



HARYANA GOVERNMENT  
DEVELOPMENT AND PANCHAYATS DEPARTMENT

To

1. Uneecops Technologies Ltd.  
C-185, Naraina Industrial Are Phase 1 Delhi-110028
2. Silver Touch Technologies Ltd.  
2<sup>nd</sup> Floor, Saffron Towr Nr. Panchwati Circle, Ambawadi,  
Ahmedabad-380006, Gujarat, India
3. M/s ABM Knowledgeware Ltd.  
ABM House, Plot No. 268, Linking Road,  
Bandra(W) Mumbai, Maharashtra, Pin 400050.
4. M/s Dhanush Infotech Pvt. Ltd.  
#1-B-448, Lakshmi building, 5<sup>th</sup> & 6<sup>th</sup> Floors,  
Begumpet, Hyderabad, Telangana, India, Pin 500003
5. M/s Nippon Data Systems Limited  
B-14, Sector-8 Noida-201301 Uttar Pradesh
6. Protatech India Solutions Pvt. Ltd.  
403, Tower-B, Millennium Plaza, Sec 27, Gurgaon
7. M/s We Excel Software Pvt.  
4<sup>th</sup> Floor, Plot No.10, Netsmartz House  
Rajiv Gandhi Technology Park Chandigarh 160101
8. M/s Nexteon IT Solutions Pvt. Ltd.  
G16, Second Floor, Sector6, Noida, Uttar Pradesh 201301
9. M/s Mobilyte Solutions Pvt. Ltd.  
Plot E40 Phase VIII, ELTOP Area, Mohali-160055
10. M/s MARG SOFTWARE SOLUTION  
SF-I & III Asha Apartment-1, 7-Way Road  
Lucknow-226001
11. M/s NSB Production  
WZ 23 Ram Nagar Ext Tilak Nagar,  
New Delhi 110018

Memo No. IT-2019/ 8242-52

Dated: 06-02-19

**Subject:** Corrigendum regarding Term of Reference (ToR) for 'Selection of System Partner [from Companies/Agencies empaneled (Group I & II) with E&IT Department, Government of Haryana] for Study, Design, Development, Implementation and Operation & Maintenance of IT Solution for Development and Panchayats Department and Rural Development Department, Haryana.'

On subject cited above, as you are aware that a pre-bid meeting was held on 01-02-2019 at 12 noon in the Committee room of the Haryana Panchayat Bhawan, Sector 28, Chandigarh. Representatives of three agencies namely Silver Touch Technologies Ltd.; M/s Nippon Data Systems Limited and M/s NSB Production attended the pre-bid meeting regarding the ToR for IT Solution. Further, pre-bid queries were received from four agencies namely, Silver Touch Technologies Ltd.; M/s Nippon Data Systems Limited; M/s NSB Production and Uneecops Technologies Ltd. through email. Department has considered the pre-bid queries and prepared the response which is annexed at Annexure 'A'.

Haryana Panchayat Bhawan, Plot No. 3, Sector 28, Chandigarh



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DEVELOPMENT AND PANCHAYATS DEPARTMENT**

A corrigendum has also been released by the Department in this regard which is annexed at Annexure 'B'. Remaining clauses/sections/terms and conditions in the published ToR remains the same.

Lastly, Department has decided the following key events and dates for upcoming activities:

#	Particulars	Date and Time
1.	Date and time for opening of Technical bids	22.02.2019 at 05:30 PM
2.	Technical Presentation	25.02.2019 at 12 noon
3.	Date and time for opening of Commercial Bids	26.02.2019 at 12 noon

You are therefore, requested to submit your technical proposal in Hardcopy in the office of Director, Development and Panchayats, Haryana at Haryana Panchayat Bhawan, Plot No. 3, Sector 28-A, Chandigarh till 22.02.2019 upto 5.00 PM positively and be ready with the technical presentation on 25.02.2019 at 12 noon.

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6/2/19

Assistant Engineer (IT)  
for, Principal Secretary to Govt. of Haryana  
Development & Panchayats Department,  
Haryana, Chandigarh

Endst. No. IT- 2019/ 8253-55

Dated: 06.02.19

A copy is forwarded to the following for information, please:

1. PS/PSDP for kind information of the Principal Secretary to Govt. of Haryana, Development & Panchayats Department
2. PA/DP for kind information of Director, Development & Panchayats Department, Haryana.
3. System Analyst (IT Cell) for uploading the response of pre-bid queries and corrigendum on website(s) of the Department.

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6/2/19

Assistant Engineer (IT)  
for, Principal Secretary to Govt. of Haryana  
Development & Panchayats Department,  
Haryana, Chandigarh

## **Annexure 'A'**

**Response of Queries Received from Uneecops**

S.No.	Company Name	TOR Section No.	Para No.	Page No.	TOR Existing Clause	Bidder Queries	Remarks (If Any)	Response
1	Uneecops Technologies Limited	7	7.5.1	61	The EMD shall remain valid for 180 days (one hundred and eighty) from the Due Date for Bid Submission specified in this TOR.	Provision of Demand Draft for EMD is given by the department but we would like to inform that as per RBI guidelines, EMD is valid for only 3 months therefore we would request department to reduce EMD validity to 3 months(90 days)		Accepted. EMD validity would be updated as 3 months (90 days).
2	Uneecops Technologies Limited	9.2	9.2.2	79	Plan for bringing knowledge and experience from this citation	Kindly help us to clarify the exact requirement of the department against this clause from the bidders		Relevancy of the project implemented by you for previous clients/Department in relation to the solution proposed for this ToR.
3	Uneecops Technologies Limited	2.3 & 9.2	2.3.1 & 9.2.1	19, 77	In addition, the system partner shall prepare the case study in form of audio visuals like documentaries/ animations etc. for top 20 Gram Panchayats on basis of their performance evaluated by the online software application, which shall be showcased on the online Dashboard.	<p>What would be the duration of these audio visuals?, formats for the same. We request you to allow the service provider to sub-contract this piece of work.</p> <p>Whether these movies have to be only animation based or involve real life characters etc.</p> <p>What parameters would go into sizing of the same. Please elaborate.</p> <p>&amp;</p> <p>We would also request you to remove this point from the evaluation matrix as generally this is not a core area of application development provider.</p>	<p>We would request you to divorce this piece of work from that of web portal development as these are two separate solution areas.</p> <p>However, as an application vendor, the bidder can integrate the documentaries into the public dashboard for downloading the same.</p>	<p>SP is expected to prepare the case study in form of audio visuals like documentaries/ animations etc. for top 20 Gram Panchayats on basis of their performance evaluated by the online software application. The case study shall be displayed on the dashboard to motivate other people. Please refer you-tube channel of Ministry of Panchayati Raj for sample videos.</p> <p>The length of videos shall be around 5 minutes covering the past n current situation of the Panchayat with stats measured by the IT solution.</p> <p>This point shall not be excluded from the ToR.</p>

**Response of Queries Received from Uneecops**

S.No.	Company Name	TOR Section No.	Para No.	Page No.	TOR Existing Clause	Bidder Queries	Remarks (If Any)	Response
4	Uneecops Technologies Limited	2.3	2.3.1 & 2.3.4	19, 23, 24, 25, 26, 27	<p>Apart from above, the system partner shall develop APIs or any other electronic mode in order to fetch data related to all schemes under Rural Development Department from their online MIS portals in order to represent the consolidated data/information on the online dashboard. For this purpose, the system partner shall coordinate with both the above-mentioned Departments and take the consensus of the template prepared for online dashboard.</p>	<p>For all the centrally managed schemes, we would require the technology landscape of each of these schemes and knowledge of their database.</p> <p>So who will provide this knowledge/hand-holding support.</p> <p>Moreover, we would like to emphasize that APIs for centrally managed scheme cannot be prepared by service partner on their own platform, however, the same can be consumed into the envisaged portal by the service partner.</p> <p>So we would request you kindly co-ordinate with these departments yourself to provide us the APIs.</p>	<p>As per our experience of working with the various government departments, we have observed that it is rather difficult to secure the access rights for these portals and their databases, hence it is in the larger interest of the department to change this adequately in order to facilitate the timely and efficient completion of work</p>	<p>In case of Central Schemes, the Department shall help the System Partner to get the APIs from MoPR/MoRD.</p> <p>However, the System Partner is expected to study and understand the project requirement. The Department would help the System Partner to get this knowledge.</p> <p>The System Partner shall refer section 2.3.4 on page 23 for the Schemes to be Developed/Integrated in the IT Solution.</p>
5	Uneecops Technologies Limited	9.3	9.3.2	87	Sr. No. 2: Cost Components; Operations and Maintenance Costs (Quarterly Expenses for 3 years of contract after "Go-Live" (B)	Please clarify whether quarterly expenses have to be given or total for 3 years	There is no column for "units", so that we may mention price for one quarter and then total cost by multiplying with 12 quarters (3 years)	The bidder shall mention the total price for Operations and Maintenance Costs for 3 years. However, the Department shall release the payment to System Partner on Quarterly basis.
6	Uneecops Technologies Limited	2.6	-	38	Desirable Timelines for Project Implementation	The given timelines for 100 days is too less for a project of this size and complexity. We would request you to increase the timelines to at least 6 months for Go-Live.		Not accepted. The timelines shall remain the same as mentioned in ToR.

**Response of Queries Received from Uneecops**

S.No.	Company Name	TOR Section No.	Para No.	Page No.	TOR Existing Clause	Bidder Queries	Remarks (If Any)	Response
7	Uneecops Technologies Limited	2.3	2.3.1	19	A GIS / map based view to compare between districts / blocks/ panchayats for various indicators	Please clarify as to who will provide the GIS server based maps, APIs etc.		In case of Central Schemes, the Department shall help the System Partner to get the APIs from MoPR/MoRD. However, provision of google map based view shall be provided by System Partner.
8	Uneecops Technologies Limited	2.3	2.3.1	19	Geo-clustering and geo-querying capability to identify focus areas and areas that require improvement instantaneously	Please elaborate the requirement & what exactly is meant by these terms		Geo-clustering refers to displaying clusters of Gram Panchayats on GIS/ google map and to compare between districts / blocks/ panchayats for various indicators; Geo-querying refers to Elasticsearch which supports two types of geo data: geo-point fields which support lat/lon pairs, and geo-shape fields, which support points, lines, circles, polygons, multi-polygons, etc. on GIS/ google map.

**Response of Queries Received from Uneecops**

S.No.	Company Name	TOR Section No.	Para No.	Page No.	TOR Existing Clause	Bidder Queries	Remarks (If Any)	Response
9	Uneecops Technologies Limited	2.3	2.3.6	30	Training to the Stakeholder	Please provide details of number of audiences, audiences profiles, locations, batches, etc.		<p>Training Location: State HQ Chandigarh and Training Institute at Nilokheri.</p> <p>Sessions: As per requirement and feedback received from the participants.</p> <p>For more details, please refer 'Section 2.3.6 Training to the Stakeholders' and 'Section 2.4.5 Phase-5: Training to staff members of Department as well as other stakeholders for effective use of the system'.</p>
10	Uneecops Technologies Limited	-	-	-	-	Please provide details on the number of users, number of concurrent users, stakeholders, peak load etc.		<p>There are 22 Districts, 140 Blocks and around 6200 Gram Panchayats. It is expected that the Date Entry would be done at District/Block/GP level.</p> <p>Indicative concurrent users would be 50-100 users, and peak load would be 150-200 users.</p>
11	Uneecops Technologies Limited	-	-	-	Hosting Requirement	Please elaborate where the website will be hosted. i.e. state data center or NIC Cloud?		<p>The hosting space would be provided by Department in any Government Data Center/CLOUD for hosting software application.</p> <p>However, the System Partner shall arrange the hosting space for hosting mobile application on iOS &amp; Android Platform and bear its cost along with STQC audit of the whole IT Solution.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
1	STTL	2.2	2.2	16	e) Data analysis of schemes for assessing the progress and quality of implementation of the scheme and suggestions / recommendations / improvements in rectifying the shortfalls for better management of the scheme implementation.	1. What will be the suggestion parameters like Rules/Validation defined.	Suggestion parameters like displaying the top-performers and worst performers on the dashboard helps the Department Officers in decision making and taking quick actions. Accordingly, rules/validations shall be designed by SP to help the Department to monitor the progress against all schemes as per their KPIs.
2	STTL	2.3	2.3.1	17	Apart from above, the system partner shall develop APIs or any other electronic mode in order to fetch data related to all schemes under Rural Development Department from their online MIS portals in order to represent the consolidated data/information on the online dashboard. For this purpose, the system partner shall coordinate with both the above-mentioned Departments and take the consensus of the template prepared for online dashboard.	1. Please provide below details for "fetching data from each MIS portal".  1.1 List of MIS Portal with their Technology Stack 1.2 Please provide expected number of integrations for each MIS Portal. 1.3 Please provide type of data / information needs to be fetched 1.4 We assume that required access to the respective database will be provided to the System Partner to develop web service API. Please confirm. 1.5 Please provide sample chart / data for better understanding.	Please refer 'Section 2.3.4 Schemes to be Developed/Integrated in the IT Solution'.



Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
3	STTL	2.3	2.3.1	17	In addition, the system partner shall prepare the case study in form of audio visuals like documentaries/ animations etc. for top 20 Gram Panchayats on basis of their performance evaluated by the online software application, which shall be showcased on the online Dashboard.	<p>1. Please provide below details for "creating of audio visual documentaries / animation as case study for Gram Panchayats"</p> <p>1.1 What information / details are expected in documentaries / animations?</p> <p>1.2 Please provide sample documentaries / animations for better understanding.</p> <p>1.3 What will be the average length of animation (seconds / minutes)?</p> <p>1.4 Will this be onetime activity or regular activity? If regular then what will be the frequency of this activity?</p>	<p>SP is expected to prepare the case study in form of audio visuals like documentaries/ animations etc. for top 20 Gram Panchayats on basis of their performance evaluated by the online software application. The case study shall be displayed on the dashboard to motivate other people.</p> <p>Please refer you-tube channel of Ministry of Panchayati Raj for sample videos.</p> <p>The length of videos shall be around 5 minutes covering the past n current situation of the Panchayat with stats measured by the IT solution.</p>
4	STTL	2.3	2.3.1	17	<p>Key Features of the Dashboard:</p> <ul style="list-style-type: none"> <li>It is proposed that dashboard would be capable of providing functionality for visualization and instant data driven decision making:</li> </ul>	<p>1. How many different types of Dashboards (user type) is required to be developed? Please provide list of all usertypes.</p> <p>2. Please provide list of information to be displayed on the dashboard for each type of user.</p>	<p>Please refer 'Section 2.3.1 Design, Develop, Implement and Maintenance of the Online Dashboard'.</p> <p>SP is required to develop a single comprehensive web based interactive dashboard, which is integrated with the software application and mobile application.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
5	STTL	2.3	2.3.1	17	Should display the department's key performance indicators that can be monitored at least as a measure, its value, its target, visual indication of the status, relevant scales and ratios, progress over time and geographic mapping where applicable.	1. Kindly provide some sample data to be displayed on the dashboard.	For instance, Dashboard shall be capable to display results on the basis of KPIs like physical progress (no. of works ongoing/completed out of total works undertaken) and financial progress (total expenditure against the funds transferred from State HQ).
6	STTL	2.3	2.3.1	18	Implement filter in the reports and customize search results to find exactly what department want for "predicative analytics to enable decision making + prescriptive analytics to streamline and improve efficiencies and effectiveness".	1. What kind of predicative analytics and prescriptive analytics is required? Please provide more details on your expectation.  2. Kindly provide sample data for the same.	Predicative analytics and prescriptive analytics refers to showing future results on the basis of progress being monitored in last few months i.e. basically understanding the trend flow of the particular entity. It can help the Department to make assumptions of the target date and accordingly help them to take corrective measures/actions against the low performers.

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
7	STTL	2.3	2.3.1	18	In case of data transmission through APIs, both source and destination needs to be authenticated through secure APIs only. Moreover, in case of offline mode, the services shall not be get affected. The data shall automatically get synchronized when connectivity resumes.	1. Which modules / functionalities you want to be work offline in Web as well as Mobile Application? Please provide complete list.	It is assumed that the data/information fetched through APIs shall not get affected in case of offline mode i.e. the IT solution shall be capable to show last results fetched from APIs in case of offline mode and the data shall automatically get synchronized when connectivity resumes. Apart from it, the IT Solution shall be capable enough to capture the data entry/photographs in offline mode and shall automatically get synchronized when connectivity resumes.

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
8	STTL	2.3	2.3.1	18	<p>Connecting to Data:</p> <ul style="list-style-type: none"> <li>· Connecting to multiple data sources such as MSSQL, MYSQL, Any Web Services, APIs, Web Links and Excel spreadsheets, etc.</li> <li>· Functional ability to connect various source level data (beneficiary, gram panchayat, etc.) across multiple databases and transaction types</li> <li>· Triangulation of data from multiple sources for data validation, verification and enrichment</li> </ul>	<ol style="list-style-type: none"> <li>1. Which type of data/ information needs to be shared by connecting 3rd party systems?</li> <li>2. Please provide list of 3rd party system with their technology stack for data connection.</li> <li>3. Which data / information will need triangulation of data?</li> <li>4. Data storage (Backend) will be MYSQL but what is the use of Web Links and Excel Spreadsheet?</li> </ol>	<p>Please refer 'Section 2.3.9 - Preferred Technology and Standards' in response to the above query. And, 'Section 2.3.4 on page 23 for the Schemes to be Developed/Integrated in the IT Solution'.</p> <p>Web Links like Department's website, MoPR website, MoRD website etc. shall be shared on the Dashboard.</p> <p>In case of Excel Spreadsheets, the Dashboard shall be capable to import the excel data and reflect results accordingly.</p>
9	STTL	2.3	2.3.1	19	<p>Dashboard Design:</p> <ul style="list-style-type: none"> <li>· The dashboard needs to be integrated with the website suggested by Department.</li> </ul>	<ol style="list-style-type: none"> <li>1. We assume that SP needs to provide Dashboard API to department for integrating with the website. integration at the respective websites will be taken care by the department. Please confirm.</li> <li>2. If not then please provide list of websites along with their technology stack at which dashboard need to be integrated.</li> </ol>	<p>Please refer 'Section 2.3.4 on page 23 for the Schemes to be Developed/Integrated in the IT Solution'.</p>
10	STTL	2.3	2.3.1	19	<p>The dashboard needs to be integrated with APIs or any other electronic mode (developed by the System Integrator) in order to fetch data related to all schemes under Rural Development Department from their online MIS portals in order to represent the consolidated data/information on the online dashboard.</p>	<ol style="list-style-type: none"> <li>1. Will this data / information fetched from Department's Online MIS Portal a part of internal workflow or this data / information will be fetched to display on the dashboard only. Kindly clear our understanding.</li> </ol>	<p>This data / information will be fetched to display on the dashboard only.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
11	STTL	2.3	2.3.1	19	Data should be print friendly and user should be able to share the desired data via email, social media channels etc.	<p>1. Please provide list of social media channels for data sharing.</p> <p>2. What data need to be shared?</p> <p>2. We assume that department already have social media accounts and provide account credential to SP for integration it with envisaged IT solution. Please confirm</p>	<p>Social media channels like Facebook, Twitter, Instagram and YouTube needs to be integrated with the IT Solution. The Department may share their progress in terms of physical and financial parameters, KPIs defined and case studies prepared by SP. The Department shall provide the account credentials to SP for integration with envisaged IT solution during Phase-1 of the project.</p>
12	STTL	2.3	2.3.1	19	Geo-clustering and geo-querying capability to identify focus areas and areas that require improvement instantaneously	<p>1. Please elaborate this required with example.</p>	<p>Geo-clustering refers to displaying clusters of Gram Panchayats on GIS/ google map and to compare between districts / blocks/ panchayats for various indicators;</p> <p>Geo-querying refers to Elasticsearch which supports two types of geo data: geo-point fields which support lat/lon pairs, and geo-shape fields, which support points, lines, circles, polygons, multi-polygons, etc. on GIS/ google map.</p>

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S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
13	STTL	2.3	2.3.1	19	Strategic planning features: - A GIS / map based view to compare between districts / blocks/ panchayats for various indicators - Provision to create Custom queries to represent the data on a State /district / blocks/ panchayats map	1. We assume that hardware or software required for GIS will be provided by the department. Please confirm. 2. We assume that GIS Map database will be provided by the department. Please confirm.	Instead of GIS Map, the SP shall use Google map to fulfil the requirements of the Department.
14	STTL	2.3	2.3.2	19	2.3.2 New Modules to be developed 1 a. Technical Approval The executive engineer will have the authority to create Technical approval. For this there will be a Technical Approval Form where entry of all the required information would be done. The submission of this form will be considered as Technical approval by Executive Engineer. After submission, the technical approval will be sent to the concerned administrative authority.	1. We assume that Technical Approval Form will be same for all types of schemes. Please confirm 2. if not, then please let us know how many different types of Technical Approval Forms will needs to be developed? 3. It will be great help if you can provide the sample technical approval forms of each schemes. 4. Please provide complete flow for each type of scheme including roles and responsibilities of each user type. 5. Average how many number of applications are received or expected to be received under each scheme on monthly basis?	The SP is required to refer 'Section 2.2 Broad Functional Requirements of the Project'.
15	STTL	2.3	2.3.2	20	Financial Monitoring a. Release of Fund After the administrative approval, the request will be directed to Account section for the allocate / reject of fund as requested.	1. We assume that there will not be any kind of online payment for approved fund. This system will only record information of Fund which is allocated / rejected. Please confirm.	Yes, there is no payment gateway proposed in the IT Solution.

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
16	STTL	2.3	2.3.2	20	6. Notification: Notification This will be a background process that will automatically notify all the concerned authorities about the approvals as well as progress of physical work and financial work via SMS through the SMS gateway.	<p>1. We assume that SMS gateway will be provided by the department? Please confirm.</p> <p>2. If SP has to procure SMS Gateway then provide below details...</p> <p>2.1 What will be the type of SMS? Transactional or Promotional?</p> <p>2.1 Average number of SMSs to be sent every month?</p>	SP has to procure the SMS Gateway.
17	STTL	2.3	2.3.3	21	<p>2.3.3 Design, Development and Implementation of Mobile Application</p> <p>· Capable to provide Fingerprint/ Biometric Single Sign On (SSO) solution to the user i.e. user can use his / her fingerprint to access the mobile application.</p>	<p>1. This is device dependent feature, so if any device which is not having fingerprint / biometric capability, this functionality will not work on that device. In this case use has to use their User ID and Password.</p> <p>2. Fingerprint / Biometric solution will work for mobile application only. Please confirm.</p> <p>3. Which type of users will be using Mobile Application?</p> <p>4. Will you need separate mobile application for different type of users?</p> <p>5. If yes, then please provide features and functionalities for each mobile application.</p>	<p>Agree with Point 1 an 2. Mobile Application shall be used by Department Officers/Officials, Panchayat Functionaries and Elected Representatives.</p> <p>No separate mobile application is required for different type of users. However, the mobile application needs to be developed on both Android and iOS Platform.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
18	STTL	2.3	2.3.3	22	Key Features of the Mobile App: · Personalization options, in case it's possible: Personalization is certainly cherished by everybody. The System Partner shall do the Adaptable settings, text styles, hues and sizes are a victor, with regards to the Department's requirements.	1. How many personalization options will be require to provide?	Personalization options refer to change in theme, color, font, font size etc. as per the user choice.
19	STTL	2.3	2.3.4	23	2.3.4 Schemes to be Developed/Integrated in the IT Solution  All the schemes being implemented by Development and Panchayats Department, Rural Development Department and HRDFA Board as listed in the table below shall be either developed or integrated by the Bidder/System Partner for developing the IT Solution for the Department: Data Soruce: APIs to be developed for data transfer from Ministry website	1. We assume that all schemes required same type of workflow, features and functionalites. Please cofirm 2. If not, then please let us know the required workflow, features and functionalities for each scheme. 3. Please provide below details for which APIs to be required to develop for integratation with each 3rd party system.  3.1 Data/ information that needs to be shared to / from with each 3rd party system.	No, the workflow varies for tied schemes, untied schemes and discretionary grants. Please refer 'Section 2.3.4 on page 23 for the Schemes to be Developed/Integrated in the IT Solution'.



Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
20	STTL	2.3	2.3.4	27	Note: In case of non-availability of online portal/website for any scheme as listed above, the bidder may develop a software module instead of APIs in order to monitor the progress of projects undertaken by those schemes and it will be a part of the IT solution being designed and developed by the bidder/system partner.	1. This is an open scope. It will be difficult for the SP to estimate cost where scope is open. We therefore request you to provide complete list of schemes to be developed as well as to be integrated with the help of API. If there is any deviation in the scope then it should be considered as Change Request and should be charged extra. Please consider.	The SP is required to develop a IT Solution to monitor the progress of all schemes as mentioned in 'Section 2.3.4 on page 23 for the Schemes to be Developed/Integrated in the IT Solution'. There will be a single software application to cater the said needs of the Department. In case of Centre Schemes of MoPR/MoRD, the SP is required to fetch data through APIs and reflect their results/progress on the dashboard.

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
21	STTL	2.3	2.3.5	28	2.3.5 Additional Services to be provided by System Partner · Setting up of Helpdesk: The Department is planning to have a common helpdesk facility for the convenience of the users/ public/ citizens of State by answering their general/ technical queries. The System Partner would deploy two operators with required hardware (like computer, UPS etc.) and software (having functionality of ticketing system) to run the helpdesk in an efficient manner. However, the Department shall provide the sitting space and non-IT infrastructure like internet connectivity, phone line, LAN printer etc. to the Helpdesk operators. It shall be established as platform for technical support and resolution. The help desk is expected to work on outsourcing model to be set up by the Bidder at the State HQ of the Department at Chandigarh and shall be operational from 09:00 to 06:00 PM for all the six days in a week (including on Holidays/Sundays also) for a period of 1 year after Go-live.	1. In this clause it is mentioned that Help Desk is required for 1 year but in the clause 9.3.2 Form 16: Summary of Cost Components SP need to give cost for 3 years of Help Desk support. Kindly clarify for how many hours SP has to provide Helpdesk Support after Go Live?  2. It is confusing from below statement that helpdesk is required for 6 days (Monday to Saturday) or 7 days (Monday to Sunday). Please clarify.  from 09:00 to 06:00 PM for all the six days in a week (including on Holidays/Sundays also)	It is clarified that tenure of the Helpdesk would be decided as per the Department's requirements. However, the Bidder is required to give cost for 3 years of Help Desk support (as the maximum tenure of the helpdesk is 3 years). And, if required, Helpdesk would be operational from 09:00 AM to 06:00 PM for all the six days in a week (excluding Sundays).
22	STTL	2.3	2.3.6	28	2.3.6 Training to the Stakeholders The bidder shall conduct training sessions on the online software and mobile application for all the stakeholders related to the Department. The bidder shall also prepare Computer Based Tutorials (CBTs)/ digital learning/ innovative learning solution on the basis of software application and mobile application prepared by the bidder, which shall facilitate the Department Officials for understanding the workflow of the software and mobile application. For more details, please refer section 12.12 of this document.	1. We could not find section 12.12 in the TOR. Please provide the same.	Instead of section 12.12, Please refer 'Section 2.3.6 Training to the Stakeholders'.

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
23	STTL	2.3	2.3.9	30	<p>2.3.9 Preferred Technology and Standards</p> <p>The system should be developed using following proposed technology as per Ministry of Electronics and Information Technology (MeitY) Guidelines:</p> <ul style="list-style-type: none"> <li>· Frontend: MS .Net Framework 2012 or whichever is latest;</li> <li>· Backend: MS SQL Server 2012 with reporting services or whichever is latest;</li> <li>· Mobile App: Android Software Development Kit (SDK) and iOS SDK Platform;</li> </ul>	1. Is this final technology stack or SP can suggest their own technology stack also?	Please refer 'Section 2.3.9 - Preferred Technology and Standards' in response to the above query. The Bidder/System Partner is requested to adhere to requirements mentioned in this section.
24	STTL	2.4	2.4.1	31	<p>2.4.1 Phase 1: Detailed Functional Requirement study, System Requirements Study and System Design</p> <p>iii. However, the SP needs to go through this TOR, and shall perform its own individual assessment by consulting with Department, to obtain more details on the current scenarios &amp; various other requirements of the project envisaged in this TOR.</p>	<p>1. We assume that requirement gathering needs to be carried out from one central location. Please confirm</p> <p>2. If not, the kindly provide us the list of locations from which requirement gathering needs to be carried out.</p>	<p>The requirement gathering needs to be carried from the two Department's offices located at Chandigarh.</p> <p>One at Haryana Panchayat Bhawan, Sector 28, Chandigarh and another at Department of Rural Development, 3rd Floor, 30 Bays Building, Sector-17, Chandigarh.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
25	STTL	2.4	2.4.1	32	xi. During the system design, the SP shall make necessary provisions for management reports (if any), dashboards, business intelligence tools for report extraction etc., SMS gateway and Data migration in line with the expectations from IT Solution provided in the functional requirements. It is very important that the IT Solution should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.).	<p>1. Data will be migrated from which application? Kindly provide us below details for migration.</p> <p>1.1 In which format data will be provided for data migration?</p> <p>1.2 How many tables / files will be there for data migration?</p> <p>1.3 What will be the approximate size of data to be migrated?</p> <p>2. Does the data migration activity also involve scanning of any physical documents?</p> <p>2.1 If yes, please let us know the size-wise quantum of such physical document and quality of such documents.</p> <p>2.2 Is there any data entry work (e.g. making entries into the database from physical forms) is involved in the scope of work.</p> <p>2.3 If yes, then please share details on number of forms, average number of fields per form.</p> <p>2.4 How many fields are there in members profile data? Is it a single step form or multi-step form.</p> <p>2.5 Please share share sample forms.</p>	Data Migration shall be excluded from the scope of work for the SP.
26	STTL	2.4	2.4.3	33	i. The SP shall provide Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) to Department and/or its designated Third Party Agency	1. We assume that cost of third party agency for SIT will be borne by the department. Please confirm	No. It would be borne by the SP.

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
27	STTL	2.4	2.4.4	34	i. The SP shall have to make deployment of requisite Infrastructure in the hosting environment (limited to hosting space) provided by Department in any Government Data Center/CLOUD for Operationalization of Web Application/ IT Solution.	<p>1. We assume that along with the hardware (servers and other hardware), bandwidth will also be provided by the Data Center. Please confirm.</p> <p>2. Who will procure system softwares (i.e. OS, Database, SSL Certificate etc.)? Department or SP?</p>	<p>The SP has to host the web application in in any Government Data Center/CLOUD. No IT infrastructure is required. However, the SP has to procure the required licences and certificates (if any). Please refer 'Section 9.3.3 Form 17- Details of Cost Component' for more details.</p>
28	STTL	2.4	2.4.4	34	ii. This includes installation/configuration of required system software, SSL certificate, application software, relevant database, OS, integration tools and other requisite hardware / software's as per the BoM / licenses procured. The SSL certificate shall be enable from the date of Go-Live.	<p>1. We request you to provide BoM of existing IT infrastructure so that all bidders will came on a same page.</p>	<p>Not Relevant in view of the reply as mentioned in point no. 27.</p>
29	STTL	2.4	2.4.4	34	v. f) The SP shall also ensure necessary security audits from the State designated agency/third party, if nominated by Department in addition to mandatory GIGW compliance from STQC & yearly security audits from CERT-IN / CERT-IN empanelled vendors.	<p>1. We assume that Security Audit cost conducted by State designated agency/third party agency will be borne by the Department. Please confirm</p> <p>2. If SP has to bear this cost then please provide below details.</p> <p>2.1 Please provide name of the state designated agency / third party agency for security audit.</p> <p>2.2 Total how many such additional Security Audit should SP consider into their commercial proposal?</p>	<p>SP has to borne the cost. The Department shall provide the details of the state designated agency / third party agency for security audit to SP during Phase-1 of the project.</p>

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
30	STTL	2.4	2.4.5	35	<p>i. The SP shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. In addition, the assessment of technical training needs shall also be assessed and finalized in consultation with the Department. The SP shall be responsible for conducting Training as per the scope of work and as per the detailed training strategy plan.</p> <p>vi. Four rounds of trainings at each location shall be provided under this phase by the SP. The locations shall be State Training Institutes of the Department and State HQ/District HQ.</p>	<p>1. Total how many users need to be trained?</p> <p>2. How many different types of users need to be trained? Please provide the type and number of users in each type.</p> <p>3. What will be the batch size for each training round/session?</p> <p>4. At how many locations, training needs to be provided? Please provide list of all locations.</p> <p>5. We assume that only one time training is required. If multiple training is required then let us know how many times training will be required during project tenure.</p>	<p>Training Location: State HQ Chandigarh and Training Institute at Nilokheri.</p> <p>Sessions: As per requirement and feedback received from the participants.</p> <p>For more details, please refer 'Section 2.3.6 Training to the Stakeholders' and 'Section 2.4.5 Phase-5: Training to staff members of Department as well as other stakeholders for effective use of the system'.</p>
31	STTL	2.4	2.4.6	36	<p>iii. Necessary Back up &amp; restoration procedures have been well defined &amp; put in place.</p>	<p>1. As Hosting environment will be provided and managed by state data center the responsibility of managing of backup and restoration should also lie with state data center. Please consider.</p>	<p>Considered and found valid.</p>
32	STTL	2.4	2.4.7	36	<p>vii. Department at its discretion will also undertake an exercise for complete audit of the IT Solution through a state designated agency / third party before the Go-Live of application or at any time (as required) during the contract period. Department will have the complete rights to verify all the components of the system viz. the functional, operational, security and performance requirements etc.</p>	<p>1. What kind of audit is referred here? Please elaborate.</p> <p>2. We assume that cost for such audit from State Designated agency/third party agency will be borne by the Department. Please confirm.</p>	<p>Third Party Audit of the IT Solution.</p> <p>If so, the cost will be borne by the Department.</p>

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
33	STTL	2.4	2.4.7	37	ix. At the end of the contract period or in the event of termination of contract, the SP is required to provide necessary handholding and transition support, handing over the entire IT Solution (including source code, program files, configuration files, setup files, project documentation etc.), addressing the queries/clarifications of new System Partner selected by Department.	<ol style="list-style-type: none"> <li>1. When will the hand holding period start?</li> <li>2. What will be the duration of handhold period?</li> <li>3. Do SP need to deploy resources onsite for handholding?</li> <li>4. What will be the location for handholding?</li> </ol>	Hand Holding support shall start before the exit of the SP. The Handhold period shall be three months, please refer 'Section 6.4.1 Exit Management Purpose.' Yes, SP needs to deploy onsite resources for handholding at State HQ, Chandigarh.
34	STTL	2.6	2.6	38	Desirable Timelines for Project Implementation. Phase-1: Detailed Functional Requirement study, System Requirements Study and System Design.	1. Looking to the scope of the application, 15 days timeline for Phase I seems to be un-realistic. We therefore request you to allow atleast 25 days for Phase I and amend other milestone accordingly. Please consider.	Not accepted. The SP has to adhere to the timelines as mentioned in ToR.
35	STTL	2.7	2.7	38	2.7 Performance Requirements (SLAs)	1. As per the industry's standard practice, overall penalty should have upper cap of 10% of total project value. This is missing in the tender document. We therefore request you to include overall upper cap of 10% for penalty.	Agreed.
36	STTL	2.7	2.7	38	Implementation of end to end IT Solution	1. Please include upper cap of penalty as 10%	Agreed.
37	STTL	2.7	2.7	38	Resolution Time (Only for Bug fixing)	1. As per the industry's standard practice, penalty should have upper cap of 10% of total project value. 15% is higher side. We therefore request you keep this 10% as per industry standard.	Agreed.
38	STTL	2.8	2.8	40	i. Nominate a senior person in the capacity of a Project manager, who will serve as the single point of contact for the Department and shall attend all meetings related to the project	1. Average how many meetings per month should we consider during development period as well as 3 years of O & M period?	As per Department's requirement. It may vary from 4 to 6 visits per month.

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
39	STTL	2	2.8	40	<p>x. Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.</p> <p>xi. Provide the said maintenance and support for a period of three (3) years. Such maintenance support period shall commence from the date the system is fully rolled out/Go-Live.</p>	1. Please provide the detail scope for roll out of the IT Solution.	Please refer 'Section 2- Scope of Work' for details.
40	STTL	2	2.8	41	<p>xii. During the maintenance and support period, successful bidder shall provide IT operations and administration of the installed solution in conformity with the States/Government IT policies, fix software defects, enhance the software as per an agreed plan and provide such other technical support and hand-holding necessary for the smooth functioning of the overall solution covered under the scope of the project in conformity with the agreed performance criteria.</p>	<p>1. What will be the hand holding scope? Please specify.</p> <p>2. Do SP need to provide resources onsite for handholding?</p> <p>3. How many and what kind of resources are required for handholding?</p> <p>4. How many weeks/months required to consider for handholding support?</p> <p>5. At what locations, resources will need to be deployed for handholding support?</p>	Same as point 33.
41	STTL	2	2.8	41	<p>xiv. The bidder will be solely responsible for arranging/procuring requisite infrastructure including any system software, SSL certificate (with 3 year validity), application software, relevant database, OS, integration tools, hardware and other requisite software's / licenses at his own cost and Department in no case will be responsible for arranging any such software / tools.</p>	1. We assume that required hardware (Servers, Networking, Internet etc.) will be provided by the department at Data Center. SP will only responsible for software and tools. Kindly confirm.	SP will only responsible for software and tools.



Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
42	STTL	3	3.21	47	v. System Partner shall ensure compliance of all Labour Laws i.e. Minimum rates of wages applicable in the State of Haryana as per the Minimum Wages Act 1948 and would be responsible for compliance of EPF and ESI.	1. As SP may be from outside of Haryana, it will not possible for the SP to comply labour laws applicable in the state of haryana. Please allow SP to comply laws as per their state. Please confirm.	Not accepted.
43	STTL	6	6.1	57	ii. The Bidder/System Partner have to make any changes/upgradation in the scope of work proposed by the Department during additional three months from date of Go-Live. In case of any change request after those additional three months from date of Go-Live, the Bidder/System Partner shall propose the change request scope and the committee shall evaluate the scope. The man month rate quoted by the bidder in part C of Form 17: Details of Cost Component should be taken into consideration for additional work if any and separate work order will be issued.	1. If changes suggested during 3 months after Go Live are significant then it should be considered as Change Request. Please consider.	The Bidder/System Partner have to make any changes/upgradation in the scope of work proposed by the Department during additional three months from date of Go-Live. For this, it would not be considered as Change Request.
44	STTL	6.4	6.4.1	58	(f) The bidder shall provide handholding support/ overlapped operations for a period of 3 months with the new designated agency who is going to manage the operations thereafter.	1. We assume that this 3 months handholding support / overlapped operation period will be paid extra proportionate to O & M cost, if it is beyond the operation and maintenance period. Please confirm	SP has to adhere with the timelines as mentioned in the ToR.
45	STTL	8	8.1	64	8.1 Payment Schedule for the Services provided by the System Partner	1. As SI has to pay upfront cost for procurement of hardware infrastructure and software/ database licenses. We request you to add separate payment term for it as per below. "80% of Hardware Infrastructure & Software license cost on procurement" "20% of Hardware Infrastructure & Software license cost on successful installment"	Not accepted.

Response of Queries Received from Silver Touch							
S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
46	STTL	9.2	9.2.4	82	9.2.4 Form 13: Team Composition b. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section.	<p>1. Will bidder required to submit CV's of all proposed resources OR required to submit CV's for key staff members only?</p> <p>2. If bidder will required to submit CV's for key staff members only, then please let us know the role of key staff members for which CV's are required.</p>	Bidder is required to submit CV's of all proposed resources.
47	STTL	General			Users	<p>1. How many number of users per user type will be expected in the system?</p> <p>2. What is the expected number of external users accessing this system?</p> <p>3. What will be the expected YoY growth?</p> <p>4. How many concurrent users will be there at peak time?</p>	<p>There are 22 Districts, 140 Blocks and around 6200 Gram Panchayats.</p> <p>It is expected that the Date Entry would be done at District/Block/GP level.</p> <p>Indicative concurrent users would be 50-100 users, and peak load would be 150-200 users. However, the bidder shall identify the exact concurrent users and peak load during the study phase.</p>
48	STTL	General			Public content	<p>1. Is there any information pages required to be provide for general public in the application?</p> <p>2. If yes, then kindly share complete sitemap and number of page required to be integrate in the system.</p> <p>3. We assume that content of information pages for all languages will be provided by department. Please confirm</p>	Dashboard shall be in public domain.

Response of Queries Received from Silver Touch

S. No.	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Response
49	STTL	General			Mobile account opening charges	1. Who will bear the mobile account opening charges for respective platform of mobile application? SP or Department	SP.

## Response to queries received from NSB Productions

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Connecting to Data:

Connecting to multiple data sources such as MSSQL, MYSQL, Any Web Services, APIs, Web Links and Excel spreadsheets, etc.

In case of data transmission through APIs, both source and destination needs to be authenticated through secure APIs only. Moreover, in case of offline mode, the services shall not be get affected. The data shall automatically get synchronized when connectivity resumes.

Question: Is the SP restricted to use the above mentioned database, or is the SP free to implement newer and more efficient database structures.

Response: Please refer 'Section 2.3.9 - Preferred Technology and Standards' in response to the above query. The Bidder/System Partner is requested to adhere to requirements mentioned in this section.

Page 21

Capable to provide Fingerprint/ Biometric Single Sign On (SSO) solution to the user i.e. user can use his/her fingerprint to access the mobile application.

Question: Does it mean that the finger print scanner should be part of the mobile app and what is the remedy in case the phone of the user does not have a finger print scanner/ reader.

Response: Yes, Fingerprint/ Biometric Single Sign On (SSO) solution should be the part of the mobile app. In case the phone of the user does not have a finger print scanner/ reader, the user shall login the mobile app with their login credentials or a four digit pin set by him/her.

Page 22

Social media integration: The mobile application shall be integrated with Social media platform to share the relevant data.

Question: Can it be specified which social media's are to be integrated.

Response: The mobile application shall be integrated with Social media platform like Facebook, Twitter, Instagram and YouTube.

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The SP shall ensure the complete system testing internally and performing necessary GIGW Certification from STQC and security audits from CERT-IN empanelled vendors before making it Go-Live.

Question: Who will pay for the CERT certification the SP or the department, or is it a part of the tender.

Response: The System Partner will pay for the necessary GIGW Certification from STQC and security audits from CERT-IN empanelled vendors before making it Go-Live.

11.19

Warranty Support explains that it is must to provide the Warranty Support for a period of 1 year from the date of Go-Live. We have following queries regarding Warranty Support:

Question: If there would be a Change Request raised within the Development Phase, UAT Phase or any Pre-Go-Live Stage than we can understand the changed scope will be covered in Warranty Support. But if the same has been requested post Go-Live e.g. on 11th month while ending the Warranty Support and required change took 1 month to complete and deploy on production will there be expectation to extend the support for such implementations?

Response: Warranty Support is not mentioned in the document. Please refer 'Section 2.6 Desirable Timelines for Project Implementation' for the list of complete activities planned under various phases along with their desirable timelines. And refer 'Section 6.1 Change Request' for detailed information.

Question: As far as my understanding is concerned Warranty is the period given to test the software on Post Production environment which is free but Support is not free and it only covers any malfunction from the defined scope of work. Anything outside scope of work is considered as changed requests. Whereas it is requested to put a pricing for Warranty Support and that too for 1 year.

Response: Warranty Support is not mentioned in the document. Please refer 'Section 6.1 Change Request' for detailed information.

Question: On clause 11.20 it is mentioned that Agency has to provide Operational Support post completion of Warranty does that mean the operations under Warranty won't be considered? As warranty only starts after going live?

Response: Clause 11.20 is not found in the document. Please refer 'Section 2.4.7 Phase-7: Operation and Maintenance of the entire IT Solution' for more details.

**Response of Queries received from Nippon Data**

S.No	Ref. in RFP document	Query	Response
1	P.no 61, Clause no. 7.5	Is there EMD exemption of Rs 50,000 for MSME bidders as per Government of India Guidelines ?	No
2	P.no 35, Clause no. 2.4.5	How many training locations are there & sessions ?	Training Location: State HQ Chandigarh and Training Institute at Nilokheri. Sessions: As per requirement and feedback received from the participants. For more details, please refer 'Section 2.3.6 Training to the Stakeholders' and 'Section 2.4.5 Phase-5: Training to staff members of Department as well as other stakeholders for effective use of the system'.
3	General	Can employees work offsite during development phase/ Onsite deployment is mandatory ? Since online work can be done from anywhere, If onsite resources are to be deployed, Will you arrange desktop/laptop, space etc?	It is preferred if the deployment team works onsite till the go-live phase so that they can work closely with the Department and understand the client requirement in a better way.  The Department shall provide them space and non-IT infrastructure like table, chair. However, IT hardware including laptop etc. and internet connectivity shall be provided by the System Partner/Bidder.
4	P.no 21, Clause no. 2.3.3	Application is to be developed in android & iOS , Will you pay the hosting cost ?	No, the Bidder shall pay the hosting cost of mobile applications.
5	P.no 28, Clause no. 2.3.5	The application is to be integrated with SMS gateway, Will you bear the cost of SMS gateway? Notification is to be sent to concerned authorities via SMS, How many SMS are to be sent in a month & Will you bear the cost of SMS?	SP has to procure the SMS Gateway and bear the cost of SMS. Yes, notifications to be sent to concerned authorities via SMS. Indicative no. of SMS is 500000 per year.
6	General	Is there any data migration work , If yes what is the size & format?	No. However, the bidder shall refer page-18 of ToR document i.e. (Connecting to Data) to understand the client's requirements.
7	General	Will you provide the cost of SSL certificate (3 yrs validity)& Security audit yearly cost ?	No, the Bidder shall pay the cost of SSL certificate (3 yrs validity) & Security audit yearly cost.

Response of Queries received from Nippon Data

S.No	Ref. in RFP document	Query	Response
8	General	The application is to be integrated with other applications, Will you provide API's or Bidders have to liasion with other departments to get API's?	The Department shall assist/facilitate the System Partner to get the APIs from MoPR/MoRD in order to fetch data regarding the centre schemes.

## **Annexure 'B'**



## Corrigendum

Terms of Reference (TOR) for 'Selection of System Partner [from Companies/Agencies empanelled (Group: I & II) with E & IT Department, Government of Haryana] For Study, Design, Development, Implementation and Operation & Maintenance of IT Solution For Development and Panchayats Department and Rural Development Department, Haryana'

Date 06 February 2019

Sr. No.	TOR Section No.	Para No.	Page No.	Existing Clause	Revised Clause/ Response
1.	7.5	7.5	61	i. The EMD shall remain valid for 180 days (one hundred and eighty) from the Due Date for Bid Submission specified in this TOR.	The EMD shall remain valid for 90 days (Ninety) from the Due Date for Bid Submission specified in this TOR.
2.	2.3	2.3.1	19	Strategic planning features: - A GIS / map based view to compare between districts / blocks/ panchayats for various indicators. - Provision to create Custom queries to represent the data on a State /district / blocks/ panchayats map.	Instead of GIS Map, the System Partner shall use Google map to fulfil the requirements of the Department.
3.	2.3	2.3.2	20	6. Notification: This will be a background process that will automatically notify all the concerned authorities about the approvals as well as progress of physical work and financial work via SMS through the SMS gateway.	In addition to the existing clause, it is clarified that the System Partner has to procure the SMS gateway and pay the costs of SMS to be sent to the stakeholders.

Sr. No.	TOR Section No.	Para No.	Page No.	Existing Clause	Revised Clause/ Response
4.	2.3	2.3.5	28	<p>2.3.5 Additional Services to be provided by System Partner</p> <ul style="list-style-type: none"> <li>Setting up of Helpdesk: The Department is planning to have a common helpdesk facility for the convenience of the users/ public/ citizens of State by answering their general/ technical queries. The System Partner would deploy two operators with required hardware (like computer, UPS etc.) and software (having functionality of ticketing system) to run the helpdesk in an efficient manner. However, the Department shall provide the sitting space and non-IT infrastructure like internet connectivity, phone line, LAN printer etc. to the Helpdesk operators. It shall be established as platform for technical support and resolution. The help desk is expected to work on outsourcing model to be set up by the Bidder at the State HQ of the Department at Chandigarh and shall be operational from 09:00 to 06:00 PM for all the six days in a week (including on Holidays/Sundays also) for a period of 1 year after Go-live.</li> </ul>	<p>It is clarified that tenure of the Helpdesk would be decided as per the Department's requirements. However, the Bidder is required to give cost for 3 years of Help Desk support (as the maximum tenure of the helpdesk is 3 years). And, Helpdesk would be operational from 09:00 AM to 06:00 PM for all the six days in a week (excluding Sundays).</p>
5.	2.3	2.3.6	28	<p>2.3.6 Training to the Stakeholders</p> <p>The bidder shall conduct training sessions on the online software and mobile application for all the stakeholders related to the Department. The bidder shall also prepare Computer Based Tutorials (CBTs)/ digital learning/ innovative learning solution on the basis of software application and mobile application prepared by the bidder, which shall facilitate the Department Officials for understanding</p>	<p>Instead of section 12.12, Please refer 'Section 2.3.6 Training to the Stakeholders'.</p>

Sr. No.	TOR Section No.	Para No.	Page No.	Existing Clause	Revised Clause/ Response
				the workflow of the software and mobile application. For more details, please refer section 12.12 of this document.	
6.	2.3	2.3.1	19	Dashboard Design: Data should be print friendly and user should be able to share the desired data via email, social media channels etc.	It is clarified that Social media channels like Facebook, Twitter, Instagram and YouTube needs to be integrated with the IT Solution.
7.	2.4	2.4.3	33	i. The SP shall provide Plans for User Acceptance Tests (UAT) and System Integration Tests (SIT) to Department and/or its designated Third Party Agency	In addition to the existing clause, it is clarified that the cost of for User Acceptance Tests (UAT) and System Integration Tests (SIT) will be borne by the System Partner.
8.	2.4	2.4.4	34	v. f) The SP shall also ensure necessary security audits from the State designated agency/third party, if nominated by Department in addition to mandatory GIGW compliance from STQC & yearly security audits from CERT-IN / CERT-IN empanelled vendors.	In addition to the existing clause, it is clarified that the cost of necessary security audits from the State designated agency/third party, if nominated by Department in addition to mandatory GIGW compliance from STQC & yearly security audits from CERT-IN / CERT-IN empanelled vendors will be borne by the System Partner.
9.	2.7	2.7	39	2.7 Performance Requirements (SLAs): Point 4 (Resolution Time (Only for Bug fixing): Inability to resolve as per Severity level (1/2/3) on more than two occasions in a quarter shall attract a penalty of 2% (on that quarter payment) for each additional 24 hours of delay beyond permissible limit upto maximum 15%.	2.7 Performance Requirements (SLAs): Point 4 (Resolution Time (Only for Bug fixing): Inability to resolve as per Severity level (1/2/3) on more than two occasions in a quarter shall attract a penalty of 2% (on that quarter payment) for each additional 24 hours of delay beyond permissible limit upto <b>maximum 10%</b> .

Sr. No.	TOR Section No.	Para No.	Page No.	Existing Clause	Revised Clause/ Response																
10.	2.3	2.3.3	21	The System Partner shall develop an Android based and iOS based citizen centric mobile application.	In addition to the existing clause, it is clarified that the cost of hosting the mobile application on Play Store (Android) and Apple Store (iOS) along with their security audits shall be borne by the System Partner.																
11.	1	1	7	<p>Key Events and Dates:</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Date and Time</th> </tr> </thead> <tbody> <tr> <td>Date and time for opening of Technical bids</td> <td>To be intimated later</td> </tr> <tr> <td>Technical Presentation</td> <td>To be intimated later</td> </tr> <tr> <td>Date and time for opening of Commercial Bids</td> <td>To be intimated later</td> </tr> </tbody> </table>	Particulars	Date and Time	Date and time for opening of Technical bids	To be intimated later	Technical Presentation	To be intimated later	Date and time for opening of Commercial Bids	To be intimated later	<p>Key Events and Dates:</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Date and Time</th> </tr> </thead> <tbody> <tr> <td>Date and time for opening of Technical bids</td> <td>22.02.2019 at 05:30 PM</td> </tr> <tr> <td>Technical Presentation</td> <td>25.02.2019 at 12 noon</td> </tr> <tr> <td>Date and time for opening of Commercial Bids</td> <td>26.02.2019 at 12 noon</td> </tr> </tbody> </table>	Particulars	Date and Time	Date and time for opening of Technical bids	22.02.2019 at 05:30 PM	Technical Presentation	25.02.2019 at 12 noon	Date and time for opening of Commercial Bids	26.02.2019 at 12 noon
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