

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

Subject: Response to queries received for “Selection of Implementation Agency for Design, Development, Implementation, Operation and Maintenance of UT Dashboard, Government of J&K”.

This is in reference to the tender published vide Notification No: 16-JaKeGA of 2021 dated 26-05-2021 regarding “Selection of Implementation Agency for Design, Development, Implementation, Operation and Maintenance of UT Dashboard, Government of J&K”. In this connection, the response to the Pre-bid queries is annexed herewith as Annexure ‘A’.

**Sd/-
(Simrandeep Singh) IAS
Chief Executive Officer, JaKeGA
Dated: 15-06-2021**

No. JaKeGA/Tech/05/2021

Copy to the:

1. Chief Secretary, J&K for Information.
2. Director Information, J&K with the request to get the same published in leading nationals and local dailies for its wide publicity.
3. Financial Advisor/CAO, Information Technology Department.
4. Private Secretary to Govt. Information Technology Department/CEO, JaKeGA for information of Secretary ITD/CEO JaKeGA.
5. In-charge Website JaKeGA (www.jakega.jk.gov.in) for appropriate action.
6. e-file for record.


**Analyst IT
J&K e-Governance Agency,
JaKeGA**

Reply to the queries for the Notification No 16-JaKeGA of 2021 dated 26-05-2021
(Selection of Implementation Agency for the Design, Development, Implementation, Operation and Maintenance of UT Dashboard, Government of J&K)
RFP Ref No.: JaKeGA/Tech/05/2021; Dated: 26-05-2021 Version 2.0.

S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
1	Daffodil Software Private Limited, Gurgaon	Certifications	The bidder must have a valid CMMi 5 certification along with ISO 27001 and ISO 9001 certificates.	we request you to make CMMi 3 or above as the eligibility criteria.	Please Refer Corrigendum No 01 to Notification No 16-JaKeGA of 2021 dated 01/06/2021
2	Grant Thornton Bharat LLP	Details of Activities	Bid Submission End date: 07-06-2021 till 02.00 PM	It is requested to extend the last date of bid submission by at least one week for enabling us to submit a comprehensive proposal.	As per RFP
3		Bid Evaluation Method	Least Cost Based Selection (LCBS)/ (L1)	It is requested to consider QCBS method (T:F::70:30) of evaluation to ensure selection of technically sound bidder.	As per RFP
4		RFP Document Fees	RFP document can be downloaded from www.jktenders.gov.in, bidders are required to deposit the document Fee of ₹20,000/-	It is requested to reduce the RFP document fee.	As per RFP
5		Technical Bid Evaluation Criteria	The Bidder should have implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years.	Please clarify if ongoing projects supported by partial completion certificate issued by client shall be eligible under this criteria.	As per RFP
6		Certifications	The bidder must have a valid a) CMMI Level 5 Certification	It is requested to modify the clause as: The bidder must have a valid a) CMMI Level 3 Certification	Please Refer Corrigendum No 01 to Notification No 16-JaKeGA of 2021 dated 01/06/2021
7		Other Terms and Conditions	Without incurring any liability, whatsoever to the affected bidder or bidders, the JaKeGA reserves the right to: f.) Increase or decrease no. of resources supplied under this project	It is requested to consider scope increase with due financial implications.	As per RFP
8		Training to the End Users	IA needs to provide training to the department personnel and ensure that a proper hands-on training to the staff on the application/solution implemented be given.	Please provide the tentative number of department personnel to be trained.	Shall be provided at the time of implementation to the successful bidder.

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9		Timeline & Deliverables	1. Design, Development & Implementation of the entire solution for the existing 36 schemes listed under Clause (7): T0=04 weeks	Please clarify if this timeline is due after 4 weeks after issue of Work Order. It is also requested to increase the timeline to 6 weeks from the issue of Lol.	As per RFP
10		Post Implementation Support (Application Maintenance & Support)	a) Availability of application	Please clarify if the application shall be hosted on cloud infratsructure (government)	The solution will be hosted in JKSDC
11		Details of Activities	Consortium is not allowed.	Requesting you to kindly allow participation as a consortium	As per RFP
12		Details of Activities	Total project period is 05 years. The Implementation Agency must complete development of the entire solution within 01 months from receiving the work order. Post Implementation Support would be provided for a period of 60 months after golive of the project. The post implementation support may be extended for another 24 months, if required.	Implementation of entire solution in 01 month seems to be difficult. We would request you to kindly allow more time for implementation	As per RFP
13		Project Key Characteristics	Key Performance Indicators – The solution will display the KPIs of various departments/schemes and help users monitor the performance of that department/scheme through these KPIs.	Requesting you to kindly confirm: 1.The number of departments/schemes? 2.Amount of data? 3.What will be the source of data?	Please refer Clause 7. (List of Department and Services) of the RFP
14		Project Key Characteristics	Data Fetching and Updating – The solution would have facilities to fetch data from the required databases and get automatically updated without any assistance from the user. The frequency of the data updating will vary with the departments and would be decided accordingly. Dashboard data, however, should get updated on a daily basis.	Requesting you to kindly confirm: 1.What is the size of data? 2.How many databases needs to be used? 3.What is the size of each database? 4.What database tool/software is used?	As per the Scope of the RFP
15		Project Key Characteristics	Drill Down View – The solution will allow users to get the drill down views of various schemes and departments.	Requesting you to kindly confirm: 1.What level of drill down needs to be provided?	To the lowest possible level

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16		Project Key Characteristics	Reports – The solution would have customized reports which would enable the users in decision making.	Requesting you to kindly confirm: 1.What are the report formats that needs to be considered? 2.What are the parameters that needs to be monitored through the dashboard	Reports based on KPI of various schemes . The list of KPI is available in the current RFP
17		Project Key Characteristics	Multilingual Website – The solution should be multilingual (English, Hindi, and Urdu)	Requesting you to kindly confirm: 1.The scope of website development? 2.Content (Multimedia,photos,images,videos,etc) in English, Hindi and Urdu for the website will be provided JaKeGA? 3.Any scope of content(multimedia,images,videos,etc) development needs to be considered? 4.If yes; what are the languages that needs to be considered?	As per scope in the RFP
18		Project Key Characteristics	Email & SMS Integration – In order to ensure better reach of updates and status to the users, the system should have email and SMS integration features.	Requesting you to kindly confirm: 1.If Email & SMS gateway will be provided by JaKeGA? 2.Cost of SMS and Email Gateway to be borne by bidder or bidder only has to integrate the SMS and Email Gateway	SMS and email services charges shall be facilitated by the JaKeGA (if required). and the required API shall be provided by the User department.
19		Project Key Characteristics	Alerts- The Solution should send alerts to all levels of users.	Requesting you to kindly confirm: 1.What type of alerts needs to be sent? (SMS,Email,Push notifications,etc)? 2.If SMS and Email notification needs to be provided then cost of Email and SMS gateway needs to be borne by bidder? 3.If SMS and Email gateway will be provided by JaKeGA and bidder only has to integrate it?	1. Yes 2. SMS and email services charges shall be facilitated by the JaKeGA (if required). and the required API shall be provided by the User department. 3. Yes

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20		Technical Bid Evaluation Criteria	The Bidder should have implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years.	Requesting you to kindly amend the clause as: The Bidder should have implemented one or more system with integrated Dashboard for any Government (Central/State)/PSUs in India during last 05 years.	As per RFP
21		Web Designing along with Portal Development	The IA is responsible for designing a flexible framework for performance monitoring and display of various Schemes/Activities/Initiatives/programmes etc of all departments as well as development of a web-based portal for displaying the various schemes and departments of the UT. The design of home page, data entry screens etc. should also need to be developed.	Requesting you to kindly confirm: 1.The number of departments/schemes/initiatives 2.What parameters needs to be visualized through the dashboard 3.Please confirm the scope of data entry? 4.Requesting you to kindly provide the list of schemes?	1. List of departments available/schemes available in the RFP 2. KPI of the schems to be taken up in the 1st phase available in the current RFP.For the remaining schme it will be explored by the successful bidder in consultation with user deptt 3. At the department,district div etc level 4. Please refer to current RFP
22		Web Designing along with Portal Development	The landing page shall have below characteristics as well. i. Aesthetic Layout and Professional Design. ii. Effective Navigation. iii. Good Performance and Speed. iv. Mobile Compatibility. v. Contrasting Color Schemes. vi. Browser Consistency and compatibility. vii. Faster Load Time. viii. Optimized for search. ix. Well Designed and Easy to Use. x. Optimized for search. xi. Good Error Handling Mechanism. xii. Social Media Integration. xiii. Alerts.	Requesting you to kindly confirm: 1.If tools for search optimization will be provided by JaKeGA? 2.Bidder has to use their own tools for search optimization? 3.We request you to kindly confirm the social media platforms that needs to be integrated? 5.Please provide more information about the alert mechanism that needs to be provided in the portal	As per RFP

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23		Web Designing along with Portal Development	<p>The landing page shall have below characteristics as well.</p> <ul style="list-style-type: none"> i. Aesthetic Layout and Professional Design. ii. Effective Navigation. iii. Good Performance and Speed. iv. Mobile Compatibility. v. Contrasting Color Schemes. vi. Browser Consistency and compatibility. vii. Faster Load Time. viii. Optimized for search. ix. Well Designed and Easy to Use. x. Optimized for search. xi. Good Error Handling Mechanism. xii. Social Media Integration. xiii. Alerts. 	<p>We assume that only social media integration needs to be provided by bidder and handling of social media platform will be done by JaKeGA</p>	Yes
24		Integration with existing (identified) Government Systems/MIS	<p>The application should seamlessly integrate with other department websites/portals/ Applications etc. Various departments should be able to share the data from their transactional systems through a variety of modes (e.g.: Web Service, Web links, Interface to upload (spreadsheet, csv, flat-file, etc) or screen enabling input of the requisite data on the portal, through email data in Spreadsheets, csv, flat file, etc.) on real time, a daily / weekly / monthly basis (depending on the type of service / data) or as per the agreed frequency. These are to be displayed as reports for the respective scheme / department.</p>	<p>Requesting you to kindly confirm: 1.Number of applications/systems that needs to be considered for integration? 2.Requesting you to kindly provide the architecture of those systems? 3.Please confirm if JaKeGA will align a SPOC to cordinate with the respective departments?</p>	Will be shared with the successful bidder

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25		Integration with existing (identified) Government Systems/MIS	Functional ability to connect various source level data across multiple databases and transaction types.	<p>Requesting you to kindly confirm:</p> <ol style="list-style-type: none"> 1.The number of datasources? 2.What are the type of data sources? 3.If data is collected from any external sources apart from JaKeGA's data sources? 4.If yes;what are the data sources that needs to be considered? 5.Requesting you to kindly confirm if any unstructured data is involved? 6. If any ETL activity is involved? 	As per RFP
26		High Level Architecture	The indicative high-level architecture is as mentioned below. It is recommended that the IA should study the requirements and existing system and design the most suitable architecture for the dashboard. The IA shall be responsible for providing the desired hardware sizing for hosting the complete solution on JKSDC. IA shall keep into consideration growth of the data/technologies and related infra.	We assume that hosting has to be provided by JaKeGA. Please clarify.	Hosting environment to be provided by JKSDC
27		Training to the End Users	IA needs to provide training to the department personnel and ensure that a proper handson training to the staff on the application/solution implemented be given. The users should be well conversant with the functionalities, features and processes of the solution after the training.	Requeseting you to kindly confirm if training has to be provided on-site or offsite?	Shall be provided at the time of implementation to the successful bidder.
28				Kindly provide the number of users to be trained and users to be trained?	Shall be provided at the time of implementation to the successful bidder.

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29	ESDS Software Solution PvtLtd	High Level Architecture	The indicative high-level architecture is as mentioned below. It is recommended that the IA should study the requirements and existing system and design the most suitable architecture for the dashboard. The IA shall be responsible for providing the desired hardware sizing for hosting the complete solution on JKSDC. IA shall keep into consideration growth of the data/technologies and related infra.	Kindly reconsider this clause as authority can opt for deployment of the solution at Meity empaneled CSP Data center to leverage the benefits of cloud hosting.	As per RFP
30		Core Application Framework	Reporting & Visualization: Display data as per required format (such as analysis of graphs and table format with drill down facility).	Requesting you to kindly confirm: 1.If any BI tool needs to provided? 2.If yes; cost of license to be borne by bidder? 3.JaKeGA has any BI tool preference?	As per RFP
31		Core Application Framework	User Management: Department will create user name & password for their field level user as per roles/rights to add data as per KPI.	We assume that the process of name and password generation is not a part of the solution to be implemented. Please confirm.	As per scope in the RFP
32		Core Application Framework	Demography Mapping: Manage the demography master data district to village, Tehsil, Police Station etc. Also map revenue village to all Tehsil, Block, Police Station, etc. Mapping will also be done for Local Government Directory prepared by Government of India.	Requesting you to kindly confirm: 1.The source for demographic data? 2.API for demographic data will be provided by JaKeGA?	User department shall provide the data, however JaKeGA will facilitate the same
33		Functionality Schemes Management	– Provision to define a scheme – Option to map the defined scheme with respective department (as primary, secondary, tertiary etc.)	Requesting you to kindly provide more clarity on primay, secondary and tertiary schemes	As per scope in the RFP

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34		Functionality Mobile App	There shall be a mobile based application, preferably on Android and iOS platform, where the concerned departmental users can be able to access the dashboard. The user shall be able to view the dashboard and monitor the performance of the Schemes implemented under respective department.	Requesting you to kindly confirm: 1.The scope of mobile application 2.Please confirm if the application needs to be deployed on app store and play store? 3.If yes; cost of app store and play store to be borne by bidder?	1. As per scope in the RFP 2. Yes 3. Bidder (if applicable)
35		Solution Features	The solution should have India specific vocabulary libraries, grammar rule libraries, standardization rules and libraries, regular expression libraries etc	Requesting you to kindly provide more clarity on the point	As per scope in the RFP
36		Workshop	The Implementation Agency shall conduct workshop/meetings for achieving following Key areas for any scheme is decided to be enrolled in the Dashboard. a) Identification of Scheme mandate b) Formulation of KPIs against the scheme c) Identification of Data sources and owners d) Data Collection mechanism, formats, Frequency (Department, Division, District level, Block Level, GP level etc) e) Identification of Users of the application at different level f) Mechanism for data validation and approval	We assume that the workshop has to be conducted online. If not kindly specify the location and number of workshops to be conducted?	Offline at different centralized locations
37		Non-Functional Requirement Application Testing	The Implementation Agency shall design the testing strategy including Test Cases and conduct testing of various components of the UT Dashboard solution configured/ customized for UT of J&K. The UT Dashboard Solution testing shall at least include Unit Testing, System Integration Testing, Performance Testing, User Acceptance Testing (UAT), etc. The Implementation Agency shall perform the testing of the solution based on the approved test plan, document the results and shall fix the bugs found during the testing	Requesting you to kindly confirm if staging server will be provided by JaKeGA	Yes

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38		Security Audit	The Implementation Agency should carry out following activities relating to Security Audit of Dashboard Portal. a) Coordination with the Cert-in empaneled firm for security audit and obtain the safe-to- host certification. b) Rectification of issues/ bugs suggested by auditor c) Removal of vulnerabilities/security threats identified by auditor d) Submit the report/testing documents including details of defects/bugs/errors found and corrective actions taken. e) Bidder should carryout security audit before Go-live of application and also periodic audit & certification once in 6 months /as and when it is require as per the JKSDC policy.	Requseting you to kindly confirm if cost of security audit to be borne by bidder?	Yes
39		Security, Integrity and confidentiality	Web Services Security: IA should ensure that all the Web services including routing, management, publication, and discovery should be carried out in a secure manner. Those who are using the Web services should be able to utilize security services such as authentication, authorization, encryption and auditing. Encryption of data shall take place at client level itself. Application server shall provide SSL security.	We request Authority to Kindly confirm if we can follow MeITY Guidelines for Security for cloud hosting.	As per RFP
40	Kindly confirm whether the security has to be considered in High availability.			As per RFP	
41	Kindly specify number of domains for SSL/TLS certificate.			As per RFP	
42					
43		Application maintenance	The IA has to provide the following manpower (onsite) for a period of one year after go-Live for the disposal of JaKeGA: a. Team Leader 1. No. b. MIS Expert. 01 No. c. Technical Support 02 No	Kindly provide the education qualification required for the mentioned manpower.	Please Refer Corrigendum No 01 to Notification No 16-JaKeGA of 2021 dated 01/06/2021
44				Kindly confirm if the authority is also expecting the migration if yes please confirm the below points	As per RFP
45				Kindly confirm the existing data size to be migrated on new servers in MB/GB/TB.	In the scope of Successful bidder

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46		Payment terms	The cost of implementation services for UT Dashboard Solution, the training, data migration, scheme enrollment etc. will be paid based on the completion of the key milestones of the project and acc	Kindly confirm the count of total VMs to be migrated. Also, kindly confirm the nature of each VM	As per RFP
47				Kindly confirm whether the migration will be over the internet or USB media or physical media	As per RFP
48				Kindly confirm any existing control panel is hosted in existing infrastructure or current setup, if yes then kindly specify.	As per RFP
49		General	Firewall	Requesting you to confirm: 1.If any firewall is needed? 2.If yes;type of firewall to be provided? 3.Does vendor need to consider the cost of firewall	As per RFP
50		General	Users	Please specify the number of concurrent users	No. of users, Concurrent user etc shall be shared with the successful IA in consultation with user department.
51		General	Content	Request you to confirm: 1.Content will be provided by JaKeGA during development?	User department shall provide the data, however JaKeGA will facilitate the same
52		General	Hosting	Requesting you to confirm hosting will be provided by JaKeGA If no; please specify the type of hosting needed?	The solution will be hosted in JKSDC
53		General	API	Requesting you to confirm: 1.If any API needs to be integrated? 2.Any API is needed? 3.Number of APIs needed? 4.APIs to be developed by bidder? 5.Please confirm if API will be provided by JaKeGA	As per RFP

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54		General	Backup	Requesting you to kindly confirm: 1.If data backup is required? 2.If yes; type of backup required? 3.Amount of data to be considered for backup? 4.Frequency at which data backup needs to be provided to JaKeGA	In the scope of JKSDC
55		General	Data Storage	Requesting you to kindly confirm : 1.If data storage needs to be provided? 2.If yes; what is the size of data? 3.Duration for which data storage needs to be provided?	In the scope of JKSDC
56		General	Data Migration	Requesting you to kindly confirm: 1.If data migration needs to be provided? 2.If yes type of migration that needs to be provided? 3.What is the size of data?	As per RFP
57		General	BI Tool	Requesting you to kindly confirm: 1.If JaKeGA has a BI Tool preference? 2.If yes; JaKeGA will provide the BI tool or bidder has to bear the cost of license	As per RFP
58		General	Technology Stack	Requesting you to kindly confirm: 1.The technology stack? 2.If open source technologies can be used?	As per RFP
59		General	Network	Kindly specify how are the users going to connecting to DC/DR? (Internet/MPLS) If Internet, please specify required unmetered internet bandwidth? (Mbps) If MPLS, how many links will be terminated at DC and DR?	As per RFP

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60		General	Disaster Recovery	Kindly specify total number of users , concurrent users & peak usage who access portal to calculate Bandwidth.	No. of users, Concurrent user etc shall be shared with the successful IA in consultation with user department.		
61				kindly confirm if JaKeGA is looking for DR solution from bidder; if yes, Kindly confirm following-	In the scope of JKSDC		
62				Please share the compute environment required at DR site of primary site i.e 50% ,75% or 100%	As per RFP		
63				Please share the expected daily data generation at DC site which would be replicated at DR site	As per RFP		
64				How many public IPs are required at DC/DR	As per RFP		
65				Please provide the frequency of DR drills to be performed for this project.	As per RFP		
66				Is DRM tool expected for the solution, If yes shall we consider for all the VMs or only DB servers?	As per RFP		
67				General	Backup	Kindly confirm the expected backup space to be proposed by the CSP on the DC site.	As per RFP
68						Kindly confirm the retention policy/period of backup data	As per RFP
69				General	Storage	Kindly confirm whether the Additional storage space is required at Primary site? If yes confirm the amount of space required.	As per RFP

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70	HIGHBAR TECHNOCRAT LTD	2, Point No.11,Page No. 06	Consortium is not allowed.	We request you to allow consortium of 2 Bidders. (Since it's a requirement of BI alongwith multiple system integrations, so dual expertise shall be required to deliver project smoothly.)	No as per RFP
71		5.1.6, Page No. 18	It is the responsibility of IA to ensure that the required data, is fetched/collected in the format required. The formats should be agreed with various departments and the required data cleansing must be done before using the data.	It is the responsibility of IA to ensure that the required data, is fetched/collected in the format required provide required formats for fetching/collection of required data. The formats should be agreed with various departments and the required data cleansing must be done before using the data. It is the responsibility of JaKeGA to provide the cleansed data in formats provided.	As per RFP
72		5.1.34, Point No.1, Page No. 29	Timeline T0=T4 Weeks	Since it's a complex engagement and multiple departments are involved, We request you to relax this as below : T0=T16 Weeks	As per RFP
73		5.1.34, Point No.2, Page No. 29	Timeline T0=T4 Weeks	Since it's a complex engagement and multiple departments are involved, We request you to relax this as below : T0=T16 Weeks	As per RFP

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74		5.1.35, Page No. 30	Payment Terms	<p>We request you to release payment of :</p> <p>A. OEM/Software Licenses/ Platform/ Hosting immediately after the e-delivery of same.</p> <p>B. The Annual Subscription Charges should be payable in advance for rest of the contract duration.</p> <p>C. The implementation payments should be payable on milestone basis e.g.:</p> <p>At the time of Blueprint sign off- 20%</p> <p>On completion of System Configuration - 20%</p> <p>On completion of IT 1 - 10%</p> <p>On completion of IT 2 - 10%</p> <p>At the time of UAT Sign Off- 20%</p> <p>At the time of Go-Live -20%</p>	Payment terms as per RFP
75		4.8.1 Technical Bid Evaluation Criteria	The bidder must have a valid a) CMMI Level 3 or above Certification b) ISO 27001 Certification OR ISO 9001 Certification	<p>We Request to accept Old CMMI Certificate, which is expired during the pandemic period and CMMi renewal is under process.</p> <p>The revised clause is as under: In case CMMi Level 3 or higher certificate is expired during the pandemic time and renewal/upgrade process is going on than bidders can submit the old certificate along with proof of application for renewal and self-undertaking stating that, the CMMI certification is under renewal process.</p>	As per RFP

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76	XtraNet Technologies Private Limited	5.1.34 Timeline & Deliverables	<p style="text-align: center;">Activity: Design, Development & Implementation of the entire solution for the existing 36 schemes listed under Clause (7) List of Department and Services of the RFP under Phase 1. Go-Live for rest of the Schemes (Phase- 2)</p> <p style="text-align: center;">Tentative Deliverables: 1. FSR/SRS Document 2. Source Code 3. Operation Manual Configuration Manual Administration Manual 4. Hosting 5. UAT 6. Safe to host certificate issued by Cert-in empanelled firm. 7. Go-Live of Phase 1 Timeline: T0=04 weeks</p>	<p style="text-align: center;">The scope of work is mentioned for FRS/SRS, Hosting, UAT, Security Audit by Cert-in empanelled firm. The given timeline of 04 weeks is very short. SRS preparation and finalization will at least take couple of weeks. Security Audit will take minimum two weeks. Hence requesting to extend the timeline from 04 weeks to at least 15 weeks.</p>	As per RFP

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77		5.1.35 Payment Terms	<p style="text-align: center;">Milestone 1: Complete Design, Development & Implementation of the entire solution for the existing 36 schemes listed under Clause (7) List of Department and Services of the RFP under Phase 1 along with Hosting, Integration, Data Migration, Scheme Enrolment, Data Entry Mechanism, Application UAT Training, Audit and Go-Live of the Solution.</p> <p style="text-align: center;">Payment Terms: 70% Milestone 2: Post Implementation Support for a period of 5 years from the date of achieving the Go-live of phase 1. Quarterly payments over a span of 5 years after Go- Live of phase 1 will be paid in 20 equal QGRs subject to successful implementation Report of the scheme/s which will be intimated under phase 2, if any during the particular QGR.</p> <p style="text-align: center;">Payment Terms: 30% The payment for O&M needs to be quoted separately by the bidder and the payment for the same would be released quarterly based on the successful certification of work by JaKeGA.</p>	<p>For all development activity only 70% of payment will be released on completion of work and remaining 30% of payment will be released as 20 equal quarterly payments during O & M phase. For O & M Phase quarterly payments will be released. This payment condition will increase the finance cost of the project and looking into COVID-19 pandemic situation maintaining fund flow is also a big challenge. Hence requesting to amend payment condition and make it milestone basis as under: Development Phase: a. SRS Approval - 40% b. UAT Acceptance - 40% c. Go-Live - 20% Operation & Maintenance: Monthly Basis within 15 days from submission of Invoices</p>	Payment terms as per RFP
78		4.8.1 Technical Bid Evaluation Criteria	<p style="text-align: center;">d) Net worth The Bidder should have an average turnover of ₹25 Crore or above in last 03 Financial years ending March 2020.</p>	To allow more healthy competition It is requested to reduce the average turnover to ₹15 Crore or above in last 03 Financial years ending March 2020	As per RFP
79	MOBINEERS INFO SYSTEMS PVT LTD	4.8.1 Technical Bid Evaluation Criteria	<p style="text-align: center;">e) Experience The Bidder should have implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years.</p>	it is requested to amend the clause as The Bidder should have implemented one or more Similar Dashboard Solution for any Government (Central/State/Department) in India during last 05 years.	As per RFP

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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
80		Section 3.2.1, Page 8	The solution should also have the capability to analyse and provide insights from the data available in the dashboard and should help Government of J&K to make policy decisions and work more effectively	Please clarify if the scope includes AI/ML model generation for data analysis? If yes please let us know the data points and size of training data that can be provisioned?	As per RFP
81		Section 3.2.1, Page 8	The Dashboard would reflect performance of various schemes/initiatives of all the departments of J&K. Various key statistics/Key Performance Indicators (KPI) of concerned departments will be published in the Dashboard,	Please help us understand the relationship between J&K govt, departments, schemes, initiatives, iconic large projects and flagship program along with their hierarchy. What part of information will be visible to whom on hierarchy basis? "statistics/Key Performance Indicators (KPI) of concerned departments" Can you please give some example around key statistics and KPIs which are required to be showcased on dashboard?	All the details provided in the RFP
82		Section 3.2.1, Page 8	The Dashboard would reflect performance of various schemes/initiatives of all the departments of J&K	Would it be possible to share total number of schemes, initiatives, iconic large projects and flagship program at this point?	Please refer Clause 7. (List of Department and Services) of the RFP
83		Section 3.2.2, Page 8	Key Performance Indicators – The solution will display the KPIs of various departments/schemes and help users monitor the performance of that department/scheme through these KPIs.	Please elaborate on Departments KPIs or atleast give a few examples around the same. and How these KPIs will be used to measure the department performance? Please explain this mapping.	As per RFP

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84		Section 3.2.2, Page 8	Animated Dashboard Tiles – The solution will have tiles displayed which will contain the snippets of key data pertaining to that scheme/department.	<p>" Why we are calling them animated dashboard tiles"? Please elaborate the expectation from required from animated dashboard.</p> <p>From where we will be mainaining or getting KPI details of a partiular department?</p> <p>Do we need admin portal to add or update such KPIs? Or will these be added one time on platform and admin is not required to maintain the same?</p>	All the details provided in the RFP
85		Section 3.2.2, Page 8	Multilingual Website – The solution should be multilingual (English, Hindi, and Urdu)	Kindly clarify if the content in all the mentioned language is expected from IA, and does the scope include auto translate feature?	All the details provided in the RFP
86		Section 3.2.2, Page 9	Email & SMS Integration – In order to ensure better reach of updates and status to the users, the system should have email and SMS integration features.	Please clarify if cost associated with the 3rd party solutions like SMS gateway, email gateway, hosting servers will be provided by JaKeGA? Or is the bidder expected to include cost of these services in the financial bid? If yes please specify the relevant traffic, transaction and data size.	SMS and email services charges shall be facilitated by the JaKeGA (if required). and the required API shall be provided by the User department.
87		Section 3.2.2, Page 9	Alerts- The Solution should send alerts to all levels of users.	What sort of alerts will these be? What would be the scenarios to send the alert to different user?	As per RFP

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88		Section 5.1.1, Page 15	The IA is responsible for designing a flexible framework for performance monitoring and display of various Schemes/Activities/Initiatives/programmes etc of all departments as well as development of a web-based portal for displaying the various schemes and departments of the UT. The design of home page, data entry screens etc. should also need to be developed	Based on the information provided we envision following major type of screen in the system -Data visualization screen(s) - View only access of data to respective user type -UT Dashboard -Department wise Dashboard -Scheme/Program/Projectwise Dashboard -Reports page -Data entry screen(s) - Option to add/import data in the system to the respective users Please confirm. Also, to whom we call Home screen here? What information will be present on the home screen? Please elaborate.	As per RFP
89		Section 5.1.1, Page 15	Preparation of the blueprint design/layouts of the Dashboard (including home and subpages).	Please share ballpark number of pages that is envisioned in the system	As per RFP
90		Section 5.1.1, Page 15	Optimized for search.	We assume that search engine optimization and increasing page ranking on search engines is out of scope of IA and only making the page SEO friendly is expected here, please confirm.	As per RFP
91		Section 5.1.1, Page 16	Social Media Integration.	Please specify the social media platform that should be considered for integration along with the activity and purpose related to these social media platforms?	All popular platforms
92		Section 5.1.2, Page 16	Going forward as the number of schemes and services on the portal would be numerous, the experience of the user should be seamless and straight-forward.	- Do we need dmin portal too? If yes what would be its role? Pease specify them here.	As per RFP

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93		Section 5.1.3, Page 16	The dashboard portal should be compatible with Mobiles and Tablets and should be flexible enough to support viewing and usage of dashboard in mobile as well as tablets The Implementation Agency should design the UI keeping 'on the go' users as well in mind.	Please elaborate, what type of users are categorized as "on the go" users?	Will be shared with the successful bidder
94		Section 5.1.4, Page 16	Additional requirements may be identified in consultation with the Department during the requirement study phase	Please confirm if these additional requirement will be treated under Change Management.	No
95		Section 5.1.4, Page 16	Study and understand the requirements for the overall project in terms of efficient handling of back end operations, effective delivery of services to its stakeholders, service levels etc.	Please share high level details about the back end operations, as this will help the bidder in order to better evaluate the backend complexity.	In the scope of successful bidder
96		Section 5.1.4, Page 17	<ul style="list-style-type: none"> - List of all validations/ internal controls applicable - List & format of MIS reports to be generated - List of Standards followed or to be followed 	Please elaborate these three points. - What would be the supported report format? Will we be having Predefined reports in the system or do you want dynamic report to be supported by the platform wherein user can define the data of report from the data present in database? Please elaborate. - can reports be exported from the platform? If yes, please confirm the formats - excel or pdf? - What standards need to be followed?	Will be shared with the successful bidder
97		Section 5.1.4, Page 21	Details of interfaces/ integration both external & internal, hardware & software	Please share high level details/list of the hardware and software integrations, as this will help the bidder in order to better evaluate the scope of integration.	As per scope in the RFP

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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
98		Section 5.1.5,Page 17	The application should seamlessly integrate with other department websites/portals/Applications etc.	Please share high level details/list of the website/portal/Application that the proposed portal will integrate with, as this will help the bidder in order to better evaluate the scope of integration.	As per scope in the RFP
99		Section 5.1.5,Page 17	Various departments should be able to share the data from their transactional systems through a variety of modes (e.g.: Web Service, Web links, Interface to upload (spreadsheet, csv, flat-file, etc) or screen enabling input of the requisite data on the portal, through email data in Spreadsheets, csv, flat file, etc.) on real time, a daily / weekly / monthly basis (depending on the type of service / data) or as per the agreed frequency.	-Please specify the expectation of sharing data through "web link", is data scraping expected from a given URL? Or is it referring to RESTful APIs? Also, can you please give a rough estimates on number of databses or platform we need to integrate with to fetch the data through web services?	As per scope in the RFP
100		Section 5.1.5,Page 17	Various departments should be able to share the data from their transactional systems through a variety of modes (e.g.: Web Service, Web links, Interface to upload (spreadsheet, csv, flat-file, etc) or screen enabling input of the requisite data on the portal, through email data in Spreadsheets, csv, flat file, etc.) on real time, a daily / weekly / monthly basis (depending on the type of service / data) or as per the agreed frequency.	As "interface to upload data and screen enabled input " is mentioned under data sharing, please specify if bidirectional communication is expected? If yes please specify the data that the proposed portal will share with other systems?	As per scope in the RFP
101		Section 5.1.5,Page 17	Various departments should be able to share the data from their transactional systems through a variety of modes (e.g.: Web Service, Web links, Interface to upload (spreadsheet, csv, flat-file, etc) or screen enabling input of the requisite data on the portal, through email data in Spreadsheets, csv, flat file, etc.) on real time, a daily / weekly / monthly basis (depending on the type of service / data) or as per the agreed frequency.	Can you please specify the overall data size and average number of records expected in a transaction?	As per scope in the RFP

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102		Section 5.1.5,Page 17	Functional ability to connect various source level data across multiple databases and transaction types. Connecting with other (approved) (public) data sets such as map libraries, census and socio-economic data to augment and contextualize data.	Please elaborate this point.	As per scope in the RFP
103		Section 5.1.6,Page 18	The formats should be agreed with various departments and the required data cleansing must be done before using the data.	Data cleansing may need in depth understanding of schemes, programs and internal affair of department which I may not have, please specify the scope of data cleansing? Please elaborate on format as well.	As per scope in the RFP
104		Section 5.1.7, Page 18	Data Preview and Validation: Whenever a user/system uploads the data, especially through document format (excel/spreadsheet etc), the UT/Admin user should be able to review the data before finally publishing it on dashboard. Hence, it is recommended that the system should have data preview and validation features.	Only uploaded data will be previewd not the fetched from other system through APIs? - What would be there in data preview and validation? What sort of validations are we talking here? - Is it done on system level or manually by admin? Will data be not pushed before passing this stage?	As per scope in the RFP
105		Section 5.1.9,Page 18	The system should have provisions for users to login and create programmes/projects/schemes etc. The users should be able to enter the programme details, define the KPI, set target and frequency for KPI as well as financials, and enter the progress on a monthly/quarterly/yearly basis. This feature could be used mainly by departments which don't have any MIS or database of their own. The system should give them flexibility to showcase their schemes and programmes.	Can an indicative structure of program/project/scheme be shared at this point? To who are we calling user here? Admin, frontend user or user of various department and schemewho will ccome on the platform to add the details pertaining to their scheme?	As per scope in the RFP

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106		Section 5.1.10,Page 19	There should be department Nodal Officers as well as HoD/Secretary logins. While the Nodal Officer should create programmes, enter progress etc., the HoD would review the details and approve.	Following are the identified user levels, please confirm -UT/Admin -Department nodal officer -Departments HOD/Secretary -CMO: to whom do we call CMO -Please share an indicative list of privileges that each of these users will have	As per scope in the RFP
107		Section 5.1.12,Page 19	IA needs to classify the users as per the rights and access to be granted. Each type of user would have different types of rights and they should be able to login only with their credentials. The user should be able to perform only those activities for which rights are granted. There should be controlled access to systems and their components and User Policy should govern the access rights of a particular user.	Please mention different users and their right on high level?	As per scope in the RFP
108		Section 5.1.11,Page 19	The indicative workflow is as mentioned below. The selected bidder would need to finalize the workflow with JaKeGA and get sign-off	In program creation workflow the link after "Assign District Target" is missing, request you to update the workflow.	As per scope in the RFP
109		Section 5.1.11,Page 19	The indicative workflow is as mentioned below. The selected bidder would need to finalize the workflow with JaKeGA and get sign-off	We believe the workflow for "Data entry" will only apply to those departments/programs which do not have a data source and the data is being manually uploaded using the portal, please confirm.	As per scope in the RFP
110		Section 5.1.11,Page 19	The indicative workflow is as mentioned below. The selected bidder would need to finalize the workflow with JaKeGA and get sign-off	Please elaborate the approval process and mechanism, should the system provide data in tabular format for review?	As per scope in the RFP

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111	Daffodil Software Private Limited,	Section 5.1.13,Page 19	The users should be able to raise their concerns/issue through a dedicated module. The admin/system should be able to allocate the issue to the concerned to provide timely resolution. Once resolved the issue raiser should get an alert on the resolution provided	Please clarify if the concerns/issues will be handled by support team of JaKeGA? or should this be handled by IAs support team? Do we need platform to raise ticket only or can user see the status of their ticket as well? will they be able to chat on that ticket or reopen the ticket? Will team view and respond the tickets on platform or through emails? Please elaborate on ticket system support?	As per RFP
112		Section 5.1.15,Page 20	The IA shall be responsible for providing the desired hardware sizing for hosting the complete solution on JKSDC	Please share list of needed hardware along with details for sizing	In the scope of successful bidder
113		Section 5.1.15,Page 20	The indicative high-level architecture is as mentioned below	Social media platforms are listed in the architecture as "external data", please elaborate the expectation? How do you expect the system to identify the relevant data on given platform? How social media data will be fetched? we would require login details or scrapping is needed?	As per RFP
114		Section 5.1.16,Page 20	IA needs to provide training to the department personnel and ensure that a proper hands on training to the staff on the application/solution implemented be given. The users should be well conversant with the functionalities, features and processes of the solution after the training.	Please provide the following information -Number of personnel to be trained -Number of sessions required -Is online (through video call) or offline (in person session) training needed?	Shall be provided at the time of implementation to the successful bidder.
115		Section 5.1.18,Page 22	Data Modeling: Combines all data sources to represent the desired outcome.	Please elaborate the expectation with data modeling?	As per scope in the RFP

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116		Section 5.1.18,Page 22	Data Analysis: Perform analysis on combined data sources and share relevant insights to customer	Please clarify, who are referred as "customer" in this point and what sort of analysis needs to be done.	As per scope in the RFP
117		Section 5.1.18,Page 22	Demography Mapping: Manage the demography master data district to village, Tehsil, Police Station etc. Also map revenue village to all Tehsil, Block, Police Station, etc. Mapping will also be done for Local Government Directory prepared by Government of India.	Will this be done on platform? what would be the purpose of this mapping? Please elaborate.	As per scope in the RFP
118		Section 5.1.18,Page 22	Single Sign on: The user should be able to login to the portal to view reports as well as enter data into the system as and when needed	Please specify the system that should be considered for SSO? Should the portal to view and portal to enter data be treated as different systems?	As per scope in the RFP
119		Section 5.1.18,Page 22	Schemes Management	Please share details about structure of scheme.	Please refer Clause 7. (List of Department and Services) of the RFP
120		Section 5.1.18,Page 22	Provision for unification of demographic datasets which shall be acceptable by all the enrolled schemes – System shall have provision for mapping of data into generic demographic wise as well as constituency wise.	"Unification of demography data sets" Please elaborate. What is different between generic and constituency wise datasets?	As per scope in the RFP
121		Section 5.1.18,Page 22	Analysis of the trends and taking of corrective actions before it degrades below a certain threshold	Please elaborate the expectation with trend analysis.	As per RFP
122		Section 5.1.18,Page 22	– Gap analysis of target KPIs Vs. Actual performance and root cause for suboptimal performance – The tool should provide Geographical map views to provide a quick understanding of geospatial data.	Are we going to use any tool for gap and root cause analysis? What is Geospatial data? Please elaborate.	As per scope in the RFP

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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
123		Section 5.1.18,Page 22	<p>Decision SupportSystem</p> <p>– The solution should be able to help the concerned officials in taking appropriate decision by performing the following analysis.</p> <ul style="list-style-type: none"> ✓ Scenario Analysis ✓ Departmental analysis ✓ Sector wise analysis ✓ UT wide analysis ✓ Scheme wise analysis ✓ Variations (targets vs. Actual) analysis ✓ "Root Cause" and "What-If Analysis" ✓ Forward looking analysis such as Forecasting 	Will this be done within the system or outside the sstem by the team after reviewing the figures?	As per scope in the RFP
124		Section 5.1.19,Page 22	There shall be a mobile based application, preferably on Android and iOS platform, where the concerned departmental users can be able to access the dashboard. The user shall be able to view the dashboard and monitor the performance of the Schemes implemented under respective department	<p>Do we need mobile app too? Who will access the same?</p> <p>We believe 1 role based mobile app is expected with view only feature for dashboard and data, please confirm.</p>	The solution shall be compatible with Mobiles and Tablets and should be flexible enough to support viewing and usage of dashboard in mobile as well as tablets.
125		Section 5.1.20,Page 23	The solution should have the ability to use in memory analysis to enable users to conduct fast, thorough exploration and analysis.	What is Memory analysis? Please elaborate.	As per RFP
126		Section 5.1.20,Page 23	The solution should provide an out-of-the-box transformation to support conditional processing within jobs, allowing distinct portions of a job to be defined to run conditionally.	Please elaborate the expectation.	As per RFP
127		Section 5.1.20,Page 23	The solution should have India specific vocabulary libraries, grammar rule libraries, standardization rules and libraries, regular expression libraries etc	Please elaborate the expectation and significance.	As per RFP
128		Section 5.1.25,Page 23	Review & Meeting Management	We believe JaKeGA will assist the IA in scheduling the meeting with departments and in ensuring that on time responses (as per working agreements) are received from respective departments, please confirm.	As Per RFP

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129		Section 5.1.26,Page 25	The Implementation Agency shall test the integration of the cross-function modules as well as the external applications based on the approved testing procedure.	Please clarify, what is referred as "external application" here and what is the testing expectation with regards to it?	As per scope in the RFP
130		Section 5.1.27.1,Page 26	After incorporation of the suggestion received during UAT and operationalization of dashboard Portal, Core Application Framework with programs and Schemes etc. enrolled on the Dashboard will be declared as Go-Live.	<p>Please let us know if UAT and production server will be provisioned by JaKeGA. Please share following information</p> <ul style="list-style-type: none"> -Preference of deployment (on cloud or on premise)? -Total number of users on the portal in a year -Total number of concurrent users -Will domain and SSL be provided by JaKeGA -Please specify the needed data backup duration window -Will JaKeGA manage HA/DR related aspects? - Scheme required to be deployed in phase 1 and phase 2 	As per RFP ,hosting environment hardware in the scope of JKSDC
131		Section 5.1.37.1,Page 31	Timeline & Deliverables	Please help us understand the calculation done to generate the timelines, as adherence to timeline shared for system study and prototype design i.e. 01 weeks will depend on factors which may not be in control of IA such as getting feedback and approval from department and quantum of detailed shared by department. Request you to increase the system study timeline and the keep the deployment timeline open for now, to be decided based on requirement study phase.	As per RFP
132		3.2.2 Project Key Characteristics	Multilingual Website – The solution should be multilingual (English, Hindi, and Urdu)	Admin and frontend both should support multilanguage or only frontend portal and admin will be only in english?	As per RFP

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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
133		3.2.2 Project Key Characteristics	Email & SMS Integration – In order to ensure better reach of updates and status to the users, the system should have email and SMS integration features.	Email and SMS gateway will be provided by department or vendor need to purchase it on our own cost?	in the scope of department
134		5.1.1 Web Designing along with Portal Development	Browser Consistency and compatibility	We do support all the latest version of browser and IE Edge. Any other specific requirement then need details.	As per RFP
135		5.1.4 v. h	System and processes for capturing attributes of Service Level Agreement (SLA) measurements	Do we need to create SLA tool to capture our own progress based on various parameters?	Successful bidder to decide
136		5.1.4 v. i	Various attributes of the application and the mechanism to manage the SLA's	Do we need to create SLA tool to capture our own progress based on various parameters?	Successful bidder to decide
137		5.1.5	Web links data source	How do we read data from web link? Do we need to do some sort of scraping?	In the scope of successful bidder
138		5.1.5	screen enabling input of the requisite data on the portal	Need more details how does this system provide data?	Please Refer relevant clause of RFP
139		5.1.5 a	Connecting to multiple data sources such as MSSQL, Oracle, MYSQL, Postgress, Mongo, Any Web Services, Web Links and Excel spreadsheets, etc.	We are assuming all the data is available with various JK departments and there is no intervention need from vendor in their own system. Vendor will just pull the data from departments	Refer to RFP further integration is required
140		5.1.5 b	Functional ability to connect various source level data across multiple databases and transaction types.	Does any requirement of whitelisting department IP to connect their server? Who will take this responsibility?	In the scope of JKSDC

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141		5.1.9 Programme Creation and Data Entry	The system should have provisions for users to login and create programmes/projects/schemes etc.	Do we need to create a separate public website to display all the programmes/projects/schemes created by departments? or we have a separate section within same website to display all these programmes/projects/schemes?	Refer to RFP
142		5.1.9 Programme Creation and Data Entry	Creation of programmes/projects/schemes	Does we have any specified format in terms of meta fields which need to follow?	Will be provided by User department in consultation with Successful Bidder
143		5.1.10	Roles of users	Do we have defined no of roles for users and their permission? i.e. 2 level, 3 level etc	Yes role based system
144		5.1.15	Hosting	Does entire system will be hosted on NIC or JK dept can choose private vendor like AWS? If its NIC or AWS all the infrastructure already had with Jk dept or vendor need to take this responsibility?	The solution will be hosted in JKSDC
145		5.1.16	The space for training will be provided by the department. The training materials (User Manual etc.) need to be provided by the IA.	Do we need print hard copy of User manual in a proper template or soft copy will work?	Soft form
146		5.1.18	Single Sign on: The user should be able to login to the portal to view reports as well as enter data into the system as and when needed. The proposed Portal should support LDAP Authentication.	LDAP system is already setup or do we need to setup it?	The proposed Portal should support LDAP Authentication
147		5.1.19, & Page 63	There shall be a mobile based application, preferably on Android and iOS platform, where the concerned departmental users can be able to access the dashboard.	This mobile app will not be having any login to operate the dashboard. Instead department need to login to web dashboard to manage it.	As per RFP
148		5.1.19, & Page 63	There shall be a mobile based application, preferably on Android and iOS platform, where the concerned departmental users can be able to access the dashboard.	We need respective iOS and Android play store account from department itself.	In the scope of successful bidder.

Reply to the queries for the Notification No 16-JaKeGA of 2021 dated 26-05-2021
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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
149		7 & page 63	List of Department and Services	We assume that vendor doesn't have any intervention on department software to modify if anything needed to display on dashbaord	Yes
150		7 & page 63	List of Department and Services	Do we have any specified list of these dept ?	40 departments and (List available on JKGAD) https://jkgad.nic.in/leftMenu/AdminDeptt.aspx
151		Section 5.1.34 Page no. 29	Activity: - Design, Development & Implementation of the entire solution for the existing 36 schemes listed under Clause (7) List of Department and Services of the RFP under Phase1. Tentative Deliverables: 1. FSR/SRS Document 2. Source Code 3. Operation Manual, Configuration Manual, and Administration Manual 4. Hosting 5. UAT 6. Safe to host certificate issued by Cert-in empanelled firm. 7. Go-Live of Phase 1 Timeline: T0=04 weeks - Go-Live for rest of the Schemes (Phase-2) 1. FSR/SRS Document 2. Source Code 3. Operation Manual, Configuration Manual Timeline: Within 04 Weeks from the	The timeline seems quite neck to neck for the project implementation. Please extend the timelines by 28 weeks as we anticipate to perform team mobilization, requirement gathering, development, UAT, Go live in 30 weeks . Please help us with the timeline extensions.	As per RFP
152		Section 5.1.15,Page 20	It is recommended that the IA should study the requirements and existing system and design the most suitable architecture for the dashboard.	Does there any existing system running with exisiting 36 services integrated into it?	No
153		Section 5.1.15,Page 20	It is recommended that the IA should study the requirements and existing system and design the most suitable architecture for the dashboard.	Do we need to setup the entire server architecture from scratch? Does all the server are already taken from NIC?	As per RFP

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S.No.	Name of Vendor	Clause	Text provided in RFP	Query	Reply
154		Section 5.1.35	Data migration	Data migration includes only data of scheme or do we have any user base as well along with any other entities?	As per RFP
155	CCS Computers Pvt. Ltd.	Section– 4.8.1 : Technical Bid Evaluation Criteria	The Bidder should have implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years.	Similar nature of projects required skill and expertise for both Oem and bidder. Request you to Kindly Amend the clause as : The Bidder /OEM should have implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years.	As Per RFP
156	BIPS System Limited	Technical bid Evaluation criteria	in Technical bid Evaluation criteria the Average Turnover in software Development or IT related projects you have asked of Rs. 25 Crores or above in last 03 Financial years ending March 2020.Here,	we request you that the total Project Value is too less as per turnover which you have asked in this tender. If this could be reduce from 25 cr to 10-15cr then in that case there will be more Participants with healthy competition.	As Per RFP