

Reply to Pre-Bid Queries of the firms in respect of selection of firm for the Procurement of Supply, Development, Implementation and related services for Skill Development Management Information System (MIS)

Sl. No.	Content of RFP requiring clarifications	Queries raised by prospective bidders	Clarifications by HPKVN
1	In Addition, the Bidder must demonstrate that it has minimum 20 IT professionals on the payroll who are experts in the proposed IT products and /or Services.	We believe that the project involves design and development of the MIS application in latest technology, Mobile Application, Social Media Integration and other services to create a centralized online portal which has an MIS System therefore, we suggest the dept. to increase the number of Technical resources for the smoother implementation of the project and modify the clause as follows. In Addition, the Bidder must demonstrate that it has minimum 100 IT professionals on the payroll who are experts in the proposed IT products and /or Services.	No Change
2	Subcontractors/manufacturers for the following major items of supply or services must meet the following minimum criteria, herein listed for that item	We request the department to specify the responsibilities of the sub-contracts for better insight.	All partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. Though Lead Bidder shall be primarily responsible solution design, development and implementation, sub-contractors may be used for field level activities, call centre or help desk activities.
3	The Bidder shall demonstrate that it can supply the proposed MIS solution and /or Services as required by Employer in accordance with the Delivery and Completion Schedule in Section VI, Schedule of Requirements. For this criteria, requirement is: International Organization for Standardization (ISO) 9001 OR Capability Maturity Model Integration (CMMI) Level 3 and higher certification.	We believe that both ISO and CMMI certifications meant for the quality and process management. Therefore, we request the department to consider both the certification for evaluation the bidders and modify the clause as follows: For this criteria, requirement is: International Organization for Standardization (ISO) 9001 and Capability Maturity Model Integration (CMMI) Level 3 or higher certification.	No Change.

4	<p>Participation as contractor, management contractor, or subcontractor, in at least 2 (two) contracts within the last 3 (three) years each with a value of at least \$ 1.47 million (INR 100 million) that have been successfully and substantially completed and that are similar to the proposed MIS solution and /or Services. The similarity shall be based on the physical size, complexity, methods/technology or other characteristics as described in Section VI, Schedule of Requirements</p>	<p>Considering the project of this magnitude generally have a longer contract period. Therefore, we request the department to consider projects within the last 5 years with a value of INR 50 million. Further we request the department to also consider ongoing projects and revised the clause as: Participation as contractor, management contractor, or subcontractor, in at least 2 (two) contracts within last 5 (five) years each with a value of at least (INR 50 million) that have been successfully completed or ongoing and that are similar to the proposed MIS solution and /or Services. The similarity shall be based on the physical size, complexity, methods/technology or other characteristics as described in Section VI, Schedule of Requirements.</p>	<p>Please refer the Corrigendum.</p>
5	<p>The Bidder shall enable integration with National Career Services and Skill Development Management System. The system should support both push and pull of data from systems proposed to be integrated. Further, the system should be integrated with the Aadhaar database. The selected bidder will have to co-ordinate with the designated nodal agencies for integration and HPKVN will facilitate this process. In addition, the solution should be designed in such a way that any future integration does not require any changes to the system.</p>	<p>Through this clause, we understand that the bidder shall be responsible for providing the integration service only and all the API's shall be provided by the department. Further, we request the department to clarify on the requirement/ usage for Aadhaar database integration for better understanding.</p>	<p>Bidder is required to coordinate with external agencies for any integration and provide required support including development of any software component as part of its solution. HPKVN will provide necessary support and facilitate in the process.</p>
6	<p>It would be the Bidder's responsibility to set up the Infrastructure helpful in providing successful training.</p>	<p>Training at the district level would add more cost and increase the implementation timeline. Further, proper monitoring of the same at the central level would be difficult. Hence, we request conducting the training program at HPKVN Head Office. Please confirm.</p>	<p>Training at the district level is not envisaged in the Bid. All trainings shall be conducted at the HPKVN Head Office.</p>
7	<p>Bidder shall also provide hand-holding support to HPKVN's personnel for a period of three months from the date of Go-Live of respective application. These personnel must be clearly identified</p>	<p>We assume that infrastructure will be provided by HPKVN for handholding support for a period of three months and it will be part of warranty support</p>	<p>Please refer the Bid for details.</p>

	exclusively for this role. Bidder shall provide at least 2 people for hand-holding support at HPKVN.		
8	HPKVN may appoint a third party auditor who shall be responsible for performing the Performance and Security Audit of the Solution. The Bidder needs to ensure that the Solution is in compliance with the Security Policy and Guidelines released by UIDAI and DeitY.	We believe that time taken for security audit entirely dependent on the Third party and may delay the Go-Live. In that case, the bidder shall not be held responsible and do not liable to penalized.	Bidder shall not be liable for penalty in case the delay is due to HPKVN or Third Party auditor engaged by it for the security audit.
9	The selected bidder will be expected to understand the data which has been captured and devise a template so that meaningful information can be captured and entered into the MIS system.	Please confirm the volume of data which need to be migrated?	Bid specifies that "The entry of data will be the responsibility of the respective departments". Further details will be discussed with the selected bidder during the implementation.
10	System Integrator shall select & deploy skilled and qualified manpower required for running the Call Centre	Kindly provide the details of the call centre: 1.Location of the call centre. 2.Working hours for the call centre. 3.Who would be responsible for provisioning of call center office space for its operation. Please clarify?	1. Call Centre location shall be Shimla 2. Working hours shall be: 8 AM to 7 PM. 3. Bidder will arrange own infrastructure including office space for call center. HPKVN shall not pay any additional cost regarding call center.
11	The bidder should set up a helpdesk for resolution of queries of internal HPKVN users- at no extra cost to HPKVN. This cost may be bundled in app support cost	Kindly provide the details of the Helpdesk: 1.Location of the Helpdesk 2.Timeline for the operationalization of helpdesk 3. Who would be responsible for provisioning of helpdesk office space for its operation? Please clarify.	1. Help Desk location shall be HPKVN, Shimla 2. Please refer the bid for operationalization of Help Desk 3. HPKVN shall provide office space the Help Desk
12	Bidder will be required to make necessary changes to existing portal and maintain the same. Indicative requirements can be: 1) Redesign of existing portal as per HPKVN requirements. 2) Make necessary changes in the functionalities. 3) Provide link / data interface to MIS Solution.	Kindly provide the details of technologies used in the existing HPKVN Portal?	<HPKVN Portal Information - Java. (Dynamic Portal)>

13	Section – IV Schedule of Requirements, 3.12 Expected Deployment of Personnel, Pg 19.	We request the department to specify the location for the personnel deployment whether onsite or offsite for better understanding. Further, we assume that HPKVN shall be responsible for provisioning of office space and infrastructure for support staff in districts of Himachal Pradesh	Onsite/Offsite requirements are specified in the bid. Apart from Onsite resources, all key offsite resources must be available at the project office as per the project needs without compromising the quality or timelines.
14	6.4.1. & 6.4.2. System to be integrated with outside portal like: -Integration with skill portals of state like- Andhra Pradesh, Gujarat, Odisha, Rajasthan, Uttar Pradesh, Bihar amongst others. Other external systems with which the system should be integrated are: LMIS system of NSDA - CIBIL - PAN - MCA 21 (for validation) - SDMS - DDU-GKY system - DGET, NCVT MIS portal - MGNREGA - Ministry of Overseas Indian Affairs (for validation) - UIDAI - SMS gateways - Payment gateways - Emails	Through this clause, we understand that the bidder shall be responsible for providing the integration service only and all the API's shall be provided by the department. In case of any delay in obtaining API's from the department Bidder shall not be held responsible and do not liable to pay any penalty. Further, we assume that the SMS gateways, payment gateways and Emails shall be provided by the department the bidder shall be responsible for integration service only.	Please refer Srl. No. 5 for integration. HPKVN shall provide email, SMS gateway and payment gateway
15	The portal should be integrated with social media sites like Facebook, Twitter, LinkedIn etc. in order to propagate information about HP skills programme through these channels. Some key features required for Social Media Collaboration are- 1) Web 3.0 features like like file sharing, blogs, task management etc., which can be accessed on browser or mobile devices. 2) Portal to support moderation of web	Social Media tool being the best practices for communicating the youth to propagate the information For the optimum usage of HPKVN portal, we suggest the department to hire 2 resources onsite for the period of 3 years under O & M phase for creation of social media handles for HPKVN and its management along with content creation and updation.	No Change.

	<p>platform in order to prevent inappropriate content, spam etc.</p> <p>3) Portal to enable marking of all electronic content (video, pictures etc.) as copyright of HPKVN.</p> <p>4) Tools to facilitate stakeholders to form common interest groups and exchange information and ideas. 5) The vendors should bring in a Social Media Analytics tool to gauge discussion and comments about the programme on social media platforms.</p>		
16	The bidder needs to develop a mobile application with functionalities related to candidates, TSP, Analytical reports/dashboard and any other relevant information as per HPKVN.	It is not cleared in the scope on which platforms does the mobile application should be developed. Please clarify on this	Bidder needs to propose appropriate solution considering HPKVN requirements.
17	c. together with a Bid Security of US \$36,814 (INR 2.5 million) or an equivalent amount in a freely convertible currency	<p>We request to kindly accept the performance guarantee as per the following milestones and not on the total project cost from the beginning of the project.</p> <p>a) First PBG shall be 10% of the total cost of Software Development, Go- Live & Warranty for that period</p> <p>b) After successful completion of 1st PBG milestone, the 2nd PBG on 10% of the total cost of operation & maintenance support from the date of its commencement</p>	Please refer Section - VIII, Clause 13.3 (d)
18	The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet: (i) the following cash-flow requirement: \$ 1.47 Million (INR 100 million) and (ii) the overall cash flow requirements for this contract and its current commitments.	The financial risk pertaining to the bidder is already being covered by taking Performance Bank Guarantee from the Bidder. Therefore, we request the department to remove the clause The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet: (i) the following cash-flow requirement: \$ 1.47 Million (INR 100 million) and (ii) the overall cash flow requirements for this contract and its current commitments.	No Change

		Because it is not adding any further value in assessing the bidder	
19	Bidder shall bring in domain experts during the study	We believe that for doing the system study of the project the bidder's team has to conduct the workshops in the districts to gather the required data. Kindly confirm that who will bear their accommodation, TA and DA expenses, Whether the bidder or HPKVN. Please confirm.	No district level visits are envisaged in the Bid during system study. All departments except DoTE are established in Shimla where study needs to be carried out. The bidder shall include the cost for system study at Delhi for various integration aspects such as; SDMS, UIADI, DDUGKY, PMKVY, NCS among others.
20	The bidder should set up a helpdesk for resolution of queries of internal HPKVN users- at no extra cost to HPKVN.	From this clause, we understand that the bidder will set up the helpdesk and the helpdesk will be responsible to resolve the queries related to software/ MIS application only which is proposed by the bidder. Please clarify	Bidder shall be responsible for providing help desk support to the solution provided by it. Any infrastructure related query needs to be forwarded to respective agency to be suggested by HPKVN
21	Minimum average annual turnover of \$ 0.74 million (INR 50 million) calculated as total certified payments received for contracts in progress or completed, within the last 3 (three) years	This requirement is too low for a project of this size and importance. We request that this should be increased to INR 1000 Million.	No Change
22	The departments like Department of Rural Development (DoRD) are capturing data for schemes like Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDUGKY), a scheme for imparting skills to youth, in excel sheets. Similarly, other departments are currently capturing data for trainings imparted to candidates in excel sheets. This data needs to be migrated to the present system. The selected bidder will be expected to understand the data which has been captured and devise a template so that meaningful information can be captured and entered into the MIS system. This template should have basic sanity check to prevent entry of incorrect information. E.g. numerals should not be allowed in candidate name etc. The entry of data will be the responsibility of the respective departments	We understand from the RFP that the quantum of data to be migrated should be specified. Kindly confirm	Please refer Srl. No. 9 for data migration

<p>23</p>	<p>The Employer will conduct the Technical Evaluation pursuant to ITB Clause 37 using the following criteria:</p> <p>a) Degree to which the bid meets the desirable technical/ functional requirements in the SOR [20%] b) Quality and appropriateness of the Bidder's Preliminary Project Plan including the Implementation Schedule in the SOR [10%] c) Quality and appropriateness of training provided in the SOR [10%] d) Quality of support services in the SOR [10%] e) Experience (Track Record) of the Bidder's organization [20%] [Forms 2.4.2 (1), 2.4.2 (2)] f) Specific personnel to be assigned to the project [20%] (Forms 2.5.1 and 2.5.2) g) Approach & Methodology for implementation [10%]</p>	<p>We understand that evaluation criteria should be more elaborate .Kindly Confirm</p>	<p>Section I (ITB) Clause 37 and Section III are self-explanatory and elaborative</p>
<p>24</p>	<p>System Integrator shall understand the business processes and requirements of HPKVN solution and various services to be provided through the call centre.</p>	<p>It is our understanding that the call centre will be handling queries related to application only any query related to hardware will not be covered under the scope of the call Centre. Kindly clarify How many seats of Call center are required? What will be the support timings? What languages to be supported.</p>	<p>1. Please refer Srl. 19 for infrastructure related queries 2. Please refer Bid document (Section VI, Clause 3.6.2) for call centre resources and language</p>
<p>25</p>	<p>It would be the Bidder's responsibility to set up the Infrastructure helpful in providing successful training. Course material Utility Software CDs (optional), computer, network, LCD will be provided by HPKVN</p>	<p>It's our understanding that the training Hall, Refreshments, Furniture etc. would be provided by HPKVN. Please clarify?</p>	<p>Your understanding is correct. HPKVN will provide training hall and other facilities.</p>
<p>26</p>	<p>The bidder is required to undertake a total of 3-5 trainings semi-annually for a batch size or approx. 30 people each on technical and process aspects of the application.</p>	<p>Does this mean 6 trainings are to be given over a period of 3 years. Kindly clarify</p>	<p>Please refer the bid document. 3-5 trainings every six months (semi-annually).</p>
<p>27</p>	<p>SMS gateways Payment gateways</p>	<p>Cost of SMS and Payment Gateway to be borne by department. SI will integrate these gateways to the portal</p>	<p>Yes</p>

28	Penalties	Total penalty for any month should be limited at 5% of the EMI payable for that month'	No Change
29	Limitation of Liability	We request to add following clause on Limitation of Liability". Limitation of Liability towards the agency shall not exceed the contract value.	Please refer Section - VIII, Clause 33 (Limitation of Liability)
30	Average Time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (9x6x365)	Clarification required on 9X6X365	9 hours x 6 days
31	Penalty as % of the Equated Monthly Instalment (EMI) of Operations & Maintenance cost	How is 'Operations & maintenance cost' calculated	Please refer Section IV B, Recurring Costs Table
32	2.1 Performance Security Form (Bank Guarantee) 2.2 Advance Payment Security Form (Bank Guarantee)	How does these two vary ; Are these two need to be paid separately.	Both are separate. 2.1 for Contract Performance and 2.2 for Mobilization Advance
33	Advance Payment Ten percent (10%) of the entire Contract Price, exclusive of all Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2	Does it relate to BG?	Please refer Srl. No. 32 above.
34	Cost incurred for any travel, boarding & Lodging, infrastructure alignment, food expenses for conducting various workshops/meetings, training programs for MIS users/HPKVN officials/District Co-coordinators, etc.	Who will borne such cost incurred during any time of the project implementation	Bidder need to factor all costs. No additional cost will be paid by HPKVN
35	Process or Parameters for Post Project Review by ADB	Please elaborate on the process and outcome of the review	Clause not specified in the query. Please refer the Bid Document for detailed requirements.
36	Handling of hardware & infrastructure related issues (as the same is procured by HPKVN and resides with SDC).	Please elaborate on the process. How this will be SCOPE under O&M/Helpdesk KRA	Please refer Srl. No 20
37	Data Center	Some components of the service you have requested are available in "Software as a Service Model", hosted in a Secure Data Center (in Hyderabad) with disaster recovery support. Will this be acceptable?	No Change.

38	Call Centre	Please confirm that call centre personnel requirement is not listed in the Expected Deployment of Personnel section (Section 3.12) and needs to be considered separately. Integrations: While the selected bidder will have to co-ordinate with the designated nodal agencies for integration and HPKVN will facilitate this process, it is expected from HPKVN to enable these interactions with the agencies we need to integrate with, by providing required connects and approval related documents for integration.	1. Call centre personnel requirement defined in the Bid. 2. Please refer Srl. No 5 for integration
39	UIDAI Integration	Does Himachal Pradesh have any existing agreements with UIDAI . If so, what is the type of agreement (AUA/KUA/ASA)?	There is no existing agreement.
40	Data migration	What is the approximate size of data in terms of the number of candidates, expected to be migrated? From how many schemes/departments, data is expected to be migrated.	Please refer Srl. No 9 for data migration