide on any two method or it will be Suggested by bidder during the implementation? Please mention	Options will be decided by the university. However developed software should have provision for all three options. Required infrastructure and stationary is not a part of the tender. Required data will be provided by the university.
10	Page No. 9	Final Validation of Data v. Previous year marks not available in roll list (to be checked for all examinations other than 1st year).	In which format (excel,foxpro or any other database) Previous years data is available? What is the cut off year? Also mention the separate cost component of data migration into new system.	
11	Page No. 9	Result Preparation:	What is the time line from data receiving of marks to result processing. In how many days result are processed. Please mention.	As per the university requirement
12	Page No. 10	Result Preparation: Once the data is validated and necessary amendments are done, system will have software for taking decision of each and every student and will arrange data in tabulated form. System should have provision for printing of the following as per existing University format: 1. Tabulation Chart 2. Result Sheet 3. Press Release 4. Statistical summary 5. Mark-sheet 6. List of top 25 students 7. List of top 5 students in each subject 8. List of candidates whose results are withhold with reasons 9. Roll list of supplementary / ATKT students	Pl specify who will provide the stationary and hardware like (printer etc) for printing the required reports to university.	Infrastructure and stationary is not a part of the tender

13	Page No. 11	Backup data storage i. Back up should be taken on a hard disk of all examination's data for permanent record.	Who will provide the hardware and infrastructure for database backup? Pl mention.	Infrastructure and stationary is not a part of the tender
14	Page No. 11 Point no. 3	General Terms & Conditions The Service Provider shall, however, have to start its office in the premises of DAVV. This period will not be extended in normal situation.	it is compulsory to open the office in Indore for development and operation of the application. Pl clear.	All operations will be on-site .
15	Page No. 11 Point no. 4	General Terms & Conditions The Service Provider shall suggest DAVV about cloud server and software requirement suitable for the application software. The Cloud resources shall be arranged by the Service Provider during software development and testing Phase at its own cost. While the same cloud services on payment will be continued by DAVV after user acceptance test and once the application software is put into use.	Please specify the what is the load in the server and how many concerent user in the application. Please also specify the what kind of specification required to host the application into cloud server and also specify the type of cloud server (Tier 3 or Tier 4) and ISO 270001 certified. Provision of the DR sites also. In the financial sheet also ask the cost of hosting of the application in the cloud server, hosting cost is also included in the calculating the L1 cost.	Scope as per point no.4 on page no. 11.
16	Page No. 11 Point no. 6	In case of any operational fault of software, the same shall be rectified within maximum 12 hours so that work of DAVV is not hampered. Failing this the bidder is liable to penalty	Depending upon the type of fault category i.e. minor or major, turn around time can be decided so , Please fix the deadline according to the fault category ex minor shall be rectified within maximum 1 day and major shall be rectified within maximum 3 days. Pl change the clause.	
17	Page No. 11 Point no. 7	Delay will be calculated from the date and time of registering the fault with the Successful vendor. Any fault should be attended immediately. Failure to maintain above dead line would result in penalty of Rs. 1000/- per hour	revised this clause as "the penalty of Rs. 1000/- per Day."	Scope as point no. 6 & 7 page no. 11 per tender document
18	Page No. 12 Point no. 10	The technology to be used ASP .Net and MS SQL (latest version) by the successful bidder. Details should clearly have mentioned in Annexure M	In case of result processing application required the deployment at local level at DAVV premises, who will provide the infrastructure and licence software. Pl clear.	Infrastructure and stationary is not a part of the tender
19	Page No. 12 Point no. 11	It is to be noted that Phase 1 includes software development, testing, implementation and operational support for one year. In the operational support the vendor will provide two operations in charge and twelve Data Entry Operators for successfully using the software after its implementation	1. Who will arrange the space, infrastructre, hardware for the two operations in charge (resouce) and twelve Data Entry Operator and where they have will sit during the project. 2. What is the qualification of Data Entry Operator and operations in charge, year of experience and also specify the minmum salary excludng PF and ESI faciltes. in the financial sheet, Per month salary included all the component like PF and ESI.	1. All operations will be on-site . Necessary space and infrastructure will be provided by the university. 2. Please refer point no.15 page no.12
20	Page 19	Criteria of selection and financial bid comparision	This tender is quite big in terms of technicality and project value, to provide this solution as per Tender 's scope of work , high end technology to be used and experienced persons to be deployed for this project whereas in your tender doc, you are solely reying only of L1 parameter which is not sufficient to compare. We strongly suggest to change the comparision criteria and make this tender on QCCB (Quality Cum Cost Based) on the ratio of 70::30 (weightage 70% on technical criteria and 30% of Financials).	Please refer Criteria for Evaluation and Comparison on page no. 19 & 20.
21			In the developed software security audit is required or not ?	Scope as per the tender document
22			Who will do the server administration? What kind of resource is required for that?	Scope as per the tender document
23			Any offline server setup is required ? What is the configuration ?	Scope as per the tender document

Bidder - 3

1	Page No. 2 of 30, Para No. 5 :- Bidder's net worth as on 31st March 2018	You have asked bidder's net worth as on 31 st March 2018 while in Para No. 3 of page No.2 of 30, you have asked Balance Sheets and Auditor Certificates of Turnover upto March 2020 You mat, therefore change Para No.5 i.e. Instead of 31st March 2018, it should be 31st March 2020		
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	should be minimum Rs. 2.50 Crores and they should be Continues profit making for last years.			Please refer the corrigendum
2	Page No. 3 of 30, Para 8 (a) :- During last 5 years, Bidder must have experience of results processing of at least 3 state owned Universities	Instead of submitting successful completion certificate, as alternative should be given of submission of work order also		As per tender document
	Page No. 3 of 30, Para 8 (b) :- Must have developed complete result processing software and have run it in at least one state owned University for 3 years	Kindly clarify it is 3 Financial years or 3 years on any graduation course		3 Years of complete graduation
3	Page No. of 30 :- Scope of Work (A) Major Works in Pre-exam Phase : These works are carried out by MP ONLINE (.....)	You have mentioned that complete pre-examination work will be carried out by MP ONLINE. Kindly clarify the following: a. How manual roll list forms will be included in roll list ? b. Will MP ONLINE do the complete validation of roll list such as a subject offered and their grouping ? c. Do we have to develop software for printing of final roll list after making all corrections or same will also be prepared by MP ONLINE.		Software must have provision and scope for data validation and for the points as mentioned in a.,b., and c.

	ONLINE (an e-Governance initiative of Madhya Pradesh Government) and are not included in the scope of work. They are mentioned here for reference only.		
4	Scope of Work	In Scope of work, we understand that National Education Policy shall be implemented in March-April 2021 examination for 1 st year only while for all other Examination, old system will work. Do we have to provide 2 separate sets of software for processing the results ?	Software must have provision for result processing of both the systems.
5	Page No. 12 of 30, Para No. 15 :- The complete manpower provided by the Service Provider will be governed by all labour laws in case (i.e. in Phase 1 and Phase 2). The responsibility of their legal payments (such as PF, ESIC/Medical, Bonus, Gratuity etc) will be of Service Provider. Service Provider will give sufficient proof of the same to DAVV	You have very rightly mentioned that during Phase 1 and Phase 2, the complete manpower provided by the Service Provider should be governed by all Labour Laws. Such as P.F., E.S.I.C., Bonus, Gratuity etc. while as Page No. 16 of 30 in Annexure (G) you have mentioned only certified list of employees. The Certified list would mean P.F. return or E.S.I.C. return. Please explain whether we have to submit any these returns as certified list of employees.	Scope as per the tender document
	Page No. 13 of 30, Para No. 17 :-	The Performance guarantee of 10% of the ordered value be for 1 year and should be extended after every year till the completion of Phase 2.	

6	<p>The amount of performance guarantee will be 10% of the ordered value. The agreement period will include the period of Phase 1 and Phase 2.</p> <p>The amount of performance guarantee will be 10% of the ordered value. The agreement period will include the period of Phase 1 and Phase 2.</p> <p>Hence, the performance guarantee must be valid till completion of phase 2.</p>	<p>The Bank Guarantee for the entire period of 6 years to be provided at the time of agreement would be very expensive and would affect our cash flow. Please accept the bank guarantee for one year to be renewed every year till the project is complete.</p>		<p>As per the tender document</p>
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