

**Government of Jammu and Kashmir  
Jammu & Kashmir e-Governance Agency  
Civil Secretariat, Jammu/Srinagar.**

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**Subject:- Response to the pre-bid queries and Corrigendum for Selection of Implementation Agency for Design, Development, Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of J&K thereof.**

**CORRIGENDUM NO 02 to Notification No 07 -JaKeGA of 2021  
DATED: 03 -04-2021**

This is in reference to the tender published vide Notification No: 07-JaKeGA of 2021 dated 10-03-2021 regarding “**Selection of Implementation Agency for Design, Development, Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of J&K**”. In this connection, the response to the Pre-bid queries is annexed herewith as **Annexure ‘A’**. Accordingly, the following clauses of the RFP are hereby amended as under:

1. Resource Profile under Technical Bid Evaluation Criteria Clause No 4.9.2, Sub Clause (e) Resource Profile, (ii) Manpower Support, is amended as under: -
  - a. **Team Lead (01 No.)**  
Qualification: Master Degree with minimum 05 years’ experience in IT Industry.
  - b. **MIS Expert (01 No.)**  
Qualification: Bachelor's Degree with minimum 03 years’ experience of related IT Industry.
  - c. **Technical Support (02 No.)**  
Qualification: Bachelor's Degree with minimum 03 years’ experience of related IT Industry.
2. The clause **5.1.33 Timeline & Deliverables** of the RFP is amended as under:

Sl#	Activity	Tentative Deliverables	Responsibility	Timeline
1.	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).	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 empaneled firm. 7. Go-Live of Phase 1	Implementation Agency	T0=04 weeks
3.	Go-Live for rest of the Schemes (Phase-2) (During implementation Phase).	1. FSR/SRS Document 2. Source Code 3. Operation Manual Configuration Manual Administration Manual 4. Hosting in staging Environment 5. UAT 6. Go-Live of scheme/s		Within 04 Weeks from the date of issue of intimation letter. .
4.	Post Implementation Support	1. Issue Logs 2. Security Audit report and safe to host certificate issued by Cert-in empaneled firm as per JKSDC Policy. 3. Monthly Activities Sheet 4. Satisfactory performance report from JaKeGA		5 years from the date of Go live of the Phase 1.

3. The Implementation Milestone payment schedule under **Clause No 5.1.34 Payment Terms** is amended as under:

S. No	Milestone	Payment
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 Enrollment, Data Entry Mechanism, Application UAT Training, Audit and Go-Live of the Solution.	70%
3.	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.	30%

4. The bidder has to submit the Bid Security Declaration against the Clause 4.4.3 Earnest Money Deposit (EMD) as per the **annexure "B"**.
5. The Go-Live certificate dully issued by competent authority along with copy of work order will be also accepted as the proof of project execution.
6. JaKeGA may add/modify/delete any condition at the time of signing of the agreement/SLA with the Successful (Rank 1) Bidder.
- All other terms and conditions of the RFP shall remain same.

Sd/-  
**(Simrandeep Singh) IAS**  
**Chief Executive Officer, JaKeGA**

No: JaKeGA/Gen/Tech/05/2021

Dated 03-04-2021

**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 dallies 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](http://www.jakega.jk.gov.in)) for appropriate action.
6. e-file for record.

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

**Reply to queries regarding selection of Implementation Agency for “Design, Development, Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of J&K” issued vide Notification No 07-of 2021 dated 10-03-2021 – (Annexure -A).**

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Reply/ Remarks
1	Clause number 4.9.2 Technical Bid Evaluation Criteria mention on page number 15 of the tender document	Average turnover of 25 Cr in Software Development or IT related projects in last 03 Financial years ending March 2020 Equal to ₹ 25 Cr Greater than ₹ 25 Cr but less than 30 Cr Equal to or greater than 30 Cr	The turnover asked for is ₹ 25 Cr., which is much higher as compared to tender value. Besides this due to COVID turnover of for 19-20 badly affected. We request the turnover clause should be amendments Average turnover for last five years excluding F.Y. 19-20 should be 15 Cr. and accordingly marking may be revised	As Per RFP
2	3.2.2 Project Key Characteristics Page 8	Drill Down View – The solution will allow users to get the drill down views of various schemes and departments.	Please specify the level of Drill-down reports and Drilldown capabilities would be needed only for the tabular reporting or also for the dash-boarding.	To the possible Atomic Level of the scheme based on the KPI's
3	5.1.4 Business Requirement Study and SRS, Page 21	The Implementation Agency shall do a Business Requirements Study for the various departments of UT of J&K.	Please provide the details of total number of departments of UT of J&K for conducting Business Requirement Study.	40 departments (Approximate)
4	5.1.1 Web Designing along with Portal Development, Page 20	xii. Social Media Integration.	Kindly provide the target social media channels which needs to be integrated with Dashboard.	Popular Social Media Channels
5	5.1.5 Integration with existing (identified) Government Systems/MIS, Page 22	The application should seamlessly integrate with other department websites/portals/ Applications etc.	Please provide the details of other department applications required to be integrated with UT dashboard.	Shall be provided to the successful bidder and shall mostly have Central/UT level schemes e.g. Aadhar Enrolment, EPDS, AAY etc.

6	5.1.6 Data Cleansing and Formats, Page 22	It is the responsibility of IA to ensure that the required data, is fetched/collected in the format required.	Our understanding is that the bidder's scope is limited only to fetch the data in the format only. Data accuracy is out of scope and shall be responsibility of respective vendor. Please confirm the same.	As Per RFP
7	5.1.7 Data Preview and Validation, Page 23		What is the expected size of data upon which analytics need to be performed?	Bidder shall calculate the average size of the data based on parameters like Population, Availability of the scheme etc.
8	5.1.7 Data Preview and Validation, Page 23		Please specify tentative data volume in initial year and estimated % growth by every year.	Bidder shall calculate the average size of the data based on parameters like Population, Availability of the scheme etc.
9	5.1.8 Departmental Details, Page 23	The indicative list of departments along with number of Schemes/programs/initiatives to be made available on UT Dashboard are given at clause 7 of this RFP.	Please provide tentative list of departments to be added in future to arrive at commercial impact on project.	40 departments and (List available on JKGAD) <a href="https://jkgad.nic.in/leftMenu/AdminDeptt.aspx">https://jkgad.nic.in/leftMenu/AdminDeptt.aspx</a>
10	5.1.11 Workflow, Page 23		Is there any workflow requirement for approvals/reviews data for MIS/Dashboard?	Please refer RFP
11	5.1.16 Training to the End Users, Page 25	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	Kindly provide total number of trainees and number of batches for Training.	Shall be provided at the time of implementation to the successful bidder.

12	5.1.16 Training to the End Users, Page 25	a. Training could be planned in multiple sessions/stages as per the need and requirement of the project/application. Training methodology will be an interactive workshop mode.	Kindly confirm that the Training shall be given at a Centralized location i.e. Head office of Government of J&K. Also, whenever feasible, trainings will be allowed through online mode. Please confirm.	At different centralized locations
13	5.1.16 Training to the End Users, Page 25	b. The space for training will be provided by the department. The training materials (User Manual etc.) need to be provided by the IA.	Our understanding is that IA/bidder shall provide Trainer and Training materials. The space, IT infrastructure for Trainees shall be made available by the Authority. Please confirm the same.	Yes
14	5.1.17 Software Change and Version Control, Page 26	b. For any changes to the software, Implementation Agency shall submit a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.	Our assumption is that Authority shall pay for any change in the software over and above the RFP scope of work. Please confirm the same.	As Per RFP
15	5.1.18 Core Application Framework, Page 26	In case the required data are not available in digital platform, system shall have option to accept upload facility for the unstructured datasets in specified templates.	Our understanding is that bidder's scope is limited to providing option to accept upload facility for unstructured data. Data Entry and data digitization, organizing unstructured data from various sources is out of scope of this RFP. Please confirm the same.	As Per RFP
16	5.1.12 User Management, Page 24	IA needs to classify the users as per the rights and access to be granted.	Please provide total number of Users and concurrent users for access of Portal/system. This will help bidder to understand the load on application.	Shall be provided at the time of implementation to the successful bidder.
17	5.1.12 User Management, Page 24		Kindly provide total number of users who will be using the BI and Dashboard with respect following roles: a. Admin b. Creator/Designer c. Viewer	Shall be provided at the time of implementation to the successful bidder.

18	4.9.2 Technical Bid Evaluation Criteria, Page 15	The Bidder should have completely implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years	The solutions deployed may consist of Dashboard/ MIS apart from other functionalities. Therefore we request you to modify this clause as follows: "The Bidder should have completely implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years, <b>as stand alone solution or as major part of the whole solution.</b> "	As Per RFP
19	5.1.27.1 Go-Live for Dashboard Portal (Phase-I), Page 31	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	Our understanding is that IT Infrastructure or Cloud Environment including system software and data backup for deployment of Application (UAT and Go-Live) shall be provided by Authority. Please confirm the same.	In the scope of JKSDC
20	5.1.28 Security Audit, Page 31	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.	(i) Kindly clarify whether cost of security audit be borne by IA or by J&KeGA.  (ii) As per this clause, the security audit needs to be conducted once before go-live and every six months thereafter during maintenance period i.e. ten (10) times during maintenance period. Therefore the total number of times the security audit conducted will be eleven (11) times minimum. Please can you confirm.	1. IA 2. As per RFP

21	5.1.29.1 Application Maintenance, Page 32	h. 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	(i) Kindly provide minimum qualification and experience of proposed resources.  (ii) We understand that these resources will be discontinued after 1 year of maintenance. Therefore there will not be any onsite resources for next 4 years of maintenance. Please confirm whether our understanding is correct.	1. Agreed, Necessary corrigendum will be issued on JKTenders portal. 2. As Per RFP
22	7.3. Intellectual Property Rights (IPR), Page 61	The source code of entire applications (expect OEM products/solutions) along with necessary documentations developed under this RFP/Contract should be shared with JAKEGA after Go-live of the application.	We think there is a typo mistake. The word "expect" should be "except". Please confirm.	The change will be incorporated at the time of signing of agreement.
23	2. Details of Activities, Page 7	Total project period is 05 years. The Implementation Agency must complete development of the entire solution within 06 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.	There is contradiction of contract period in both clauses.  Our understanding is that Total Project period is 5 years and 06 months from receiving work order/award of contract i.e. 06 months for implementation and 5 years Post Implementation Support.	Yes, as per RFP
24	5.1. Term of Contract, Page 59	The term under this Contract will be for a period of 6 years which shall start from effective date of each work order.	Please confirm the same.	

25	3.2.2 Page 8	All in One Home Screen – The home screen should give a complete performance outlook of the UT departments and schemes (UT at a glance view). It is also recommended that all the visualizations pertaining to all departments fit in a single screen.	Would there be a separate webportal that would be based other technology/tool and we need to embed reports and dashboard in it or we need to Leverage Analytics as a webportal for UT Dashboard	As Per RFP
26	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, which may provide key insights of Department activities as well as wider view of various Flagship programmes, schemes and Iconic large projects etc. of the UT being implemented at Department, Divisional, District level.	Would this be Cloud, Hybrid or On-Premises implementation. Also which are the Sources of Systems are you expecting as a Source for UT Dashboard	As Per RFP
27	3.2.1 Page 8 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.	Can we consider an data integration and Datawarehouse solution , to fetch data for dashboards or we have to fetch from various individual sources directly?	As Per RFP
28	5.1.1 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,	Kindly clarify whether a dedicated Web development framework is needed in this case?	In the scope of IA



		data entry screens etc. should also need to be developed.		
29	3.2.2 Project Key Characteristics Page 8	Multilingual Website–The solution should be multilingual (English, Hindi, and Urdu)	Kindly make other language other than English as good to have instead of must have	All popular languages
30	5.1.5 Integration with existing (identified) Government Systems/MIS Page 22	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.	1. How is the current integration happening, do you have any Middleware which is handling the talking point between systems 2. Interface to Upload using spreadsheet, csv, flat file would be in FTP site or in a centralize database, from where we can use the data for analysis. 4. Kindly clarify what does "Through email data in Spreadsheets, csv,flat file,etc." mean, what will be the process? 5. Kindly clarify what will be real time mean. Please provide a scenario? 6. Is there requirements to have reports from the screen from where the input of the requisite data will be entered	As Per RFP
31	5.1.12 User Management Page 24	In General	Kindly provide detail on which access management is being currently used? Which open format we have to support with external Access management.	As Per RFP
32	5.1.11 workflows Page 24	In General	The Workflow is not complete, the step "Assign District Targets" there is not further connection to next steps	As Per RFP
33	5.1.18 Core Application Framework Page 26	Provision for uploading structured or unstructured datasets	Kindly clarify which specific format do we need to consider for Unstructured datasets	IA to decide in consultation with user department at the time of implementation.
34	5.1.18 Core Application Framework Page 26	Integration with the existing application	Kindly list the existing applications	The indicative list is already provided in the RFP

35	5.1.19 Functionaity Page 27	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.	Kindly clarify does the mobile Apps need to have same functionality as the web portal	Yes.
36	5.1.13 Change Management & Issue Tracker Page 24	The system should have privileges to capture and record the data changes that had taken place. It should capture data additions, changes, and deletions made through the user interface, imports, and database scripts.	Kindly ellaborate on this requirement, it seems to be Audit Trail requirement	Yes
37	5.1.5 Integration with existing (identified) Government Systems/MIS Page 22	The application should seamlessly integrate with other department websites/portals/ Applications etc	Kindly clarify what these applications are.	The indicative list is already provided in the RFP
38	5.1.5 Integration with existing (identified) Government Systems/MIS Page 22	Connecting with other (approved) (public) data sets such as map libraries, census and socio-economic data to augment and contextualize data	Kindly clarify what are these Map libraries that are being referred to? Are you referrring to GeoJson files?	As Per RFP
39	3.2.2 Project Key Characteristics Page 8	All in One Home Screen – The home screen should give a complete performance outlook of the UT departments and schemes (UT at a glance view). It is also recommended that all the visualizations pertaining to all departments fit in a single screen.	Is the requirement for the tool's homepage to have all the features, or are they looking for dashboarding?	As Per RFP

40	3.2.2 Project Key Characteristics Page 8	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	What are the databases that will be used for dashboarding purposes?	As Per RFP
41	5.1.7 Data Preview and Validation Page 23	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 once the data are validated by UT/Admin, it could be published in UT Dashboard	Kindly clarify that is the Workflow approval is a must have feature or good to have feature.	As Per RFP
42	5.1.9 Programme Creation and Data Entry Page 23	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	Kindly share more details into the requirement.	As Per RFP
43	5.1.20 Solution Features Page 28	Solution Features i. The tool should have the ability to use in memory analysis to enable users to conduct fast, thorough exploration and analysis ii. The solution should provide single integrated metadata and admin interface across data integration, data quality. iii. The solution should provide an out-of-the-	Kindly clarify the requirement of fuzzy matching and also clarify the requirement of India specific vocabulary, grammar rule and other points mentioned in Point VII.	It is for deduplication / redundancy etc.

		<p>box transformation to support conditional processing within jobs, allowing distinct portions of a job to be defined to run conditionally.</p> <p>iv. The solution should be able to ingest India specific data such as village name, district name, agriculture commodity name, industry types, scheme names etc.</p> <p>v. The solution should be capable of using fuzzy matching for standardizing and for detecting duplicates if required. e.g. same district data got uploaded twice etc.</p> <p>vi. The solution should enable parsing demographic data into atomic level</p> <p>vii. The solution should have India specific vocabulary libraries, grammar rule libraries, standardization rules and libraries, regular expression libraries etc</p>		
44	5.1.15 High Level Architecture	In General	Kindly clarify the underlying platform for the deployment of the solution. Whether it is OnPrem Deployment model or the Cloud	At JKSDC
45	5.1.15 High Level Architecture	In General	Kindly clarify the overall DR strategy for this setup	In the scope of JKSDC

46	5.1.15 High Level Architecture	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 clarify on following points for the sizing purpose: 1. Existing overall raw source data volume in TB 2. Number of active concurrent Reporting users/low 3. Number of concurrent OLAP users/medium 4. Number of active concurrent Daraminer users/high 5. Total Number of Reports 6. Time to generate Reports in minutes 7. Report type distribution Small in % 8. Report type distribution Medium in % 9. Report type distribution Large in % 10. Report type distribution Extra Large in % 11. Number of source systems 12. Number of users for application and reporting from each department 13. Approximate data volume on daily basis or number of transactions on daily basis 14. Is Real Time reporting required i.e. as and when officials are entering the data, that need to be reflected in the reports/dashboards OR T – 1 day reporting is fine 15. There will be load to the transaction system, so do we need a different schema for transaction and MIS reporting with replication of data	Please refer to RFP, furthermore the detailed analysis regarding data source, type of data etc. will be done by the successful bidder.
47	3.2.1 Project Brief	The primary objective of this project is to design and develop and implement a web-based dashboard for Government of J&K. 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	After going through the RFP document and with the experience of working with other states in India on similar initiatives, we would like to highlight that the current RFP may not be able to deliver the outcome expected from a UT dashboard as key things are missing from the RFP. The LG dashboard is very crucial from the point that it will act as a single source of truth for the state head to view the key insights and use advance analytics for support in taking informed decisions and framing policies for state. we request the department to kindly refer similar RFP's/Projects in this domain and consider changes to the existing RFP.	As Per RFP

48	4.9.2 -C.i Technical presentation	Choice of Technical Platform (Open- Source Platform would be preferred).	We Request department to kindly reconsider this as the requirement is to deliver a long term solution which can work even beyond the contract period, it needs a proven and globally recognized Commercial Off the Shelf Solution (COTS) solution . We request you to explicitly mention this in the RFP . Open Sources solution will need significant effort of services for sustenance and departments needs to maintain a team of data scientists dedicated to this project.	As Per RFP
49	4.9.1 Pre- Qualification Criteria Page# 14	CMMi Level 3 or above certification	Our organization is under renewal of CMMi certification process and expected to receive and submit the valid certificate at the time of bid submission. However, request you to kindly allow us to submit the valid certificate at the time of contract signing in case of unavailability of the certificate at the time of bid submission. Please also allow us to submit a self declaration signed by authorized signatory mentioning the above point. Please also allow to submit the same declaration against Technical Evaluation Criteria: a.ii	As Per RFP
50	4.9.2 Technical Evaluation Criteria Page# 15	The Bidder should have completely implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 5 years: - 1 project: 6 marks - 2 to 3 projects: 8 marks - Greater than 3 projects: 10 marks	We have implemented dashboard based solutions some of which are part of integrated application development projects. Our understanding is that order/contract executed within last 5 years should qualify here though the date of order/contract is beyond the asked period. Please amend the clause as below:  <b>The Bidder should have implemented one or more Dashboard based solution for Government (Central/State)/PSU/Bank/Large Enterprise in India during last 5 years.</b> <b>- 1 Project - 6 marks</b>	As Per RFP

			<p><b>- 2 Projects - 8 marks</b>  <b>- 3 Projects - 10 marks</b></p> <p>Please allow to accept project go-live certificate along with order/contract copy in case of ongoing projects</p>	
51	4.9.2 Technical Evaluation Criteria Page# 15	Copy of Work order + Project Completion Certificate duly issued by competent authority	Please allow to accept project go-live certificate along with order/contract copy in case of ongoing projects	Copy of Work Order + Project Completion / Go-Live Certificate dully issued by competent authority. Necessary corrigendum will be issued
52	4.9.1 Pre-Qualification Criteria Page# 14	Bid Security Declaration duly signed and stamped by the authorized person	Kindly provide the decalartion format to submit	Will be provided, Necessary corrigendum shall be issued
53	4.9.2 Technical Evaluation Criteria Page# 17	Resume of all technical resources proposed for the assignment	Request you to kindly share the job description along with qualification and experiences expected for each of the resources envisaged. This will allow bidders to share the CV's accordingly and also enable evluation committee to evaluate the CV's basis on this benchmark	Necessary corrigendum will be issued regarding qualification of the Manpower Support team team to be deployed on site for a period of 01 year post Go Live.

54	5.1.5 Integrations with existing (identified) Government System/ MIS Page# 22	<p>a. Connecting to multiple data sources such as MSSQL, Oracle, MYSQL, Postgress, Mongo, Any Web Services, Web Links and Excel spreadsheets, etc.</p> <p>b. Functional ability to connect various source level data across multiple databases and transaction types.</p> <p>c. Connecting with other (approved) (public) data sets such as map libraries, census and socio-economic data to augment and contextualize data.</p> <p>d. Drill-down reports can be enabled with Web Links which can be redirected to the respective department websites.</p> <p>e. While receiving data through excel/spreadsheet, csv, flat file, there should be provisions for users to upload the sheet/document through a link/location.</p>	<p>Q1: Do you have a metadata information document (data dictionaries, data table structure etc.) available for existing source systems?</p> <p>Q2: What tools are available to extract, clean, analyze and present report data?</p> <p>Q3:What is history data requirement? How many years of history data to be migrated in proposed solution?</p> <p>Q4: What is the current data size and what is the growth rate expected?</p> <p>Q5: For Dashboard &amp; reporting requirements, is the data brought together at a centralized location/repository or does it remain fragmented and in silos?</p> <p>Q6: Is there a requirement for real-time ingestion from any internal or external system?</p> <p>Q7: Please provide Reports (canned and ad-hoc) and Dashboards count with complexity as that will help in deciding appropriate solution components?</p> <p>Q8:Kindly let us know about the frequency of data load and data refresh in proposed solution?</p> <p>Q9: Are you open to Enterprise Tools and/or Open tools?</p> <p>Q10:How many users are anticipated to use this Dashboard &amp; reports and expected concurrency?</p>	As Per RFP, and in the scope of IA
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55	5.1.6 Data Cleansing & Formats Page#22	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. For excel/spreadsheets, the formats need to be discussed and agreed with JaKeGA and departments. The users should have provisions to upload the required data through this link periodically. While uploading the data in this manner, if the formats are different from what is agreed upon, the system should throw an error/warning to the user indicating the same. Additionally, the user should be able to see the preview of the data uploaded.	Q1: What are the common quality issues is it consistency, completeness or integrity issues? Please provide data quality rules details? Q2:What process are in currently in place for data validation against the clean data ? Q3: When multiple records of the same customer are identified , will there be any merging of records who form a golden records? Q4: Please confirm the frequency of unstructured data as compared to structured data?	IA to Analyse and act/propose accordingly.
56	5.1.18 Core Application Framework Page#26	Point No. E: 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	Q1. Please confirm JaKeGA would provide demographic mapping data?	User department shall provide the data, however JaKeGA will facilitate the same.
57	5.1.27 Go-Live Page#31	5.1.27.2 Go-Live for rest of the Schemes (Phase-II)	Q2. Please confirm the implementation time period of Go-Live for rest of the schemes of Phase II.	As per RFP
58	5.1.29.2 Operation Support Page#32	The Implementation Agency will also set up an operational unit which will be dedicated for this Dashboard & responsible for providing the following support.	Q1: Please confirm 8X5 or 24X7 onsite / offshore support required for Dashboard & Report?	Operation unit will 8X6 onsite during the O&M period of the project.
59	5.1.4 Business Requirement Study and SRS Page# 21	Business Requirement Study and SRS	Please clarify, would you use open source or commercial technology/tools?	IA to decide
60	5.1.4 Business Requirement Study and SRS - V (k) Page# 21	Integration/ interface requirement with other Departments	We assume all the APIs will be provide by client to integrate with external applications. Please confirm	API's for those schemes which are available in digital form shall be provided by the User department only. however, utilizing the API's in the proposed solution is in the scope of IA.
61	5.1.5 Integration	Integration with existing (identified) Government	What are the existing systems that need to	API's for those schemes which are available

	with existing (identified) Government Systems/MIS Page# 22	Systems/MIS	integrate with the application? We assume that all the APIs will be provided by the client.	in digital form shall be provided by the User department only. however, utilizing the API's in the proposed solution is in the scope of IA.
62	5.1.19 Functionality Page#28	Functionality - Mobile App	Need to develop mobile app for both Android and IOS?	Yes
63	5.1.28 Security Audit Page#31	Security Audit	We understand that security audit will be done by department, please confirm.	No, in the scope of IA
64	3.2.2. Project Key Charatertistics Page#9	Project Key Characteristics -Email & SMS Integration	We assume that sms and mail charge will be borne by client. Please confirm.	SMS and email services charges shall be facilitated by the JaKeGA (if required).
65	General Queries		Please let us know the complete Database size for transactional information for migration activity? Apart from that any other DB migration is there with volume of data & physical file?	IA to analyse
66			Please clarify Organograph of users	Will be shared with the Successful IA
67			Please clarify no of concurrent users & transations	Will be worked by the Successful IA
68			Please clarify, whether Pre-requisite softwares like Application Server, Web Server, Data base Server, Operating System, Middleware, Storage will be provided by client.	Hosting environment to be provided by JKSDC
69			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.

70	3.2.2, Page 8	Project Key Characteristics	We request to add department for additional clause: "Easy Integration and Transformation - The solution will be able to integrate with different department applications seamlessly to get real-time data. Solution shall support different data formats based on the department/scheme and should have easy drag-and-drop interface for multi-step data transformations."	As per RFP
71	5.1.1, Page 20	xii. Social Media Integration.	Request for clarification: Please define the use case for Social Media integration. Any AI Based Analytics required for Social Media for Sentiment analysis or only integration and display of info from Social Media?	As per RFP
72	5.1.1, Page 20	iv. Mobile Compatibility.	We understand the clause mentioned "iv. Mobile Compatibility." as the equivalent functionality is already covered in Mobile App. So we request you to please remove this clause as this is already covered under Section 5.1.19 (g) - Mobile App covers the functionality to view dashboards on Mobile App. Request to remove Mobile Compatibility / Responsiveness for entire dashboard to allow for more robust/functional web dashboard.	As per RFP
73	5.1.2, Page 20	The IA will have to design and create the entire UI and provide a responsive prototype for the same.	We understand the clause mentioned under section 5.1.2 Request to update the clause as below: "The IA will have to design and create the entire UI and provide a Web-based and Mobile App based prototype for the same."	As per RFP
74	5.1.3, Page 20,21	5.1.3 Mobile Compatibility 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.	We request department to delete this clause as the equivalent functionality is already covered in Mobile App under Section 5.1.19 (g) - Mobile App covers the functionality to view dashboards on Mobile App. Request to remove Mobile Compatibility /	As per RFP

		The Implementation Agency should design the UI keeping 'on the go' users as well in mind.	Responsiveness for entire dashboard to allow for more robust/functional web dashboard.	
75	5.1.15, Page 25	The IA shall be responsible for providing the desired hardware sizing for hosting the complete solution on JKSDC	Request for clarification: Will all hardware, networking, OS, DB, Load balancer, Firewall, antivirus all be provided by JKSDC?	As per RFP
76	5.1.19 (e), Page 27	The tool should provide Geographical map views to provide a quick understanding of geospatial data.	Request to update the clause as below: "The tool should provide Geographical map views and configurable heat maps to provide a quick understanding of geospatial data."	As per scope of RFP.
77	5.1.20, Page 28	The solution should have India specific vocabulary libraries, grammar rule libraries, standardization rules and libraries, regular expression libraries etc	We would like to inform the department This feature is not required ideally as this dashboard shall be consolidating departmental, scheme related data. Moreover OEM specific product feature request to remove to ensure larger participation of OEM	As per RFP
78	5.1.20, Page 28	Solution Features	Request to add clause: "Solution should have interactive widget based dashboards with self-service option to create new dashboards for different schemes with combination of widgets like Map, Datagrid, KPIs, Reports etc".	As per RFP
79	5.1.20 (g), Page 28	Mobile App	Request to add the clause: "Users should be able to enter data related to schemes in dynamic data entry forms."	As per RFP
80	5.1.25, Page 29	Review & Meeting Management	We request to remove this section or simplify to allow action items to be created as tasks. Web based dashboards doesn't take care of meeting scheduling usually because Meeting scheduling, meeting notes record keeping etc are all usually not done as part of Web Dashboard features. They are done using MS Office tools.	As per RFP
81	5.1.28, Page 31	Coordination with the Cert-in empaneled firm for security audit and obtain the safe-to- host certification.	Request for Clarification: Is cost of security audit from Cert-in empaneled firm in customer scope of Bidder scope?	As per RFP

82	4.9.1.f Page 14	<p>EMD As per the circular issued by the Finance department issued vide No: A/Misc(2018)-III-895/J dated 22-12- 20120. Bidder shall submit "Bid Security Declaration" for an amount of Rs 15,00,000/-- (Rupees Fifteen Lacs Only). However, Successful bidder has to submit original Bid Security Declaration of EMD in the office of CEO, JaKeGA Civil Secretariat Srinagar/ Jammu J&amp;K before the issue of work order, failing which the bidder shall be liable to disqualification including blacklisting. Bid Security Declaration dully signed and stamped by the authorized person</p>	Please provide the format of Bid Security Declaration.	Shall be provided, Necessary corrigendum shall be issued on jktenders portal.
83	4.9.1.f Page 14	<p>The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years and value specified below.  1 project not less than ₹4.00 Crore  or  2 projects not less than ₹ 3 Crore each  or  3 projects not less than ₹2 Crore each  Or  6 projects of not less than ₹ 1 Crore each.  Copy of Work Order + Project Completion Certificate dully issued by competent authority.</p>	<p>The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years and value specified below.  1 project not less than ₹4.00 Crore  or  2 projects not less than ₹ 3 Crore each  or  3 projects not less than ₹2 Crore each  Or  6 projects of not less than ₹ 1 Crore each.  Copy of Work Order + Project Completion Certificate dully issued by competent authority. <b>In case of on going project partial completion may be submitted which should clearly indicate the value of delivered portion of the project.</b></p>	Copy of Work Order + Project Completion / Go-Live Certificate dully issued by competent authority. Necessary corrigendum will be issued.
84	4.9.2 Page 15-16	The Bidder should have completely implemented one or more Similar Dashboard Solution for any	We understand that the dashboard solutions is deployed under all command and control	Copy of Work Order + Project Completion / Go-Live Certificate dully issued by

		<p>Government (Central/State) in India during last 05 years:</p> <ul style="list-style-type: none"> <li>• 01 Project: 6 Marks</li> <li>• 02 to 03 projects: 8 Marks</li> <li>• Greater than 03 projects: 10 Marks</li> </ul> <p>Copy of Work Order + Project Completion Certificate dully issued by competent authority.</p>	<p>solution/solution. So, we request the department to consider the deployment of command &amp; Control Software which is similar solution. We request to amend the clause as mentioned below:</p> <p>" The Bidder should have implemented one or more Similar Dashboard Solution / <b>integrated Dashboard platform for City</b> / for any Government (Central/State)/ <b>PSUs/ ULBs / Health Department / Corporate in India</b> during last 05 years:</p> <ul style="list-style-type: none"> <li>• 01 Project: 6 Marks</li> <li>• 02 to 03 projects: 8 Marks</li> <li>• Greater than 03 projects: 10 Marks</li> </ul> <p><b>Copy of Work Order / Project Completion Certificate duly issued by competent authority. In case on going project the provisional certificate from the client to be provided. "</b></p>	<p>competent authority. Necessary corrigendum will be issued.</p>
85	4.9.2 Page 16	<p>The bidder should have experience of at least 03 software systems /web portals /web systems /e-Governance projects of the value of 1 Cr or more for any Government Department / Government Agency / PSU in India during last 10 years:</p> <ul style="list-style-type: none"> <li>• 3 Projects = 16 Marks.</li> <li>• 4 Projects = 20 Marks.</li> <li>• 5 or More Projects = 25 Marks.</li> </ul> <p>Copy of Work Order + Project Completion Certificate dully issued by competent authority.</p>	<p>We request the department to change the TQ criteria to ensure larger participation of the bidders. The clause should be amended as follow:</p> <p>" <b>The bidder should have experience of at least 02 software systems /web portals /web systems /e-Governance projects of the value of 1 Cr or more for any Government Department / Government Agency / PSU in India during last 10 years:</b></p> <ul style="list-style-type: none"> <li>• <b>2 Projects = 16 Marks.</b></li> <li>• <b>3 Projects or More = 25 Marks.</b></li> </ul> <p><b>Project Completion Certificate dully issued by competent authority. In case of on going project provisional certificate / CA Certificate certifying the value of the project delivered in more than 1 CR. "</b></p>	<p>As per RFP</p>
86	4.9.2 Page 16	<p>Successful Post Implementation Support for e-Governance projects for any Government Department / Government Agency / PSU in India. Successful post implementation support Certificate</p>	<p><b>Clarification and Request to Amend :Please consider the project which has completed the Operation &amp; Maintainance Phase. Allow bidder to submit CA Certificate confirming the</b></p>	<p>As per RFP</p>

		dully issued by competent authority.	<b>complete billing has been done under the project / Extension Order of the same project to establish the previuos order has been delivered Successfully.</b>	
87	5.1.34 Page 35	Approval of Design Blueprint, Layout & SRS/FRS - 10% Completion of web designing with Portal Development along with hosting, Integration, Data Migration, Scheme Enrollment, Data Entry Mechanism etc. - 30% Application UAT, Training, Audit and Go-Live of the solution. - 30% Post Implementation Support for a period of 5 years from the date of achieving the Go-live. Quarterly payments over a span of 5 years after Go-Live will be paid in 20 equal QGRs - 30%	<b>We request the department to please amend the payment milestone so that bidder can maintain positive cash flow to deliver the project.</b> <ul style="list-style-type: none"> <li>• <b>Approval of Design Blueprint, Layout &amp; SRS/FRS - 20%</b></li> <li>• <b>Completion of web designing with Portal Development of Application : 30%</b></li> <li>• <b>Hosting, Integration, Data Migration, Scheme Enrollment, Data Entry Mechanism etc. - 20%</b></li> <li>• <b>Application UAT, Training, Audit and Go-Live of the solution. - 10%</b></li> <li>• <b>Post Implementation Support for a period of 5 years from the date of achieving the Go-live. Quarterly payments over a span of 5 years after Go-Live will be paid in 20 equal QGRs - 20%</b></li> </ul>	As per RFP
88	2. Details of Activities Page No. 6	However, the Bid Fee will be exempted for MSEs subject to furnishing of relevant valid certificate for claiming exemption:	We are MSME Company of Rajasthan. Please confirm if we can claim for exemption for bid fee and EMD.	As per RFP
89	2. Details of Activities Page No. 6	As per the circular issued by the Finance department issued vide No: A/Misc(2018)-III-895/J dated 22-12-20120. Bidder shall submit "Bid Security Declaration" for an amount of Rs 15,00,000/-- (Rupees Fifteen Lacs Only).	Kindly confirm bidder has to upload the scan copy of Bid Security Declaration with the technical bid at the time of bid submission, no need to submit hard copy at JaKeGA.	Bid Security Declaration Format shall be provided and successful bidder shall have to submit the original Bid Security Declaration.
90	3.2.2 Project Key Characteristics Page No. 8	The solution would have customized reports which would enable the users in decision making.	Please let us know the approx. number of MIS report and Dashboards for effort estimation?	IA will analyse.

91	3.2.2 Project Key Characteristics Page No. 9	In order to ensure better reach of updates and status to the users, the system should have email and SMS integration features.	We understand that the bidder has to only integrate sms/e-mail gateway with the application. The department shall procure sms/-email gateway and provide all required APIs/Web-services required for integration.	SMS and email services charges shall be facilitated by the JaKeGA (if required).
92	3.2.2 Project Key Characteristics Page No. 9	The Solution should send alerts to all levels of users.	Kindly confirm that the department shall procure sms & gateway and provide all required APIs/Web-services required for integration.	SMS and email services charges shall be facilitated by the JaKeGA (if required).
93	4.9.1 Pre-qualification Criteria Page No. 14	CMMI Level 3 or above certification	Please amend the clause as under: "The Bidder should be CMMI Level 3 or above as on the date of bidding, if the CMMI Certificate has expired within <b>6 months</b> of the date of bidding, a letter from the Certified Lead Appraiser of CMMI Institute certifying that the renewal is under process and would be renewed within 3 months of bidding date should be submitted."	As per RFP
94	5.1.5 Integration with existing (identified) Government Systems/MIS Page No. 22	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	Kindly elaborate the requirement for better understanding and efforts estimation.	As per RFP
95	5.1.6 Data Cleansing and Formats Page No. 22	It is the responsibility of IA to ensure that the required data, is fetched/collected in the format required.	We understand that the department would be responsible for data collection.	No, Responsibility of IA
96	5.1.9 Programme Creation and Data Entry Page No. 23	The system should have provisions for users to login and create programmes/projects/schemes etc.	We understand that the data entry is not in the scope of bidder.	As per RFP



97	5.1.15 High Level Architecture Page No. 25	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.	The cost of entire stack IT infra & software licenses will be taken care by the JaKeGA. Bidder has to give the compute required for hosting Portal & Mobile App. Please confirm?	Hosting environment will be provided by JKSDC
98	5.1.16 Training to the End Users Page No. 25	The space for training will be provided by the department. The training materials (User Manual etc.) need to be provided by the IA.	Please confirm who will be responsible for providing training infrastructure such as PCs, Connectivity, electricity etc. Also confirm the no. of trainees to whom training would be provided.	User department will said provide the training infrastructure, however JaKeGA will facilitate the same.
99	5.1.18 Core Application Framework Page No. 26	Integration with the existing application	Who will provide all required APIs/Web-services required for integration.	User department
100	5.1.18 Core Application Framework Page No. 27	Demography Mapping: Manage the demography master data district to village, Tehsil, Police Station etc.	Kindly confirm if you are looking for GIS Mapping.	As per RFP
101	5.1.18 Core Application Framework Page No. 27	The proposed Portal should support LDAP Authentication.	Please define LDAP Authentication.	LDAP user authentication is the process of validating a username and password combination with Directory Server Such as Open LDAP, MS Active Directory
102	5.1.19 Functionality Page No. 28	Decision Support System	Kindly confirm if you are looking for BI/AI based tool for the same.	As per RFP.
103	5.1.24 Design & Development Page No. 29	Integration with the existing application of the departments (if any)	Please define the existing application.	The indicative list is already provided in the RFP.
104	5.1.27.2 Go-Live for rest of the Schemes (Phase-II) Page No. 31	Existing programs and schemes etc. which are not included in the phase-I are to be integrated with the dashboard as and when required. The same shall be integrated with the Dashboard by the Implementation Agency, the timelines for the same shall be given by JaKeGA.	Requirement not clear. Kindly elaborate the requirement for better understanding and efforts estimation.	The same will be worked out in consultation with Successful IA /user department.
105	5.1.29.1	The IA has to provide the following manpower	One resource would require for Platform	IA to decide.

	Application Maintenance Page No. 32	(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	Administration which have not asked in RFP. Please confirm.	
106	5.1.33 Timeline & Deliverables Page No. 34	T0= 1 weeks	1 week is very short time for Team Mobilization, it sho	As per RFP
107	5.1.34 Payment Terms Page No. 35	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 acceptance of the deliverables associated with the milestones by JaKeGA.	Please provide the following details for data migration: 1. Size of data. 2. Existing legacy database platform 3. Please clarify in what format is the existing data available. 4. Please share details for existing data quality and consistency across data sources.	IA to analyze.
108	4.4.3 Earnest Money Deposit (EMD) Page# 10 & 11	As per the circular issued by the Finance department issued vide No: A/Misc(2018)-III-895/J dated 22-12-20120. Bidder shall submit "Bid Security Declaration" for an amount of Rs 15,00,000/-- (Rupees Fifteen Lacs Only). However, Successful bidder has to submit original Bid Security Declaration of EMD in the office of CEO, JaKeGA Civil Secretariat Srinagar/Jammu J&K before the issue of work order, failing which the bidder shall be liable to disqualification including blacklisting.	1. Generally EMD should be 1% or 2 % of the estimated project cost. However, looking at the hampered cash flows during post-pandemic scenario we request you to reduce the EMD amount to half i.e. INR 7,50,000. Kindly consider the request so that we can participate.	Bid Security Declaration Format Shall be provided and successful bidder shall have to submit the original Bid Security Declaration.
109	4.9.1 Pre-qualification Criteria Point # a) Page # 13	Average Turnover in Software Development or IT related projects: The Bidder should have an average turnover of INR 25 Crore or above in last 03 Financial years ending March 2020.	1. Looking at the size, nature & complexity of the project we would request you to increase the minimum Turnover Criteria for bidders from INR 25 Crores to INR 50 Crores. This will ensure participation from capable bidders that have potential to bring the project to the desired conclusion.	As per RFP

110	4.9.2 Technical Bid Evaluation Criteria Point # a) sub-point# i) Page # 15	Average Turnover of 25 Cr in Software Development or IT related projects in last 03 Financial years ending March 2020. <ul style="list-style-type: none"> <li>• Equal to INR 25 Cr: 10 Marks</li> <li>• Greater than INR 25 Cr but less than 30 Cr: 12 Marks</li> <li>• Equal to or greater than INR 30 Cr: 15 Marks</li> </ul>	1. In line with the change requested in existing pre-qualification criteria kindly amend the evaluation criteria as below: Average Turnover of 25 Cr in Software Development or IT related projects in last 03 Financial years ending March 2020. <ul style="list-style-type: none"> <li>• Equal to INR 50 Cr: 10 Marks</li> <li>• Greater than INR 50 Cr but less than 75 Cr: 12 Marks</li> <li>• Equal to or greater than INR 75 Cr: 15 Marks</li> </ul>	As per RFP
111	4.9.2 Technical Bid Evaluation Criteria Point # a) sub-point# ii) Page # 16	Certifications <ul style="list-style-type: none"> <li>• CMMI Level 5: 8 Marks</li> <li>• CMMI Level 3: 7 Marks</li> <li>• ISO 27001: 1 Marks</li> <li>• ISO 9001: 1 Marks</li> </ul>	1. The differentiating marks for the bidders having CMMi Level 3 and CMMi Level 5 is very less i.e. ONE mark only which we feel is not a justice towards the bidders who possess CMMi Level 5 Certification. It will be appropriate to give more weightage for the CMMi Level 5 certifications and keep the difference of at-least THREE marks. Therefore we request you to amend the marking as below: <ul style="list-style-type: none"> <li>• CMMI Level 5: 8 Marks</li> <li>• CMMI Level 3: 5 Marks</li> <li>• ISO 27001: 1 Marks</li> <li>• ISO 9001: 1 Marks</li> </ul>	As per RFP
112	4.14 Performance Guarantee Page # 19	PBG would be 3% of the work order value and should be valid for minimum period of five years or till completion of the entire project whichever is later.	1. We request you to reduce the PBG to 2% and break the PBG in TWO parts i.e. one for capex and other for opex. 2. Also for OPEX Phase please make it renewable on yearly basis for FIVE years considering the hampered cash flows during this current pandemic situation.	As per RFP

113	5.1.4 Business Requirement Study and SRS Page No. 21	k. Integration/ interface requirement with other Departments	<p>1. Do you want to integrate any 3rd party software / application such as Email Gateway, SMS Gateway etc. with the proposed portal?</p> <p>2. If yes, then let us know details of such systems.</p> <p>3. We assume that API of 3rd party software / applications will be provided by NITIE to the bidder. Please confirm</p>	SMS and email services charges shall be facilitated by the JaKeGA (if required). and the required API shall be provided by the User department.
114	5.1.5 Integration with existing (identified) Government Systems/MIS Page # 22	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.	<p>1. We request you to provide a comprehensive list of all the websites/portals/ Applications etc. along with below details for each of those :1.1. Type of integration required [e.g.: Web Service, Web links, Interface to upload (spreadsheet, csv, flat-file, etc)] for each of those1.2. Availability of web services if the integration is to be done through web-services.</p> <p>2. We assume that the ready-to-use web-services will be provided by the JaKeGA/department to the vendor for integration. Kindly confirm. 3. Please let us know the exact list of departments which do not have any website/portal/applications etc. and we have to created screens enabling input of the requisite data on the proposed portal. 3.1. Also provide the exact date to be captured in such scenario along with sample forms. 4. We assume that JaKeGA will depute a full time nodal office for co-ordinating with all the departments.</p>	As per Scope of RFP.
115	5.1.10 Users Page No. 23	There should be department Nodal Officers as well as HoD/Secretary logins. While the Nodal Officer should create programmers, enter progress etc., the HoD would review the details and approve.	<p>1. How many different types of users will use this proposed solution?</p> <p>2. How many total users will be using the system and what will be the expected peak concurrency.</p>	Shall be provided at the time of implementation to the successful bidder.

116	5.1.16 Training to the End Users Page No. 25	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.	<p>1. Total how many users need to be trained?</p> <p>2. We assume that training need to be provided at single location? Kindly confirm and share the location.</p> <p>3. If training is required at multiple locations then please provide list of locations for training.</p> <p>4. We assume that required infrastructure for training will be provided by Department. Kindly confirm.</p>	Shall be provided at the time of implementation to the successful bidder.
117	5.1.27.2 Go-Live for rest of the Schemes (Phase-II) Page No. 31.	Existing programs and schemes etc. which are not included in the phase-I are to be integrated with the dashboard as and when required. The same shall be integrated with the Dashboard by the Implementation Agency, the timelines for the same shall be given by JaKeGA.	<p>1. Approx. how many programs and schemes are required to be integrated within the proposed solution in Phase 1 .</p> <p>2. Approx. how many programs and schemes are required to be integrated within the proposed solution in Phase 2 .</p>	Shall be provided at the time of implementation to the successful bidder.
118	5.1.28 Security Audit Page No. 31	The Implementation Agency should carry out following activities relating to Security Audit of Dashboard Portal.	1. Kindly share the total number of security audits to be done during the project tenure (Before Go-Live and During O&M Period).	As per RFP
119	9.1. Commercial Bid		1. Please confirm whether grand total (of all the three line items) will be considered for determining L1 or share the specifics if otherwise.	The bids shall be evaluated as per QCBS method.
120	4.9.2 Technical Bid Evaluation Criteria	Choice of Technical Platform (Open-Source Platform would be preferred).	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use Enterprise Edition of Free Open-Source Software (FOSS) for all govt projects where FREE means FREE to Use with NO restrictions and NOT FREE of cost. Request to kindly give preference to Open Source which is backed by Enterprise Edition supported by OEM	IA to decide

121	5.1.5 Integration with existing (identified) Government Systems/MIS	These are to be displayed as reports for the respective scheme / department. a. Connecting to multiple data sources such as MSSQL, Oracle, MYSQL, Postgress, Mongo, Any Web Services, Web Links and Excel spreadsheets, etc.	Please specify whether data from the systems shall be structured or unstructured.	As per RFP
122		General	a) Can you please provide highest concurrency expected in the envisaged system b) What is the envisaged growth in traffic YoY. (Required for estimation of hardware Infra accordingly)	Please refer to RFP, furthermore the detailed analysis regarding data source, type of data etc. will be done by the successful bidder.
123		General	a) Is high availability envisaged for the system b) Is disaster recovery required for the system, If yes, will it be replica, 100% of the capacity or at minimum compute please specify c) Is UAT and Staging considered to be separate environment apart from production or are shall they be same environment	1. Hosting environment to be provided by JKSDC. 2. Yes UAT/Staging and Production are different environment.
124		General	For integrations with existing systems and others like SMS, payments it is assumed that department shall be providing the required APIs	SMS and email services shall be facilitated by the JaKeGA

125		General	<p>Based on our experience and understanding the criticality of the project, we recommend that, Web Portal should be based on COTS or Enterprise Supported Open Source Product and not a bespoke/community/freeware or home-grown solution to avoid vendor lock-in.</p> <p>Further, to ensure quality of product it is recommended that the pre-qualification of the product can be set to the products present in Leaders/Challengers/Strong Performer in latest report of either Gartner Magic Quadrant or Forrester Wave Report for "Digital Experience Platform". Please confirm.</p>	<p>1. IA to decide. 2. As per RFP.</p>
126		General	<p>For such an esteemed solution, application security is one of the key concerns, and the proposed system should be free from OWASP vulnerabilities, will request you to consider the addition of proposed solution to be OWASP top 10 Vulnerabilities.</p>	<p>The Implementation Agency should carry out the activities related to Security Audit of Dashboard Portal and ensure solution free from all vulnerabilities.</p>
127	Section 3.2.1, Page 8	J&K e-Governance Agency (JaKeGA), Information Technology Department, Government of J&K, intends to build driven dashboard for UT of J&K which would be a comprehensive web-based application with user roles and access	<p>Does the scope only include development of web based application (excluding mobile apps)? This point is in contradiction with point 5.1.19 which mentions mobile app development. Please clarify.</p>	<p>As Per RFP</p>
128	Section 3.2.1, Page 8	This dashboard will give graphical overview of the performance of various departments of Government of J&K.	<p>Kindly specify the total number of departments and sub departments.</p>	<p>40 departments and (List available on JKGAD) <a href="https://jkgad.nic.in/leftMenu/AdminDeptt.aspx">https://jkgad.nic.in/leftMenu/AdminDeptt.aspx</a></p>
129	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	<p>Kindly elaborate the scope of data analysis. Will the scope include functionality like pivot table creation, application of mathematical formulas and data referencing? If yes will it be possible to share a list of such activities?</p>	<p>In the Scope of IA</p>

130	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
131	Section 3.2.1, Page 8	The Dashboard would reflect performance of various schemes/initiatives of all the departments of J&K	Please help us understand the relationship between J&K govt, departments, schemes, initiatives, iconic large projects and flagship program along with their hierarchy.	As per KPI's provided in the RFP
132	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?	Shall be provided to the successful bidder and shall mostly have schemes related to Central/UT level e.g. Aadhar Enrolment, EPDS, AAY etc.
133	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?	The solution provide the facility for multilingual.
134	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).
135	Section 5.1.1, Page 20	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.	As per Scope of RFP.



136	Section 5.1.1, Page 20	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 Scope of RFP.
137	Section 5.1.1, Page 20	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 Scope of RFP.
138	Section 5.1.1, Page 20	Social Media Integration.	Please specify the social media platform that should be considered for integration along with the activity related to these social media platforms?	All popular platforms
139	Section 5.1.3, Page 21	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?	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.
140	Section 5.1.4, Page 21	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	In the Scope of IA.
141	Section 5.1.4, Page 21	Study and understand the requirements for the overall project in terms of efficient handling of back end operations, effective delivery of services to itsstakeholders, 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.	As per RFP
142	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 RFP
143	Section 5.1.5, Page 22	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.	Shall be provided at the time of implementation to the successful bidder.

144	Section 5.1.5,Page 22	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?	Shall be provided at the time of implementation to the successful bidder.
145	Section 5.1.5,Page 22	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 of RFP.
146	Section 5.1.5,Page 22	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?	Successful bidder to analysis.
147	Section 5.1.6,Page 22	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?	As per RFP

148	Section 5.1.9,Page 23	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?	The indicative list is already provided in the RFP with their KPI's.
149	Section 5.1.10,Page 23	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  -Please share an indicative list of privileges that each of these users will have	The successful bidder to finalize the same in consultation with concerned user departments.
150	Section 5.1.11,Page 24	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.	The selected bidder would need to finalize the workflow with the user department/ JaKeGA and get sign-off .
151	Section 5.1.11,Page 24	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.	Yes
152	Section 5.1.11,Page 24	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?	The selected bidder would need to finalize the workflow with the user department/ JaKeGA and get sign-off .

153	Section 5.1.13,Page 24	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?	In the scope of IA
154	Section 5.1.15,Page 25	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	Hosting environment to be provided by JKSDC
155	Section 5.1.15,Page 25	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?	As per Scope of RFP.
156	Section 5.1.16,Page 25	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.
157	Section 5.1.18,Page 26	Data Modeling: Combines all data sources to represent the desired outcome.	Please elaborate the expectation with data modeling?	As per RFP
158	Section 5.1.18,Page 26	Data Analysis: Perform analysis on combined data sources and share relevant insights to customer	Please clarify, who are referred as "customer" in this point.	Please read Department instead of Customer.
159	Section 5.1.18,Page 27	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?	Please refer clause 5.1.18 of the RFP.
160	Section 5.1.18,Page 27	Schemes Management	Please share details about structure of scheme.	As per RFP.
161	Section 5.1.18,Page 27	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 Scope of RFP.

162	Section 5.1.19,Page 28	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	We believe 1 role based mobile app is expected with view only feature for dashboard and data, please confirm.	Separate Mobile app of the Dashboard.
163	Section 5.1.20,Page 28	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 Scope of RFP.
164	Section 5.1.20,Page 28	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.
165	Section 5.1.25,Page 29	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
166	Section 5.1.25,Page 30	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 RFP
167	Section 5.1.27.1,Page 31	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.	Please let us know if UAT and production server will be provisioned by JaKeGA. Please share following information -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 KaKeGA manage HA/DR related aspects?	Hosting environment to be provided by JKSDC and details regarding No. of users, Concurrent user etc shall be shared with the successful IA in consultation with user department.

168	Section 5.1.33, Page 34	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. 5 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
169	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
170	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?	SMS and email services charges shall be facilitated by the JaKeGA (if required).
171	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.	The solution shall be Compatible with all popular browsers.
172	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?	As per Scope of RFP.
173	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?	As per Scope of RFP.
174	5.1.5	Web links data source	How do we read data from web link? Do we need to do some sort of scraping?	As per Scope of RFP.
175	5.1.5	screen enabling input of therequisite data on the portal	Need more details how does this system provide data?	As per Scope of RFP.
176	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 availalbe with various JK departments and there is no intevention need from vendor in their own system. Vendor will just pull the data from departemnts	As per Scope of RFP.

177	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?	As per Scope of RFP.
178	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 seperate public webiste to display all the programmes/projects/schemes created by departments? or we have a seperate section within same website to display all these programmes/projects/schemes?	As per Scope of RFP.
179	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?	As per Scope of RFP.
180	5.1.10	Roles of users	Do we have defned no of roles for users and their permission? i.e. 2 level, 3 level etc	As per Scope of RFP.
181	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?	Hosting environment to be provided by JKSDC
182	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?	Both.
183	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
184	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 Scope of RFP,
185	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	We need respective iOS and Andriod play store account from department itself.	JaKeGA will falcate the same. The App is also uploaded on the GOI app store.

		dashboard.		
186	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	The integration API's with the proposed solution is in the scope of Successful IA.
187	7 & page 63	List of Department and Services	Do we have any specified list of these dept ?	40 departments and (List available on JKGAD) <a href="https://jkgad.nic.in/leftMenu/AdminDeptt.aspx">https://jkgad.nic.in/leftMenu/AdminDeptt.aspx</a>
188	14	Consortium is not allowed.	Request you to kindly allow consortium participation for the bid.	Not accepted.
189	3.2.1 Project Brief	The primary objective of this project is to design and develop and implement a web-based dashboard for Government of J&K. 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.	After going through the RFP document and with the experience of working with other states in India on similar initiatives, we would like to highlight that the current RFP may not be able to deliver the outcome expected from a UT dashboard as key things are missing from the RFP. The LG dashboard is very crucial from the point that it will act as a single source of truth for the state head to view the key insights and use advance analytics for support in taking informed decisions and framing policies for state. we request the department to kindly refer similar RFP's/Projects in this domain and consider changes to the existing RFP.	As per RFP
190	4.9.1 (e)	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years and value specified below. 1 project not less than ₹4.00 Crore or 2 projects not less than ₹ 3 Crore each or 3 projects not less than ₹2 Crore each Or 6 projects of not less than ₹ 1 Crore each.	Kindly clarify what all government projects complies to e-governance.  Also request you to allow under completeion projects with invoiced value more than specified as the analytics project are long term project (1-2 years) with milestones.	As Per RFP



191	4.9.1 (e)	Copy of Work Order + Project Completion Certificate dully issued by competent authority.	Kindly allow the Work Order + completed/Under completion with invoice value more than specified value.	As per RFP
192	4.9.2- B.iii	Successful Post Implementation Support for e-Governance projects for any Government Department / Government Agency / PSU in India.  Successful post implementation support Certificate dully issued by competent authority.	Kindly clarify what all government projects are accepted to e-governance category. Kindly elaborate for SI to add correct references.  Also allow for the project under O&M/support phase to be accepted/	Similar nature of e-Governance
193	4.9.2 -C.i Technical presentation	Choice of Technical Platform (Open- Source Platform would be preferred).	We Request department to kindly reconsider this as the requirement is to deliver a long term solution which can work even beyond the contract period, it needs a proven and globally recognized Commercial Off the Shelf Solution (COTS) solution . We request you to explicitly mention this in the RFP . Open Sources solution will need significant effort of services for sustenance and departments needs to maintain a team of data scientists dedicated to this project.	IA to decide
194	Page 14 , Point e) Technical Eligibility & Page 16, Point ii)	The bidder must have successfully completed at least following numbers of e-Governance projects for any Government Department / Government Agency / PSU in India during last 10 years and value specified below. 1 project not less than ₹4.00 Crore or 2 projects not less than ₹ 3 Crore each or 3 projects not less than ₹2 Crore each Or 6 projects of not less than ₹ 1 Crore each. & The bidder should have experience of at least 03 software systems /web portals /web systems /e-Governance projects of the value of 1 Cr or more for any Government Department / Government	We would like to humbly submit that the criteria is not properly formulated. Ideally, the QCBS criteria should br a derivative of Pre-qualification criteria with number of orders and value of each such order having proper weightage in order to give equal opportunity to qualified bidders to secure maximum marks. In the present scenario it can be clearly seen that a bidder utilizing the clause " 1 project not less than INR 4 Crores" would not be able to secure single mark in the corresponding QCBS criteria. Therefore, we recommend you to modify the Technical Evaluation clause as such that maximum marks be provided on showcasing of 1 or more projects not less than INR 4 Cr. also	As per Scope of RFP.

		Agency / PSU in India during last 10 years: • 3 Projects = 16 Marks. • 4 Projects = 20 Marks. • 5 or More Projects = 25 Marks.		
195	Page 14 , Point e) Technical Eligibility & Page 16, Point ii)	Copy of Work Order + Project Completion Certificate dully issued by competent authority.	We would request the department to consider Partial Completion/Phased Completion as large Government Sector Projects are made live in phases with ongoing evolutionary changes in due course of time i.e. UAT/Go-Live may be considered of certain phases.	Copy of Work Order + Project Completion / Go-Live Certificate dully issued by competent authority. Necessary corrigendum will be issued
196	Page 14 , Point e) Technical Eligibility & Page 16, Point ii)	-	We would request the department to consider multiple orders against same project of same department as large orders in Indian Government sector are executed in phases with the need for including functionalities emerging during project execution.	As per RFP.
197	Page 16, Point iii) Successful Post Implementation Support for e-Governance projects for any Government Department / Government Agency / PSU in India	Successful post implementation support Certificate dully issued by competent authority	We request the department to consider only work order or renewals to work orders for securing marks as completion certificates for maintenance/support are generally not provided. If required, we can enclose invoices at later stage.	As Per RFP
198	4.9.1 (f) Page No. 14	The bidder must have a valid a) CMMI Level 3 or above certification b) ISO 27001 Certification or ISO 9001 Certification	You are kindly requested to consider additionally ISO 20000 along with all other certificates required	As Per RFP

199	4.9.1 (i) Page No. 14	As per the circular issued by the Finance department issued vide No: A/Misc(2018)-III-895/J dated 22-12-2012. Bidder shall submit "Bid Security Declaration" for an amount of Rs 15,00,000/-- (Rupees Fifteen Lacs Only). However, Successful bidder has to submit original Bid Security Declaration of EMD in the office of CEO, JaKeGA Civil Secretariat Srinagar/Jammu J&K before the issue of work order, failing which the bidder shall	Kindly provide the format for the "Bid Security Declaration"	Format will be provided, Necessary corrigendum will be issued.
200	4.9.2 (a) (ii) Page No. 15	Certifications • CMMI Level 5: 8 Marks • CMMI Level 3: 7 Marks • ISO 27001: 1 Marks • ISO 9001: 1 Marks	We request you to award maximum marks for the CMMI Level 3 instead of CMMI Level 5. Kindly note that maximum key process areas are met by CMMI Level 3. You are requested you award the marks for ISO 20000 as well.	As per RFP
201	4.9.2 (b) (i) Page No. 15	The Bidder should have completely implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years:	We kindly request you to consider dashboard solutions implemented for traffic management systems, and toll management systems (FASTag) for this requirement. Kindly confirm and advise.	As per RFP
202	4.9.2 (b) (ii) Page No. 16	The bidder should have experience of at least 03 software systems /web portals /web systems /e-Governance projects of the value of 1 Cr or more for any Government Department / Government Agency / PSU in India during last 10 years:	Our assumption is any project having either web portal or web system or e-Governance flavour will meet this requirement. Kindly confirm and advise.	As per RFP

203	Page no 15 , evaluation criteria ii) Certifications	In Section ii) Certifications CMMI5, you have kept 8 marks for valid certifications	We request to add kindly modify the clause stating that the bidder shall possess valid CMMi5 level certificate. <b>However, "Bidder whose CMMi certification is currently under renewal can be considered eligible only if the respective CMMi Level certification was successfully obtained for last 5 years and the application for renewal of the same is under process. The bidder needs to submit the supporting document clearly indicating the past certification details and documents related to renewal along with certificate from the appointed certifying authority that the certification renewal is under process"</b> . Hence vendor who will fulfill above clause will get 8 Marks .	As per RFP
204	7	Total project period is 05 years. The Implementation Agency must complete development of the entire solution within 06 months from receiving the work order.	Considering the number of departments involved in this proposed project, nature of data available in the form of Digital and unorganised structure, filed visit,	As per RFP
205		Post Implementation Support would be provided for a period of 60 months after go-live of the project. The post implementation support may be extended for another 24 months if required.	We request you to kindly increase the period from 5 months to 9 months upto Go-Live.	Please Refer corrigendum issued regarding Timelines of the Project.
206	25	Training to the End Users	We request you to provide department –wise, the number of officials to be trained and its duration.	The indicative list is already provided in the RFP.
207	26	5.1.18 Core Application Framework List of Departments/Organization/Boards to be integrated/KPI Data	We request you to provide, i. no. of departments to be integrated ii. No. of departments required to prepare data Entry formats/Upload data	The indicative list is already provided in the RFP.
208		Looking at our interest and capability to participate in the tender, We request that we should be allowed for consortium/JV for this project as we have the capabilities to work on this Project with our expertise and support of local partners. I am sure you will consider our request and allow companies like us to participate.		Not accepted.

209	Page no 15 , evaluation criteria ii) Certifications	In Section ii) Certifications CMMI5, you have kept 8 marks for valid certifications	We request to add kindly modify the clause stating that the bidder shall possess valid CMMi5 level certificate. <b>However, "Bidder whose CMMi certification is currently under renewal can be considered eligible only if the respective CMMi Level certification was successfully obtained for last 5 years and the application for renewal of the same is under process. The bidder needs to submit the supporting document clearly indicating the past certification details and documents related to renewal along with certificate from the appointed certifying authority that the certification renewal is under process"</b> . Hence vendor who will fulfill above clause will get 8 Marks .	As per RFP
210	7	Total project period is 05 years. The Implementation Agency must complete development of the entire solution within 06 months from receiving the work order.	Considering the number of departments involved in this proposed project, nature of data available in the form of Digital and unorganised structure, filed visit,	As Per RFP
211		Post Implementation Support would be provided for a period of 60 months after go-live of the project. The post implementation support may be extended for another 24 months if required.	We request you to kindly increase the period from 5 months to 9 months upto Go-Live.	Please Refer corrigendum issued regarding Timelines of the Project.
212	25	Training to the End Users	We request you to provide department –wise, the number of officials to be trained and its duration.	The indicative list is already provided in the RFP.
213	26	5.1.18 Core Application Framework List of Departments/Organization/Boards to be integrated/KPI Data	We request you to provide, i. no. of departments to be integrated ii. No. of departments required to prepare data Entry formats/Upload data	The indicative list is already provided in the RFP.
214	Clause No.1 Request for Proposal, Page No. 4	Jammu and Kashmir e-Governance Agency (JaKeGA) (hereinafter referred to as JaKeGA) invites e-tenders for "Selection of Implementation Agency (IA) for Design, Development,	There is ambiguity in the total contract duration. We assume the development timeline is of 6 months excluding Operation & Maintenance period of 5 years. Kindly clarify.	Yes, as per RFP

	<p>&amp; Clause No. 4.9.2, Section C.ii) Approach and Methodology to perform the work in this assignment, Page No. 16 &amp; Clause No. 2. Details of Activities, Section 17, Page No. 7</p>	<p>Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of J&amp;K” for a period of 5 year &amp; Bidders work plan and approach for adherence to timelines and go-live within 05 months &amp; Total project period is 05 years. The Implementation Agency must complete development of the entire solution within 06 months from receiving the work order. Post Implementation Support would be provided for a period of 60 months after go live of the project. The post implementation support may be extended for another 24 months if required</p>		
215	<p>Clause No. 5.1.19 Functionality, Section e) Scorecards, Page No. 27</p>	<p>The tool should provide Geographical map views to provide a quick understanding of geospatial data.</p>	<p>We assume the maps in shape file format would be provided by client. The responsibility of the SI would be to publish the provided Shape file in GIS.  Kindly Confirm</p>	<p>As per RFP</p>
216	<p>Clause No. 5.1.27.1 Go-Live for Dashboard Portal (Phase-I), Page No. 31</p>	<p>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>	<p>Considering our past experience and nature of the project, we request to Go-Live with minimum 5-10 number of schemes along with core application framework.</p>	<p>May refer Corrigendum</p>
217	<p>Clause No. 5.1.27.2 Go-Live for rest of the Schemes (Phase-II), Page No. 31</p>	<p>After incorporation of the suggestion received during UAT, each scheme enrolment, integrating with the Dashboard Portal with data received from multiple departments/districts will be declared as Go-Live for each scheme</p>	<p>We request to define minimum number of schemes to be implemented during the Phase-II. And we further request you to keep a separate line Item in the financial bid for factoring the cost against each new scheme. Also Kindly keep separate Payment terms for the Addition of new scheme as per below “For addition of new scheme other than the Schemes identified in the Phase-I Go- Live : 100% payment on Go- Live of each additional Scheme”</p>	<p>As per RFP</p>
218	<p>Clause No. 5.1.1 Web Designing</p>	<p>Social Media Integration. Connecting with other (approved) (public) data sets</p>	<p>Please mention the names of the social media platforms and its purpose for integration with the</p>	<p>1. All popular platforms</p>

	along with Portal Development, Page No. 20 Clause No. 5.1.5 Integration with existing (identified) Government Systems/MIS, Page No. 22	such as map libraries, census and socio-economic data to augment and contextualize data.	dashboard portal. We understand that required APIs would be provided by JaKeGA to integrate with other approved public data sets	2.API's for those schemes which are available in digital form shall be provided by the User department only. however, utilizing the API's in the proposed solution is in the scope of IA
219	Clause No. 5.1.5 Integration with existing (identified) Government Systems/MIS, Page No. 22	While receiving data through excel/ spreadsheet, csv, flat file, there should be provisions for users to upload the sheet/document through a link/ location	Kindly clarify on the size of file to uploaded	IA to analyse
220	Clause No. 5.1.10 Users, Page No. 23	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	Kindly clarify if any other users shall use the dashboard portal.	Shall be provided at the time of implementation to the successful bidder.
221	Clause No. 5.1.16 Training to the End Users, Page No. 25	a. Training could be planned in multiple sessions/stages as per the need and requirement of the project/application. Training methodology will be an interactive workshop mode. b. The space for training will be provided by the department. The training materials (User Manual etc.) need to be provided by the IA.	We understand the training will be conducted at a single central location. Please confirm.  Please confirm the number of users to be trained.	Shall be provided at the time of implementation to the successful bidder.
222	Clause No. 5.1.23 Workshop, Page No. 29	The Implementation Agency shall conduct workshop/meetings for achieving following Key areas for any scheme is decided to be enrolled in the Dashboard	We assume the workshop will be conducted at a centralized location with the officials from all the different departments. Kindly confirm?	Shall be provided at the time of implementation to the successful bidder.
223	Clause No. 5.1.24 Design & Development, Page No. 29	Integration with the existing application of the departments (if any)	Kindly clarify on the no. of existing applications to be integrated?	The indicative list is already provided in the RFP
224	Clause No. 5.1.28	The Implementation Agency should carry out	Please confirm who will bear the cost for engaging	In the scope of IA

	Security Audit, Page No. 31	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.	the Cert-In certified auditor.	
225	Clause No. 5.1.29.1 Application Maintenance, Page No. 32	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	Please mention the required qualification and experience for the mentioned positions.	Necessary corrigendum will be issued
226	Clause No. 5.1.29.2 Operation Support, Page No. 32	The Implementation Agency will also set up an operational unit which will be dedicated for this Dashboard & responsible for providing the following support	We assume the operational unit shall consist of the manpower mentioned under clause no 5.1.29.1. Kindly confirm?	Operation unit will 8X6 onsite during the O&M period of the project.
227	Clause No. 5.1.34 Payment Terms, Page No. 35	2. Completion of web designing with Portal Development along with hosting, Integration, Data Migration, Scheme Enrollment, Data Entry Mechanism etc.	Kindly clarify on the volume of data to be migrated.	Shall be provided at the time of implementation to the successful bidder.
228	Clause No. 3.2.2 Project Key Characteristics, Page No. 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.	Kindly clarify who provide the SMS & email Gateway to be integrated into the application. Also who would bear the cost of transactional SMS to be sent from the application?	SMS and email services charges shall be facilitated by the JaKeGA (if required).
229	General	Provision for Change Request	Considering our prior experience in this domain we assume that, During the entire contract period there will be changes in the current application which will be developed as per the RFP scope. Hence we request you to keep provision for Change request (for development other than addition of new modules) in the Financial Bid & Payment terms. Kindly confirm.	No, As per RFP
230	Clause No. 4.9.2 Technical Bid Evaluation Criteria, Page No. 15	Certifications • CMMI Level 5: 8 Marks • CMMI Level 3: 7 Marks • ISO 27001: 1 Marks • ISO 9001: 1 Marks	IT is understood that CMMI level5 has a higher implication than CMMI Level 3 as It is implemented with more process areas like causal Analysis and Resolution, Organization Project Management, Quantitative Project Management, Organization	As per RFP



			<p>Process Performance. Considering the impact of CMMI Level 5 we request to rephrase the mark as below;</p> <p>The bidder must possess a valid CMMi Institute recognized and published CMMi DEV/5 certificate as on date of submission of this RFP.</p> <p>Certifications</p> <ul style="list-style-type: none"> <li>• CMMI Level 5: 8 Marks</li> <li>• CMMI Level 3: 4 Marks</li> <li>• ISO 27001: 1 Marks</li> <li>• ISO 9001: 1 Marks</li> </ul>	
231	Clause No. 4.9.2 Technical Bid Evaluation Criteria (Organization Profile), Page No. 15	<p>Average Turnover of 25 Cr in Software Development or IT related projects in last 03 Financial years ending March 2020.</p> <ul style="list-style-type: none"> <li>• Equal to ₹25 Cr: 10 Marks</li> <li>• Greater than Rs 25 Cr but less than 30 Cr: 12 Marks</li> <li>• Equal to or greater than 30 Cr: 15 Marks</li> </ul>	<p>The marking for the average turnover criteria should be widely specified for the participating companies; We recommend to change the clause as; Average Turnover of 25 Cr in Software Development or IT related projects in last 03 Financial years ending March 2020.</p> <ul style="list-style-type: none"> <li>• Equal to ₹25 Cr: 5 Marks</li> <li>• Greater than Rs 25 Cr but less than 50 Cr: 10 Marks</li> <li>• Equal to or greater than 50 Cr: 15 Marks</li> </ul>	As per RFP
232	Clause No. 4.9.2 Technical Bid Evaluation Criteria (Relevant Experience), Page No. 15,16	<p>The Bidder should have completely implemented one or more Similar Dashboard Solution for any Government (Central/State) in India during last 05 years:</p> <ul style="list-style-type: none"> <li>• 01 Project: 6 Marks</li> <li>• 02 to 03 projects: 8 Marks</li> <li>• Greater than 03 projects: 10 Marks</li> </ul> <p>Copy of Work Order + Project Completion Certificate dully issued by competent authority.</p>	<p>We request to revise the clause as below; The proposed solution should have been implemented in any of the State for analytical reporting purpose in India including components like Supply, Development, Configuration Customization, Commissioning, Operations and Maintenance, Capacity building and handholding</p> <ul style="list-style-type: none"> <li>• 01 Project: 6 Marks</li> <li>• 02 to 03 projects: 8 Marks</li> <li>• Greater than 03 projects: 10 Marks</li> </ul>	As per RFP
233	Clause No. 4.9.2 Technical Bid Evaluation Criteria	Resume of all key technical resources proposed for the assignment.	Kindly clarify the marking scheme for the key technical resources, i.e., no. of resources, resource qualification, experience, etc.	Proposed Team Structure along with relevant CV to be submitted

	(Resource Profile), Page No. 17			
234	Clause No. 4.9.2 Technical Bid Evaluation Criteria (Resource Profile), Page No. 17	Resume of Manpower support to be deployed on Site for a period of 1 year post go live. • Team Lead 01 No. • MIS Expert 01 No. • Technical Support 02 No.	Kindly clarify the marking scheme for the Manpower support to be deployed on site, i.e., no. of resources, resource qualification, experience, etc.	Necessary corrigendum will be issued on JKtenders portal.
235	Clause No. 5.1.15 High Level Architecture, Page No. 25	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 JaKeGA will provide the hardware, RDBMS, OS as per the specification suggested by the implementing Agency during the bid submission. Please Clarify	As per RFP
236	Clause No. 5.1.33 Timeline & Deliverables, Page No. 34	Source Code Test Plans & Test Cases Operation Manual Configuration Manual Administration Manual Hosting in staging Environment	Please clarify who will provide the staging and UAT environment, Implementation Agency or JaKeGA	Hosting environment to be provided by JKSDC
237	Clause No. 5.1.36.1 Project Implementation, Page No. 37	Mobilization of Team	Mobilization of Team refers to which activity. Allocating resources and start of project at Implementation Agencies own premises or landing of resources at client location.	As per RFP
238	Clause No. 5.1.33 Timeline & Deliverables, Page No. 35	Go-live for other/new Scheme - Within 15 days from approval of SRS/FRS/Process-flow	There might a scheme with 1 KPI and might be schemes with more than 10 KPI, we recommend the timelines to be decided during the implementation of the scheme. We request you to kindly increase the timeline from 15 days to 1 month for the Go-live of other/new schemes.	As per RFP
239	Clause No. 9.1. Commercial Bid, Page No. 49	OPEX	We request you to add the payment criteria as Design, Development & Implementation of each new Schemes (after no. of Schemes went Go-live in Phase-I) with a defined no of schemes which will help the bidder to factor cost for each scheme	As per RFP

			implemented. Additionally, we request you to factor cost for change requests in the Commercial Bid.	
240	Clause No. 5.1.10 Users, Page No. 23	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	We request to kindly provide the no. of users of the system and no. of concurrent users.  Also provide details on the no. of users who will access the portal in public domain and the no, of users who will access the analytics dashboard.	No. of users, Concurrent user etc shall be shared with the successful IA in consultation with user department.
241	Clause No. 3.2.2 Project Key Characteristics, Page No. 8	Multilingual Website – The solution should be multilingual (English, Hindi, and Urdu)	Only the static texts in WEBSITE will be multilingual or the input field also. Kindly Confirm	As per RFP
242	Clause No. 2. Details of Activities, Page No. 6	EMD - As per the circular issued by the Finance department issued vide No: A/Misc(2018)-III-895/J dated 22-12-20120. Bidder shall submit "Bid Security Declaration" for an amount of Rs 15,00,000/-- (Rupees Fifteen Lacs Only). However, Successful bidder has to submit original Bid Security Declaration of EMD in the office of CEO, JaKeGA Civil Secretariat Srinagar/Jammu J&K before the issue of work order, failing which the bidder shall be liable to disqualification including blacklisting.	We come under MSME category. Kindly clarify if we are required to pay the Bid Security. If Yes, kindly share the mode of Bid Security payment, i.e., Bank Guarantee or account transfer. Also share the Bid Security details or bank details.	Bid Security Declaration Format shall be provided and successful bidder shall have to submit the original Bid Security Declaration
243	Clause No. 4.9.2 Technical Bid Evaluation Criteria (Solution Proposed and Approach Methodology), Page No. 16	Choice of Technical Platform (Open- Source Platform would be preferred).	We request to kindly allow the bidder either open source or proprietary software to meet the client requirement.	IA to decide
244	general	general	Please mention the number of documents that will be uploaded from the end user point on daily basis.	As per RFP

## Bid Securing Declaration Form

To (Company letter head)  
 The Chief Executive Officer  
 J&K e-Governance Agency, IT Department  
 Civil Secretariat Srinagar/Jammu, J&K

**Subject: Design, Development, Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of Jammu & Kashmir.– Bid Declaration Form.**

In response to the RFP No.: \_\_\_\_\_ for RFP titled “Design, Development, Implementation, Operation and Maintenance of Web Portal for UT Dashboard, Government of Jammu & Kashmir”, as an owner/ partner/ Director of (organization name) I/ We hereby declare that:

I/We understand that bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with JaKeGA for a period of three years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Bank Guarantee, in accordance with the Instructions to Bidders.
- c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid; or
- d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on \_\_\_\_\_ day of \_\_\_\_\_(insert date of signing)

Seal (where appropriate)