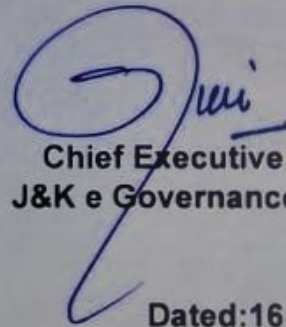


Government of Jammu & Kashmir
J & K e-Governance Agency, IT Department
Civil Secretariat, Srinagar

Subject: Request for Proposal "Selection of Agency for Design, Development and Implementation of Public Information Portal & Mobile Application for District Development Works for Rural Development Department, J&K Government.

Enclosed are the clarifications/modifications to the Pre-Bid queries sought by intending bidders with respect to tender published vide notification No: 04-JaKeGA of 2020 Dated:07-10-2020, Request for Proposal for "Selection of Agency for Design, Development and Implementation of Public Information Portal & Mobile Application for District Development Works for Rural Development Department, J&K Government published by J&K e Governance Agency (JaKeGA) in response to queries received.

Clarification are annexed as Annexure- A


**Chief Executive Officer
J&K e Governance Agency**

No: JaKeGA/Gen/18/2020

Dated:16-10-2020

Copy to:

1. Secretary to the Government Rural Development Department for Information.
2. Private Secretary to Secretary to Government, Information Technology for information of Secretary.
3. Website In charge with the instructions to upload clarification on JaKeGA website and JK Tenders website.
4. Office File.

Annexure-'A'

Clarification on the basis of Pre-Bid meeting regarding Design, Development and Implementation of Public Information Portal & Mobile Application for District Development Works for Rural Development Department, J&K Government held on 15-10-2020 at 4:PM

S.No	Query raised by (Bidder Name)	Tender document Reference(s) (Paragraph No/Page No/Point No.)	Content of Tender requiring Clarification(s)	Query/Clarification/ Amendment sought by the prospective Bidder(s)	Final Response to the pre bid queries after concluding the Pre-Bid Meeting
1	Sky Technologies	Point No.22 General Terms and Condition		1) As per point no. 22 mentioned in General Terms & Conditions, "The development and Go Live for the scope of work mentioned in this tender has to be completed in 10 days from the date of release of work order". Kindly increase the period for Go Live and allied activities.	As per RFP
				2) The charges and fees for 3rd party VAPT security audit shall be borne by whom?	Charges to be borne by the bidder.
2	IIY Software Pvt Ltd		As per the notification issued by State Top Administration of J&K and the Indian Government regarding E Procurement Norms in the country, we require following relaxations to be the part of Tender		The project is of application development and is technical in nature, therefore:
			1.Prior Experience		Exemption in experience for Start-ups and MSME shall be given subject to the condition that the bidder is a valid Capability Maturity Model (CMM) Level 3 Company/firm in order to meet the quality and technical specifications of the tender. The bidder may submit the valid CMM Level 3 certificate to avail the said exemption.
			2.Turn over		Exemption of turn-over is accepted for MSME and start-ups.
3	C-NET INFO Tech Pvt Ltd	Point No. 4 of ANNEXURE – III: Bidder Compliance	Bidder should have developed jobs/ solutions essentially including website/ Admin. Panel + mobile Apps of Android and iOS, a minimum of three (03) nos. Out of which at-least one application must be used by any Government Department /Agency / PSU / Corporation etc. of J&K in the past three years	This criterion (Government Department /Agency / PSU / Corporation etc. of J&K) is very restrictive and may affect nos. of participations from interested bidders. We request you to relax this criteria and modify the conditions as follows:	As per RFP

			i.e. (2017-18, 2018-19, 2019-20)		
4				Bidder should have developed jobs/ solutions essentially including website/ Admin. Panel + mobile Apps of Android and iOS, a minimum of three (03) nos. Out of which at-least one application must be used by any Government Department /Agency / PSU / Corporation etc. of India in the past three years i.e. (2017-18, 2018-19, 2019-20)	As per RFP
5	Optimize IT Systems Pvt Ltd	Pg no 6, Pt No.7 2. Broad Scope of Work	Integration with District Portal and Central UT	We understand that the department shall provide the web service /API of the district portal and central UT portal for integration. Please Confirm.	For the Application to be developed, the API will be provided by the bidder for Integration. However, for the Application with which to be integrated the APIs will be provided by the concerned developer.
6		Pg no 7, 2. Broad Scope of Work	SMS for Mobile Number Verification using OTP	We understand that gateway shall be procured by department and selected bidder shall integrate the application gateway. Please Confirm.	Will be provided in Requirement Gathering Phase
7		Pg no 7. 2. Broad Scope of Work	DSC Integration if needed in future	We understand that department shall procure DSC token and selected Bidder shall only integrate the application with DSC. Please confirm?	Yes
8		Pg no 8 ,2. Broad Scope of Work	The applications must be audited from a certified CERT IN empanelled vendor for hosting purpose to ensure it is safe to host and secure .Vendor needs to ensure that VAPT is carried out before hosting of application.	Who shall bear the cost of Security Audit?	The charges will be borne by the Bidder
9		Pg no 8 ,2. Broad Scope of Work	The solutions has to be hosted at State Data Centre on Linux machine after proper security audit by CERT-IN empanelled security audit firms.	Who shall procure the infrastructure required for hosting	JaKeGA, IT Department
10		Pg no15 Annexure -III Bidder Compliance	Bidder should have developed jobs/solutions essentially including website/Admin Panel+mobile Apps of Android and iOS, minimum of three(o3) no.s. Out of which at least one application must be used by any Government Department/Agency/ PSU/corporation etc of J&K in past three	As this clause restricts participation of bidder, hence we request you to consider the project experience for any government department irrespective of any specific state/UT.	As per RFP

			years i.e (2017-18,2018-19,2019-20)		
11	ESDS Software Solution Pvt Ltd	Page 6 General -point 5	RESTFul Dynamic APIs should be integrated across the solution	Please clarify whether you will be providing the APIs or the bidder will be responsible for developing these APIs	For the Application to be developed, the API will be provided by the bidder for Integration. However, for the Application with which to be integrated the APIs will be provided by the concerned developer.
12		Page 6 General -point 7	Develop a role-based authorization and access management system so as to ensure the secured and restricted access	Can you please elaborate on the roles involved and how the workflows would be?	As per the Roles defined within Rural Development Department and their requirement
13		Page 6 General -point 8	User Login should be done using Mobile/OTP	Please elaborate on what data of the citizens will be taken for registration purposes and if there are any specific requirements regarding the storage of this data.	Will be provided in Requirement Gathering Phase
14		Page 6 General -point 10	Each district portal would be accessible on a specific suburls	Please clarify this with exact requirements in terms of suburls	Each District will have its own sub urls which should be accessible from Central URL .However Admin should be able to download all reports from Central URL.
15		Page 6 General - point 13	The mobile apps should support minimum versions covering maximum users and devices.	Please clarify with exact requirements of required versions and devices to be supported	Windows, Android and IOS.
16		Page 6 General - point 16	Integration with District Portal and Central UT portal	Please confirm if only these two integrations are required or are there any other integrations required	Other Integrations will be required as per requirement of Rural Development Department.
17		Page 6 General -point 17	Integration with social media platforms	Please clarify what functionality is required here and what all social media platforms need to be integrated	Facebook , Whatsapp, twitter etc for feed ,etc
18		Page 7 Web Portal for District Officers/District Admin/Citizen (District Level) -point 10	Report Generation	Please elaborate on what types of reports would be generated, the formats of the reports and whether they will be viewable/downloadable in csv format	Reports should be viewable as well as downloadable and available in PDF and xlsx format.
19		Page 7 Web Portal (Admin) - Point 3	Report Generation at all levels for all districts and UT Level	Please specify what all reports will be required, their formats and whether they will be viewable/downloadable to csv format. Also, who will have access to the reports?	Reports should be viewable as well as downloadable and available in PDF and xlsx format.
20		Page 7 Web Portal (Admin) - Point 8	English/Hindi/Urdu/ Dogri for each Scheme	Please clarify if only the scheme documents will be in these languages or the entire portal will be in these many languages?	Entire Portal
21		Page 7 Mobile App (All) - point 2	Login for Officials, Open access to information for Citizens	What all information will be available for the citizens and what all formats would the content	Status of the schemes

				have e.g. text, videos, images etc.	
22		Page 8 Testing - point 4	The applications must be audited from a certified CERT-IN empanelled vendor for hosting purpose to ensure it is safe to host and secure. Vendor needs to ensure that VAPT is carried out before hosting of the application.	Please specify the frequency of Audit. In case the bidder is supposed to do it, will the bidder have to submit any reports to Government of Jammu and Kashmir? Also, please clarify who will bear the cost of the audit	Once at the time of hosting of Application bidder needs to submit Audit certificate from empanelled CERT-IN security audit firm Bidder will be responsible for audit and bear the cost.
23		Page 8 Hosting	The solution has to be hosted at State Data Center on Linux machine after proper security audit by CERT-IN empanelled security audit firms	Please clarify who will be responsible for this audit and who will be bearing the cost of the audit. In case the bidder is supposed to do it, will the bidder have to submit any reports to the Government of Jammu and Kashmir?	Bidder will be responsible for audit and bear the cost. Yes audit report to be submitted at the time of Deployment.
24		Page 8 Proposed functionality 1. District Admin - point e	CMS: Ability to manage district portal & app view's informative content for sections like About District, Gallery, Contact Us etc.	Please clarify that the bidder will only provide a medium for achieving this functionality and that the content will be Government of Jammu and Kashmir responsibility	Content Management will be responsibility of bidder. However, content will be provided by Rural Development Department.
25		General	NA	Would the functionality to upload the data of officers/admins in bulk be required?	Yes, also various Schemes of Rural Development Department, their progress and status will be required to be uploaded
26		Page 9 Proposed functionality 3. Directorate and Higher Level - point c	Dashboard: View dashboard at District/UT level with several filters and report generation to see data at Scheme Level/District/Block level.	Please elaborate on the filters part - whether any specific filters are required	Should be as per requirement of RDD Department.
27		Page 11 - point 22	The timeline is the essence of this project. The development and Go Live for the scope of work mentioned in this tender has to be completed in 10 days from the date of release of work order. The successful bidder has to put multiple resources on work from day 1 to achieve the target timeline.	Please confirm that the entire development (web+mobile) needs to be done in 10 days	Yes, As per RFP
28		Page No. 15 Annexure - III Bidder Compliance SI No. 4	Bidder should have developed jobs/ solutions essentially including website/ Admin. Panel + mobile Apps of Android and iOS, a minimum of three (03) nos. Out of which at-least one application must be used by any Government	Compliance of having application used by Government Department / Agency / PSU / Corporation etc. of J&K in the past three years i.e. (2017-18, 2018-19, 2019-20) would restrict the competition and would make many bidders not eligible due to given requirement of experience in J&K. We also request	As per RFP

			Department / Agency / PSU / Corporation etc. of J&K in the past three years i.e. (2017-18, 2018-19, 2019-20)	that work experience of last five years may be considered. Kindly amend the clause as below: - Bidder should have developed jobs/ solutions essentially including website/ Admin. Panel + mobile Apps of Android and iOS, a minimum of three (03) nos. Out of which at-least one application must be used by any Government Department / Agency / PSU / Corporation etc. in past five years as on 31 Mar 2020.	
29	JK Technocrats	MSME Clarification		Which MSME will be considered?	Only relevant MSME i.e those for Software Development will be considered.
30	Hitachi	Extension in Tender		Bidder requested for extension in tender	As per RFP