

**Response to Query/Suggestion received in respect of Request for Proposal (RFP) to select a service provider for “Unified MIS”**

(Reference No. SHEC/UMIS/39/2021/RFP-170 Dated 06.04.2022)

**SHEC/UMIS/39/2021/RFP- 198**

Sr No	RFP Section No.	Para No.	Page No.	RFP existing Clause	Bidder Suggestions/ Query	Reply/ Clarification
1.	1.2		7	Submission of Bid	Given, we need to get all risk and legal processes done at our end, request if the submission date may be extended by 2 weeks. Submission of Bid: 20/05/22 at 5:00 pm	Accepted. Last date for submission of RFP has been extended up to 19.05.2022, till 5:00 pm. Date and time for opening of Technical bids is 20.05.2022 at 3:00 pm. Also Bank Guarantee may be submitted in the office of BSHEC by 2:00 pm of 20 <sup>th</sup> May 2022.
2.			7	Submission of Bid	Requesting you to kindly extend the bid submission date by at least two weeks from the date of Pre Bid Queries clarification.	
3.	5	3	10	BACKGROUND AND RATIONALE : The system will cater towards 'End-to-End' lifecycle of all the significant stakeholders of state higher education system - Students, Faculties, Colleges, Universities, Parents, Policy Maker and Education Department of the State.	Kindly let us know the use of UMIS application for Students and Parents.	Some of the Unified-MIS module will be available in public domain to access information related to the concerned Stakeholder.
4.	6		10,11	The complete data (legacy data) from any previous or prevailing online system/agency in operation at the Universities/Colleges with respect to	Need to know the amount of legacy data to be migrated?	The exact size, plan and format/file will be shared with the Successful Vendor (However, Approx

PRE-BID QUERIES RESPONSE

				Students, Faculties etc. should be migrated/imported to new “Unified Management Information System”		15 Universities, 270 Constituent and Government Colleges, and 300 Affiliated Colleges data will be covered in initial Stage.
5.	6		11	To provide a scalability options to accommodate the expected growth plan	What is the growth level expected?	
6.	6		11	To create a robust common integrated interoperable system platform across different departments, Universities, Colleges of the state of Bihar	What are the different database existing at various locations?	Unified Management Information System (Unified-MIS) is a initiative for 'Bringing Integrated Data to Higher Education Institutions'.
7.	6	2	11	Creating a Matrix for Bihar State Institutions Ranking Framework, an effort similar to the Central Government National Institutional Ranking Framework (NIRF) in line with the NEP vision of creating world-class universities in India.	<p>Please elaborate the functionalities expected within this module and outcome from the exercise. Requirement is not clear from the RFP document.</p> <p>Secondly, no cost is asked for such policy creation in the financial bid.</p>	<p>Successful Bidders need to develop one module in Unified-MIS for Data Capturing, Validation and Verification BSIRF.</p> <p>Successful Bidder will be assisted by Project Management Unit(PMU) who will develop/create a detailed matrix for Bihar State Institutions Ranking Framework and shall provide sources like AISHE, NAAC, UGC,NIRF, AICTE, Scopus , Impact factor (IF), i10 Index etc to validate the data).</p>
8.	18		13	It is envisaged that the Unified MIS will provide an integrated platform for various current information	Please confirm the list of systems with which this UMIS will be required to integrate. Also, please give the capping on	This UMIS will be linked with other website of Higher Education

PRE-BID QUERIES RESPONSE

				applications (operating independently in partially or fully automated institutions) in its scope designed to provide a significantly enhanced experience to the end-users.	this number of systems. Also, it may be noted that while the UMIS may provide APIs which can be consumed by existing systems, the implementation partner should not be expected to build any modifications / APIs in existing applications.	Department to capture the data from there.
9.	18.3	1	15	Sustainability and Financial Efficiency	Scope is not clear. We request you to please elaborate this more.	It is self explanatory
10.	18.3	2	15	Data Entry Approach	Request you to please clarify the roles and responsibilities of Bidder in more detail. Also share the below details: - what data needs to be entered at College / University level - Volume of Data Entry (For how many years) - Data available in physical form / digital form Or Request you to please keep the data entry scope as separate project.	Successful bidder doesn't need to enter the data of the Higher Education Institutions (HEIs). HEIs will enter/provide the Data though data Migration & Cleaning will be done by vendor. For preparation of report of Unified MIS data Entry will be done by Vendor
11.	18		15	Deployment of manpower for support & maintenance activities (incl. training & hand-holding) along with help-desk support.	Can helpdesk be remote?	Onsite, Help Desk will be sit at BSHEC office.
12.	18.1	7	15	Helping in protecting the legacy investments in software and hardware by easily integrating them with other technology platforms and software implementations through web services.	Please provide the details as it is an open-ended statement and it will have the financial implication which will result in overall evaluation.	As per RFP

PRE-BID QUERIES RESPONSE

13.	18.1	10	15	It is envisaged that the Unified MIS will provide an integrated platform for various current information Applications (operating independently in partially or fully automated institutions) in its scope designed to provide a significantly enhanced experience to the end-users.	How many current information Applications (operating independently in partially or fully automated institutions) are there? Any briefing about this.	The exact size, plan and format/file will be shared with the Successful Vendor (However, Approx 15 Universities, 270 Constituent and Government Colleges, and 300 Affiliated Colleges data will be covered in initial Stage.
14.	18.2	14	15	Following are the indicative users at the UMIS portal 1. Guest Users 2. Colleges 3. Universities 4. Policy Makers 5. Internal /External Auditors 6. Bihar State Higher Education Council (BSHEC)	Student will be one type of user or the last level of user will be Colleges only?	The proposed Unified MIS needs to capture the data from Universities and Colleges MIS. Colleges will be end user for this proposed Unified MIS
15.	18.3		16	Entry of data independently by colleges and universities through carefully calibrated electronic entry forms (For partially & Non-Automated colleges)	Is the bidder expected to do data entry at offline sites?	Successful bidder doesn't need to enter the data of the Higher Education Institutions (HEIs). HEIs will enter/provide the Data though data Migration & Cleaning will be done by vendor. For preparation of report of Unified MIS data Entry will be done by Vendor
16.	18.3	2	16	Dynamic Fetching of real-time information from college/institute/University level	How many fully automated colleges are there from where the service/API based data will be fetched?	All the 15 Universities are running their Applications and Majority of

PRE-BID QUERIES RESPONSE

				systems through web service(s) & APIs (For fully automated colleges)		Institutions also have their own Applications.
17.	18.3.3	2	17	Enrolment Parameters - Cluster Wise	Please elaborate the requirement. What is the meaning of Cluster wise parameters	Clusters may be created at Division level or clubbing 2-3 districts
18.	18.3.3	2	18	Region wise highest CGPA	What is a Region? Please elaborate.	Region may be created at Division level or clubbing 2-3 districts
19.	18.3.3	1	18	Data Points to be captured	Whether these parameters can be taken for the screen designing and the reporting format for colleges /universities?	It is exemplified only for the sake of Bidders' Understanding.
20.	18.3.3	4	20	Faculty by Rank	What is Rank of Faculty? Please elaborate.	It is self explanatory
21.	18.3.3	2	22	Indicative Data Points for Infrastructure Development	Only list of Infrastructure is mentioned. Request to add data points also.	It will be discuss at SRS & FRS level
22.	18.3.3	1	23	Data points relative to financial grants	What will be the process for collecting these data?	It will be discussed at SRS & FRS level
23.					We believe the abbreviation of CMS refers to College Management System. Please confirm.	Yes
24.	18.3.4	1	25	Informational Pages /CMS	Who will do the entry of data of all the required information of each college in CMS? As per our understanding all the informational page entries will be done by respective colleges. Please confirm.	Successful bidder doesn't need to enter the data of the Higher Education Institutions (HEIs). HEIs will enter/provide the Data though data Migration & Cleaning will be done by vendor. For preparation of report of Unified MIS data Entry will be done by Vendor

PRE-BID QUERIES RESPONSE

25.	18.3.6	1	26	Course Management	It is mentioned in the RFP that System should provide a comprehensive platform to create courses for various institutes/universities. We understand that the system should be able to provide the details of entering a course into the system. Please confirm.	It is self explanatory
26.	18.3.7	1	26	Masters Management	Kindly provide the functionality of this module.	It is self explanatory
27.	18.3.8	1	26	Dynamic Reporting System: Dynamic reports based on user selection with choice on number of columns, condition and format (Excel/pdf) required.	What kind of conditions will be there in the Dynamic Reporting System? Need some more briefing on this Dynamic Reporting System.	Make it more real time by using formula
28.	18.3.9	1	26	Alerts & Notifications: E-mail and SMS Gateway would be integrated with the application for sending event based reminders /notifications /alerts to various stakeholders.	We understand that the necessary gateways shall be provided by the client. Bidder shall only integrate with the application. Please confirm.	Successful bidders need to provide provisions to send event based reminders /notifications /alerts to various stakeholders and also integrate provided Gateway.
29.	18.3.11	7	26	Security Mechanism	Other than OTP authentication, is there any username & password based authentication will be there for some of the user? If yes, then who are the users?	All the Institutions and concerned officials shall be given username & password for accessing Unified MIS along with OTP.
30.	18.3.11	1	27	Security Mechanism: Database Encryption: Should be configured for extremely strong database encryption	Other than password, is there any data to be stored in database in Encrypted format?	Password will be Encrypted, for other data it will be discuss at SRS level.
31.	18.3.11	1	27	System shall follow Open Web	Emphasis is given on the quality and	As per RFP

				Application Security Project (OWASP) guidelines and shall be based on ISO 270001 standards and comply with GIGW (Guidelines for Indian Government Websites) issued by GOI.	security compliances in the application. Request you bifurcate 20 marks of turnover criteria to 10 in turnover criteria and award 10 marks in the ISO standard section category	
32.	18.3.12	2	27	Other Technical Requirements: The creation, numbering and closure of requests shall be handled independently for each user and Department level. However, certain security aspects, access permissions etc. can be managed centrally.	What kind of numbering to be done at user or Department Level ?	It will be discuss at SRS & FRS level
33.	18.3.12	2	27	Other Technical Requirements: The system shall be scalable to accommodate new users and data volume.	How many tentative user will access this system and what will be the frequency ?	
34.	18.3.12	2	27	Other Technical Requirements: The system shall support Alert Mechanisms (Reminders, Notifications) & Escalation Mechanisms.	For which process the Escalation Mechanisms is applicable and how many level of Escalation will be there?	
35.	18.3.13	1	27	The bidder has to conduct security audit of each module before Go-Live and provide Safe to Host Certification from any third party cert-in empanelled firm.	It is mentioned that The bidder has to conduct security audit of each module before Go-Live and provide Safe to Host Certification from any third party cert-in empanelled firm. We request you to modify it as that before going live of each phase, the security audit should be conducted.	As per RFP

PRE-BID QUERIES RESPONSE

36.	19.2	1	28	Portal Technology Stack based on Open Source and Open Standards	We will request you to kindly keep the Portal Technology as Open Standard as currently it is getting limited to Open Standard solutions only.	As per RFP
37.	21	1	28	DATA MIGRATION: There would be a number of records in various existing masters present in various independent initiatives taken at Department/University/College level which may need to be migrated! mapped into envisaged UMIS database.	Kindly provide the volume of data to be migrated.	The exact size, plan and format/file will be shared with the Successful Vendor (However, Approx 15 Universities, 270 Constituent and Government Colleges, and 300 Affiliated Colleges data will be covered in initial Stage.
38.	21	1	28	The exact size and format/file will be shared with the successful vendor/implementation agency.	As the Volume of Data migration will be directly linked with the efforts and financial , hence it is highly essential to share the format and size with all the bidders so that all the bidders have the equal understanding while quoting for this scope of work.,	
39.	19.2	1	29	PostgreSQL will be preferred	It is mentioned that PostgreSQL will be preferred. Requesting you to kindly accept any enterprise level database.	As per RFP
40.	20		29	A comprehensive training/hand-holding has to be conducted at department headquarters In Patna & at institution/college/university level. The same will be Classroom based and instructor led or through virtual means. The bidders may mention the plan for the same in their proposal	What are the levels of training to be provided? How many resources are to be trained? Will training be continuous? Can training be done online?	A comprehensive training plan/change management plan (detailing the location, mode & duration) should be presented by the vendor in its proposal document/presentation. Training on UMIS module



PRE-BID QUERIES RESPONSE

				documents. All infrastructure related to the same like seating space, air conditioning, IT infrastructure etc. will be provided by the department along with list & profile of audiences. A comprehensive training plan/change management plan (detailing the location, mode & duration) should be presented by the vendor in its proposal document/presentation.		needs to be provided to HEIs. Mode of training will be discussed with successful Bidders
41.	20	1	29	TRAINING & HAND-HOLDING: A comprehensive training/hand-holding has to be conducted at department headquarters In Patna & at institution/college/university level.	Request you to specify the tentative number of trainees to be trained.  Please confirm that physical training session will be conducted at which level. If it has to be at college level also then in that case please provide the number of colleges where physical training has to be conducted.	It will depend on SRS and FRS. So this will be discussed with successful Bidders
42.	24	6	29	BSHEC may increase or decrease the resources as per the contract rates.	This shall be decided mutually in discussion with Service Provider and BSHEC.	This shall be decided mutually in discussion with successful bidder and BSHEC
43.	24	6	29	ii. 2 technical support staff would be constituted for attending to calls	We understand that additional 2 technical support staff would be deployed apart from 5 members for PMU set up.	It is included in 5 members for PMU
44.	21	1	29	Data Migration	As there is no specification mentioned we understand that the bidder will supply the equipment as per the specification shared by them at the time of bidding.	Refer Section 32.4 of the RFP
					- API and access on database of 3 <sup>rd</sup> party	Minimum last three

PRE-BID QUERIES RESPONSE

					application will be provided by Department For how many years' data needs to be migrated.	Academic years data of Students, Faculty Members etc need to be migrated in initial phase .
45.	24	6	31	Along with the supply of manpower for its operationalization & technical support (2 personnel for resolving all simple to complex issues ranging from usage level 10 code level issues)	We understand that additional 2 technical support staff would be deployed apart from 5 members for PMU set up and 2 technical support staff for attending to calls.	It is included in 5 members for PMU
46.	24	6	31	The successful agency along with laptops manpower, ticket management software/Grievance Redressal Software phone lines/ IVRS software.	Kindly provide the qualification of technical support staff.	Refer Section 32.4 of the RFP
					As the PMU will be operational in department premises which will government premise. Hence it will be difficult for us to get the phone line. We will request the department to arrange the phone lines.	Phone lines will be provided by Department.
47.	26		32		It is suggested that that the following payment milestones should cut across all currently listed components (on-boarding of universities, integration, BSIRF reports) under different phases in RFP: 1. Sign-off of SRS document (Portal + Integration +BSIRF reports) 20% 2. Design Sign Off and Dashboard Wireframes (Portal + Integration + BSIRF reports): 20% 3. Completion of UAT (Portal+ Integration+ BSIRF reports): 20% 4. Go Live 1 (Portal): 10% 5. Go Live 2 (Integration (Data	As per RFP

PRE-BID QUERIES RESPONSE

					Repository)): 10% 6. Go Live 3 (BSIRF Reports and Dashboards): 10% 7. Security Audit and Training: 10%	
48.	25	1	32	The solution should be hosted on the cloud/servers as directed by the department, state data center or NIC data center.	Please confirm the hosting location that the application will be host in cloud or in SDC?	Cloud Hosting
49.	26	1	32	DELIVERY TIMELINES& PAYMENT SCHEDULE	Kindly clarify who will bear the cost of all DB licenses/ infra , if hosting of the application shall be done at SDC	Cloud Hosting will be used
50.	26	1	32	DELIVERY TIMELINES& PAYMENT SCHEDULE	Please define T.	Here T denotes date of Work Oder.
51.	26	1	32	DELIVERY TIMELINES& PAYMENT SCHEDULE	There is no timeline mentioned for SRS submission.	T+4
52.	24	6	32	ii. The call center setup (on 8x6 basis i.e. 8 hours a <.lay 6 days a week)	The resources shall be allowed for week off and also Please clarify that the resources shall be working on Government holidays or not. Please set a time period for call center operation.	The proposed team shall be available and stationed in Patna on all the working days of Govt. of Bihar, and on public holidays also as and when necessary as felt necessary.
53.	28	5	36	The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores	We request to revise the clause as “The Bidder should have an Average Annual Turnover in the last three (3) financial years ending <b>31.03.2021</b> of more than INR <b>10 Crores</b> ”	Accepted,  <b>Changed to</b> The Bidder should have an Average Annual Turnover in the last three (3)

PRE-BID QUERIES RESPONSE

54.	26	5	37	PRE-QUALIFICATION CRITERIA: The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores.	Given the scale of project we would make a humble submission of bring down the turnover to at least <b>25 Crores</b> . So that the wider participation could be made possible in this tender.	financial years ending <b>31.03.2021</b> of more than <b>INR 25 Crores</b> .
55.	28	5	37	The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores.	The “GUIDANCE NOTES of MODEL RFP TEMPLATES FOR IMPLEMENTATION AGENCIES” published by Government of India mentions that “The minimum Nature of work related turnover should be such that it attracts at least 8 bidders. Looking at the scope of work the mentioned turnover criteria is on higher side and thus restrictive in nature. Therefore, we request to revise the criteria as-  The average annual turnover of the agency should be at least 40 crores for the last three financial years.	Please refer clarification given at Sr No 53 & 54
56.	28	5	36	The Bidder should have an Average Annual Turnover in the last 3 FY (19-20, 18-19 and 17-18) of more than 50 Cr.	The Bidder should have an Average Annual Turnover in the last 3 FY (19-20, 18-19 and 17-18) of more than 10 Cr. OR The Bidder should have an Average Annual Turnover in the last <b>3 FY (20-21, 19-20 and 18-19)</b> of more than 10 Cr.	Please refer clarification given at Sr No 53 & 54
57.	28	5	36,37	The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores	The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2021 of more than INR 50 Crores	Please refer clarification given at Sr No 53 & 54
58.	28	1	36	The Bidder must have a valid CMMi	To invite more competitive bidders, we	As per RFP

PRE-BID QUERIES RESPONSE

				level 5 certification for Software Design, Development & Testing.	request to revise the clause as generic “The Bidder must have a valid CMMi level 5 certification”	
59.	28	8	36	The Bidder should have experience of developing an IT Solution / Management Information System and must have handled at least Thirty Thousand records for a single database for the State Government / Central Government / PSU across India.	Please clarify if Department will accept below as a documentary evidence or not. - User Count (12.75 Lacs) is clearly mentioned in the Purchase order received by us. - Milestone Completion Letter towards Go-Live and Handholding Support also received from client. <b>We may submit a CA certificate regarding payment receipt towards the above mentioned Purchase Order.</b>	Yes
60.	28	6	36,37	Bidder should have positive net worth for each of the last three financial years (FY: 2019-20, 2019-18, and 2018-17)	Bidder should have positive net worth for each of the last three financial years (FY: 2020-21, 2019-20, and 2018-19)	Accepted, <b>Changed to</b> Bidder should have positive net worth for each of the last three financial years (FY: 2020-21, 2019-20, and 2018-19)
61.	28	9	37.	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason during the last three financial years	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason as on date DD/MM/2022 of bid submission.	Accepted, <b>Changed to</b> The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason as on date DD/MM/2022 of bid

PRE-BID QUERIES RESPONSE

						submission.
62.	28	10	Page 37.	Consortium/JV/Sub-contracting is not allowed for this RFP	Since the project requires operational tasks such as data migration (including perhaps data entry also) and helpdesk support, it is suggested that the clause may be modified to accommodate part sub-contracting to a third party under the supervision of prime bidder.	As per RFP
63.					Requesting consortium to be allowed.	
64.					Kindly allow consortium member in this tender	
65.	28	8	37.	The Bidder should have experience of developing an IT Solution/Management Information System and must have handled at least Thirty Thousand records for a single database for the State Government/ Central Government /PSU across India.	The Bidder should have experience of developing an IT Solution/Management Information System and must have handled at least Thirty Thousand records for a single database for the State Government/ Central Government /PSU across India. Records Snapshot/Acknowledgement shall be considered as the Documentary proof.	Yes
66.	29.		41	If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.	Will payment be done for work done in case of Force Majeure	As per RFP
67.	30	1	42& 43	1. Average Annual Turnover	Average Annual Turnover • INR 10 Cr to	<b>Partially Accepted,</b>

PRE-BID QUERIES RESPONSE

68.				<ul style="list-style-type: none"> <li>• INR 50 Crores to 75 Crores: 5 Marks</li> <li>• INR more than 75 Crores to 100 Crores: 10 Marks</li> <li>• INR more than 101 Crores -125 Crores: 15 Marks</li> <li>• INR more than 125 Crores - 20 Marks</li> </ul>	<p>15 Cr: 5 Marks • INR 15 Cr to 25 Cr: 10 Marks • INR 25 Cr to 35 Cr: 15 Marks • INR more than 35 Cr: 25 Marks</p> <p>Going through the entire tender we would like to make a submission that looking at the project size please make the Turnover evaluation slabs as follow&gt;50 Crores: 20 Marks, &gt;50 and &lt;=40 Crores: 15 Marks, &gt;40 and &lt;=30 Crores: 10 marks,&gt;30and &lt;=20 Crores: 5 Marks. This would make the competitive bidders like us to submit a competitive bid as it would allow fetching more than 50% marks in this category.</p>	<p><b>Changed to</b> <b><u>Average Annual Turnover</u></b></p> <ul style="list-style-type: none"> <li>• INR 25 Crores to 50 Crores: 5 Marks</li> <li>• INR more than 50 Crores to 75 Crores: 10 Marks</li> <li>• INR more than 75 Crores -100 Crores: 15 Marks</li> <li>• INR more than 100 Crores - 20 Marks</li> </ul> <p><i>A CA certificate clearly stating the turnover from last three financial years (i.e. FY 2020-21, FY 2019-20 &amp; FY 2018-19) needs to be submitted in this regard</i></p>
69.	29	1	43	<p>2. Average Annual Turnover</p> <ul style="list-style-type: none"> <li>• INR 50 Crores to 75 Crores: 5 Marks</li> <li>• INR more than 75 Crores to 100 Crores: 10 Marks</li> <li>• INR more than 101 Crores -125 Crores: 15 Marks</li> <li>• INR more than 125 Crores - 20 Marks</li> </ul>	<p>As per the project magnitude request you to please revise the turnover criteria as below.&gt;55 Crores: 20 Marks, &gt;45 and &lt;=55 Crores: 15 Marks, &gt;35 and &lt;=45 Crores: 10 marks,&gt;=25and &lt;=35 Crores: 5 marks. So the qualified bidder with turnover more than 40 Crores or above should get 70% marks of the qualifying criteria. Presently its only 25%.</p>	<p>Please refer clarification given at Sr No 67 &amp; 68</p>
70.	29	1	43	<p>3. Average Annual Turnover</p> <ul style="list-style-type: none"> <li>• INR 50 Crores to 75 Crores: 5</li> </ul>	<p>We request to revise the criteria as-</p>	<p>Please refer clarification given at Sr No 67 &amp; 68</p>

				<p>Marks</p> <ul style="list-style-type: none"> <li>• INR more than 75 Crores to 100 Crores: 10 Marks</li> <li>• INR more than 101 Crores -125 Crores: 15 Marks</li> <li>• INR more than 125 Crores - 20 Marks</li> </ul>	<p>Average Annual Turnover</p> <p>If &gt;= 50 Crores: 20 Marks</p> <p>If &gt;=45 and &lt;50 Crores: 15 marks</p> <p>If &gt;=40 and &lt;45 Crores : 10 Marks"</p>	
71.	30	1	42	<p><u>Average Annual Turnover</u></p> <ul style="list-style-type: none"> <li>- INR 50 Crores to 75 Crores: 5 Marks</li> <li>- INR more than 75 Crores to 100 Crores: 10 Marks</li> <li>- INR more than 101 Crores to 125 Crores: 15 Marks</li> <li>- INR more than 125 Crores: 20 Marks</li> </ul> <p><i>A CA certificate clearly stating the turnover from last three financial years (i.e. FY 2020-21, FY2019-20 &amp; FY2018-19) needs to be submitted in this regard</i></p>	<p>We request you to please revise the criteria as below:</p> <p><u>Average Annual Turnover</u></p> <ul style="list-style-type: none"> <li>- INR 10 Crores to 15 Crores: 5 Marks</li> <li>- INR more than 15 Crores to 20 Crores: 10 Marks</li> <li>- INR more than 20 Crores to 30 Crores: 15 Marks</li> <li>- INR more than 30 Crores: 20 Marks</li> </ul>	<p>Please refer clarification given at Sr No 67 &amp; 68</p>
72.	29	5	43	<p>5. The bidder should have experience of development of an IT Solution/Management Information System Software for the State Government/ Central Government /PSU across India having large no. of records in single database.</p> <p>A client certificate/documentary</p>	<p>We request you to also include self-certification as documentary proof.</p>	<p>As per RFP</p>



				proof clearly mentioning the number of records needs to be submitted in this regard.		
73.	30	3	42	<p>Specific Experience in development of web application / software in the higher education sector in India (public / private) in the last five (5) financial years</p> <ul style="list-style-type: none"> <li>- Project value of INR 5 crores or more will be awarded 5 marks</li> <li>- Project value of INR 10 crores or more will be awarded 10 marks</li> </ul> <p><b><i>Only one project will be considered. Please enclose copy (-ies) of work order &amp; completion certificate/ phased completion / partial completion/ Invoice Copies against these projects</i></b></p>	<p>We request to revise the criteria as below:</p> <p>Specific Experience in development of web application / software in the <b>higher</b> education sector in India (public / private) in the last five (5) years from the Bid Submission Date.</p> <ul style="list-style-type: none"> <li>- <b>Two Projects</b> value of INR 5 crores or more will be awarded 5 marks</li> <li>- <b>Two Projects</b> value of INR 10 crores or more will be awarded 10 marks</li> </ul>	<p><b>Partially Accepted,</b></p> <p><b>Changed to</b> Specific Experience in development of web application/software in the <b>Education Sector</b> in India (public or private) in the last five (5) financial years</p> <ul style="list-style-type: none"> <li>• Project value of INR 5 Crores or more will be awarded 5 Marks.</li> <li>• Project value of INR 10 Crores or more will be awarded 10 Marks.</li> </ul> <p><b><i>Only One project will be considered. Please enclose copy (-ies) of work order &amp; completion certificate/phased completion/partial completion/invoice copies against these projects.</i></b></p>
74.	30	4	42	<p>Manpower Strength (Head Count)</p> <ul style="list-style-type: none"> <li>- 200-299 Employees: 5 Marks</li> <li>- 300-399 Employees: 7 Marks</li> <li>- 400 plus Employees: 10 Marks</li> </ul> <p><i>A self-declaration needs to be submitted in this regard</i></p>	<p>As per software industry standard practice, each and every firm hires the contract resources on project to project basis. So we request to revise this as below:</p> <ul style="list-style-type: none"> <li>- 40-49 Employees: 5 Marks</li> <li>- 50 plus Employees: 10 Marks</li> </ul> <p><i>A self-declaration needs to be submitted in this regard</i></p>	As per RFP
75.	30	1	43	Specific Experience in development of web application/software in the	Specific Experience in implementation of web application/software (multi-tenant	As per RFP

			<p>higher education sector in India (public or private) in the last five (5) financial years</p> <ul style="list-style-type: none"> <li>· Project value of INR 5 Crores or more will be awarded 5 Marks.</li> <li>· Project value of INR 10 Crores or more will be awarded 10 Marks.</li> </ul> <p>Only One project will be considered. Please enclose copy (-ies) of work order &amp; completion certificate/phased completion/partial completion/invoice copies against these projects.</p>	<p>architected) in the higher education sector (Indian Govt University and/or Indian Educational Institution Group . The said software implementation which is centrally deployed, shall continue to be in use by several educational institutions attached to or affiliated with the said Govt University/Educational Institution Group for the last five (5) financial years or more.</p> <ul style="list-style-type: none"> <li>* Software used by more than 5 educational institutions and less than 10 educational Institutions will be awarded 5 Marks.</li> <li>* Software used by more than 10 educational institutions but less than 20 educational institutions shall be awarded 10 Marks</li> <li>* Software used by more than 20 educational institutions but less than 30 educational institutions shall be awarded 15 Marks</li> <li>Software used by more than 30 educational institutions shall be awarded 20 Marks</li> </ul> <p>Only One project for a Govt University/Educational Institution Group with usage by multiple institutions attached-to/affiliated-with the said Govt University/Educational Institution Group will be considered. Please enclose copy (-ies) of work order and/or&amp; completion certificate/phased completion/partial completion/invoice copies against these projects</p>	
--	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

76.	Section 30	5	43,44	<p>The bidder should have implemented a Software Solution/Management Information System Software for the State Government/ Central Government /PSU across India having large no. of records in single database.</p> <ul style="list-style-type: none"> <li>• No. of Records in single database greater than 50K and less than 70K will be awarded 2 Mark.</li> <li>• No. of Records in single database greater than 70K and less than 90K will be awarded 4 Marks.</li> <li>• No. of Records in single database greater than 90K and less than 110K will be awarded 6 Marks.</li> <li>• No. of Records in single database greater than 110K and less than 130K will be awarded 8 Marks.</li> <li>• No. of Records in single database greater than 130K will be awarded 10 Marks.</li> </ul> <p>A client certificate/documentary proof clearly mentioning the number of records needs to be submitted in this regard.</p>	<p>The bidder should have implemented Software Solution/Management Information System Software for the State Government/ Central Government /PSU across India having large no. of records in single database.</p> <ul style="list-style-type: none"> <li>• No. of Records in single database greater than 100000 and less than 150000 will be awarded 2 Mark.</li> <li>• No. of Records in single database greater than 150000 and less than 250000 will be awarded 4 Marks.</li> <li>• No. of Records in single database greater than 250000 and less than 350000 will be awarded 6 Marks.</li> <li>• No. of Records in single database greater than 350000 and less than 450000 will be awarded 8 Marks.</li> <li>• No. of Records in single database greater than 450000 and less than 550000 will be awarded 10 Marks.</li> <li>• No. of Records in single database greater than 550000 and less than 650000 will be awarded 12 Marks</li> <li>• No. of Records in single database greater than 650000 and less than 750000 will be awarded 14 Marks</li> <li>• No. of Records in single database greater than 750000 and less than 850000 will be awarded 16 Marks</li> <li>• No. of Records in single database greater than 850000 and less than 950000 will be awarded 18 Marks</li> </ul>	As per RFP
-----	---------------	---	-------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------

					<ul style="list-style-type: none"> <li>• No. of Records in single database greater than 950000 will be awarded 20 Marks</li> <li>• A client certificate/documentary proof clearly mentioning the number of records needs to be submitted in this regard.</li> </ul>	
77.	30	5	44	<p>Experience in executing web application/software project in State of Bihar in last 5 financial years (2016-17 onwards)</p> <p>Each project will be awarded 2.5 marks each</p>	<p>In case of implementation projects, the region specific requirement should not be considered.</p> <p>If even so, it is suggested to include a criteria to cite one single project of certain value (more than 10 Cr) which can score total of 5 marks. This will also be consistent with the criteria provided in point 3 of the Technical Evaluation Criteria table.</p> <p>Experience in executing web application/software project in State of Bihar in last 5 financial years (2016-17 onwards)</p> <p>Project having value of 5 Cr will be awarded 2.5 marks each</p> <p>Project having Value of more than 10 Cr will be awarded 5 marks</p>	As per RFP
78.	30	5	42	<p>The bidder should have experience of development an IT Solution / Management Information System for the State Government / Central Government / PSU across India having large no. of records in single database.</p> <p>- No. of Records in single database greater than or equal to 50K and less than 70K will be awarded 2 Marks</p>	<p>Please clarify if Department will accept below as a documentary evidence or not.</p> <p>- User Count (12.75 Lacs) is clearly mentioned in the Purchase order received by us.</p> <p>- Milestone Completion Letter towards Go-Live and Handholding Support also received from client.</p> <p><b>In addition, we may submit a CA</b></p>	Yes

				<ul style="list-style-type: none"> <li>- No. of Records in single database greater than or equal to 70K and less than 90K will be awarded 4 Marks</li> <li>- No. of Records in single database greater than or equal to 90K and less than 110K will be awarded 6 Marks</li> <li>- No. of Records in single database greater than or equal to 110K and less than 130K will be awarded 8 Marks</li> <li>- No. of Records in single database greater than 130K will be awarded 10 Marks</li> </ul> <p><i>A client certificate / documentary proof clearly mentioning the number of records needs to be submitted in this regard</i></p>	<p><b>certificate regarding payment receipt towards the above mentioned Purchase Order.</b></p>	
79.	32.2	2	48	<p>2. TABLE-A: DESIGN &amp; DEVELOPMENT COST FOR UMIS: Cost of Integration of the UMIS Software with existing autonomous systems operating at partially &amp; full automated Universities &amp; Colleges</p>	<p>Request you kindly provide the number of existing autonomous systems and their technical specs.</p>	<p>Please refer above clarification</p>
80.	32.2	2	48	<p>32.2 TABLE-A: DESIGN &amp; DEVELOPMENT COST FOR UMIS: Cost of Data Entry, Migration &amp; Cleaning etc.</p>	<p>This is very open ended and it will be difficult for any bidder to quote the cost for this activity with knowing the details of the Data Sources.</p>	<p>Agencies are expected to do their own due diligence in this regard. Though you may refer above clarification.</p>

PRE-BID QUERIES RESPONSE

					Please provide the data source and the details of such activities.	
81.	-	-	-	General	<ul style="list-style-type: none"> <li>- What is count of Colleges &amp; Universities in this Scope</li> <li>- No. of Govt., Colleges / Universities?</li> <li>- No. of Private Colleges / Universities?</li> <li>- Provide List of Colleges / Universities with location</li> </ul> <p>What is the total number of Users / Institute wise User Strength (Staff &amp; Students) who will use the proposed solution? Concurrent Users?</p>	Please refer above clarification
82.	-	-	-	General	We request department to add mobilization advance in the payment terms because a lot of manpower resources will be deployed on the project since the day start of project.	As per RFP
83.	-	-	-	General	Request to exempt EMD, Tender Fees and Turnover, Experience & Manpower Strength for Medium and Small Enterprises. Marks for Product Demonstration / Presentation should be increased upto minimum 50 Marks	As per RFP

**Corrigendum 1:- Post the Pre Bid Conference held on 18/04/2022 at 3:00 pm to address the queries of prospective bidders and clarify issues, the following Changes/Additions are being made in the RFP (Reference No. SHEC/UMIS/39/2021/RFP-170 Dated 06.04.2022)**

**SHEC/UMIS/39/2021/RFP- 198**

Sr No	RFP Section No.	Para No.	Page No.	RFP existing Clause	Bidder Suggestions/ Query	Change/ Addition/ Deletion in the RFP
1.	1.2	6	7	Submission of Bid	Given, we need to get all risk and legal processes done at our end, request you to kindly extend the bid submission date by at least two weeks from the date of Pre Bid Queries clarification	<b>Accepted.</b> Last date for submission of RFP has been extended up to 19.05.2022, till 5:00 pm. Date and time for opening of Technical bids is 20.05.2022 at 3:00 pm. Also Bank Guarantee may be submitted in the office of BSHEC by 2:00 pm of 20 <sup>th</sup> May 2022.
2.	26	2	37	PRE-QUALIFICATION CRITERIA: The Bidder should have an Average Annual Turnover in the last three (3) financial years ending 31.03.2020 of more than INR 50 Crores.	Given the scale of project we would make a humble submission of bring down the turnover to at least <b>25 Crores</b> . So that the wider participation could be made possible in this tender. We request to revise the clause as “The Bidder should have an Average Annual Turnover in the last three (3) financial years ending <b>31.03.2021</b> of more than INR <b>10</b> Crores”	<b>Accepted,</b> <b>Changed to</b> The Bidder should have an Average Annual Turnover in the last three (3) financial years ending <b>31.03.2021</b> of more than <b>INR 25 Crores</b> .

3.	28	6	36,37	Bidder should have positive net worth for each of the last three financial years (FY: 2019-20, 2019-18, and 2018-17)	Bidder should have positive net worth for each of the last three financial years (FY: 2020-21, 2019-20, and 2018-19)	<b>Accepted, Changed to</b> Bidder should have positive net worth for each of the last three financial years (FY: 2020-21, 2019-20, and 2018-19)
4.	28	8	37.	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason during the last three financial years	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason as on date DD/MM/2022 of bid submission.	<b>Accepted, Changed to</b> The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Government/Central Government. /PSU for any reason as on date DD/MM/2022 of bid submission.
5.	30	1	42& 43	4. Average Annual Turnover <ul style="list-style-type: none"> <li>• INR 50 Crores to 75 Crores: 5 Marks</li> <li>• INR more than 75 Crores to 100 Crores: 10 Marks</li> <li>• INR more than 101 Crores -125 Crores: 15 Marks</li> <li>• INR more than 125 Crores - 20 Marks</li> </ul>	As per the project magnitude request you to please revise the turnover criteria as below.>55 Crores: 20 Marks, >45 and <=55 Crores: 15 Marks, >35 and <=45 Crores: 10 marks,>=25and <=35 Crores: 5 marks. So the qualified bidder with turnover more than 40 Crores or above should get 70% marks of the qualifying criteria. Presently its only 25%.	<b>Partially Accepted, Changed to</b> <b><u>Average Annual Turnover</u></b> <ul style="list-style-type: none"> <li>• INR 25 Crores to 50 Crores: 5 Marks</li> <li>• INR more than 50 Crores to 75 Crores: 10 Marks</li> <li>• INR more than 75 Crores -100 Crores: 15 Marks</li> <li>• INR more than 100 Crores - 20 Marks</li> </ul>



						A CA certificate clearly stating the turnover from last three financial years (i.e. FY 2020-21, FY 2019-20 & FY 2018-19) needs to be submitted in this regard
6.	30	3	42	<p>Specific Experience in development of web application / software in the higher education sector in India (public / private) in the last five (5) financial years</p> <ul style="list-style-type: none"> <li>- Project value of INR 5 crores or more will be awarded 5 marks</li> <li>- Project value of INR 10 crores or more will be awarded 10 marks</li> </ul> <p><b><i>Only one project will be considered. Please enclose copy (-ies) of work order &amp; completion certificate/ phased completion / partial completion/ Invoice Copies against these projects</i></b></p>	<p>We request to revise the criteria as below:</p> <p>Specific Experience in development of web application / software in the <del>higher</del> education sector in India (public / private) in the last five (5) years from the Bid Submission Date.</p> <ul style="list-style-type: none"> <li>- <b>Two Projects</b> value of INR 5 crores or more will be awarded 5 marks</li> <li>- <b>Two Projects</b> value of INR 10 crores or more will be awarded 10 marks</li> </ul>	<p><b>Partially Accepted,</b></p> <p><b>Changed to</b></p> <p>Specific Experience in development of web <b>application/software in the Education Sector</b> in India (public or private) in the last five (5) financial years</p> <ul style="list-style-type: none"> <li>• Project value of INR 5 Crores or more will be awarded 5 Marks.</li> <li>• Project value of INR 10 Crores or more will be awarded 10 Marks.</li> </ul> <p><b><i>Only One project will be considered. Please enclose copy (-ies) of work order &amp; completion certificate/phased completion/partial completion/invoice copies against these projects.</i></b></p>

Sd/-

**State Project Director-cum-Member Secretary  
Bihar State Higher Education Council,  
Bihar, Patna**