Request for Proposal (RFP) Document for Selection of Agency for Design, Development, Implementation and Maintenance of "iStart Portal 2.0" for DoIT&C, GoR						
Reference No.F15(6)/DoIT HQ/2024-11317/02272/2024 Dated 20/06/2024						
Srl	**RFP Page No.**	**RFP Rule No.**	**Rule Details**	**Query/ Suggestion/ Clarification**	**Answers**
1	7 & 8	2.1 (Table s.no. 2)	Annual Average Turnover of the bidder from IT/ ITeS for the last five financial years i.e. (from 2018-19 to 2022-23) as per the last published audited balance sheets), should be at least INR 5.00 Crores.	Financial Eligibility: We request a relaxation for iStart registered startups, reducing the turnover requirement to 3 crores.	No Change. As per RFP
2	7 & 8	2.1 (Table s.no. 4)	The bidder must have successfully completed at least ONE e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not below INR 5.00 Crores in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement OR The bidder must have successfully completed/ executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 2.50 Crores each in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement.	Technical Eligibility: We seek a reduction in the work order amount requirement from 5 crores to 1 crore.	No Change. As per RFP
3	7 & 8	2.1 (Table s.no. 5)	Quality Certification	Quality Certification: We propose accepting ISO 9001:2015 in place of CMMI Level 3.	No Change. As per RFP
4	7 & 8	2.1 (Table s.no. 4)	The bidder must have successfully completed at least ONE e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not below INR 5.00 Crores in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement OR The bidder must have successfully completed/ executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 2.50 Crores each in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement.	Technically and as per Pre-qualification points, we are qualifying for all points except high value order copies is debarring us which is a registered Start-up & MSME company. We assure, we can provide best of the industry standards as per the details provided in RFP. Kindly consider start-ups & MSME organization for this bid without considering high value orders.	No Change. As per RFP
5	7 & 8	2.1 (Table s.no. 4)	The bidder must have successfully completed at least ONE e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not	You are requested to kindly modify the clause as below: The bidder must have successfully completed at least ONE e-Governance project involving any of the following for	No Change. As per RFP

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
			central government organization/ PSU's in India with value not below INR 5.00 Crores in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement OR The bidder must have successfully completed/ executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 2.50 Crores each in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement.	e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not below INR 3.5 Crores in the period FY 2017-18 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement c. Providing Technical Manpower OR The bidder must have successfully completed/executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 1.50 Crores each in the period FY 2017-18 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement c. Providing Technical Manpower You are also requested to kindly consider the work order from deployment of technical manpower because the successful bidder have to deploy the technical manpower as mentioned in the RFP.	
6	67	_	Annexure-12	Sir, the table 1 Indicate that the successful bidder has to deploy the 3 Nos of Senior Software Developer and 3 Nos of Full Stack Developer and the table 2 Indicate that the successful bidder has to deploy the 1 Nos of Senior Software Developer and 2 Nos of Full Stack Developer. The both tables are making confusion for requirement. Thus, you are requested to kindly provide more clarity on the same and provide exact no of manpower for both the positions so that we and other bidders can quote accordingly.	Refer amended & Final RFP
7	9	_	_	We would request your good office to give the number of users and no. of concurrent users	No Change. As per RFP. No of Users- 10000 approx and No of Concurrent Users- 50-100 approx
8	9	_	_	We would request your good office to mention whether the application needs to hosted on cloud/on premises	No Change. As per RFP. Rajasthan State Data Center, Jaipur
9	10	3.4.1	The selected bidder's is expected to take over the current iStart Portal, re-design and Re-Develop the Portal 2.0 in mutual discussions with DoIT&C	Can you provide more insights into the specific aspects of the current iStart Portal that require redesign? Are there particular pain points or functionalities that need improvement?	No Change. As per RFP. Complete Redesign and Redevelopment required

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
10	10	3.4.1	The selected bidder's is expected to take over the current iStart Portal, re-design and Re-Develop the Portal 2.0 in mutual discussions with DoIT&C	What are the key objectives or expected outcomes for the redesign and development of the iStart Portal 2.0?	No Change. As per RFP. Technology Advancements, Upgradation with new requirements
11	11	3.3.4	Whole previous database should be migrated with new application using AI	Could you elaborate on the scope of database migration? Are there specific requirements or constraints regarding data integrity, security, or performance during this process?	No Change. As per RFP. Existing data of current database whould be migrated in new database
12	11	3.3.4	Whole previous database should be migrated with new application using AI	Please specify the types of data currently stored in the existing system?	No Change. As per RFP. Data related to Startup Registration funding , incubation info etc. and Students and Events participation info.
13	10	3.4.1	The selected bidder's is expected to take over the current iStart Portal, re-design and Re-Develop the Portal 2.0 in mutual discussions with DoIT&C	What are the primary user groups expected to interact with the iStart Portal 2.0? Are there specific usability or accessibility requirements we should consider?	No Change. As per RFP. Primary Users are Startups and Students. Portal should follow GIGW guidelines.
14	13	3.4.5.	iStart Mobile App: Mobile application should be designed for different stakeholders (like Startup, Mentor, Students and Launchpad coordinators) for their day-to-day activities.	How critical is the mobile application component to the overall success of the iStart Portal 2.0? Are there specific features or functionalities that should be prioritized for mobile users?	No Change. As per RFP. Mobile application is used for data capturing from users and information dissemination to users.
15	10	3.4.1	General Query	What will be the expected input format for the data (e.g., images, PDFs, numerical data, etc.)? Please provide detailed information.	No Change. As per RFP. Text,images, PDFs
16	11	3.4.2	Maintain the old portal until the new Portal 2.0 come live and maintain and update the new Portal 2.0 during the contract period.	What are the critical functionalities of the old portal that must be maintained until the new Portal 2.0 is live?	No Change. As per RFP. Startups Registration, Funding Incubation Information etc.
17	10	3.4.1	The selected bidder's is expected to take over the current iStart Portal, re-design and Re-Develop the Portal 2.0 in mutual discussions with DoIT&C	What will be approx concurrent users of each mobile and web applications?	No Change. As per RFP. Approx. 50 to 100
18	13	3.4.5	Third Party Applications and System Integration:	We assume that required API / services required for integration will be arranged by the client?	No Change. As per RFP. Yes
19	11	3.4.1	General Query	What are the key performance indicators (KPIs) for assessing user satisfaction with the portal's usability?	No Change. As per RFP. Functional Testing and Security Audit
20	11	3.4.1	General Query	Any preferred technology stack for the new Portal?	No Change. As per RFP
21	12	3.4.5	Reports and MIS	How will governance and decision-making processes be structured for the iStart 2.0 Portal project? What level of reporting and oversight will be required from the selected bidder?	No Change. As per RFP. Reports based on Startup and Students related information.

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
22	_	_	General	What will be the deployment arrangement of the portal?	No Change. As per RFP. Portal should be deployed first on the development/ Staging Server than on Production server in State Data Center.
23	_	_	General	Can you share login credentails of existing portal to gain a better understanding of its functionality and capabilities. This will help for better alignment of scope of work 2.	No Change. As per RFP. May visit office during office hours for demo of iStart functionality, if required
24	13	_	Mobile application should be designed for different stakeholders (like Startup, Mentor, Students and Launchpad coordinators) for their day-to-day activities.	Is there an existing mobile application already in place? Please confirm.	No Change. As per RFP. No
25	13	_	Mobile application should be designed for different stakeholders (like Startup, Mentor, Students and Launchpad coordinators) for their day-to-day activities.	Regarding the proposed mobile application, will it be cross-platform or exclusive to Android OS-based devices? Please confirm	No Change. As per RFP. Hybrid (Cross platform)
26	_	_	General	There will be subscription charges for SMS and Payment Gateway deployment. We understand client will bear the costs. Please confirm. We also understand that for the onsite Resources, the client will provide the infrastructure (Like Office space, Internate Facility, Table e.t.c.); please confirm.	No Change. As per RFP. Yes
27	16	3.6.	Project Deliverables, Milestones & Time Schedule	How many full-time employees are needed on site on fulltime basis and how many will be accessible on an intermittent basis during the whole duration.	No Change. As per RFP
28	_	_	General	The BOQ.Xls only includes a deliverable-based payment plan. Where do we put travel, lodging, and boarding, as well as other reimbursable expenses?	No Change. As per RFP. All exepenses to be borne by selected bidder
29	44	6.2		Only very high level development, maintenance, and support are mentioned in The BOQ.Xls. In contrast, the Payment Plan in section 6.1 is quite detailed. Would you kindly provide the most recent BOQ that includes all deliverables and the payment percentage?	No Change. As per RFP
30	_	_	General	We assume that we will only assist to host the application on the hosting environment. Please confirm.	No Change. As per RFP. Yes
31	_	_	General	What is the duration of the development phase and warrenty/maintaiance phase?	No Change. As per RFP

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
32	_	_	General	We understand that the deployment environment, including hardware and software licenses (such as RDBMS, ChatBot, BI tools, etc.), will be provided by the client. Please confirm.	No Change. As per RFP. Yes
33	_	_	General	Is Security audit required? If yes, Howmany Security audit will be conducted and do we need to budget for this in our financial proposal or it would be provided by the Client?	No Change. As per RFP. Yes, as per requirement
34	_	_		In the Evaluation, what is the weightage of technical and financial proposal. (Example Technical 70% and Financial 30%). What is the minimum score required in technical to Qualify.	No Change. As per RFP. The selection mentod is Least Cost Based Selection (LCBS)- L1
35	9	_	3.1.1 Benefits of iStart Program are as follows:	What is the anticipated duration of training exercises? Where these trainings are to be conducted? Would these trainings be conducted in Jaipur. what is the expected number of participants in trainings, and do we need to budget for the venue and refreshments in case of for these in our financial proposal or it would be provided by the Client?	No Change. As per RFP. Training is not in the scope of the selected bidder.
36	13	3.4.5	Third Party Applications and System Integration	Who will taken care of the cost of any third party software (if any)	No Change. As per RFP. RSDC shall provide development environment, however, if selected bidder wants to bring some third party software, that cost shall be borne by selected bidder
37	14	3.5	Team Size and General Eligibility	In RFP, it is mentioned to have all resources at onsite, is it possible to change it in hybrid mode few onsite and few offsite.	No Change. As per RFP. No
38	10	3.3	Technology Platform used for iStart Rajasthan Program	Please confirm the size of the existing database?	No Change. As per RFP. 7 GB approx.
39	12	3.4.5	Reports and MIS	How many reports are required, and what is the format of the report?	No Change. As per RFP. approx 50 customizable (query by form) reports in excel, PDf and csv format
40	16	3.6	Project Deliverables, Milestones & Time Schedule	4.5 months are provided for the phase-I, is it possible to extend for few more month(1).	No Change. As per RFP
41	13	3.4.5	iStart Mobile App	Mobile app required for Android + iOS versions, or only for Android app.	No Change. As per RFP. Both Android and iOS

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
42	5	INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB) NO.-8	Tender Fee, Bid Security, and RISL Processing Fee	Being MSME, is there exemption available for Tender Fee, Bid Security, and RISL Processing Fee, Please clarify more? If-Yes ,then what is the procedure of taking exemptions	No Change. As per RFP
43	8	Point no. 4 - Technical Capability : Documents required	Annexure-9 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client mentioning the amount received of work completed	Kindly amend the clause as below:- Annexure-9 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor / CA); OR Work Order + Phase Completion Certificate from the client mentioning the amount received of work completed. Justification:- CA is a third party who validates the data before issuing any certificate. Hence CA authorisation should be allowed.	No Change. As per RFP
44	_	_		Please allow consortium/Join venture for participation in this bid. Also, you are requested to amend in the tender document and just confirm that GFR,2017 would be complied to while executing this tender.	No Change. As per RFP
45	10	3.3. Technology Platform used for iStart Rajasthan Program	a) Integrated iStart Portal 2.0 (https://istart.rajasthan.gov.in/): ☐ Application Frontend: Laravel 11 with php8.0, React.js, Node.js ☐ Back end database: My SQL8.0	We request you to allow the platform to be built on open source platform i.e. .net core for frontend technology as it enables high performance of the application.	No Change. As per RFP

Srl	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Answers
46	8	2.1 (Table s.no. 4)	The bidder must have successfully completed at least ONE e-Governance project involving any of the following for any state/ central government organization/ PSU's in India with value not below INR 5.00 Crores in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement OR The bidder must have successfully completed/ executing at least Two e-Governance projects involving any of the following for any state/ central government departments/ PSU's in India with value not below than INR 2.50 Crores each in the period FY 2018-19 to 2022-23: a. Software Development/ Customization b. Software Support/ Maintenance/ Enhancement.	We request you to conisder ongoing projects and also consider period FY 2015-16 to 2022-23 instead of FY 2018-19 to 2022-23.	No Change. As per RFP
47	10	3.3. Technology Platform used for iStart Rajasthan Program	a) Integrated iStart Portal 2.0 (https://istart.rajasthan.gov.in/): ☐ Application Frontend: Laravel 11 with php8.0, React.js, Node.js ☐ Back end database: My SQL8.0	The succesful bidder needs to use existing technology or can build the solution using the latest open-source technologies. Please confirm if the department has any preferred technology.	No Change. As per RFP
48	11	3.4. Scope of Work:	3.4.3. Whole previous database should be migrated with new application using AI.	What is the data size which needs to be migrated into new system.	No Change. As per RFP. Approx. 7GB
49	13	3.4. Scope of Work:	☐ iStart Mobile App: Mobile application should be designed for different stakeholders (like Startup, Mentor, Students and Launchpad coordinators) for their day-to-day activities	All functionality of web application needs to be developed in mobile application, please confirm	No Change. As per RFP. Mobile application is used for data capturing from users and information dissemination to users.