

RFP for Selection of Agency for Upgradation, Customization, Testing, Implementation and Maintenance of “Application Software for Rajasthan Recruitment Portal” & “Rajasthan Staff Selection Board (RSSB) Website”

Ref No.: F4.2(513)/ RISL/ Tech/2020/10589

Response to Pre-bid Queries/Clarifications/Suggestions

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
1	9 & 31	1. Invitation for bid (IFB) & Notice Inviting Tender (Please refer Table therein) 8) Bid Security	Bid Security and mode of payment.	1. As per the Government of India guidelines, MSME / NSIC registered companies are exempted. It is requested to please consider the same and allow the exemption. 2. If exempted then will the MSME / NSIC registered bidder be also required to send self- attested photocopy of MSME / NSIC registration certificate to RISL.	No change			No change

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2	11	2 (b)	RISL (Raj Comp Info Services Ltd.), DoITC (Department of IT and Communications). Rajasthan Public Service Commission (RPSC), Rajasthan Service Selection Board (RSSB), Rajasthan Police and other state government departments are the key stakeholders/ clients of the project.	Please confirm the nodal agency for the project.	Refer amended RFP	13	2 (b)	RISL (Raj Comp Info Services Ltd.), DoITC (Department of IT and Communications). Rajasthan Public Service Commission (RPSC), Rajasthan Service Selection Board (RSSB), Rajasthan Police and other state government departments are the key stakeholders/ clients of the project. RISL is the nodal agency which looks after this application software, various departments such as RSSB, RPSC, Police department etc. are the key clients of RISL and avail the recruitment application related services.

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3	12 & 13	2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA (In the table please refer S. No. 4: Technical Capability)	The bidder must have successfully completed at least ONE e-Governance project involving any of the following. a. Application Software Development/ Customization b. Application Software Support/ Maintenance/ Enhancement to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr-2015 to 31-Mar-2020.	The work orders generally issued in many of the cases by State / Central government organization / PSU's do not generally mention that project is e-Governance project. The title given in work order are generally different. As a bidder, can we give self-undertaking about project being e-Governance project. Please confirm.	Refer amended RFP	15	2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	(Note: The work order/ work completion or any phase completion certificate issued by state government/ central government/ PSU (excluding banks) should mention "Application Software Development/ Customization" OR "Application Software Support/ Maintenance/ Enhancement")

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4	15	3.1. ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE (Refer S. No. 1)	Both URLs are integrated with Single Sign On (SSO) and provide features for candidates and user departments.	Is SSO required while developing New Web Application/Recruitment Portal?	Refer amended RFP	17	3.1	This RFP is for Upgradation, Customization, Testing, Implementation & Maintenance of Application Software for Rajasthan Recruitment Portal & Rajasthan Staff Selection Board (RSSB) Website and SSO is required for login into the application by its users.

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5	15	3.1. ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE (Refer S. No. 1 & 2)	Rajasthan Recruitment Portal: Application Stack 1 Application Stack 2 Rajasthan Staff Selection Board (RSSB) Web Site.	1. Kindly share the existing technology stack for Rajasthan Staff Selection Board (RSSB) Web Site. 2. Any proposed technology stack from RISL? Or Bidder has to decide the Technology (Front-end & Back-end) at our ends. Or Is New Portal to be developed in Same tech stack. Kindly confirm. 3. Is Existing database to be migrated to new system? If yes, what is the database size and table structure.	Refer amended RFP	20	3.1.1. (iv)	Rajasthan Staff Selection Board (RSSB) Web Site uses: •Application Frontend: Java technology •Back end database: Oracle This RFP is for This RFP is for Upgradation, Customization, Testing, Implementation & Maintenance of Application Software for Rajasthan Recruitment Portal & Rajasthan Staff Selection Board (RSSB) Website, whatever modules (if any) are to be developed within the framework of the current application. No new stack/ application is being proposed.

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6	16, 17	3.1.1. About Rajasthan Recruitment Portal and RSSB website	<p>a. Application/ Interface for Citizens/ Aspiring Candidates (G2C application)</p> <p>b. Application/ Interface for Recruiting Department (G2G application)</p> <p>ii. Rajasthan Staff Selection Board (RSSB)Website</p>	<p>Please specify the following:</p> <p>(a) Number of users.</p> <p>(b) Various user type.</p> <p>(c) Hierarchy and role of users.</p> <p>(d) Number of concurrent users.</p> <p>(e) Workflow.</p> <p>(f) Is Technology Stack used presently required to be continued.</p> <p>(g) Size of existing data.</p>	Refer amended RFP	71	Refer Annexure 1	Refer amended RFP

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7	21	3.2.3. Requirements Customization / Upgradation / Maintenance as per details mentioned in section 4 (include 4.1 and 4.2) (Refer Last line of the first paragraph in this section)	Selected bidder while configuring new recruitment on staging or on production environment if comes across any enhancement requirements from client from any of the above listed modules(table 2, table 3 above; and details provided in Annexure 1 and 2), then selected bidder shall have to incorporate the same in the recruitment portal Or if there are any change requests/ upgradation requirements or new development in existing modules etc. come up from client or RISL, then bidder shall have to incorporate the same in Recruitment portal application.	It is requested to RISL to define the extent of this particular portion of scope without which it will be difficult to judge the financial implication for bidder.	No Change			No Change

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8	21	3.2.3. Requirements Customization / Upgradation / Maintenance as per details mentioned in section 4 (include 4.1 and 4.2) (Refer Last line of the first paragraph in this section)	Bidder shall also undertake all customization/ upgradations activities related to modules of DOITC/ RISL which are currently integrated with Recruitment portal.	Please clarify this statement. Does RISL means the other framework / modules outside the recruitment portal and website, which are integrated with Rajasthan Recruitment Portal	Refer amended RFP	23	3.2.3	Selected bidder shall provide necessary assistance / incorporate changes in recruitment portal which occurs due to any changes in existing integrated applications. List of integrated modules are given in Annexure 2.
9	21	3.2.3. Requirements Customization / Upgradation / Maintenance as per details mentioned in section 4 (include 4.1 and 4.2) (Refer second paragraph in this section)	With reference to RSSB website, selected bidder shall perform operations and maintenance of website. Apart from this, bidder shall also be responsible to perform enhancements/ upgradations in existing modules of website. In case of any new changes, the same shall be discussed with authority at RISL for any change requests approval.	It is requested to RISL to define the extent of this particular portion of scope without which it will be difficult to judge the financial implication for bidder.	No Change			No Change

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10	24	3.3.2. Minimum Manpower Required	-	Request RISL for existing deployed number of On-site manpower and their experience and skill set as same will help in understanding the expectation of RISL for work load involved on-site.	Refer amended RFP	26	Refer 3.3.2	Refer amended RFP
11	24	Manpower for smooth conduction of Recruitment drives and other allied project activities (Refer first paragraph in this section)	The Selected Bidder shall deploy offsite team as per the project requirement and all the activities as mentioned in scope of the work. Therefore, the selected bidder shall post on-site team as mentioned above, and off-site manpower resources to look after the entire Recruitment projects for various Previous, Ongoing and Upcoming recruitment events.	1. Please clarify this statement. 2. Does this also include non-IT related work.	Refer amended RFP	26, 98	Refer 3.3.2 and Annexure 13	Refer amended RFP

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12	24	Manpower for smooth conduction of Recruitment drives and other allied project activities (Refer third paragraph in this section)	Bidder should appoint as many team members offsite as deemed fit	It is assumed "deemed fit" means "as deemed fit for the project". It is requested to RISL to provide an upper cap on team size alongwith various type, quantity and skill-set of manpower required in the team.	Refer amended RFP	26, 27	3.3.2 (3.3.2.1 and 3.3.2.3)	Refer amended RFP
13	25	General clauses for onsite manpower deployed	a. Selected Bidder shall be responsible to retain the deployed manpower for the entire contract/ project duration. In the event of a resource leaving the employment with the selected bidder, the same shall be immediately replaced with another resource of equivalent qualifications and experience. & d. Bidder shall be responsible to replace the resource(s) (meeting all criteria as specified in this RFP document) within 7 days.	Will RISL conduct interviews for such resources. If Yes, then it is requested to RISL to provide some relaxation in replacement time of 7 days as RISL may take time to finalise the replacement resource.	Refer amended RFP	28	3.3.2.3 and 3.3.2.4	For ensuring good quality of resources RISL may conduct interviews. Please refer Technical evaluation criteria and Annexure 13.

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14	25	General clauses for onsite manpower deployed	Substitute will have to be provided by the selected bidder against the staff proceeding on leave/ or remaining absent and should be of equal or higher qualifications/ experience without any additional financial implications.	Will RISL conduct interviews for such resources. If Yes, then it is requested to RISL to provide some relaxation in deployment time as RISL may take time to finalise the substituted resource.	Refer amended RFP	28	3.3.2.3 and 3.3.2.4	For ensuring good quality of resources RISL may conduct interviews. Please refer Technical evaluation criteria and Annexure 13.

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15	25	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website	<p>d. Provide support to candidates and user departments for any issue's resolution</p> <p>&</p> <p>e. Provide Training and continuous support to DOITC/ RISL Help desk team located in Jaipur. Therefore, to help desk team to resolve candidate queries related to recruitment drives conducted through recruitment portal.</p>	Please clarify the kind of support to be provided. Will it be IT related issues only.	Refer amended RFP	28	Refer clause 3.3.3(a)	Refer amended RFP

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16	26 & 81	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website & Financial Bid Format	i. To correct and resolve any errors or vulnerability found during the security audit of the Recruitment portal & RSSB website. & Table in Financial Bid Format	1. Please clarify the if Security Audit is responsibility of bidder or RISL. 2. In case Security Audit is responsibility of the bidder then request to: (a) kindly provide the number of Security Audit desired by RISL for the project, (b) kindly clarify if Security Audit is to be done CERT-IN empanelned agency, (c) please consider changing the financial bid format to include separate line-item for Security Audit for the number of Security Audit desired by RISL for the project.	Refer amended RFP	24	3.2.3(c)	Refer clause 3.3.3(c)
17	49	13. Taxes & Duties-	a) The TDS, GST, etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.	Please specify the TDS rate deducted by RISL.	No Change			No Change

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18	49	13. Taxes & Duties-	d) If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.	There are provisions in tax law wherein lower TDS rate is allowed. Is RISL covered under the provision.	No Change			No Change
19	62		Note: For earlier/ ongoing recruitment drives (for which applications have already been received by department); in such cases payment shall be made on prorata basis. Example: If for a Project A: Phase One was completed before giving the work order to selected bidder; then bidder shall be performing activities from rest of the phases (2 and 3 respectively) only; and therefore accordingly the payment shall be disbursed for phase 2 and 3 only(i.e. after successful completion of phase 2 and 3).	Please clarify this statement.	Refer amended RFP	(63,64)	Chapter 6 (63,64)	Refer amended RFP

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20	64	Penalty for replacement / Exit of resources	The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource: o Within 6 Month: Rs. 50,000 (Rupees Fifty Thousand Only) per resource per instance. o After 6 Months and upto 1 Year: Rs. 30,000 (Rupees Ten Thousand) per Resource o After 1 Year: Rs. 20,000 (Rupees Ten Thousand) per Resource	It is brought to kind notice of RISL that we as an agency always endeavour to hold the resource on our payroll for the whole duration of the contract. But in rare cases, the resource himself may not like to continue for reason best known to him or resource may get professional growth elsewhere. As per the various labour laws of our country and court rulings, as an employer, we can offer the employee incentive to remain in the job but can not forcefully hold the employee to remain in job. Thus, for such cases, where the employee himself is willing to leave (sometimes even at the cost of buying out the notice period) and no law thereof which can forbid him from doing so, it becomes difficult for an employer to hold the resources. For such situation, the penalty indicated here is too stiff. It is requested to RISL to please reconsider the penalty terms and waive the same off for such situation or otherwise reduce them to a meaningful level.	Refer amended RFP	68	e. Penalty for replacement / Exit of resources	Refer amended RFP

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21	81	Financial Bid Format (Refer Sr. No. 1 and Sr number 3)	Column A & B (Sr. No. & Item Description): 1. Cost of completion for each Recruitment event (which includes all activities under Phase 1, 2 and 3) as per the department's requirement and as per the RFP document. (Assuming 100 recruitment drives in the period of five years) Column C (Total Estimated Quantity): 100 Column D (Unit): Lumpsum Column E: Unit Rate including all taxes levies and duties but excluding GST	It requested to kindly clarify if the costing is to be provided for a single recruitment drive or for 100 recruitment drives as Unit mentioned is Lumpsum.	Refer amended RFP	84, 85	ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT	Refer ANNEXURE-8: FINANCIAL BID COVER LETTER & FORMAT
22	81	Financial Bid Format	-	Please consider changing the financial bid format to include separate line-item for Security Audit for the number of Security Audit desired by RISL for the project.	No change			No change

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23	Page No. 12, Sr. No. 2	PREQUALIFICATION/ ELIGIBILITY CRITERIA: Financial: Turnover from IT/ ITeS	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 19) as per the last published audited balance sheets), should be at least Rs.15 Crores.	Government relaxed procurement related to experience and turnover for micro, small and medium startups. Please give relaxation to micro, small and medium startups in turnover. Note: Request to Please change it as- Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2017 - 18 to 2019 -20) as per the last published audited balance sheets), should be at least Rs. 5 Crores. For Start Ups 2. Rule 173 (i) of the GFRs exempts the startup from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups subject to meeting of quality & technical specifications and making suitable provisions in the bidding document.	No Change			No Change
24	66	ANNEXURE - 1: About RAJASTHAN Recruitment portal	Integration of new payment gateway with e- Mitra to provide facilities to candidates for filling online applications from all over India.	We understand that department will provide the Payment Gateway and the successful bidder will only integrate the gateway. Please confirm. Who are all existing the Service Providers?	Refer amended RFP	70	Refer annexure 1	Refer amended RFP
25	66	ANNEXURE - 1: About RAJASTHAN Recruitment portal	Time to time delivery of SMS/e-mail to the candidates on various events like application submission, admit card/result declaration etc.	We understand that department will provide the Payment Gateway and the successful bidder will only integrate the gateway. Please confirm. Who are all existing the Service Providers?	Refer amended RFP	72, 73	ANNEXURE- 2: RAJASTHAN RECRUITME NT PORTAL FEATURES	Refer amended RFP

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26	68	ANNEXURE-2: RAJASTHAN RECRUITMENT PORTAL FEATURES	State GIS: This is a unified GIS platform and decision support system of geospatial data for Rajasthan for depicting various layers and hosting GIS based applications. GIS has already developed web services and interfaces to show various locations and its details in other applications.	We assume that RISL will provide us the necessary API's for integration.	Refer amended RFP	70, 71	ANNEXURE-2: RAJASTHAN RECRUITMENT PORTAL FEATURES	All of the APIs developed by RISL/ DOITC etc are available for other applications consumption through rajsewadwar platform
27	69	ANNEXURE-2: RAJASTHAN RECRUITMENT PORTAL FEATURES	Document verification engine and esign: Rajasthan Recruitment portal is also integrated with Document verification engine and eSign for candidate document verification purpose at the time of final recruitment step.	Is it okay if it is open source or the department is looking for enterprise DMS?	No Change			No Change
28	26	Facility Management Services for Rajasthan Recruitment Portal and RSSB website	To correct and resolve any errors or vulnerability found during the security audit of the Recruitment portal & RSSB website.	Will the Security Audit be a responsibility of the bidder? What would be the frequency of such audits? Also, who would bear the cost of the security audit? In case bidder is expected to bear the Security Audit fee then requesting department to create a separate line item for the same in the commercial bid (With required nos. of Audits and Unit Cost).	Refer amended RFP	24	3.2.3 (c)	Refer amended RFP

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29	18	3.2.1. Acquaintance with the Rajasthan Recruitment portal and RSSB website:	The O&M/ Development teams to be deployed by the Selected Bidder shall undergo minimum 2 weeks training and handholding program to get familiarized with the application which is to be organized by RISL/ existing vendor. Training shall ideally start within seven days of providing the work order.	Please clarify the below questions pertaining to training: Will there be an end-user training for the Recruitment Portal and RSSB website? If Yes, then how many trainees will be there? What will be the mode of the training? How many trainees will be there per batch? What will be the location of such trainings? Who will provide the training premise, IT & Non-IT Infrastructures like Desktop/ Laptops, Projector, Internet Connection, Electricity, Chairs, Tables, etc? Who will provide the boarding, travelling, lodging cost of the trainees? Who will provide the lunch, tea or any refreshments? If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	Refer amended RFP	23	3.2.3 (e)	Refer amended RFP
30			General	Do you need Web application firewall?	No change			No change (Firewall etc. are maintained by DOITC data centre))
31			General	Do you need any specific CMS (Content Management System) or COTS (Commercial off the Shelf) ? Please specify name.	No change			No change(Web site is already developed functional, bidder has to maintain/ upgrade on routine basis)
32			General	Do you want a responsive/WCAG/Cross platform compatible website?	No change			No change

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33	24	3.3.2. Minimum Manpower Required	Selected Bidder shall deploy Three resources; One full-time Functional Analyst (for Application Configuration, Coordination and functional testing), Two Application server/ Database server Analysts (to manage ExaLogic and WebLogic Application and Database server) at Jaipur for Support Services for Rajasthan Recruitment portal/ RSSB website. Selected Bidder shall deploy One full-time Analyst (for Application Configuration, Coordination, and functional testing) at Ajmer for operational & support Services for Recruitment Applications	We understand that the mentioned 4 resources will only be deployed ONSITE during the project period. Rest resources can be deployed offsite. In case at any point of time you need additonal resources at ONSITE for a certain time period, please mention that in terms of Man-month. It will help us for a adequate estimation.	Refer amended RFP	28	3.3.2.3	If required, RISL may require to call any of the offsite resources to Jaipur/ Ajmer or any other client department location for any client meeting or urgent technical support etc. at no extra cost.
34			General	Do you have any existing domains which need to be transferred to us?	No change			No change

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35			General	Do you want us to maintain or renew any of your domains?	Refer amended RFP	74	Annexure 2 (II)	Other general information: There is no legacy system to look after As of now there is no requirement pf data migration All domains are maintained by RISL/ DOITC
36		General	Legacy system	We understand there is no legacy system . Pls confirm	Refer amended RFP	75	Annexure 2 (II)	Other general information: There is no legacy system to look after As of now there is no requirement pf data migration All domains are maintained by RISL/ DOITC
37		General	Data migration	We understand there is no requirement of data migration. Please confirm.	Refer amended RFP	75	Annexure 2 (II)	Other general information: There is no legacy system to look after As of now there is no requirement pf data migration All domains are maintained by RISL/ DOITC

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38	15	3.1 ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	Rajasthan Recruitment Portal Rajasthan Staff Selection Board (RSSB) Web Site.	As per the SoW mentioned we understand that the both the Rajasthan Recruitment Portal and Rajasthan Staff Selection Board (RSSB) Web Site are already developed and gone live. Redesigning of any of the above mentioned portals is not under the scope of the RFP. Please confirm.	No change			No change
39	16	ii. Rajasthan Staff Selection Board (RSSB)Website	Apart from this RSSB web site is also currently getting managed. It is website/ CMS portal was developed (in JAVA technology) for RSSB where mentioned Board publishes/ updates/ uploads various information for candidates/ citizens/ departments/ stakeholders	Is there a CMS being used here? Whether any product is being used for CMS or it has been custom developed? Please clarify.	No change			No change

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40	18	3.2.1. Acquaintance with the Rajasthan Recruitment portal and RSSB website:	The O&M/ Development teams to be deployed by the Selected Bidder shall undergo minimum 2 weeks training and handholding program to get familiarized with the application which is to be organized by RISL/ existing vendor.	Based on previous experience in regards to such large scale applications, we strongly feel a time period of 2 Weeks for Knowledge Transfer and Training is not sufficient. Hence we hereby request department to at least provide 4-6 Weeks time for the same. Also we understand the existing vendor will provide a detailed demonstration of Source Code compilation and execution on production environment. Please confirm.	Refer amended RFP	20	3.2.1	Existing vendor shall provide a detailed demonstration of source code compilation and execution on production environment, this can be done through video conferencing if required.
41	18	3.2.2 Upgradation, Customization, Testing, Implementation & Maintenance of Application	Step 1: BACK END CONFIGURATIONS/ DEVELOPMENTS Step 2: APPLICATION/ FEATURE LIVE Step 3: CANDIDATE END Step 4: USER DEPARTMENT	Is there any Workflow Engine/ Rule Engine has been used in the Rajasthan Recruitment Portal application? Is there any Document Management System used for storing the huge applications and supporting documents? Is there any Form Engine used to create the forms on the fly within very minimum time frame? Please clarify	No Change			No Change

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42	20	3.2.2 Upgradation, Customization, Testing, Implementation & Maintenance of Application	Maintenance and management of RSSB website	We understand that redesigning and redeveloping the website is not part of the scope. Please confirm. In case the site is not responsive and multi-browser compliant also it will not be the selected bidder's responsibility to do so. Please confirm.	No change			No change
43	21	3.2.3. Requirements Customization/ Upgradation/ Maintenance as per details mentioned in section 4	Apart from this, bidder shall also be responsible to perform enhancements/ upgradations in existing modules of website. In case of any new changes, the same shall be discussed with authority at RISL for any change requests approval.	We understand that such enhancements/ upgradations will be part of Change Requests. Please confirm.	Refer updated RFP	24	3.2.3	No extra payments shall be made to selected bidder for enhancing/ customization/ upgradation in existing modules & however for any fresh modules change requests may be considered.

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44	22	c. Deployment & Configuration:	Selected bidder shall coordinate with RSDC/BSDC operator to host, install and configure the application at RSDC/BSDC, Jaipur.	We understand that the hosting of Rajasthan Recruitment Portal, RSSB Website or any other portal/ software associated with this RFP, will be taken care by the department/ RISL. The associated licenses for OS, Servers, DB, Anti- Virus, Firewall including but not limited to any other DC/ DR related softwares/ licenses including their renewal will be provided by department/ RISL. Please confirm. The selected bidder's responsibility will just be to coordinate with the RSDC operator to provide facilitation support. Please confirm.	No change			No change
45	24	3.3.2. Minimum Manpower Required	Selected Bidder shall deploy One full-time Analyst (for Application Configuration, Coordination, and functional testing) at Ajmer for operational & support Services for Recruitment Applications	In case of any travel related activity (To other departments for recruitment events) we understand that the required TA/ DA/ Per-Diem cost will be provided by the department to the resource. Please confirm.	Refer amended RFP	28	3.3.2.4	RISL shall pay as per terms and conditions and financials quoted for this RFP and no additional costs shall be paid.
46	25	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website	Provide Training and continuous support to DOITC/ RISL Help desk team located in Jaipur.	We understand that setting up of Helpdesk System (Software, Hardware, Licenses and Helpdesk Resource) is not in the scope of this RFP for the selected bidder. Please confirm.	Refer amended RFP			Refer amended RFP

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
47	25	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website	Ensure that the security features in the Recruitment Portal/ RSSB website are always up to date with the latest technology and best practices.	As a service provider we will be responsible to maintain proper security features in the application level. However, the selected bidder should not be held responsible for any security related issue in the DC/ DR level. Please confirm.	No change			No change
48	33	12) Selection Method:	The selection method is Least Cost Based Selection (LCBS or L1).	We understand that there is no Technical Evaluation Process or technical scoring criteria. Bidder's qualifying the Pre-Qualification stage will be eligible for Price Bid Opening and the agency quoting lowest among them will be declared as L-1. Please confirm.	Refer amended RFP	36	(ITB) (12) (14)	Refer amended RFP
49	63	Penalty for Non-timely completion of Task/ activities related to resolving issues/ bugs:		Requesting to please categorize the issues and their SLA parameter based on the severity level. For ex. Time required for resolving a minor issue will be very less in comparison of a major issue.	No change			No change
50		General	SMS Gateway, Email Gateway	Please confirm that the required SMS/ Email Gateway along with their renewal service will be provided by department/ RISL.	Refer amended RFP	73	Annexure 2	SMS/ Email Gateway along with their renewal service will be provided by department/ RISL.

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
51	66	ANNEXURE - 1: About RAJASTHAN Recruitment portal	Online Question and Result Objections	We understand that the questionnaires for the recruitments will be given by the respective departments. Please confirm.	Refer amended RFP	70	Annexure 1	Facility to raise online “exam question objections” and “result related objections” (Question and answer excel format are provided by respective department)
52	68	ANNEXURE-2: RAJASTHAN RECRUITMENT PORTAL FEATURES	Rajasthan Recruitment portal/ RSB website support bilingual (English and Hindi) features:	We assume that the contents for the website in both English and Hindi language will be provided by the department/ RISL. Please confirm.	No change			No change
53	68	ANNEXURE-2: RAJASTHAN RECRUITMENT PORTAL FEATURES	b) All applications are hosted on HTTPS	We understand that the SSL Licence will be provided by the department/ RISL. Please confirm.	Refer amended RFP	70	Annexure 2	All applications are hosted on HTTPS (SSL Licence will be provided by the department/ RISL)
54	General	General	General	We have to deploy the development team at onsite or offsite?	Refer amended RFP	25	3.3.2	
55	General	General	General	Who is responsible to arrange the seating space for Application/Database Server Analyst?	Refer amended RFP	26	3.3.2.1	
56	General	General	General	Quation for the required manpower (Functional analyst and Application/Database Server Analyst) is not mentioned in the price bid as per annexure 13	No Change			No Change
57	General	General	General	The clause of Security audit for website and application is not mentioned in the RFP So we request you to kindly add the security audit as a item (Half yearly) in price format for better evaluation. Separate Price for the said Line Item must be taken as per number of Audits required by Department and paid Post every audit is been done to the bidder	Refer amended RFP	24	3.2.3 ©	Refer amended RFP

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
58	General	General	General	Please confirm that the existing web site or application will be error free and same will be certified / audited by the STQC at the date of the order to bidder and handover for further work.	No change			No change
59	General	General	General	We request you to kindly provide the details of training location , training period, Number of Times Training needs to be provided, What will be the strength of the batch.	Refer amended RFP	25	3.2.3 (e)	Refer amended RFP
60	General	General	General	In the RFP, Its mentioned that only 3 manpower, 1 is Functional Analyst and 2 is Application/Database server analyst and in the Pre-bid meeting, the meeting owner said for 4 manpower, 1 for Ajmer and 3 for Jaipur, so we request you to kindly clarify the Number of Manpower required location wise.	Refer amended RFP	26, 27	3.3.2 (1 and 2)	Refer amended RFP

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
61	General	General	General	Modification required:- Please provide the details of minimum development team required for design, development, integration and configuration of developed modules and also detail out the details of team for new development. i.e. Number of developer, qualification, etc."	Refer amended RFP	25	Refer 3.3.2	Refer section 3.3.2 for offsite manpower and annexure 13 for details
62	Price Bid	Clause 1	Cost of Completion for each Recruitment event as per the department's and as per the RFP document.	Sir, In the price bid as per clause no 1, we have to quote the Lumpsum cost of completion for each recruitment event. If there are only 2 event which are beenorganised in the perticular year thenhow the cost of deployed manpower will be recovered by bidder? Also we request you to kindly add the permanent manpower as a item in the price bid and same must be paid in fixed on Monthly Basis. Also The payment should not be linked for all fixed investments with Number of events as this will create high confussion between bidders and department when the recover of fixed deployed manpower will not happen as expected or bugeted	Refer amended RFP	63-64, 98-99	Refer Deliverables, Payment Terms and Schedule and Annecure 13	Refer amended RFP
63	General	General	Date Extension	We request you to kindly extend the last date of bid submission by 1 week from the current date of submission once the prebid responses are provided.	Refer amended RFP			Refer amended RFP

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
64	12	PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	Technical Capability	The application proposed is very sensitive and would involve peak load of as more than 15 Lac applications in one recruitment cycle with a peak load of 15 Lac admit cards to be downloaded in 1 day . The eligibility criteria does not include any clause for determining application load handling capabilities. We suggest to include a criteria to determine handling capabilities of the bidder in similar large load of applications /admit cards.	No Change			No change
65	22	e. Training, Handholding and Implementation Support:	The successful bidder shall provide training to respective stakeholders on the upgraded Recruitment portal and shall provide the user manual.	Please specify the quantity of stakeholders to whom training is required to be given.	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
66	58	6. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT	2) Deliverables, Payment Terms and Schedule	<p>Payment terms need clarifications as the pricebid is for 100 cycles and the payment terms are on software application milestones Kindly confirm that the payment terms are not linked to the number of recruitment cycles as the manpower would be deployed irrespective of number of cycles going live assuming minimum hundred recruitment cycles in 5 years.</p> <p>Please also confirm that the payment terms are not linked to delays in completion of recruitment cycles on account of internal /legal delays/ decision making of the Department.</p>	Refer amended RFP	25, 61-62, 96-97		Refer amended RFP
67		General	Helpdesk	<p>No helpdesk manpower is mentioned in RFP. Please confirm how many manpower is required to provide helpdesk support to applicants (onsite/offsite)</p>	Refer amended RFP	26	3.3.2	Refer 3.3.2

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
68	24	3.3.2.	Minimum Manpower Required	Since the application is very critical, at the time of Live running of recruitment cycle 24 X 7 support is required. Kindly include the same in minimum manpower required to be increased as under: 1. Application Support manpower- 24 X 7 (Min 4 No.- 2 No. per shift of 12 hours) 2. Database and Application Adminsitrator- 24 X 7 (Min 4 No.- 2 No. per shift of 12 hours) 3.	Refer amended RFP	26	3.3.2 (d)	Refer amended RFP
69	18	3.2.2. Upgradation, Customization, Testing, Implementation & Maintenance of Application Software for Rajasthan Recruitment Portal & Rajasthan Staff Selection Board (RSSB) Website	Application once go live shall be available to candidates wherein they can fill application form, download admit cards, edit filled application form (if opened to edit), check results etc from their dashboard/ login	How many registrations /applications can be done at a time ?	Refer amended RFP	18, 69	3.2.2, Annexure 1	(One candidate can apply only once for a post in a recruitment drive with his unique SSO credentials). •For few recruitments; the recruitment portal sees large number of online application in a day, ranging from around 2.5 lakhs to 3.5 lakhs applications per day in last days of closing of application date.

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70	19	Recruitment Drives	sms and email to candidates as per the flow or department requirement	Does this include Customization of SMS And Email alert mechanism ?if yes, Specify the Situation in which Alerts are to be raised	Refer amended RFP	22	3.2.2.	sms and email to candidates as per the flow or department requirement (sms/ emails events are already in place for various milestones in recruitment portal). As of now, system sends customized sms/ mail on Application form filling, Admit card generation, Exam objection module, edit application etc.
71	21	Requirement Gathering	The Business Requirement Document (BRD) should be prepared as per the Standard format / Template provided by RISL for drafting the BRD.	Does BRD include Technical Proposal document which contains Approach Methodologies and other RFP specified Contents?Please Specify /elaborate on Format of BRD.	No change			No change
72	22	Design and Development	The selected bidder would be required to provide version control and archiving facility for database as strict version control is necessary for legal accountability, and disaster recovery.	Version updating of the Software is required on what intervals?	No change			No change

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73	22	UAT	The selected bidder shall test the Application thoroughly and conduct unit and integration testing at his end before deploying it for UAT.	Any specific Testing Methodologies expected ?	No change			No change
74	25	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website	Ensure that the security features in the Recruitment Portal/ RSSB website are always up to date with the latest technology and best practices.	Specify the expected Security Features?	No change			No change
75	26	3.3.3. Facility Management Services for Rajasthan Recruitment Portal and RSSB website	Provide first level of support (L1) for logging and resolution of the complaints and bug fixing of the application.	Does this Include any Integrations of Log monitoring by Collection of Logs , report generation of Logs?	No change			No change
76	26	3.3.3 Facility Management Services	To check and correct broken links in recruitment portal/ RSSB web site. To perform update and optimizations to keep recruitment portal and RSSB website up and running at its best	"To check and Correct Broken Links ", Does include Patch management ?	No change			No change

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77				What are the Specific Technologies /Technology Stack expected to be Followed for Integrations?	No change			No change
78	30	1. Mandatory Fee Details	Bidding Document Fee, Bid Security Deposit, RISL Processing Fee The responding firm / agency a) Should have made a payment of Rs. 1000/- (Rupees One Thousand only) for the RFP Document Fee b) Should have submitted a Bid Security as mentioned in the NIB. c) Should have submitted Processing Fees of Rs. 1000 Document Format: a) Fee Receipt/ DD/ Banker's Cheque for Document Fee b) DD/ Banker's Cheque fthe Bid Security c) DD/ Banker's Cheque fProcessing Fees	We are requesting you to provide the Online mode for submitting the relevant fees or through RTGS/NEFT. requesting you to revise this clause as: Document Format: a) Through RTGS/NEFT b) DD/ Banker's Cheque fthe Bid Security c) DD/ Banker's Cheque fProcessing Fees d) Online Mode of payment e)Fee Receipt/ DD/ Banker's Cheque for Document Fee	Refer amended RFP	100	Refer Annexure 15	Refer amended RFP
79	68	Annexure 2- Non Functional Requirement	Applications have Role based access,	How many roles /Users to be integrated ? Does this include Admin approvals for accessing as per previlages.	No change			No change

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80	68	Annexure 2- Non Functional Requirement	Bidder may be required to integrate with GIS through web services or developing some common interfaces which may be utilized for geographical decision support	How many Locations is Existing GIS deployed in?	No change			No change
81	69	Annexure 2- Non Functional Requirement	The application is integrated with esanchar of Rajasthan, for automatically sending the required details/ information through SMS to the designated officers. This gateway is integrated with Rajasthan Recruitment portal	Email gateway integration is required with Existing SMS gateway ?	No change			No change
82	General			Is their any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to procure the same ? How many PG's are envisaged ?	No change			No change
83	General			Is STQC Audit required ?	No change			No change
84	General			How many STQC Audits are expected and at what interval?	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
85	General			Do you need any specific CMS or COTS? Please specify name.	No change			No change
86	General			Do you want a responsive/WCAG/Cross platform compatible Software?	No change			No change
87	General			Should the Software be compatible with any version of IE/Chrome/Firefox/Opera/etc.?	No change			No change
88	General			How many third party applications would be required to be integrated with the new Software?	No change			No change
89	General			Do you need Cloudflare for enhanced protection against DDOS? Paid or free version?	No change			No change
90	General			Do you need Web application firewall?	No change			No change
91	General			Is Backup domain required ? If yes , what kind of Backup is expected /Kindly Confirm on the Backup Policies	No change			No change
92	General			Is Web- page Scanner required for scanning the vulnerabilities and malware attacks for the webpage?	No change			No change
93	General			kindly Confirm if Hosting required in ESDS Cloud?	No change			No change
94	General			How many officials would be there for the training?	No change			No change
95	General			If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	Refer amended RFP	25	3.2.3 (e)	Refer amended RFP
96	General			Any specifications on the Web browser Support?	No change			No change
97	General			any Specifications on MIS tools?	No change			No change
98	General			What level of SEO is being expected ? Do you need basic SEO or detailed SEO (Google Analytics) ?	No change			No change
99	General			Kindly Specify the number of locations for deployment.	No change			No change

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100	9	Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS)-L1	Considering the team deployed shall be working on key projects and its enhancements, which are mission critical projects of the DoIT&C, both quality and costs must be taken in to consideration while selecting the company/agency. Hence, we request RISL to have a QCBS (Quality and Cost Based Selection) criteria for the the project implementation/ enhancements.	Refer amended RFP	36	<u>INSTRUCTION TO BIDDERS (ITB)</u> (S No. 12)	The selection method is lowest evaluated technically responsive bid based on NPV defined in RFP.
101	9	End date of submission of bid	End Date: 3:30PM on 07/10/2020	We would request RISL to extend the Last Date of submission of Bid by 2 weeks. This is in leu of time required to collect the CV's of resources and also to seek internal approval. We would request RISL to extend the Bid Submission date as 21-Oct-2020	Refer amended RFP			Refer amended RFP
102	12	2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	2. Financial Turnover from IT / ITeS Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.15 Crores.	Considering the criticality of the RSSB project, We would request RISL to increase the Financial Turnover from IT / ITeS to over Rs. 50 Crore to enable large and reputed firms to participate	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
103	18	3.2.1. Acquaintance with the Rajasthan Recruitment portal and RSSB website:	The O&M/ Development teams to be deployed by the Selected Bidder shall undergo minimum 2 weeks training and handholding program to get familiarized with the application which is to be organized by RISL/ existing vendor. Training shall ideally start within seven days of providing the work order.	We would request RISL to increase the handholding period to 4 weeks from 2 weeks	No change			No change
104	20	Phase wise delivery of services to recruiting departments	<ul style="list-style-type: none"> • Phase 1 - Application Phase • Phase 2 - Pre-Examination Phase • Phase 3 - Post-Examination Phase 	We understand that the following modules are out of scope, Please clarify 1. Automated Seat allocation at centre. 2. Online Question Paper setting 3. Online Marking	No change			No change
105	24	3.3.2. Minimum Manpower Required	All the resources will be stationed at DoIT&C, Jaipur or any other location at Jaipur provided by purchaser.	We would request RISL to permit Support and Maintenance resources to work from Offshore instead of Onsite at Jaipur.	No change			No change

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106	49	Confidential Information	The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder	We would request RISL to allow sub-contracting or deploy resources from an Outsourced organisation.	No change			No change
107	52	Limitation of Liability	Suggestion on addition of clause	We request RISL to add this clause RISL (and any others for whom Services are provided) shall not recover from Vendor, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
108	40	Confidentiality	Suggestion on addition of clause	We request RISL to add this clause "Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement."	No change			No change
109	53	Termination	Suggestion on addition of clause	We request RISL to include following clause under Termination: Vendor may terminate this Agreement, or any particular Services, immediately upon written notice to Client if Vendor reasonably determine that Vendor can no longer provide the Services in accordance with applicable law or professional obligations.	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
110	52	Force Majeure	Suggestion on addition of clause	<p>We request RISL to include following clause under Force Majeure: It is recommended to add below clause to under Force Majeure to facilitate remote working</p> <p>(i) To the extent that the provision of the Services is impacted by a pandemic (including COVID-19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>(iii) Where Vendor Personnel are required to be present at RISL premises, Vendor will use reasonable efforts to provide the Services on-site at RISL offices, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent (i) any government or similar entity implements restrictions that may interfere with provision of onsite Services; (ii) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or (iii) a Vendor resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk.</p>	No change			No change

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111		IPR	Suggestion on addition of clause	We request RISL to include following clause: Vendor may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that Vendor own in performing the Services. Notwithstanding the delivery of any Reports, Vendor retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that Vendor compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, RISL may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.	No change			No change
112	12	2	Financial: Turnover from IT/ IteS	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.13 Crores .	No change			No change
113	13	5	Technical Capability	We request to relax this criteria	No change			No change
114	12	2. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA	The bidder must have successfully completed at least ONE e-Governance project involving any of the following	Please confirm if any application like ERP, CRM, DMS etc. developed for any State or Central Govt can be covered under this	No change			No change

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115	58	2) Deliverables, Payment Terms and Schedule	Timeline: As per recruiting department published/ communicated date of application go live	Please specify the timeline for the development period	No change			No change
116	17	Technology Platform used for Rajasthan Recruitment Portal	Recruitment portal application uses: • Application Frontend: Java, JSP, HTML, CSS, JavaScript • Middleware: Oracle Web Logic 12 c • Back end database: Oracle RAC	Since most of the web portal currently being used by RISL are developed using JAVA technology, it mandatory to use the same technologies or bidders can propose other technologies like Open Source Python platform, etc.	No change			No change
117	24	3.3.2. Minimum Manpower Required	Selected Bidder shall deploy Three resources; One full-time Functional Analyst (for Application Configuration, Coordination and functional testing), Two Application server/ Database server Analysts (to manage ExaLogic and WebLogic Application and Database server) at Jaipur for Support Services for Rajasthan Recruitment portal/ RSSB website.	Is the three onsite resources mentioned will continue only for the development period or they have to be deployed for the entire O&M period of 5 years?	No change			No change

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118	24	3.3.2. Minimum Manpower Required	Manpower for smooth conduction of Recruitment drives and other allied project activities The Selected Bidder shall deploy offsite team as per the project requirement and all the activities as mentioned in scope of the work. Therefore, the selected bidder shall post on-site team as mentioned above, and off-site manpower resources to look after the entire Recruitment projects for various Previous, Ongoing and Upcoming recruitment events.	Kindly provide, if possible, a skill wise estimated number of off-site resources and duration.	Refer amended RFP	96, 97	ANNEXURE- 13-MINIMU M QUALIFICAT ION OF ONSITE & OFFSITE RESOURCES	Refer amended RFP
119	BoQ	Sl.No1	As mentioned in the BOQ, we need to provide cost of completion for each Recruitment event (which includes all activities under Phase 1, 2 and 3) as per the department's requirement and as per RFP document.	Is the payment to be done is based on Recruitment? If yes, what if there is no Recruitment in a particular year? Will the resources still remain deployed or bidder can remove the resources? Also, how the Salary will be payable to those resources if they remain deployed. Please Explain	Refer amended RFP	63-64, 98-99	Refer: Deliverables, Payment Terms and Schedule and Anexure 13 and	Refer amended RFP

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120	Bid Security and Mode of Payment		Amount INR : 600000 ; 150000 for SSI of Rajasthan; 300000 for sick industries other than SSI , whose case is pending with Board of Industrial and Financial Reconstruction .	We request you to exempt MSME registered agencies from EMD as per guidelines issued in the latest notification of Ministry of MSME/NSIC/ Government of India.	No change			No change
121	Clause 2 “ Prequalification Criteria “ Financial Turnover from IT/ITES .		Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.15 Crore	Request you to Modify the clause as “Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 - 17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.10 Crore “	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
122		Tender Fees and EMD exemption for MSME Units		Kindly exempt MSE for the same: The public procurement policy for MSMEs order, 2012 is applicable to all central ministries/ departments/ CPSUs and has become mandatory w.e.f 1st April 2015. Under this policy the participation fee and EMD will be exempted along with other benefits mentioned in the policy for all the MSMEs registered with District Industries Centre (DIC) or Khadi & Village Industries Commission (KVIC) or Khadi & Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or Directorate of Handicrafts and Handlooms or Udyog Aadhar Memorandum or any other body specified by Ministry of MSME under the public procurement policy irrespective of relevance of product category and capacity of the MSME. Kindly consider it and exempt MSME Registered Companies from submission of Tender Fees and EMD.	No change			No change
123		Eligibility Criterion: Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 - 19) as per the last published audited balance sheets), should be at least Rs.15 Crores.		As per CVC guidelines the Turnover should not be more than 30% of the expected order value which should be 30% of Rs. 6 crores = around 2 crores	No change			No change
124		Make In India		Make in India criterion not mentioned in the RF	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
125		Eligibility Criterion: The net worth of the bidder as per the last published balance sheet on 31-03-2019 should be Positive.		Government / PSU companies should be exempted from the same	No change			No change
126		The bidder must have successfully completed at least ONE eGovernance project involving any of the following. a. Application Software Development/ Customization b. Application Software Support/ Maintenance/ Enhancement to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr- 2015 to 31-Mar-2020		Kindly include the banking sector also specially where similar solution has been provided or supported	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
127		Source Code		In our view the bank should also have following rights on the source code : • it can be used only to maintain the software whose fees has been paid to the vendor • it cannot be duplicated in any form or sold or copied • it cannot be transferred to any third party • the customer is free to make modifications in the source code. However, all such modifications or changes shall also be handed over to the vendor. In no way shall any change made change the rights on the software.	No change			No change
128		Consortium		Kindly add Functional Consultants as part of Consortium. The functional consultants should be a CA firm.	No change			No change
129	Page no. 9	Notice Inviting Bid, point websites for downloading bidding document, corrigendum, addendum and Bid security and Mode of Payment	Bidding document fee: Rs 1000/- and Amount (INR): 6,00,000/-, 1,50,000/- for S.S.I of Rajasthan, 3,00,000/- for Sick Industries and Financial Reconstruction	As per General Financial Rules 2017 under Rule No. 170 and Public Procurement Policy of Ministry of MSME are exempted from furnishing the tender document fee and EMD. Moreover, due to the current COVID 19 pandemics, the government are extending support to MSME to perform better. We request you to please waive the Document Fee and EMD for companies also registered in MSME	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
130	Page no. 9	Notice Inviting Bid, point websites for downloading bidding document, corrigendum, addendum and Bid security and Mode of Payment	Bidding document fee: Rs 1000/- in Cash/Demand Draft in favour of Managing Director, RISL payable at Jaipur and Amount (INR): 6,00,000/-, 1,50,000/- for S.S.I of Rajasthan, 3,00,000/- for Sick Industries and Financial Reconstruction Mode of Payment: Banker's Cheque or Demand of a Schedule Bank	Would request you to please include the online mode of payment for the document fee, processing fee and EMD through the eproc portal OR Due to the on-going lockdown situation and the limited courier services available it is uncertain as to how much time the courier service might take to deliver the offline. Therefore, requesting for an online payment option for the tender fee, processing fee and EMD submission	Refer amended RFP	99	Annexure 15	
131	Page no. 9	Date/Time/Place of prebid meeting	Through video conferencing	Would request you to please conduct the pre-bid meeting through some of the nonlicensed software such as Zoom, Google meet, Skype	No change			No change
132	Page no. 12	Pre-qualification/eligibility criteria, sub point	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.15 Crores.	request you to please include the FY 2019-20 for the annual average turnover of the bidder from IT/ITes and also to accept the provisional statement for the same.	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
133	Page no.24	Minimum Manpower Required	Selected Bidder shall deploy Three resources: One full-time Functional Analyst (for Application Configuration, Coordination, and functional testing), Two Application server/ Database server Analysts	Would request you to please clarify whether we need to provide CVs for the asked resources	Refer amended RFP	38, 98, 99, 100	Refer TQ criteria	Refer amended RFP
134		General	General	Would request you to please clarify the duration required for the project	No change			No change
135		General	General	Would request you to please extend the submission of the bid by 7 to 10 days	Refer amended RFP			No change
136	15	3.1	ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	Is this RFP for Upgradation/Customization of existing Recruitment Portal only ??	No change			No change
137	15	3.1	ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	Are you open to consider new COTS product which can be configured as per SOW given in RFP?	No change			No change
138	70	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	Do you any tie up with Job Sourcing Portals like naukri, e-Quest,etc..If yes, what are the Job Portal Names	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
139	70	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	How many Employee currently in the system as per roles	Refer amended RFP	70	Annexure 1	Total client departmental users for both Recruitment portals: 90 (Approx.)
140	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	In How many location the examination is conducted.Is it centralised or at different locations	No change			No change
141	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	How many new recruitments happen on a average every month	No change			No change
142	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	What is the current recruitment system in place	No change			Refer annexure 1
143	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	Do you want to maintain the list of candidates who had applied for future job openings	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
144	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	What is the current employee count	No change			No change
145	71	Annexure 2(II)	Functional requirements covered: List of Major Modules (mentioned to understand the phases mentioned in SoW)	Should the online examinaton be part of the new system	No change			No change
146	15	3.1	ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	IS there a plan to upgrade the database and WebLogic to higher version OR retain the same version ? Please mention the current version of the Oracle Database and WebLogic	Refer amended RFP	19	Refer 3.1.1 (iv)	Refer amended RFP
147	22	3.2.3.	Design & Development	What would be your overall instance strategy for implementation (Production, Test, Development, Patch instance etc.)? How many database instances you will have?	No change			No change
148	15	3.1	ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	Any performance issues in the current environment for Rajasthan Recruitment Portal & RSSB Website application, Do these applications have their own databases are Current configuration of Web/App/DB servers capable to handle future load of applications in terms of No. of CPU's , Databases and Total Memory	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
149	22	3.2.3.	Design & Development	Is the bidder expected to rewrite the queries / code in frontend application or database as part of upgradation/new application configuration?, Load testing / Performance testing should be part of UAT and this activity to be done using a load testing tool	No change			No change
150	15	3.1	ABOUT RAJASTHAN RECRUITMENT PORTAL AND OVERALL SCOPE	The Upgraded application software should be highly scalable and capable of delivering high-performance as and when transaction volume increases. It is required that application and deployment architecture should provide the flexibility of seamlessly Scaling-up (vertical scaling) and Scaling-out (horizontal scaling) on Application and Web Servers, Database Servers, and all other solution components.	No change			No change
151	17	3.1.1. (iii)	Technology Platform used for Rajasthan Recruitment Portal	Since performance of Rajasthan Recruitment Portal & RSSB Website application is very important so The oracle Database in-memory features would help processing capabilities for entire data to reside and be accessible in-memory for extremely low latency data access use cases like Session Management and Cache	No change			No change
152		Clause 2 “Prequalification Criteria “ Financial Turnover from IT/ITES .	Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.15 Crore	Request you to Modify the clause as “Annual Average Turnover of the bidder from IT/ ITeS for the last three financial years i.e. (from 2016 -17 to 2018 -19) as per the last published audited balance sheets), should be at least Rs.10 Crore “	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
153	12	Technical Capability	<p>The bidder must have successfully completed at least ONE e-Governance project involving any of the following.</p> <p>a. Application Software Development/ Customization</p> <p>b. Application Software Support/ Maintenance/ Enhancement</p> <p>to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr- 2015 to 31-Mar-2020.</p> <p>OR</p> <p>The bidder must have successfully completed/ executing at least two e-Governance projects involving any of the following</p> <p>a. Application Software Development/ Customization</p> <p>b. Application Software Support/ Maintenance/ Enhancement/Website/ Web Portal Development.</p>	<p>The bidder must have successfully completed at least ONE e-Governance project involving any of the following.</p> <p>a. Application Software Development/ Customization</p> <p>b. Application Software Support/ Maintenance/ Enhancement/Website /Web Portal Development.</p> <p>to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr- 2015 to 31-Mar-2020.</p> <p>The bidder must have successfully completed/ executing at least two e- Governance projects involving any of the following</p> <p>a. Application Software Development/ Customization</p> <p>b. Application Software Support/ Maintenance/ Enhancement/Website/ Web Portal Development</p> <p>to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR Sixty (60) lakhs each in the period 01-Apr- 2015 to 31-Mar-2020.</p>	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
154	15	Scope Of Work	1. Scope Of work 2. Other framework/ modules of DOITC/ RISL: Integrated with Recruitment portal. Recruitment portal is integrated with various applications of DOITC/ RISL. These integrations enable stakeholders (candidates/ User departments/ RISL) to get various services. Refer Section 4.1.1(Section iii) for details.	1. No New development or development from Scratch is required as the tender is to only upgrade, customize , testing , impmenetation and maintainence for 5 years. 2. Other modules/ frameworks integrated with recruitment.rajasthan.gov.in & recruitment2.rajasthan.gov.in are not in scope for customization, testing and impmentation. Only the integration is to be maintained. Or please confirm if the other portal s are dependent too.	Refer amended RFP	27	Refer 3.3.3	Refer amended RFP
155		Hardware and other 3rd party	Any tpe of hardware and 3rd party APIs/applications are out of the scope	Any tpe of hardware and 3rd party APIs/applications and dependencies are out of the scope	No change			No change
156	General	-	-	We request to allow consortium. As allowing consortium will be helping to include more technological experience for delivering Project. As project is for 5 Years where putting all responsible on Single vendor /SI which may also affecting Finance and Technology challenge to Single SI. If Consortium will be part of this Project-Both can jointly manage and deliver the project. Eventually, RISL not only needs delivery but also requires to maintain the project for long.	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
157	12	4	<p>Technical Capability: The bidder must have successfully completed at least ONE e-Governance project involving any of the following.</p> <p>a. Application Software Development/ Customization b. Application Software Support/ Maintenance/ Enhancement to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr-2015 to 31-Mar-2020.</p> <p>OR The bidder must have successfully completed/ executing at least two e-Governance projects involving any of the following</p> <p>a. Application Software Development/Customization b. Application Software Support/Maintenance/</p>	<p>We would request to amend the clause as below: The bidder must have successfully completed at least ONE e-Governance/ICT project involving any of the following.</p> <p>a. Application Software Development/ Customization/Design, Develop and Implement any project includes various componets like : LMS, E-learning etc b. Application Software Support/ Maintenance/ Enhancement to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR One (01) Crore in the period 01-Apr-2015 to 31-Mar-2020.</p> <p>OR The bidder must have successfully completed/ executing at least two e-Governance projects involving any of the following</p> <p>a. Application Software Development/Customization b. Application Software Support/Maintenance/ Enhancement to any state/ central government organization/ PSU's (excluding Banks) only in India with value not below than INR Sixty (60) lakhs each in the period 01-Apr 2015 to 31-Mar-2020.</p> <p>Justification: The Success of Project depends on delivery capacity not only for projects around Software . Rather, the SI shall have experience for Human Resource Management, Training and maintaining</p>	No change			No change

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
158	26	3.3.3	K. Carry out Performance Management and Tuning and ensure resilient performance of the Recruitment Portal & RSSB website.	How many users will login in a day ? How many transactions a user will perform in a day ? Please confirm.	No change			
159	24	3.3.2	Minimum Manpower Required	We understand that 2 Functional/Business Analyst and 2 Application Server/Database Server Analyst has to be mandatorily deployed onsite. 1 Functional Analyst at implementation stage for Application Configuration, Coordination and functional testing to be deployed at Jaipur and 1 Fictional Analyst at O&M stage to be deployed at Ajmer. Also 2 Application/Database Server Analyst has to be deployed at Jaipur. Please confirm if our understanding is correct and also let us know the duration of each of the resources for deployment.	Refer amended RFP	26, 27	Refer 3.3.2.1 and 3.3.2.2	Refer amended RFP
160	18	3.2.1.	Acquaintance with the Rajasthan Recruitment portal and RSSB website	Will software documentation and complete source code repository be provided to the selected agency?	Refer amended RFP	20	3.2.1	Software related help manuals/ flows and software code shall be provided to selected bidder.
161		General		Please mention the total number of users.	Refer amended RFP	70	Annexure 1	Refer amended RFP
162		General		What is the expected concurrency of users?	No change			No change
163		General		Please let us know the total number of Integration required with external systems	No change			No change
164		General		We assume that sms and mail charge will be borne by client	Refer amended RFP	77	Annexure 2(ii)	Refer amended RFP

S.No.	RFP Page No.	RFP Rule/ Clause No.	Rule Details	Query/Clarification/ Suggestion	Response	Final RFP Page No.	Final RFP Clause No.	Final RFP Clause Details/ Remarks
165		General		Please let us know the complete Database size for both Rajasthan Staff Selection Board (RSSB) and Rajasthan Recruitment Portal website? Apart from that any DB migration in the scope?	Refer amended RFP	71	Annexure 1 & 2	DB size (for recruitment portal): More than 10 TB (indicative) DB size (for RSSB website): Around 2.5 GB (indicative)
166		General		Testing and UAT environment for the application shall be provided by the client. Please confirm	No change			No change
167		General		Can we have the details if client is following any application life cycle management tool to track defects, test cases and documents.	No change			No change
168		General		In case there are know bugs in the existing applications, will the developer fix the issue?	Refer amended RFP	22	Refer 3.2.2	Refer amended RFP
169	13	Technical Capability	Bidder should have valid CMMI level 3 or higher" certificate as on last date of bid submission.	Relax the CMMI level 3 or higher	No change			No change