

2nd Pre bid conference held on 30.03.09
for
Request for Proposal
Development & Implementation of
Web Portal, Management Information System
(MIS)
for
Government & Govt. Aided Schools in the State

Pre-bid clarifications/amendments

RFP no.Hartron/Proj/HPSP-SSA/2008-09

Additions/clarifications/amendments/deletions issued subsequent to the pre-bid conference held on 30.03.09.

These Pre-bid clarifications/amendments shall now also become the integral part of the RFP no Hartron/Proj/ HPSP-SSA /2008-09.

- i. Clause no. 2.1(viii) Pg. No. 6 (Data migration)

The following may also be read alongwith the said clause and point no.6 of pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08:-

" 2Mbps link between District Education office and DNMC of the respective district is available which is further connected through MPLS with SNMC, Chandigarh. The internet connectivity is to be provided by the deptt. between the nodal centre and the Distt. Education office. Further, the data can not be quantified at this moment, however the bidder can have fair idea of the quantum of data from the formats attached with the RFP".

- ii. Clause No. 2.1(ix) Pg. no. 6 (Comprehensive training.....) and Clause no. 2.4 Pg. No. 14 (The successful bidder is required to impart.....).

The following be read alongwith the said clause and point no 7 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08.

These trained teachers shall further impart training to the counter parts".

- iii. Clause No. 2.1.4 (a) Pg. No. 12 The bidder shall supply, Install & commission the following basic server.....)

The following be read alongwith the said clause and point no. 12 & 19 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08:-

"The IT infrastructure including server is required at District Education offices only. Further, no equipment such as switches/passive components are required at Block level."

- iv. Clause no 2.5 (Project support.....) and point no.13 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08

The said clause stands replaced with the following:-

The successful bidder shall further be required to provide support to the project for 3 years from the date of acceptance of the project as mentioned at clause no.5.6 of the RFP. During the project support period, the bidder is required to completely manage and maintain the MIS and Web portal so developed. During the currency of this support period the successful bidder will be responsible for smooth working of the system, updation including software products, bug remover, customization of the formats, reports generation and its customization, availability of the system 24x7, preventive maintenance, SLA management. The successful bidder shall depute one nodal

*officer at single point of contact supported by trained professionals having requisite qualifications to manage the system as mentioned above. During this period the successful bidder shall attend/rectify all the defects at all the locations within 24 hours of the lodging of the complaint. The successful shall further be required to ensure an uptime of the entire system of at least 99% (average for quarter) if uptime is less 99% and upto 97%, the amount equivalent to the $((99-Uptime\%)*2)\%$ for that quarter will be deducted from the total amount to be paid to the successful bidder for that particular quarter as penalty. In case the uptime is found less than 97% and up to 95% then the amount equivalent to the $(99-uptime\%)*2\%$ for that quarter will be deducted from the total amount to be paid to the successful bidder for that particular quarter as penalty. If the average of this weekly uptime for any site is found less than 95% for any four (4) consecutive week's period, then tenderer can take the penal action against successful bidder including but not limited to the revoking of the Performance Bank Guarantee*

- i. *Downtime will exclude outages due to the following:*
- ii. *The Bidder, if faced with problems in timely delivery of services, which have dependencies on the Service Provider (s) or any other source(s), which are beyond their control at any time, shall immediately inform Hartron/Deptt. in writing, about the causes of the delay and tentative duration of such delay etc. The Hartron/Deptt., on receipt of such notice, shall analyze the facts at the earliest and may at its sole discretion, relax the penalties accordingly.*

Outages caused by reasons beyond the scope of work of the successful bidder

Time taken for scheduled maintenance/troubleshooting either for preventive purposes or improvement in function or other purposes provided however that such periods do not exceed 60 minutes in a quarter.

Time taken for reconfiguration or other planned downtime situations provided however that such outages taken along with those created by item b above do not exceed 60 minutes in a quarter;

Scheduled shutdowns as required by Deptt.

Force Majeure events"

- v. Clause No. 2.6 added in the RFP under Section-2 (Scope of Work)
The said clause be read as:-

"Warranty:

Successful bidder will also be responsible for providing comprehensive on site warranty of five years for active components and 20 years for the passive components during the period of contract for all the equipment and their related accessories supplied under this RFP.

Warranty shall be deemed to commence from the date of the successful completion and acceptance of the final acceptance

During the warranty period, it will be the responsibility of the successful bidder to rectify any defect and update the System and the software by incorporating necessary patches, upgrades and updates as and when released by the original supplier or found necessary by Hartron/Deptt. so as to ensure that the Solution is functioning to provide the best performance.

- vi. Clause No. 3.1 Pg. No. 15 of the RFP (Bidders General Qualification)

The said clause be read as:-

"This RFP is open to all firms/companies both from within and outside India, who are eligible to do business in India under relevant Indian laws as in force at the time of bidding. The company/firm here shall mean the company registered under Companies Act 1956 and shall also include the firm/company outside India applying through its Indian Subsidiary."

- vii. Clause No. 3.2(i) Pg. No. 15 (Minimum Eligibility Criteria-The bidding firm/company must.....)

The said clause stands replaced as under:-

"The bidding company/firm or its wholly owned subsidiary in India or its parent company should have valid ISO 9001-2000. The company/firm here shall mean the company registered under Companies Act 1956 and shall also include the firm/company outside India applying through its Indian Subsidiary."

- viii. Clause No. 3.2(ii) Pg. No. 15 (Minimum Eligibility Criteria-The bidder must be an ISO 9001-2000.....)

The said clause stands replaced as under:-

"The bidding company/firm or its wholly owned subsidiary in India or its parent company should have valid ISO 9001-2001 or SEI-CMM level – 4 or above certified company. The said certification must be atleast one year prior to the date of publication of this tender."

- ix. Clause No. 3.2(iii) Pg. No. 15 (Minimum Eligibility Criteria-The bidder must be either a reputed.....)

The said clause stands replaced as under:-

"The bidder firm or its wholly owned subsidiary in India or its parent company having a valid ISO 9001-2001 or SEI CMM level – 4 or above certified company must be either a reputed company in the field of system integration with a comprehensive experience in development and deployment of web portals, MIS, application software and must be in the business for the last three years as on 31.3.2008 and must have an experience of execution of the projects preferably in education sector for the last three years in India."

- x. Clause No. 3.2(iv) Pg. No. 16 (Minimum Eligibility Criteria-The turn over

The said clause stands replaced as under:-

"The Turn over of the bidding firm/company or its wholly owned subsidiary in India or its parent company having a valid ISO 9001-2001 or SEI CMM level – 4 or above certified company must be minimum Rs.10 crores (Rs. Ten Crores only) in the last financial year with a consolidated Turn over of Rs.25 Crores

(Rs. Twenty Five crores only) for the last three years from software development, maintenance and system Integration for the proceeding 3 financial years ending with 31.3.2008.

- xi. Clause No. 3.2(v) Pg. No. 16 (Minimum Eligibility Criteria-The bidding firm/company must have.....)

The said clause stands replaced as under:-

"The bidding firm/company or its wholly owned subsidiary in India or its parent company must have made profits as per the balance sheets in the last two financial years i.e. 2006-2007 and 2007-2008 and should be in sound financial position as judged by the Evaluation Committee for this purpose. A copy of last three financial years relevant audited Balance Sheets upto 31.3.2008 must be submitted with the bid. This must be bidding company's turn over and not that of any group of companies."

- xii. Clause No. 3.2(vi) Pg. No. 16 (The bidding company must have executed two similar.....) and point no.14 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08

The said clause stands replaced as under:-

"The bidder firm or its wholly owned subsidiary in India or its parent company must have executed two similar projects using MIS of any kind but MIS for schools or web based systems shall be preferred (excluding hardware & networking components) for a minimum value of Rs. 30,00,000/- (Rs. Thirty lakhs only) each in last three financial years ending 31.3.2008 Bidder is required to submit the copies of work orders and successful completion/implementation certificates of each such project with the bid."

- xiii. Clause No. 4.13.3 (h) Pg. No.23 (Copy of audited.....)

The said clause be read as:-

"Copy of audited balance sheets for the last three financial years upto 31.03.08 of the bidder firm or its wholly owned subsidiary in India or its parent company."

- xiv. Clause No. 4.13.3 (l) Pg. No.24 (Attested photocopies.....)

The said clause be read alongwith the following:-

"Self attested photocopy shall be acceptable"

- xv. Clause no 6.3, Pg. No.54 of the RFP (Security Appliances for Internet):

"Stands Deleted"

- xvi. Clause no 6.6. as mentioned at point no.19 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08

The following be read as:-

- a) Servers (Intel/AMD 64) for Districts Qty. 20
- **2 X 4 Gbps fiber channel ports: this is required only for data base server for future expendability.**
 - **RAID controller: RAID controller with RAID 0/1/5 with 256MB cache and embedded/on standard PCI slot based RAID card**
 - **Server components should be UL, FCC, IEC, EN and ROHS complied or equivalent**
 - **It should provide Secure Sockets Layer (SSL) 128 bit encryption and Secure Shell (SSH) Version 2 and support VPN for secure access over internet – Stands Deleted**
 - **Should be able to manage systems through a web-browser – Stands Deleted.**

- b) Application Server, Web Servers, Domain Server and mail server, (Blade Server) one each for Head Office may be read as

Application Server, Web Servers, Domain Server, mail server and Data base server (Blade Server) one each for Head Office

- The bidder is required to quote operating system for the servers.

- xvii. Clause no 6.8 Tape drive

The following be read alongwith the point no.21 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08:-

- **The facilities of SWAN and SDC shall be used.**

- xviii. Revised Technical details Annexure 10

- xix. Revised commercial proposal Annexure 11

GENERAL CLARIFICATIONS:-

- a) The technical specifications given in the RFP document are minimum suggestive.
- b) One e-mail ID is to be created for each school
- c) As already clarified at point C of 26 of the pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08, Centralized anti virus shall be used, however, to start with anti virus for 2000 no. of schools with 5 year update may be provided. The department can exercise the option of using centralized anti virus solution already available under SWAN.
- d) Payment terms remain unchanged.
- e) There is no preference or limitation for the kind of technology to be used in this project for software applications.
- f) There are no existing software applications presently being used by the Department which are required to be integrated with MIS.
- g) The bidders are advised to give the solution as per the RFP and to the clarifications issued subsequently.
- h) **Annexure-7:** The authorisation by the manufacturer can be given on its letter head. Also the requirement of the power of attorney as mentioned in the clause no. iii of this Annexure stands deleted. However the person signing the said authorisation

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- must be authorised by the manufacturer for which a letter of his authorisation must be enclosed.
- i) The formats being used and proposed to be used by the Haryana Prathmik Shiksha Pariyojna Parishad have been enclosed with the RFP at Appendix-I (A&B).
 - j) The applications should support bilingual i.e. English & Hindi Languages.
 - k) There is no requirement of backup server
 - l) The requirement of servers at Districts is to cater to the present as well as future requirement.
 - m) The bidder is also required to quote for low cost RDBMS for District Servers.
 - n) The bidder is free to use any platform to build the solution to be proposed by him.
 - o) The bidder is free to use any database for the solution proposed by him.
 - p) No specific requirement of a particular software base for RDBMS. Bidder can give any appropriate RDBMS in the solution.
 - q) The Haryana Prathmik Shiksha Pariyojna Parishad and Hartron is open for any kind of operating system proposed for the solution by the bidder.
 - r) The type of login authorization is to be finalized by the Haryana Prathmik Shiksha Pariyojna Parishad with the successful bidder.
 - s) The authorization rights are to be finalized by the Haryana Prathmik Shiksha Pariyojna Parishad with the successful bidder.
 - t) Inbuilt security of the applications is required, however, the bidder is to provide the appropriate solution.
 - u) The network connectivity shall be taken care by the Haryana Prathmik Shiksha Pariyojna Parishad.
 - v) Under the scope of work no network is to be established as the connectivity required here is internet connectivity upto district level and from District to head office, the same is being taken care by SWAN.
 - w) SAN does not come under the scope of work. Data Centre SAN is proposed to be used.
 - x) Internet connectivity is being provided by department.
 - y) Approx. 200 concurrent users at one point of time expected to be connected. However, the said number shall increase in the future depending upon the requirement.
 - z) With regard to the quantity of passive components and the points required for server room, etc. the bidder is to design the same and is to quote for the unit rates for such passive items.
 - aa) The stacking of Layer-2 is not essentially required.
 - bb) The prime responsibility for integrating & connecting this solution is of the successful bidder, but facilitation shall be provided by existing boot operator and system integrator of SWAN Phase-I & II respectively, which are already in operation. However, the State Data Center is expected to be functional during the implementation of this project.
 - cc) With regard to the mail server, option lies with the department to either use mail server or SWAN mail server, the decision with regard to the same shall be taken at the time of award of contract.
 - dd) The bidder is required to give only unit cost for the licenses to be provided and number of such license shall be finalized at the time of award of contract.
 - ee) Haryana Prathmik Shiksha Pariyojna Parishad and HARTRON has not hired any consultant for this project.

Other terms and conditions as specified in the RFP no HARTRON/PROJ/HPSPP-SSA/2008-09 as well as pre-bid clarifications/amendments issued subsequent to pre-bid conference held on 29.12.08 shall remain same.

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(to be enclosed with technical bid)

Annexure 10

Technical details

We M/s _____ offer to undertake the Development & Implementation of Web Portal, Management Information System (MIS) for Government & Govt. Aided Schools in the State in conformity to the terms and conditions specified in the RFP no HARTRON/PROJ/HPSPP-SSA/2008-09 as per the following

Sr.no	Description	Qty*	Make/ Code	End of sale date	End of support date	Bundled accessories along with equipment	Add on accessories included	Certification wherever required	Compliance of the Specs. Enclose Specs. Sheet
1.	Router for Head office at Chandigarh	1							
2.	Layer 2 switch for Head office at Chandigarh	1							
3.	Lease line modems for Head office at Chandigarh	1 pair							
4.	Passive components	As per actual							
	a) 24 port Rack mounted Fibre LIU								
	b) CAT 6 cable								
	c) CAT 6 Patch Cords 3 ft.								
	d) CAT 6 Patch Cords 7 ft.								
	e) CAT 6 Patch Panel 24 port								
	f) 12 U Rack	1							
	g) 6 Core multimode fibre	As per actual							
	h) Fibre Patch Cord								
5.	RDBMS for Head Office	1							
6.	Low Cost RDBMS for Servers at District Head Quarters	20							
7.	Server for Districts	20							
8.	Application Server for Head office	1							
9.	Mail server for head office	1							

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Sr.no	Description	Qty*	Make/ Code	End of sale date	End of support date	Bundled accessories along with equipment	Add on accessories included	Certification wherever required	Compliance of the Specs. Enclose Specs. Sheet
10.	Web server for head office	1							
11.	Domain server for Head office	1							
12.	Database Server for head office	1							
13.	Storage device external – tape library	1							
14.	Anti virus software (bidder to give the unit rate)	As per actual							
15.	Licence for Servers	As reqd.							
16.	Development and Deployment of Web based portal								
17.	Development & Implementation of MIS fully integrated with web portal								
18.	Comprehensive training								
19.	Support for the project for 3 years								

Signature of witness
 Name:
 Date:
 Place:
 Stamp:

Signature of the authorized signatory
 Name:
 Date:
 Place:
 Stamp

*The quantity indicated above are indicative and are likely to be increased or decreased at the time of the award of the contract. Further Hartron also reserves the right to delete any of the items as mentioned above

Pre Bid Clarifications-Request for Proposal

(to be enclosed with commercial bid)

Annexure 11

COMMERCIAL PROPOSAL SHEET

We M/s _____ offer to undertake the Development & Implementation of Web Portal, Management Information System (MIS) for Government & Govt. Aided Schools in the State in conformity to the terms and conditions specified in the RFP no HARTRON/PROJ/HPSPP-SSA/2008-09 as per the following.

Sr.no	Description	Qty*	Make/Model	Unit cost	Total cost
1.	Router for Head office at Chandigarh	1			
2.	Layer 2 switch for Head office at Chandigarh	1			
3.	Lease line modems for Head office at Chandigarh	1 pair			
4.	RDBMS for Head Office	1			
5.	Low Cost RDBMS for Districts	20			
6.	Server for districts	20			
7.	Application Server for Head office	1			
8.	Web server for head office	1			
9.	Mail server for head office	1			
10.	Domain server for head office	1			
11.	Database Server for head office				
12.	Storage device external – tape library	1			
13.	Anti virus software (bidder to give the unit rate)	As per actual			
14.	Licence for Servers	As reqd.			
Total A					
15.	Passive components	As per actual			
	a) 24 port Rack mounted Fibre LIU				
	b) CAT 6 cable				
	c) CAT 6 Patch Cords 3 ft.				
	d) CAT 6 Patch Cords 7 ft.				

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Sr.no	Description	Qty*	Make/Model	Unit cost	Total cost
	e) CAT 6 Patch Panel 24 port				
	f) 12 U Rack	1			
	g) 6 Core multimode fibre				
	h) Fibre Patch Cord				
Total B					
16.	Development and Deployment of Web based portal				
17.	Development & Implementation of MIS fully integrated with web portal				
Total C					
18.	Installation and commissioning				
19.	Comprehensive training				
20.	1st year of project support				
21.	2 nd year of project support				
22.	3 rd year of project support				
23.	Service tax				
24.	Any other tax				
Total E					
25.	Grand total A+B+C+D+E				

Signature of witness

Name:
Date:
Place:
Stamp:

Signature of the authorized signatory

Name:
Date:
Place:
Stamp:

*The quantity indicated above are indicative and are likely to be increased or decreased at the time of the award of the contract. Further Hartron also reserves the right to delete any of the items as mentioned above.