



Chandigarh Administration



Clarifications for the RFP for the Selection of System Integrator for Sampark Project,

UT Administration, Chandigarh

Reference - Advertisement No. Advt/IT/2010/02 Dated 31/03/2010

Sr.No	Query	Clarifications given by CA
1.	Currently the Desktops are mentioned without the Office Productivity Software. We would request you to consider most commonly/widely used and adopted office productivity software "MS Office 2007 Professional OLP" software providing UNICODE based and state of the art office productivity features.	An overall solution has been asked for and only tentative components have been mentioned. SI can propose the technical solution as per his understanding.
2.	Should the database have inbuilt capabilities to provide following capabilities. <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• Tuning and Diagnostics Tools• Spatial Database Capabilities	Database should be of Enterprise Class and should support High Availability

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	<ul style="list-style-type: none"> • Database Compression and Encryption Tools • Replication Technologies for Failover to Remote Sites. 	
3.	Should the Database be certified for TPCC and TPCE ratings?	Database Server should support min 4,00,000 TPCC rating. And Application Server should support min 1,00,000 SPEC job rating.
4.	Should the database be in leader's quadrant in Gartner's Report?	Yes
5.	Some of the leading OEM's have Server Based Licensing for Server Operating system. Kindly change it to CPU/Server Licensing.	As per the Policies of Operating Systems/DBMS for offering services to unlimited users through Internet.
6.	In case the bidder chooses to upgrade the existing application, will CA provide the scalability, availability, performance benchmark of the existing application. The quality/efficiency of the upgraded application will significantly depend on the existing code. Kindly clarify if CA/NIC will own any quality related changes/bug fixes to be done to the existing application?	It is the responsibility of SI to decide on scalability, availability, performance to maintain uninterrupted services as defined under SLA.
7.	We assume that the source code and IP related to the only customization done, specifically for Sampark project, on the base product/proprietary solution needs to be transferred to CA	The complete end product is to be transferred with source code and IP to CA.
8.	Kindly clarify if chat feature to be provided to the general citizen from the official portal.	Not required for General Public.
9.	Kindly Clarify whether only Updates are required for system software Or the requirement is to provide upgrade to new versions for the duration of the project.	Primarily the Updates are required
10.	Who will bear the service charges for credit /Debit card charges	Citizen
11.	Necessary testing Software/tools will be provided by CA?	Leading testing tools licenses to be borne by the SI. However 3 rd party application audit cost shall also be borne by the SI.
12.	Our request to consider the EMD amount Rs,10,00,00/- is in the form of Bank guarantee	Not acceptable
13.	No information about who will provide SAN storage (Configuration), Backup Device	The existing available model & details are as under:- SAN Specifications

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		Model : SUN 6140 storage Capacity : 6.285 TB Available Space: 1.027 TBCan Support Max. : 6 TB (Existing) +4 TB+4 TB (Disk Array) Software Used:CAM Comman Array Manager Firmware Ver. : 06.19.25.16 The SI has a option to provide 2TB large storage compatible to the above SAN solution or provide its own SAN solution with 2TB storage.
14.	No information about who will provide UPS /Generator for Sampark Centers	SI is to procure and install the UPS/Generator. Already mentioned under the responsibility of the SI.
15.	The RFP document doesn't clearly provide information on consortium. More information is required with terms and conditions.	Consortium is not allowed, only subcontracting is allowed
16.	Will the average turnover of Rs. 50 Crores during the last three years be considered?	No change in eligibility criteria
17.	Relax the condition of operational of 2 yrs of service. Capital investment certificate given by CA is sufficient or not, if agency is not providing certificates? Relax the condition of 10 services to 5 services in single window?	No change in eligibility criteria. No, Agency has to provide the Certificates. No Change
18.	Pls explain what is RFPC No.?	Regional Provident Fund Commissioner Number
19.	Can this condition be relaxed to total 5 in last three years as against 5 in each of three years?	This already means total 5 projects in last three years – “each” has been related with value of project i.e. Rs. 25 lacs
20.	Can this be considered as AGGREGATED TURN OVER FOR Rs. 50 crores? (Pls confirm -as we are already doing similar project in Rajasthan named as E-NAGAR MITRA for 186 municipalities on a centralised architecture)	No change in eligibility criteria
21.	Is consortium allowed?	No
22.	Is Assessment of Gram Sampark Centers out of scope of work of Project Consultant?	Gram Sampark centres are part of scope of work of SI.
23.	What would be the scope of Integration with State Service Delivery Gateway (SSDG) and State Portal (SP)?	SSDG and SP are part of scope of work of SI

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24.	What would be the Scope of Work for Performance Audit?	PA not part of the Scope of Work of SI.
25.	Will NIC provide the digital signatures free of cost as it is to be used for E-Gov purpose.	SI to bear cost of Digital Signatures
26.	Will you be providing the existing data in our format?	No, Data will be provided in the existing format only. The SI has to manage to use the data with the new application.
27.	<p>We are already in the process of building many similar applications for various Govt. departments.</p> <p>The right on source code should be restricted to new code written for this project.</p> <p>Code already available with us will be transferred under ESCROW to the department but IPR of the same should not be asked for.</p> <p>Replication for products developed exclusively for CA should not be replicated in Chandigarh. In other states there should be no such restriction on us to sell.</p> <p>These will bring down the cost of the project drastically.</p>	<p>No. The complete Source Code along with the IPR should be handed over to CA.</p> <p>ESCROW Source Code Service is not acceptable.</p>
28.	Should the software be bilingual or in English only?	The application is to be built in English only
29.	Consortium may be allowed instead of Subcontracting. However, lead partner should be responsible for complete delivery & services.	No
30.	<p>Subcontractor / consortium partner must have some minimum eligibility conditions like:</p> <p>IT Company in business for last 5-8 years</p> <p>a. ISO 9001 and CMMi L3 certification in Software / IT Services</p> <p>b. Valid statutory compliances like</p> <p>i. Service Tax</p>	As per the RFP CA will deal with only SI, he may sub-contract at his own level.

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	<ul style="list-style-type: none"> ii. PAN iii. Provident Fund / ESI iv. Office in Chandigarh <p>Must have experience of working in Government IT projects.</p>	
31.	Please allow the consortium to enable competitive & state of art solution.	No
32.	Please define the legibility criteria of sub-contractor.	No
33.	Earnest Money Deposit (EMD) of Rs. 10,00,000/- (Rupees 10 lacs only), in the form of a Bank Guarantee should also be allowed.	No
34.	It is recommended that if this criteria needs to be retained in the tender, the same may please be waived in case of companies with turnover of, say Rs 500 or Rs 1000 crores or more from IT services alone.	No
35.	<p>In line with our submission at Para 5 above, we feel that the Technical Evaluation criteria given at Table 2 on Page 85 of the RFP is limiting, as this would prejudice selection in favour of a company which may have done exactly the kind of project for which weightage has been assigned while having many limitations in terms of other capabilities such as Business Continuity Planning/ Disaster Recovery (DR) competencies, while eliminating companies which may have executed projects in IT of scale of complexity and size many times the Sampark project. As an example, the basis for awarding 5 points or 10 points against a particular evaluation criteria may be arbitrary. Further, at the bid stage, it is possible to give the qualification, etc., only in general terms, but not possible to specify the number of projects handled, etc., as the identification of actual resource will actually be done only at the time of project kick-off. In such a case, how can evaluation and rating be done on this parameter is not understood.</p>	<p>No. The technical evaluation criteria cannot be changed.</p>

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	We believe that Technical evaluation Committee formed for the purpose should be able to take necessary steps, including calling for a presentation from bidders, to satisfy itself of the ability of the bidder to execute the project.	
36.	Existing Software application. It may be confirmed that the source code with the complete documentation of the existing application will be provided to the selected bidder, at no cost, to enable him to upgrade the application for new services.	Yes
37.	<p>At Srl No. 5, Supervisor has to be appointed by the CA. It may be clarified that cost of this resource will be borne by the CA only.</p> <p>(b) At Srl No. 10, Security personnel have been asked for. The number of personnel to be provided needs to be fixed in the interest of a level-playing field. Further, it will be helpful if information on number of security being currently provided by the existing SI can be provided.</p>	The salary of the Supervisors will paid by CA. However, the salary of the Security Staff will be borne by the SI.
38.	Is the non-IT infrastructure also required to be provided anew by the SI? What happens to the existing non-IT infra?	Yes, both IT & Non-IT infrastructure to be replaced under buy back option
39.	Please indicate the source of approved release of such specifications. Also, how does the department plan to validate the design against these specifications?	Available on the UIDAI Website.
40.	Development of SP Solution is desired in accordance with Frameworks and Standards of GOI. It is requested that the same may kindly be specified.	The details have already been mentioned in the RFP at Pg No. 53 at Clause No. 9.7
41.	It is required that SI will arrange digital signatures to its employees. It is requested that the use of these digital signatures in context to the Solution be amplified.	Yes, all DSCs required for SIs Employees will be procured by SI whereas the DSCs for Govt. Departments /Corporation Employees will be procured by Concerned Govt. Dept. /Corporation.
42.	The SI will also be responsible for creating unique identifications/codes that will be required in the application system. It is requested that the context of creation of Unique Identification Code be amplified. Is it to be	UID specifications to be followed as released by Gol for the development of Application.

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	created for application level or service delivery level or this means something else?	
43.	Who will bear the cost of Application Security Audits which are to be conducted by CERT-In as and when required?	SI to bear the cost.
44.	Which departments are currently connected to SSDG?	No department
45.	We understand that all the administration departments are automated and currently running some IT-applications that the SI have to integrate with.	Not all departments have been automated
46.	We are assuming that the SSDG specifications mentioned in the RFP is the same as developed by CDAC Mumbai. Please clarify.	Yes
47.	We are assuming that there will be only one instance of SSDG we have to interact/integrate with. Please clarify.	All details have already been mentioned in the RFP.
48.	From our experience, we understand that there is a data level integration between the existing Sampark app. & the excise & taxation Dept. software provided by 3i. Will it continue the same way, or there will be a requirement of business/workflow level integration?	Integration, Data Migration and Consolidation is SI responsibility
49.	Are the various departments standardizing on some e-forms technology like Adobe e-forms?	In process.
50.	Where will be the DR site?	The location of the Data Recovery Site would be decided by CA.
51.	We assume that Internet Connectivity, electricity, A.C, physical security etc. to be provided by the CA for the Data centre and DR site. Is the assumption correct?	Physical infrastructure for Data Centre & Data Recovery Site is to be created by CA. The IT related hardware and software shall be provided by the SI.
52.	How do we identify unique users for SSO purpose? Is there a government issued document with a unique ID?	In process.
53.	Should the full fledged portal made available to mobile users or only limited functionality?	Only information & payment services through mobile.
54.	Who decides on the reports? What if the data required by a departmental report is never captured in the first place?	SI responsibility

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55.	Can we attach a SLA for the department turn-around time for deferred services after which time period the SI can bill for these transaction?	No
56.	The norms and penalties are stringent. The SI has to depend on various 3rd parties for deliveries of the hardware, services and non IT infrastructure. Can the same be relaxed and discussed with the identified SI before signing the agreement?	No
57.	Is it possible to quantify the total number of existing and new Sampark centers to be established in future as the sizing of hardware and software is dependent on this factor	No
58.	Can CA/DIT also give the number of additional services planned and approximate estimated monthly/yearly volume and number of transactions. This will also be useful in determining the size of the database and hardware to give good performance	Depends on the conduct of the SI, how fast he can introduce the same on the Portal.
59.	The list of participating departments and their services are complete and comprehensive as mentioned in the table or there could be addition and deletion of the department or services	Only an indicative list is mentioned in the RFP. The exhaustive list to be prepared by SI in consultation with the departments.
60.	Can the CA/DIT in a position for new pricing model for the information dissemination at additional charges other than charging for the printout.	No change
61.	What is the value proposition for the SI to open new Gram Sampark Centres in terms of additional revenue generation or benefits	Presently there is separate BoT operator for Gram Sampark. In case, of expiry/termination of the agreement, the same would be transferred to the selected SI.
62.	What is the purpose of separate instances of the application for Sampark Jan Sampark and Gram Sampark Centres. Are these instances run on separate hardware boxes or they can run on the same hardware?	Would run on the same box.
63.	Can it be assumed that all these centres will have the identical business processes and procedures or there will	Same Business Processes and Procedures

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	be differences among various centres?	
64.	The scope of application instance for Gram Sampark as mentioned in point 3 is not clear.	Same Application. Separate instances/ interfaces refer to the depiction of the various services under each of Sampark, Gram Sampark & Jan Sampark Centers.
65.	The specifications and the required interface guidelines and API of UID and GOI systems will be provided by CA/DIT to SI for integration free of charge and all licensing costs for the same will be responsibility CA/DIT	No. SI's Responsibility
66.	The editable forms technologies will be Adobe or any other proprietary vendors' solutions. The licensing and run time versions of these is dependent upon the selection of the technology	SI to select the technology for editable form solution. All the licenses for the same have to be procured by the SI.
67.	Is there any specific modelling language or format or tool standardised for documenting the various stages of development?	SI to Choose any case tool.
68.	Can we assume that the current and applicable frameworks for the solution development of the Government of India will be provided and made available to SI for necessary incorporation	SI's Responsibility
69.	Can we assume that the current and applicable SSDG and NSDG for the solution development of the Government of India will be provided and made available to SI for necessary incorporation? All licensing and software costs of the SSDG/NSDG will be responsibility of SI or CA/DIT?	SI's Responsibility
70.	Integration of the new portal application with the existing application to be done at data or application or process levels?	At each level
71.	Is there a plan to run the existing application in parallel with the new one for specific time period?	As per the Project Schedule on Page No. 92
72.	Can we expect a dedicated team of users from various departments along with the test data to be made available for carrying out the testing and acceptance?	Yes
73.	The integration of the Payment Gateway of the	SI's Responsibility

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	Aggregator with the SP, for online transactions, and future integration with GST, e-procurement and any other e-Governance application of the Chandigarh Administration as & when required will be termed as additional scope or not?	Part of scope
74.	Whether additional advertisement lines in the SMS from SMS providers are allowed or not?	No
75.	Solutions warranty is dependent on the selection of technology, availability of the vendor's version and support. This may change based on the then applicability of the version under support.	SI's responsibility during the tenure period.
76.	The design of the SP has to be changed after 3 years. This will include changing the look and the feel of the portal as well. This change in design is to be approved by CA. This need to be clarified in detail. The current definitions are very open and may amount to complete change of the solutions.	Only the design and layout has to be changed as during the period many new services are added.
77.	Email integration with the NIC system to be clarified further? Whether NIC -SMTP gateway to be used or the complete email system to be integrated as it is?	Only SMTP would be provided for one email account for a SP support service.
78.	Current timelines defined to take over the existing centres and implementation of the new IT infrastructure and applications need to be reconsidered as these are very aggressive targets.	No Change
79.	For most of the services, the scope of work has been enhanced in the new RFP, thereby making the SI accountable for completion of the transaction. Further, in the Business Model, it was explicitly stated that per transaction fee is on success based. If the SI completes the job within the stipulated time frame and the concerned Department do not respond/completes the processing within the stipulated TAT, then can we assume that transactions has been completed successfully and accordingly, recognize the revenue?	The time taken by the Department will also be finalized and no delay would be counted on the part of SI for any Departmental delay.

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80.	As per the RFP, the SI is responsible for adding new services; some of them have been listed in the RFP. Is there any time frame for adding those new services which are listed out in the RFP & where the onus is the SI? Since, it involves liaison with various Govt. Depts. on continuous basis, what kind of support that the CA would render /facilitate in adding these services	As soon as possible
81.	For some of the services, there has been lot of resistance from the concerned Departments. In the present scenario, we are seeing lot of resistance from DPI for implementing School Fee module. Likewise, from E&T Department for data entry of VAT/CST returns. If our commercials/per transaction fee is based on the estimated transaction volume of these services and due to certain obvious reasons, if the said services are either discontinued or the transaction volumes are not as high as they should have been, then the SI would incur financial loss. How does the CA ensures that necessary co-operation/support from the respective departments is being extended to the SI, so that it is mutually beneficial to both the parties.	CA ensures full co-operation/ support for making more and more Govt. Service on Sampark.
82.	What are the volumetric for Content Management System? How many users are there within the CA – this is to get an idea of content authors?	Minimum one and maximum three from each department (Approx. 70 departments & 15 to 20 for monitoring/ authorization users)
83.	Is Web Content Management a part of the tender scope? There is mention of site templates and layouts – in case of Web Content Management; business users will be able to seamlessly manage the content appearing on the websites leveraging the tight integration between portal and content management layer.	Yes
84.	What is the number of employees/contractors (users other than citizens) accessing the system for which the user Ids & Access needs to be maintained?	Minimum one and maximum three from each department (Approx. 70 departments & 15 to 20 for monitoring/ authorization users)
85.	What would be the peak authentication rate (authentications per second) for portal to be used by citizens?	The online services have to be made available 24 x 7

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86.	What is the peak expected number of transactions on the Sampark Portal application?	The online services have to be made available 24 x 7
87.	Should the proposed Portal & Content Mgmt., Identity & Access Management and SOA technology and Database be featured in leader's space of Gartner's Magic Quadrant report?	Yes, in leader's quadrant in Gartner's Report
88.	The SI shall be allowed to use LCD (Annexure -X) for displaying advertisements subject to the prior written approval of CA. The same LCD shall be used for displaying visual/ text messages relating social & promotional activities (SMPA) of the Administration free of cost and the display ratio for SMPA and other commercial advertisements should not be less than 20:80 within the display area of the LCD at any given point of time. The SI would be entitled to collect the revenue earned from such commercial advertisements. However, the Administration reserves the sole right for using the complete display for any video based SMPA of the Administration free of cost for a daily period for which shall not be more than one hour at any point of time during the day.	No Change

Apart from the above clarifications, there are certain amendments required in the RFP. The same are inserted in the following Clauses in the RFP.

RFP Clause	Amendment	Reason
Clause 2 at Page 8	Deletion of words 'bank guarantee' in the Clause pertaining to Earnest Money Deposit, which is to be read as "Rs. 10,00,000/- in the form of Demand Draft/Pay Order in favor of Drawing and Disbursing officer, Department of IT, Chandigarh Administration, payable at Chandigarh from a nationalized / scheduled bank"	The Earnest Money Deposit has to be in the form of a Demand Draft/Pay Order and a Bank Guarantee cannot be taken for EMD. This was erroneously inserted in the Original RFP, which is proposed to be amended now.
Clause	"Provide two Swipe Machines at the Sampark Centers along	The Banks which participated in the pre-bid

<p>6.6 ; Sub Clause 4 at Page 33</p>	<p>with the required telephone lines for Debit/Credit Card Transactions. The cost of telephone connectivity, consumables and infrastructure will be borne by the Bank.” To be read as “Provide two swipe machines at the Sampark Centers.” In addition to this, a new Sub Clause 35 under Clause 6.5 (Responsibilities of System Integrator) be inserted as “Two telephone lines for Swipe machines per Sampark Center shall be provided by the SI”</p>	<p>conference express their inability to provide for the cost of Telephone connectivity, consumables and related infrastructure as the Banks don’t have a mandate from RBI to create assets outside their approved locations. However, the Banks agreed to provide Swipe machines as being done by the Banks for other merchant establishments.</p>
<p>Clause 6.6 ; Sub Clause 8 at Page 33</p>	<p>“Provide atleast one currency counting and fake note detection machine at each Sampark Center.” To be read as “Provide atleast one currency counting machine with the authorized Cash Collection Agency which would be collecting the cash from Sampark/Gram Sampark Centers” In addition to this, a new Sub Clause 36 under Clause 6.5 (Responsibilities of System Integrator) be inserted as “One Fake Note Detection machine at each Sampark Center would be provided by the SI”</p>	<p>As mentioned above, the Banks have shown their inability the cost of infrastructure outside their approved locations as mandated by RBI guidelines.</p>