

Response to Pre-bid Queries
GeM bid No.GEM/2022/B/2242662 dated 20.06.2022

Sr. No.	Bidding Document Reference (Clause/page)	Name of Organization submitting request	Content of RFP requiring clarification	Points of Clarification required	Response to the query
1	2.7. Change Request Orders / Page#3	M/s. Silver Touch Technologies Ltd.	<p>2.7.1. Any change request during the operation and maintenance period will not be considered. However, the bidder has to deploy team mentioned in this RFP for any changes in the application during the contract period.</p> <p>2.7.2. During the development and operation and maintenance phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.</p>	1. We suggest you to fix some hours/days of work for change request order to cover bidders' risk. Additional hours/days or work above fixed hours/days should consider under change request. Please consider.	As per bid.
2	3.3. Scope of Work: / Page #12, 13	M/s. Silver Touch Technologies Ltd.	<ul style="list-style-type: none"> ▪ Bidder may propose an Open-source ERP with enterprise support OR COTS-based ERP for its day-to-day business requirement. 	<p>1. Due to source code availability and hands-on experience of some bidders based on their past completed ERP projects in education domain, we request you to allow bidders to propose custom developed solution which has significant resemblance with the requirements mentioned under this tender. Please consider.</p> <p>2. We also request to change related Pre-qualification Criteria and Technical Evaluation Parameter to meet above changes.</p>	As per bid.

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3	d) Training / Page #23	M/s. Silver Touch Technologies Ltd.	<p>d) Training</p> <ul style="list-style-type: none"> • Bidder has to train the District MIS, Block MIS & KGBV staff. The Location of Training will be at GCSE-SS and required infrastructure like space, chair, table, and projector will be provided by the tenderer. However, required printing materials like a booklet, brochure, etc. to be arranged by the bidder in hard/soft form. • Bidder should consider all the other expenses/costs related to the training programs in his financial quote. 	<p>1. How many batches we need to consider for the training?</p> <p>2. We assume that training need to be provided at single location - Gandhinagar? Kindly confirm</p> <p>3. If training is required at multiple locations then please provide list of locations for training.</p>	<p>It may be clarified as under: "The training will be delivered virtually through Live Steaming from Vidya Samiksha Kendra, Sector-19, Gandhinagar. It would not be required to execute training at multiple locations in batches."</p>
4	3.10. Pre-qualification Criteria / Page #23	M/s. Silver Touch Technologies Ltd.	<p>2. Bidder should have an average annual turnover of at least Rs. 20 Lakh in the last 5 financial years as of 31st March 2022 from the business of Software/IT product and Support service.</p>	<p>1. Looking at the state level nature of this projet and in view of its importance the selection of the agency should be done which is experienced, capable and financially stable so that it can meet the expectations of the Department. Therefore we request you to kindly increase the turnover criteria as per below so that you can get bids from the companies that are stable and having enough experience to execute government project.</p> <p>"Bidder should have an average annual turnover of at least Rs. 10 Crores in the last 5 financial years as of 31st March 2022 from the business of Software/IT product and Support service.</p>	<p>As per bid.</p>

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5	3.10. Pre-qualification Criteria / Page #24	M/s. Silver Touch Technologies Ltd.	<p>Pre-Qualification Criteria: 3. The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last five years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer. Documents Required: Completion Certificates from the client and Work Order issued by the Client.</p>	1. We request you to allow bidder either Work Order OR Completion Certificate to support of their past experience.	As per bid.
6	3.10. Pre-qualification Criteria / Page #24	M/s. Silver Touch Technologies Ltd.	<p>Pre-Qualification Criteria: 5. OEM Eligibility: Propose Open Source ERP must necessarily have community participation and should have more than 100 active forks on Github.com OR Propose COTS ERP OEM must have an annual turnover equivalent of Rs. 50 Crore for FY 21-22 from the proposed COTS ERP product. Document Required: In Case of Open Source: Affidavit regarding the compliance of the eligibility. In Case of COTS OEM: Copy of auditedaccounts or Turn Over certificate issued by CA</p>	<p>1. We suggest you to add below as OR part in this pre-qualification criteria #5: <i>"In Case of Similar Custom Solution: The bidder should have experience of at least 3 Software Development projects for any Government organization / PSU's / Government Institutes in India where the value of each project should be at least Rs. 50 Lacs and ONE of the project should have been executed for an institute of repute at national level."</i></p>	As per bid.

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7	3.11. Methodology & Criteria for Technical, Commercial, and Final evaluation / Page #25	M/s. Silver Touch Technologies Ltd.	3.11.5. The bidder will be evaluated as per the below criteria: Criteria: 1. Average annual turnover of at least Rs. 20 Lakhs in the last 5 financial years (2017-18, 2018-19,2019-20, 2020-21, 2021-22) as of 31st March 2022. Marks: 20 Lakhs – 10 21 to 50 Lakhs.- 15 > 50 Lakhs -20	1. To meet with suggested pre-qualification criteria, we requested below changes in Technical Evaluation Criteria. Please consider. "Criteria: 1. Average annual turnover of at least Rs. 10 Crores in the last 5 financial years (2017-18, 2018-19,2019-20, 2020-21, 2021-22) as of 31st March 2022. Marks: Up to 10 Crores – 10 Above 10 Crores and up to 50 Crores- 15 > 50 Crores -20"	As per bid.
8	3.11. Methodology & Criteria for Technical, Commercial, and Final evaluation / Page #25	M/s. Silver Touch Technologies Ltd.	Criteria: 3. Bidders should have experience in the successful implementation of 1 project of School ERP for the different organizations during the last 5 years as on bid submission date. Marks: 1 projects – 10 2-3 projects – 15 > 3 projects – 20	Criteria: 3. Bidders should have experience in the successful implementation of 1 project of School ERP or Institute Management System for the different organizations. Marks: 1 projects – 10 2 projects – 15 >=3 projects – 20	As per bid.
9	4. SECTION IV: SERVICE LEVEL AGREEMENT (SLA) / Page# 29 to 34	M/s. Silver Touch Technologies Ltd.	4. SECTION IV: SERVICE LEVEL AGREEMENT (SLA)	1. There is no upper cap limit of penalty in some SLAs. Please specify the upper cap limit of penalty as 5% of Total Contract Value (Excluding license costs) on each milestone as well as for overall penalty as per industry stanard. Please consider	Kindly refer the process to measure the SLA and Penalty as mentioned in Step 4 on Page 33

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10	General	M/s. Silver Touch Technologies Ltd.	Sufficient time to submit the bid after pre-bid query responses are published.	1. We request you to provide at least 2 weeks time to all the bidders to prepare and submit their bids after you publish responses on the bidder's queries.	Please refer Pre-bid Response published on Website of Samagra Shiksha-Gujarat (http://samagrashiksha.ssagujarat.org) & Corrigendum published on GeM
11	3.4 Details of the Modules Page 14	M/s. Krish Compusoft Services	ERP System & Mobile Application	1. Do you already have any app for School application ? or you want to build the fresh app from scratch? 2. We are considering Student, Teacher & Admin panel as the user roles, is there any user who will be involved in the ERP System? 3. Do you require Native or Cross-Platform app ?	As per Scope of Work
12	3.4 Details of the Modules Page 15	M/s. Krish Compusoft Services	Admissions Management	1. Who will manage the Admission Management and Student can apply for online or mobile applications?	KGBV School management shall manage the Admission & Students can apply from Web as well as from Mobile App. More details can be provided during the System study phase.
13	3.4 Details of the Modules Page 15	M/s. Krish Compusoft Services	Student information System	1. How do you working Currently? 2. Do you have an student information system or we need to develop from scratch? Kindly let me know	Proposed system has to be developed from scratch.
14	3.4 Details of the Modules Page 16	M/s. Krish Compusoft Services	Finance and Accounts	Can you please share some more details on this point?	Bidder has to collect these details during system study
15	3.4 Details of the Modules Page 16	M/s. Krish Compusoft Services	Human Resource Management	1. HR can manage the ERP System? 2. HR Can approve and Reject the Staff complaint?	Bidder has to collect these details during system study
16	3.4 Details of the Modules Page 17	M/s. Krish Compusoft Services	Document Management System	1. Do you have existing Storage Management system? Kindly let me know.	

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17	3.4 Details of the Modules Page 17	M/s. Krish Compusoft Services	Purchasing and Inventory Management	Can you please share some more details on this point?	Bidder has to collect these details during system study
18	3.4 Details of the Modules Page 18	M/s. Krish Compusoft Services	Event Management	1. Who is Your Audience? 2. How Will Your Audience Register for the Event? 3.How Are You Streaming it to Your Audience? 4. Who Are the Hosts? 5. What Kind of Equipment Do You Need?	Bidder has to collect these details during system study
19	3.4 Details of the Modules Page 18	M/s. Krish Compusoft Services	Transport & Fleet Management	Do we need to fetch the Transport & Fleet Management appliances data from some 3rd party?	Bidder has to collect these details during system study
20	3.4 Details of the Modules Page 18	M/s. Krish Compusoft Services	MIS/DASHBOARD/Reporting	1. Approximately how many reports the system is expected to generate in all? 2. Is the system required to have graphical presentation of data (particularly in reports)?	Bidder has to collect these details during system study
21	3.4 Details of the Modules Page 18	M/s. Krish Compusoft Services	Internal Social interaction Module	1. Who will provide those social media APIs to us? (Client/ Selected Bidder)	GCSE-SS shall provide the required APIs for social media integration
22	General	M/s. Krish Compusoft Services	Language Support	How many languages the mobile app & ERP System should support and also provide details about the Admin Panel language support.	Proposed system & Mobile App should support both English & Gujarati Languages
23	General	M/s. Krish Compusoft Services	Hosting	Who will be managing the server hosting? Do you already have server where you want to host the application?	The required compute power and storage will be provided at GSDC, Gandhinagar by Tenderer. SDC will provide the entire required infrastructure.
24	General	M/s. Krish Compusoft Services	Google Play Store and Apple Play Store	Does client already have Google and Apple account or we need to create separate accounts for making the apps live under client's company name?	GCSE-SS shall provide the required account for Mobile App hosting.

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25	General	M/s. Krish Compusoft Services	SMS & Email	1. Do you have any specific use or requirement of 3rd party for SMS and Email services. 2. Who will bear the cost of SMS & Email? & How many you needed (Per month/ Year) Kindly share your views	GCSE-SS shall provide the required SMS & e-Mail services.
26	General	M/s. Krish Compusoft Services	Mobile Application & ERP System	How often do you expect the updates to your application? (Daily, Several times a week, weekly, Bi-weekly, Monthly, unsure)	Bidder has to perform changes & updates as & when required.
27	General	M/s. Krish Compusoft Services	Data Entry	Is there any data entry work (e.g. making entries into the database from physical forms) is involved in the scope of work?	Data entry shall be done by District & Taluka level staff.
28	General	M/s. Krish Compusoft Services	Back-up System	1. Kindly share the Current backup system/software details 2. Kindly share the total used of the databack up in server 3. Kindly share the Total Databack up storege size. 4. Let me know current systme Which OS system are you using for databack 5. Kindly share the which Database using in current system	Bidder has to collect these details during system study

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29	General	M/s. Krish Compusoft Services	Traning	<p>1. Kindly Share the Number of Stakholders for Training</p> <p>2. Kindly shaer he mode of Training (Online/ Offline)</p> <p>3. We assume that training will need to be provided at single location. Please confirm.</p> <p>4. If multiple location training is required then please provide us list of all locations where training is required along with number of users at each location.</p>	Kindly refer response to query Sr. No-3
30	General	M/s. Krish Compusoft Services	Internal Social interaction Module	<p>1. We assume that, Intergration details will be provided by the client only.</p> <p>2. Kindly share the List of Intergration required in this Websites.</p>	Bidder has to collect these details during system study
31	General	M/s. Krish Compusoft Services	integration	<p>1. We assume that, Intergration details will be provided by the client only.</p> <p>2. Kindly share the List of Intergration required in this Websites.</p>	Bidder has to collect these details during system study
32	General	M/s. Krish Compusoft Services	Information	What additional information should we be aware of?	As per the Scope of Work in the Bid
33	3.11. Methodology & Criteria for Technical, Commercial, and Final evaluation Page 25	M/s. Krish Compusoft Services	Bidders should have experience in the successful implementation of 1 project of School ERP for the different organizations during the last 5 years as on bid submission date.	<p>We hereby request to please revise the criteria as below:</p> <p>Bidders should have experience in the successful implementation of 1 project of ERP/Web or Software Solution for the different organizations/Govt dept/PSU during the last 5 years as on bid submission date.</p>	As per the Bid

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34	3.11. Methodology & Criteria for Technical, Commercial, and Final evaluation Page 25	M/s. Krish Compusoft Services	OEM Eligibility: Propose Open Source ERP must necessarily have community participation and should have more than 100 active forks on Github.com OR Propose COTS ERP OEM must have an annual turnover equivalent of Rs. 50 Crore for FY 21-22 from the proposed COTS ERP product.	We hereby request to please revise the criteria as below: OEM must have an annual turnover equivalent of Rs. 50 Crore for FY 21-22 from the proposed COTS ERP product/IT or ITES Services/Software/IT product and Support service..	As per the Bid
35	3.5 Mobile app Page 18	M/s. Dev Information Technology Limited	HTML5 or Progressive Web Application (PWA) or Native will be allowed. However, web views for modules (except Reports) will not be allowed	Its only for Dashboard and Reporting purpose only. Please confirm.	For the modules defined in Scope of Work, HTML5 or Progressive Web Application (PWA) or Native will be allowed. However, MIS reports & dashboards can be developed using web views.
36	3.7 Functional Requirement Page 19	M/s. Dev Information Technology Limited	ERP: Open-source ERP with enterprise support /COTS ERP. The open-source ERP definition given in section 1.1 of this RFP document may be referred to. PHP-based ERP solutions shall not be accepted	Which open source ERP requested instead of PHP based? Department looking for .Net Core technology for said ERP?	As per the Bid
37	General	M/s. Dev Information Technology Limited	EMD Amount	Please confirm as per GEM GTC, EMD will be exempted for MSME Vendor or mandatory for all vendors.	EMD is required as per GeM GTC
38	General	M/s. Dev Information Technology Limited	Project Value	Please confirm the total project estimation cost.	The tenderer would not like to share cost estimation. The Bidders may estimate the cost for bidding based on Scope of Work.