

**Annexure - A****NIB Ref. No : F3.3(207)/RISL/Pur/17/11722 "Supply and installation of Mobile Application Development Platform with O&M Support for three years"**

<b>S.No.</b>	<b>RFP Clause No.</b>	<b>RFP Page No</b>	<b>Clause Details</b>	<b>Query/ Suggestion/ Clarification</b>	<b>RISL Clarification</b>
1	3.1(4)	14	The proposed COTS product/solution should have been implemented at minimum three centre/state/PSU/Banks in India with consolidated value of Rs 2.50 crore in last three years.	Request to please consider this clause as: we have single MADP order in Government sector value of more than 20 crore.	As per RFP
2		OTHER		Request to Please clarify, Is RISL wants open source MADP or proprietary MADP?	As per RFP
3	3.2. (b)1 (iii)	15	Proposed product should have at least 1 reference of integration with DMS stack of Rajasthan. Provide documentary evidence for the same.	Please relax this clause, we have solution which has been successful at other places. Please ask for compliance sheet as its not possible to provide proof.	May please refer amended RFP
4	3.1.3 Training	17	The requisite training infrastructure like the place, computers, projector etc. shall be provided by RISL.	Please confirm if training will be within Jaipur City	Yes, May please refer amended RFP
5	3.1 Pre-qualification	14	The proposed COTS product/solution should have been implemented at minimum three centre/state/PSU/Banks in India with consolidated value of Rs 2.50 crore in last three years.	OEM artefacts can be submitted	As per RFP
6				Please remove windows phone development as currently they don't have much user base.	As per RFP

7	3.1 Pre-qualification	13	Average Annual Audited Turnover of the bidder & OEM* (separately) for last three financial years, i.e., 2014-15, 2015-16 & 2016-17 should be more than 250 Crores (INR) Turn-Over with atleast 150 Crores (INR) from IT/ITES services.	Please modify the clause as below. Considering the value of the project, a company with average of Rs 100 crore turnover should be fine. 'Average Annual Audited Turnover of the bidder for last three financial years, i.e., 2014-15, 2015-16 & 2016-17 should be more than 100 Crores (INR) from IT/ITES and ICT.	May please refer amended RFP
8	3.1 Pre-qualification	14	The proposed COTS product/solution should have been implemented at minimum three centre/state/PSU/Banks in India with consolidated value of Rs 2.50 crore in last three years.	We request you to relax the clause to minimum of two implementations, instead of three: 'The proposed COTS product/solution should have been implemented at minimum <b>two</b> centre/state/PSU/Banks in India with consolidated value of Rs 2.50 crore in last three years.	As per RFP
9	3.1 Pre-qualification	14	The bidder and OEM must possess, at the time of bidding, a valid SEI CMMi Level 3 or above	We request you to consider ISO 9001 or CMM Level 3 certification. The bidder and OEM must possess, at the time of bidding, a valid SEI CMMi Level 3 or above OR ISO 9001 Quality certification.	As per RFP
10	3.1 Pre-qualification	14		In all of the pre-requisites, it is mentioned as bidder and OEM. Can we ignore the OEM part if we are proposing our own in-house developed platform? Please confirm	May please refer amended RFP
11	Technical qualification	15	The proposed solution should support the following databases i.e. Oracle, MS SQL and PostgreSQL. Provide documentary evidence for the same.	What documentary proof is needed? Is self declaration sufficient?	May please refer amended RFP

12	Technical qualification	15	The proposed COTS based solution should be platform independent and should support both Linux and Windows on server side with or without virtualization. Provide documentary evidence for the same.	What documentary proof is needed? Is self declaration sufficient?	May please refer amended RFP
13	Technical qualification	15	Proposed product should have at least 1 reference of integration with DMS stack of Rajasthan. Provide documentary evidence for the same.	We request you to remove this clause, as this restrict the RFP to only existing vendors of RISL	As per RFP
14	Technical qualification	15	<b>2. Mobility Framework Compliances - General</b> Mobile Framework should support building hybrid Mobile Application that support ios, android & windows platform	We request you to remove Windows Platform as current market share is less than 0.1 %. Refer reprots published on the internet: <a href="https://gadgets.ndtv.com/mobiles/news/idc-q1-2017-smartphone-os-vendor-market-share-reports-windows-phone-downfall-1726832">https://gadgets.ndtv.com/mobiles/news/idc-q1-2017-smartphone-os-vendor-market-share-reports-windows-phone-downfall-1726832</a>	As per RFP
15	Technical qualification		Should support the major databases i.e. Oracle, MS SQL and PostgreSQL	Is this for integration with third-party databases? Please confirm	As per RFP

16	Technical qualification		(b) Quoted Mobile Application Development Platform Licenses must be for at least 16 core.	<p>Not all vendors quote their licenses based on cores. Hence, app platform licenses should be based on TPS or number of concurrent requests that can be processed</p> <p>Moreover, this is in direct contraditoin to point mentioned in page no 50, regarding ULA.</p> <p>"The OEM's Unlimited License Agreement (ULA) between OEM and RISL / DoIT&amp;C shall be for the duration of three years from the date of signing of ULA."</p>	As per RFP
17	Annexure 11	66	Offers communication though multiple channels USSD, SMS, Mobile Web and Mobile App. And even reach to the end users even though Internet connectivity is not available on smart phones (USSD, SMS).	Can we assume that connectivity for USSD & SMS will be provided by RISL and hence it is not part of the commercial quote? Please confirm	Yes
18	Annexure 11	66	Supports USSD (Unstructured Supplementary Service Data) which enable providing mobile services over a voice network	Can we assume that connectivity for USSD will be provided by RISL and hence it is not part of the commercial quote? Please confirm	Yes
19	General			Will third-party software (Like database, OS) etc be provided by RISL?	RISI will provide softwares like Operating System, Database, Antivirus etc.
20	General			Will hosting space and third-party hardware be provided by RISL?	As per RFP
21	3.2 Technical qualification	15	(b) Quoted Mobile Application Development Platform Licenses must be for at least 16 core	request clarity on '16 core'.	As per RFP

22	3.2 Technical qualification 1. Database/OS/ DMS Integration	15	iii. Proposed product should have at least 1 reference of integration with DMS stack of Rajasthan. Provide documentary evidence for the same	Need more clarity on what is expected	May please refer amended RFP
23	3.2 Technical qualification 2. Mobility Framework Compliances - General	15	i. Mobile Framework should support building hybrid Mobile Application that support ios, android & windows platform	Windows mobiles are outdated currently. Do we really need this?	As per RFP
24	Technical qualification 2. Mobility Framework Compliances - General	15	viii. Mobile Framework OEM should implement minimum 5 mobile app out of 30 directly. For rest of the applications, OEM should provide minimum 2 technology consultant as part of the project implementation.	What are the 30 mobile applications expected	As per RFP
25	3.2 Technical qualification 2. Mobility Framework Compliances - General	15	ix. Mobile Framework OEM should provide back to back warranty for product and implementations	Please clarify whether we can use open source framework.	As per RFP
	Clause 2/ 3.1/ S.No. 2/ Pre -Qualification Criteria -		Average Annual Audited Turnover of the bidder & OEM* (separately) for last three financial years i.e. 2014-15, 2015-16 &	In order to judge the recent business performance of the bidder it is suggested	

26	Financial: Average Annual Turnover and Turnover from IT/ITeS	13	financial years, i.e., 2014-15, 2015-16 & 2016-17 should be more than 250 Crores (INR) Turn-Over with atleast 150 Crores (INR) from IT/ITES services.	performance of the bidder it is suggested that business turnover of 2017-18 be taken into account.	As per RFP
27	Clause 2/ 3.1/ S.No. 3/ Pre -Qualification Criteria -	14	The net worth of the bidder and OEM* as on 31st March 2017 should be Positive.	Kindly take into account a net worth of over 75 crores as sheer positive net worth is not enough to gauge the financial worth of the company. Large projects require good amount of money and the net worth is an important parameter to measure the financial capability of the company.	As per RFP
	Financial: Net Worth				
28	Clause 2/ 3.1/ S.No. 4/	14	The proposed COTS product/solution should have been implemented at minimum three centre/state/PSU/Banks in India with consolidated value of Rs 2.50 crore in last three years.	Your attention is drawn to the UMANG (Unified Mobile Application for New-age Governance). It is developed by Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD), Govt of India.	
	Pre -Qualification Criteria - Technical Capability and Experience			It is an evolving platform designed for citizens of India to offer them access to the pan-India e-Gov services from the Central, State, Local Bodies, and Agencies of government on app, web, SMS, and IVR channels. <b>Key Features:</b> - Unified Platform: It brings together all government departments and their services on a single platform to provide better and easier services to citizens. - Mobile First Strategy: It aligns all government services with the mobile first strategy to leverage mobile adoption trends.	

- Integration with Digital India Services: It provides seamless integration with other Digital India Services like Aadhaar, DigiLocker, and PayGov. Any new such service will automatically be integrated with the platform.

- Uniform Experience: It is designed to enable citizens to discover, download, access, and use all government services easily.

- Secure and Scalable: It supports Aadhaar-based and other authentication mechanisms for service access. The sensitive profile data is saved in an encrypted format and no one can view this information.

**Key Services:**

UMANG provides easy access to a plethora of Indian government services ranging from – Healthcare, Finance, Education, Housing, Energy, Agriculture, Transport to even Utility and Employment and Skills.

**Key Benefits for Citizens:**

- Single-Point Ubiquitous Access: All government services are available for citizens on a unified platform for easy access through multiple online and offline channels (SMS, email, app, and web).

- More for Less: Only a single mobile app needs to be installed instead of each app of each department.

- Convenience: Citizens do not even need to install or update the app again to avail government services if more services are added to the platform.

As per RFP

				<p>- Saving of Time and Money: Citizens can anytime and anywhere avail these services through their mobile phones, desktops, and laptops without any need for visiting the department office and standing in queues.</p>
				<p>- Uniform Experience: All the government services including payment-based transactions provide secure and uniform experience.</p>
				<p>Please note that mobile application business is seeing north trend recently as the smart phone prices fell substantially hence you are requested to kindly consider total experience of development of commercial mobile apps for any sector &amp; not alone government.</p>