

Response to pre-bid queries for MIS under the Accessible India Campaign

S. No.	Reference	Reference Clause	Query & Suggestions	Clarification by DEPwD
1	Page No-31 ELIGIBILITY REQUIREMENTS :	(viii) Agency registered under Micro, Small and Medium Enterprises (MSME) Act should submit a copy of registration certificate.	Is it mandatory requirement that company should MSME or any legal entity registered under the Indian Companies Act, 2013 or the Limited Liability Partnerships (LLP Act, 2008) or the Indian Partnership Act, 1932 can participate for this bid?	No, it is not mandatory that company should be MSME.
2	Page No-36 Technical Evaluation Criteria (Table No. 6.1)	Relevant Experience Undertaking / execution of work of conceptualizing / designing / development of the MIS Application for any Centre or State level Government scheme in the last 5 years • In case of large-scale National level MIS application: 10 Marks per project (max. 3 projects) • In case of large-scale State level MIS application: 8 Marks per project (max. 3 projects) • In case of any Government Department level MIS application: 5 Marks per project (Max. 3 projects)	Please elaborate the below mentioned things: 1. Large-scale National Level MIS Application 2. Large -Scale State Level MIS Application 3. Government Department Level MIS Application 4. Also specify the Work Order Price Value if any.	1. Large Scale National Level MIS Application means that the web application should have been rolled out atleast in 50% States/UTs. 2. Large Scale State Level MIS Application means that the web application should have been rolled out atleast in 50% of the districts in the State 3. Government Department Level MIS Application - The web application being used by any government department 4. No work order price value will be considered while evaluation
3	Page No-11 of RFP & 2.2 Scope of Work point no ii	Upgradation of existing technology of the MIS with integration of Artificial intelligence and Machine Learning	Request you to please clarify the scope for Artificial intelligence and Machine Learning from the new system	Provisions to be made for Artificial Learning (AI) and Machine Learning to build the application smart. For e.g., the system should be intelligent enough to analyse the details provided in the photographs or videos uploaded on the MIS app for analysing the accessibility of the premise. At this stage, specific requirement is not finalised. However, the same shall be finalised at the SRS stage,
4	Page No-12 of RFP & 2.3.2 Web Based Application enhanced modules Point no 14	Provision of uploading photographs including geotagged photographs against each feature of accessibility Geotagging of facilities/premises with integration of GIS based maps by the users.	Please elaborate this feature in detail. Also who will provide the GIS map? Please Clarify.	The users will require to upload the photographs of the facilities/features which can also be geotagged over map. DEPwD will provide the access to the Map through NIC or DST as the case may be.
5	Page No-36 of RFP & 6.5 Technical Evaluation: 2A	<u>Undertaking/execution of work of conceptualizing/designing/ development of the MIS Application for any Centre or State level Government scheme in the last 5 years</u> • In case of large-scale National level MIS application: 10 Marks per project (max. 3 projects) • In case of large-scale State level MIS application: 8 Marks per project (max. 3 projects) • In case of any Government Department level MIS application: 5 Marks per project (Max. 3 projects)	Request you to please change the marking on the project order value rather than projects in National, State and department level.	No change
6	General Query	Existing Application knowledge Transfer	We are assuming that the Department will provide the Complete Knowledge Transfer session of the developed application, source and API's (if any).	Yes.
7	Page No. 11	Upgradation of existing technology of the MIS with integration of Artificial intelligence and Machine Learning	Request you to kindly elaborate the functionality which is expected from Artificial intelligence and Machine Learning integration.	Pls refer s.no. 3 above
8	Page No. 12	Geotagging of facilities/premises with integration of GIS based maps by the users.	We are assuming that department will provide GIS Maps for geotagging. Please confirm if our understanding is correct.	Pls refer s.no. 4 above

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9	Page No. 13	This MIS portal shall also be linked with Sugamya Bharat App database/MIS and capture the details of common facility including buildings, websites, stations etc. for which complaint is raised through the App. The MIS portal shall be able to identify the nodal of such facility for addressing the complaint	We are assuming that department will provide all the necessary details like source code/ APIs from Sugamya Bharat App. Please confirm if our understanding is correct.	Yes
10	Page No. 36 & 37	6.5 Technical Evaluation, Criteria No. 2A & 2B	We would like to request you to kindly add the marking based on project order value rather than on National, State and department level project.	Pls refer s.no. 5 above
11	Page No. 19, 20 & 77	Payment Terms & Financial Proposal format	<p>Payment Terms and financial is not inline with each other, in payment terms it is mentioned that payment will be carried out into two (02) parts which is</p> <p>Part A. Application Design/Customization, Development, Implementation, Launch of the MIS Application and Maintenance for 03 (three) Years</p> <p>Part B. Management and Operation of the Application (PMU Support in phased manner) for the period of 40 months since the date of signing the contract or till the maintenance period of enhanced MIS application is over, whichever is earlier (on quarterly basis)</p> <p>But in financial format, there is only one head for the both parts. So we would like to request you kindly add a separate head for the 36 months maintenance period.</p>	Please refer Format 9 of the RFP wherein clear break up of the different component have been requested. Please note that financial evaluation shall be carried out on the total cost including Part A and B.
12	2.3.2 Web Based Application enhanced modules Point no xiv Page no 12 of RFP	Geotagging of facilities/premises with integration of GIS based maps by the users.	Who is going to provide the GIS maps.	Pls refer s.no. 4 above
13	2.3.2 Web Based Application enhanced modules Point no xxiv Page no 13 of RFP	This MIS portal shall also be linked with Sugamya Bharat App database/MIS and capture the details of common facility including buildings, websites, stations etc. for which complaint is raised through the App. The MIS portal shall be able to identify the nodal of such facility for addressing the complaint	need the source code/ APIs from Sugamya Bharat App	Pls refer s.no. 9 above
14	2.2 Scope of Work point no ii Page no 11 of RFP	Upgradation of existing technology of the MIS with integration of Artificial intelligence and Machine Learning	What specific AI & machine Learning is expected from the new system	Pls refer s.no. 3 above
15	2.3.2 Web Based Application enhanced modules Point no xxxi Page no 13 of RFP	The MIS application including all the pages must be made accessible in compliance with the Guidelines for Indian Government Websites (GIGW) and WCAG 2.0 (AA) Guidelines.	We can make it compliance to GIGW (what ever applicable) and WCAG coming under GIGW.	No, the proposed web application shall be compliant to both GIGW and WCAG 2.0 (AA). For WCAG, the report can be generated using widely used online tools available in public domain

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16	6.5 Technical Evaluation: 2A Page no 36 of RFP	Undertaking/execution of work of conceptualizing/designing/development of the MIS Application for any Centre or State level Government scheme in the last 5 years • In case of large-scale National level MIS application: 10 Marks per project (max. 3 projects) • In case of large-scale State level MIS application: 8 Marks per project (max. 3 projects) • In case of any Government Department level MIS application: 5 Marks per project (Max. 3 projects)	It is requested to mention the Size in terms of project order value rather than sizing in terms of National, State and department level.	Please refer s.no. 2 and 5 above
17	6.5 Technical Evaluation: 2B Page no 37 of RFP	Experience of providing implementation support/PMU based service or Project management consultancy for IT based Government projects in the last 3 years • In case of large-scale National level project: 10 Marks per project (max. 2 projects) • In case of large-scale State level project: 8 Marks per project (max. 2 projects) • In case of any Government Department level project: 5 Marks per project (Max. 2 projects)	Same as above	Please refer s.no.2 and 5 above
18	Page No-12, Conditions of Contract- ii	Mobile friendly: The web application shall be made mobile friendly and shall be compatible with all existing browsers and technology platforms including iOS and Android	Will there be a requirement for mobile app as well	No. The proposed web application should be mobile friendly with accessibility features and can be accessed through Mobile web browsers.
19	Page No-12, Conditions of Contract- xiii	The system should have capabilities to monitor the progress of work as well as keep any eye on all the MIS users on regular updation of data in the MIS portal. Provision of auto-reminders, and notifications through SMS and email to be sent to users.	What are the types of auto reminders and when are the notifications sent.	Provisions to be made for Email, SMS and integrated app based notifications. Frequency of such reminders will be decided during finalisation of SRS.

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S. No.	Reference	Reference Clause	Query & Suggestions	Clarification by DEPwD
20	Page No-12, Conditions of Contract -xvi	Rights of delegation of forms by Sub admin to the data feeders. This will also include creating hierarchy structure for each user. The same should be visible at all levels.	How many levels of hierarchy are there. Are there any workflow.	3 to 5 level hierarchy is generally expected may be made. However, the same shall be finalised later.
21	Page No-15, Conditions of Contract -xv	Minor Changes like changes in Aesthetics/look and feel of the web application viz. changing static images, text, updating policy documents, site terms of use, disclaimers etc. and other small code-level changes like label change, validations, placement of menus, buttons etc.	How will other changes be addressed ?	Other changes to be made by the Developer to be deployed in the PMU team as and when required.
22		General	Application Architecture	The queries are not clear. Bidders may visit DEPwD with prior appointment to take more information on technical aspect of the existing and proposed MIS.
23		General	Deployment Architecture	
24		General	No of Concurrent Users	
25		General	Max Transaction per Day	
26		General	Max Size of Write /Transaction year	
27		General	Any Document Upload Permitted	
28		General	Max Size of File in MB for upload	
29		General	Max Files upload per User	
30		General	Database Backup Policy	
31		General	Database Retention Policy	
32		General	DC - DR Policy	
33		General	RPO -- Recovery Point of Object	
34		General	RTO -- Recovery Time of Object	
35		General	Data Archival Policy	
36	Page No.25, 3.15	The "Bidder(s)" acknowledge that the application submitted in response to this RfP shall constitute an offer to the DEPwD which shall remain open for acceptance until the contract is awarded by the DEPwD. For the avoidance of doubt, neither this RfP nor any response submitted by the "Bidder(s)" in response to this RfP shall constitute a legally binding agreement unless and until accepted by the "DEPwD" in writing in the form of a contract executed between the DEPwD and the successful "Bidder".	The validity of the RFP should be 90/120 days from the date of submission and should not be open ended. We request the department to kindly consider	Please refer corrigendum
37	Page No.28, 7(a)	The selected Agency will be required to sign an agreement with DEPwD (MoJS) within 5 days of the issue of Letter of Award to the Agency. In case the selected Agency fails to sign the contract within this stipulated Page 29 of 78 period, it shall not be binding on DEPwD to award the work to the said Agency.	The time to sign agreement should be 30 days at least, as internal process and signing usually takes the suggested time	2 weeks time has been decided for the signing of the agreement. Please refer corrigendum
38	Page No.31, 5(iv)	Agency should have a minimum annual turnover of Rs. 20 Crore and above for the last three years	Minimum turnover should be atleast Rs.500 Cr	No change
39	Page No.31, 5	The agency should have CMMI level 5 certified	We request to add this requirement to ensure quality participation in the bid	No change
40	Page No.49, Conditions of Contract 2.8.1.2	In such an occurrence the "DEPwD" shall give a written notice of not less than 15 days for termination of the Contract	The notice should be atleast 60 days	No change

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41	Page No.50, Conditions of Contract 2.8.1.5	If the agreement is terminated pursuant of Clause 2.8.1 (a) to (f), the AGENCY shall not be entitled to receive any agreed payments upon termination of the contract	The AGENCY should be entitled for the payment of delivered goods & services and the cost which has been already incurred by the vendor	<p>May kindly refer the full clause 2.8.5 (b) which states that "If the agreement is terminated pursuant of Clause 2.8.1 (a) to (f), the AGENCY shall not be entitled to receive any agreed payments upon termination of the contract. However, the "DEPwD " may consider to make payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the DEPwD . Applicable under such circumstances, upon termination, the "DEPwD " may also impose liquidated damages as per the provisions of Clause 9 of this agreement. The AGENCY will be required to pay any such liquidated damages to "DEPwD " within 15 days of termination date".</p> <p>The above clause is satisfactory and needs no modification.</p>
42	Page No.58, Conditions of Contract 9.2.a	Delays in submission of deliverable: Delay in delivery of any deliverable as mentioned in clause 5.2, shall incur penalty of 5% of the payment linked to the deliverable for every week of delay. If the value of penalty accumulated at any time in the Contract, is more than 20% of the total Contract value, then DEPwD shall reserve the right to terminate the contract	<p>Delays in submission of deliverable: Delay in delivery of any deliverable as mentioned in clause 5.2, shall incur penalty of 0.5 5% of the payment linked to the deliverable for every week of delay. If the value of penalty accumulated at any time in the Contract, is more than 10% 20% of the total Quarterly Contract value, then DEPwD shall reserve the right to terminate the contract</p> <p>To be added: The total penalty levied in the contract will not exceed 10% of Quarterly value of the payment in any manner</p>	Please refer corrigendum
43	58, 'Conditions of Contract 9.2.b	Delay in incident resolution may incur penalty of 0.5% of the Contract value per incident as stipulated in the table above. Non-compliance or failure to meet the service levels agreed for more than 4 times in a month, may lead to termination of the contract.	Delay in incident resolution may incur penalty of 0.1% 0.5% of the Contract value per incident as stipulated in the table above. Non-compliance or failure to meet the service levels agreed for more than 4 times in a month, may lead to termination of the contract	Please refer corrigendum

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S. No.	Reference	Reference Clause	Query & Suggestions	Clarification by DEPwD
44	58, 'Conditions of Contract 9.2.c	Delay in providing substitute human resource within 30 days of placing such change request and on its approval by DEPwD, may incur penalty of 50% of fee agreed for that particular resource for the remaining period of the contract	Delay in providing substitute human resource within 30 days of placing such change request and on its approval by DEPwD, may incur penalty of 5% 50% of fee agreed for that particular resource for the remaining period of the contract that particular quarter	Please refer corrigendum
45	Page No.46, Conditions of Contract 2.2	Commencement of Services: The AGENCY shall begin carrying out the Services not later than 2 days after execution of the Contract.	Commencement of Services: The AGENCY shall begin carrying out the Services not later than 212 days after execution of the Contract.	Please refer corrigendum
46	Page No.46, Conditions of Contract 2.3	Termination of Contract for Failure to Become Effective: If this Contract has not become effective within 2 days after execution, DEPwD may, by not less than 7 days written notice to the other Party, declare this Contract to be null and void, and in such event, AGENCY shall have no claim against the DEPwD with respect hereto.	Termination of Contract for Failure to Become Effective: If this Contract has not become effective within 212-days after execution, DEPwD may, by not less than 157 days written notice to the other Party, declare this Contract to be null and void, and in such event, AGENCY shall have no claim against the DEPwD with respect hereto.	Please refer corrigendum
47	Page No.11, Scope of Work	Upgradation of existing technology of the MIS with integration of Artificial intelligence and Machine Learning	Requesting you to kindly provide more clarity on the scope of Artificial Intelligence and Machine Learning Requesting you to kindly confirm If DEPwD has preference for any technology stack	Pls refer s.no. 3 above
48	Page No.11, Scope of Work	Design interactive session/modules for increasing the usage and participation of the users.	Requesting you to kindly elaborate the point	Please refer 2.3.2 (xxx) and 2.3.3 (iv) of the RFP
49	Page No.11, Scope of Work	Creating training modules and organizing training workshops for various stakeholders involved along with DEPwD.	Requesting you to kindly confirm the expectation on training modules. Kindly confirm if the training will be related to MIS system only	Please refer 2.3.2 (xxx) and 2.3.3 (iv) of the RFP
50	Page No.12, Scope of Work	Dynamic update of all the forms: All forms shall be made dynamic with a provision of their online updation at any point of time.	Requesting you to kindly share information on the types of forms and content to be uploaded/entered	The existing forms may be referred from the MIS manual (https://drive.google.com/file/d/13p1QOUbAuXi6nF369fPfcFNInHPkiLMA/view). However, these forms will be modified as per the RFP by the selected bidder in consultation with DEPwD and other stakeholders
51	Page No.12, Scope of Work	All existing forms shall be modified with inclusion of certain fields, analysis, filters etc. New forms shall also be integrated.	Requesting you to kindly confirm more information on the existing form and the type of data that is entered through the forms? Kindly confirm if any changes to existing form needs to be done by bidder?	Please refer s.no. 50 above

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52	Page No. 12, Specification of the Modules in the MIS Web Based Application enhanced modules	Redesigning of the existing MIS portal with more interactive, easier and fully accessible user interface. This will also include integration of social media.	We assume that only links to social media platform needs to be provided. Kindly clarify Kindly confirm the social media platforms that needs to be integrated/links to be provided Kindly provide more clarity on the existing architecture of the MIS portal	Yes, the link of social media such as Facebook, Twiteer, Youtube etc. platforms will be provided. for existing system, please refer s.no. 78 below
53	Page No.12, Specification of the Modules in the MIS Web Based Application enhanced modules	Mobile friendly: The web application shall be made mobile friendly and shall be compatible with all existing browsers and technology platforms including iOS and Android.	Kindly provide more clarity on the point	Please refer s.no. 18 above
54	Page No.12, Specification of the Modules in the MIS Web Based Application enhanced modules	Creating dashboard with compiled information relevant to the concerned stakeholder. The process cycle of forms also needs to be revisited and to be modified accordingly.	Requesting you to kindly confirm: 1. If any BI Tool needs to be provided? 2. If yes; Cost of BI tool has to be borne by bidder?	The BI Tools may be provided with prior approval of DEPwD. Any, BI related cost to be borne by the bidder
55	Page No.12, Specification of the Modules in the MIS Web Based Application enhanced modules	The system should have capabilities to monitor the progress of work as well as keep any eye on all the MIS users on regular updation of data in the MIS portal. Provision of auto-reminders, and notifications through SMS and email to be sent to users.	Requesting you to kindly confirm: 1. If SMS/Email Gateway will be provided by DEPwD? 2. Cost of SMS/Email gateway will be borne by bidder?	Yes, SMS/Email Gateway will be provided by DEPwD and the cost of the same shall also be borne by DEPwD.
56	Page No.12, Specification of the Modules in the MIS Web Based Application enhanced modules	Robust MIS application to provide all sorts of reports at national, States/UT, District, City, as well as at village level. This shall also include report generation Ministry/Department-wise, Sector/Sub-sector wise, AIC vertical wise and beyond to assess the level of accessibility.	We assume that only visualization of data needs to be provided and no scope of data collection from existing sources is included. Kindly clarify	The selected bidder needs to coordinate with various stakeholders and finalise the same in consultation with DEPwD
57	Page No.12, Specification of the Modules in the MIS Web Based Application enhanced modules	Geotagging of facilities/premises with integration of GIS based maps by the users.	We assume that API of the map will be provided by DEPwD and cost associated with the same will be borne by DEPwD. Please clarify	Please refer s.no. 4 above
58	Page No.13, Specification of the Modules in the MIS Web Based Application enhanced modules	This MIS portal shall also be linked with Sugamya Bharat App database/MIS and capture the details of common facility including buildings, websites, stations etc. for which complaint is raised through the App. The MIS portal shall be able to identify the nodal of such facility for addressing the complaint.	We assume that the API required for integration with Sugamya Bharat App/MIS will be provided by DEPwD and the cost of same shall be borne by DEPwD. Kindly clarify	Please refer s.no. 9 above

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59	Page No.13, Specification of the Modules in the MIS Web Based Application enhanced modules	The MIS should provide workflow templates to facilitate admin to easily customize it according to its needs.	Requesting you to kindly confirm: 1.The number of templates to be provided? 2.Types of templates to be provided?	The templates are required to be prepared by the selected bidder in consultation with DEPwD
60	Page No.13, Specification of the Modules in the MIS Web Based Application enhanced modules	Provisions to made to upload material in the form of documents including epub format, videos, pictures with captioning etc. for mass awareness and sensitization	As EPUB format is involved does bidder need to provision a PDF viewer	Yes, the same will be required.
61	Page No.13, Web Based Application enhanced modules	Integration with other data base/web or mobile applications/MIS etc. capturing information related to accessibility at any point of time	Requesting you to kindly confirm: 1.The paltforms for mobile app? 2.Number of integrations to be performed? 3.API for integration will be provided by DEPwD?	The portal should be able to interegerate with other applications (web and mobile). As of now, which application and no. of interegeration are not decided.
62	Page No.14, Specification of the Modules in the MIS Web Based Application enhanced modules	The agency shall deploy (onsite) a 05-team member including 01 developer for operation and management of the MIS application as dedicated PMU team to be stationed at DEPwD office.	We assume that project manager and developer will be deployed only during development phase and not during AMC. Please clarify	The project manager should be deployed to supervise the work with intermittent inputs throughout the contract duration and ensure smooth execution of work whereas 01 developer to be deployed as PMU team member at UAT stage.
63	Page No.15, Other requirements	SSL of the web application portal shall be valid upto 3 years from the date of made live	Requesting you to kindly confirm: 1.If cost of SSL to be borne by bidder? 2.No.of SSL required? 3.Type of SSL required?	Yes, the cost of all certifications and licenses to be borne by the bidder.
64	Page No.15, Other requirements	GIGW certification as per NIC requirements valid upto 3 years from the date of made live	Since the portal is a MIS System is GIGW certification needed?	Yes, the same will be required.
65	Page No.15, Operation and Maintenance	Operation and management as per above for existing MIS till the enhanced system is made live. This will also include all the certifications such as security audit etc.	Requesting you to kindly conifrm: 1.What is the technology stack of the existing system? 2.What is the existing database type? 3.Size of data? 4.The type of security audits required for existing system? 5.Frequency of security audits for existing system? 6.Number of security audits of each type for existing system? 7.Cost of security audit to be borne by bidder for existing system?	Please refer s.no. 78 below. For more details on the existing system, bidders are advised to visit DEPwD office with prior appointment
66	Page No.15, Operation and Maintenance	Any other work as and when designate by DEPwD.	Kindly provide more clarity on any other work	The work would be of miscellenous nature related to MIS under the Accessible India Campaign, which could not be defined at this stage.

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67	Page No.19, Payment Procedure	No extra cost shall be paid to the vendor to successfully run the application publicly for the required period. All cost including manpower, license, server, hosting in NIC, Certifications (STQC or any other), GIGW compliance, Security Audit, upgradation, minor changes/modifications or any other cost required to run the application publicly will be deemed covered under this component.	As hosting is on NIC we assume that bidder only has to deploy the application on NIC	Yes. DEPwD will extend support to the bidder for coordination with NIC throughout the deployment period.
68	Page No.19, Payment Procedure	No extra cost shall be paid to the vendor to successfully run the application publicly for the required period. All cost including manpower, license, server, hosting in NIC, Certifications (STQC or any other), GIGW compliance, Security Audit, upgradation, minor changes/modifications or any other cost required to run the application publicly will be deemed covered under this component.	Requesting you to kindly confirm: 1.The number of STQC audits required? 2.Type of STQC audits required? 3.Duration in which STQC Audits needs to be performed?	STQC certification will be required to remain valid throughout the contract period.
69	Page No.31, ELIGIBILITY REQUIREMENTS	Agency having experience of PMU based IT related Government projects for at least for three years	Requesting you to kindly amend the clause as 'Agency having experience of PMU based IT related Government projects for at least for one years'	No change
70	General	Users	Requesting you to kindly confirm: 1.The number of users? 2.What will be the count of concurrent users?	More than 1000 users are expected to be on board. In existing system, approx. 500 users are on board.
71	General	API	Request you to confirm: 1.Whether any API is required? 2.API development to be done by bidder? 3.Number of APIs needed?	Yes, API will be required and to be developed by the bidder.
72	General	Content	Requesting you to kindly confirm: 1.If any scope of content development such as logo design has to be considered	Yes, content developemnt such as training modules, videos etc. is in the scope of the bidder.
73	General	Data Migration	Requesting you to kindly confirm: 1.If data migration is needed? 2.If yes;what kind of migration is needed? 3.What is the amount of data 4.What is the type of data? 5.What are the data formats used?	Yes, data migration is in the Scope. Bidders may visit DEPwD with prior appointment to take more information on existing data.
74	General	Data Backup	Requesting you to kindly confirm: 1.If data backup is needed? 2.If yes; what kind of data backup is needed? 3.What is the amount of data? 4.What is the type of data? 5.What are the data formats used?	Yes, the same will be required. Bidders may visit DEPwD with prior appointment to take more information on existing data.
75	General	Data Archival	Requesting you to kindly confirm: 1.If data archival is needed? 2.What is the type and amount of data?	Yes, the same will be required. Bidders may visit DEPwD with prior appointment to take more information on existing data.
76	Page 12: 2.2 Scope of Work 2.3.2 Web Based Application enhanced modules	Provision of chat box for as on when basis interaction during office timing. It shall also be supported by bot chat for FAQs.	We understand that the bidder's scope shall be limited to only development of the provision for chat box and chat bot, i.e. no separate human resources for manning the chat box shall be provided by the bidder. Please confirm our understanding.	The PMU team to be appointed by the selected bidder shall manage the chat box

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77	Page 12: 2.2 Scope of Work 2.3.2 Web Based Application enhanced modules	Provision of auto-reminders, and notifications through SMS	Please confirm whether the SMS gateway charges incurred for this facility shall be borne by the Department or should be built into our Financial Proposal. In case of the latter, please provide us with an estimate of the monthly number of notifications expected to be sent via SMS.	Please refer s.no. 55 above
78	Page 12: 2.2 Scope of Work 2.3.2 Web Based Application enhanced modules	Creating dashboard with compiled information relevant to the concerned stakeholder. The process cycle of forms also needs to be revisited and to be modified accordingly.	Please elaborate on the exiting platform, if any i.e. platform details, number of licenses developer and viewer, license capacity etc.	Platform- Apache, PHP Codeigniter framework, Mysql database License number and viewer-1
79	Page 12: 2.2 Scope of Work 2.3.2 Web Based Application enhanced modules	Security Audit of the portal as required by NIC and shall be valid upto 3 years from the date of made live	We request the authority to clarify the criteria as below: Security Audit for three years may be modified as the yearly security audit	Yes, the yearly security audit needs to be conducted by the selected bidder and must valid throughout the contract period after the portal made live
80	Page 18: 3. Information to the Agencies 3.3 Timeline for the assignment and Deliverables:	Service Level Matrices for imposition of penalties	We understand that the matrix shall be applicable only in case of issues which are directly attributable to and under the control of the Consultant's team. For example, in case the issue at S. No. 2 "Entire portal is not functional" occurs due to NIC's server issues over which the Consultant exercises no control, no penalty shall arise.	Yes
81	Page 30: 5. Requirement of Qualifications and Experience of The Firm and Key Expert 5.2 Team Composition	Project Manager cum Team leader: Experience in Infrastructure sector and PMP/Prince2/ITIL certification is desirable	In accordance with the nature and scope of the RfP, we request you to modify this criterion as: Experience in eGovernance sector and PMP/Prince2/ITIL/Six Sigma certification is desirable	No change
82	Page 34: 5. Requirement of Qualifications and Experience of The Firm and Key Expert 5.2 Team Composition	DEPwD may also take interview of few team members at the time of presentation. Upon selection of the agency, the DEPwD will assess the suitability of each of the proposed resources through personal interview and will have exclusive rights in deciding his/her deployment/continuation in PMU team.	In view of the given note, please confirm whether the complete team of 12 resources is required to be present for the Technical Presentation. Since the Technical Presentation will generally be delivered by the bidders' senior leadership and proposed Project Manager/Team Leader, we suggest that DEPwD may consider interviewing the remaining team at the time of selection and deployment.	All 12 resources may not be required to be present at the time of technical presentation. Project manager and team leader proposed for the PMU team may be present.
83	Page 36 6. Criteria for Evaluation of Proposal and Selection Procedure 6.5 Technical Evaluation	Technical Evaluation Criteria 1. Company Profile 1A. The agency should have minimum average annual Turnover of INR 20 Crore for last 3 audited financial years (2017-18, 2018-19 and 2019-20) • Less than 20 Crore: Disqualified • 20 Crore to 30 Crore: 5 Marks • Above 30 Crore to 50 Crore: 7 Marks • More than 50 Crore: 10 Marks	In order to facilitate a quality-based competition by leading Firms with substantial experience in delivering similar assignments, we request you to modify this criterion as below: The agency should have minimum average annual Turnover from IT/eGovernance consultancy of INR 20 Crore for last 3 audited financial years (2017-18, 2018-19 and 2019-20) • Less than 20 Crore: Disqualified • 20 Crore to 50 Crore: 4 Marks • Above 50 Crore to 70 Crore: 6 Marks • Above 70 Crore to 100 Crore: 8 Marks • More than 100 Crore: 10 Marks	No change

Response to pre-bid queries for MIS under the Accessible India Campaign

S. No.	Reference	Reference Clause	Query & Suggestions	Clarification by DEPwD
84	Page 37 6. Criteria for Evaluation of Proposal and Selection Procedure 6.5 Technical Evaluation	In case the agency fails to submit the documentary (completion certificate) proof mentioned above, then the Agency will not be allotted proportionate marks in respect of the unavailable documentary proof for that item/ criteria.	We would like to humbly submit that completion certificates are very often not provided by clients in the Government sector. Therefore, we request you to allow submission of the contract agreement with each client along with a URL to the relevant portal/MIS developed under the contract. Veracity of our delivery on the scope of work may be verified through the URL.	For ongoing project, satisfactory services certificate signed by the the contract/workorder signing authority of the user department (client) mentioning the duration of the project may be enclosed by the bidder.
85	Page 75: Format – 8 Format for Bidder's Experience	Note: Completion certificate shall be provided the bidder for evaluation purpose.		
86	Page 38 6. Criteria for Evaluation of Proposal and Selection Procedure 6.7 Selection of the Agency:	Weightage of 70 to the technical bid and weightage of 30 to the financial bid will be considered	In order to facilitate a quality-based competition by leading Firms with substantial experience in delivering similar assignments, we request you to consider adopting a QCBS ratio of 80:20 for evaluation of proposals.	No change
87	Page 60: Annexure II A. Organisation Profile	8. Establishment Details a. Details of office space (in sq. ft.)	Many large consulting Firms have multiple offices spread across the country. As such, we request you to kindly consider removal of this requirement for submission of square footage of the office space.	Details of the office space (in sq. ft.) may be provided for the controlling office for this project.
88	Format 9: Financial Proposal Format as per BOQ sheet uploaded on eProcurement portal	All cost including manpower (with breakup cost of each person), office, stationary, travelling, lodgings, boarding or any other cost shall be considered by the bidder etc.	In order to allow us to arrive at an estimate of the travel/boarding expenses, please indicate the expected duration, frequency, and locations of travel foreseen under the scope of the RfP.	The travel expenses (outside Delhi-NCR) will be reimbursed by DEPwD on actual basis. Hence, this cost may not be included in the financial proposal. However, for travelling within Delhi-NCR for regular meetings or any other work as and when desired by DEPwD to be considered by the bidder. For more details, refer corrigendum.