

**Pre-Bid Clarifications for
Implementation of Software Solution for NAAC Processes
(Design, Development, Deployment, Hosting and Maintenance of Web-based Software Solution for NAAC Processes including
Migration of Data)**

Tender Reference No: NAAC/Admin/ICT/EPR/2016 Dated: 05.08.2016

Sl. No.	RFP Clause	Content of RFT/ Current Specifications	Pre-Bid Queries	Clarifications/ Amendments
1.	Section:4 INTRODUCTION Page:11	Building of e-assessors (machine learning based)	The scope is not very clear and may attract high cost implication. Please clarify	As specified at RFT Annexure-2: Scope of Works (Page-37)
2.	Section 5.1 About NAAC Page:11	There are five regions set up by NAAC for covering all the states pan India.	1. Are there regional offices for NAAC? 2. If yes, does the processing of submitted applications by HEIs reach corresponding regional office?	1. Yes, Regional Offices are proposed. 2. In future may be done.
3.	Section:5.3 Services Offered by NAAC Page: 12 & 13	i. Assessment & Accreditation ii. Training for the Peer Team iii. Post Accreditation Process iv. Continuous improvement	1. Are these 'Services' offered or guidelines or expectations for HEIs to comply with?	HEI has to comply with others except Training for the Peer Team

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4.	<p>Section:5.3 Services Offered by NAAC Page: 12 & 13</p>	<p>i. Assessment & Accreditation ...NAAC has made significant strides in quality assurance in higher education. With the mandatory accreditation regulations of UGC, NAAC is gearing to scale up assessment and accreditation of a gamut of Higher Education Institutions (HEIs).</p>	<p>1. HEIs do have hierarchical structures such as Group of Universities, HEIs managing multiple Colleges, Colleges controlling set of Sub-Colleges/ Training Institutes. 1.1. Does Accreditation of the parent HEI flow automatically to the subordinate HEIs? 1.2. Else, is NAAC Accreditation is mandatory for any HEI to function? 1.3. How newly formed HEI comply?</p>	<p>As specified at RFT clause 6: NAAC Current Business Process (Page-14)</p>
5.	<p>Section:5.3 Services Offered by NAAC Page: 12 & 13</p>	<p>.....On the use of Information Communication and Technology (ICT) front, NAAC is planning to deploy the latest technology and introduce end to end online processes starting from submission of Letter of Intent (LOI) to Accreditation. At present the initial processes of Lol and Institutional Eligibility for Quality Assessment (IEQA) submission have already been made online with the help of NIC and a third party. To make it more robust and user friendly application NAAC is planning to automate the</p>	<p>1. Please provide the details about the existing ICT implementation and its Technology Stack. 2. Is NAAC ready for total rehaul of its ICT Infrastructure or is it interested in developing additional layers on existing ICT Infrastructure? 3. What is the status of the Data in the existing ICT Applications? 3.1. Are existing validations comprehensive ensuring clean data?</p>	<p>Out of Scope of Works of this RFT</p>

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		complete process of A&A.		
6.	Section 5.4 Present applications in use Page:13	Present applications in use	<p>1. What is the platform of applications (LOI, IEQA and SSR) currently used?</p> <p>2. Which database is being used in those applications?</p> <p>3. Shall we replace those applications with new one when proposing the e2e process automation in NAAC?</p> <p>4. What is the volume of data planned to get migrated to new system?</p>	<p>1. Java and .Net</p> <p>2. MySQL and MS SQL</p> <p>3. As specified at RFT clause 17.1 Software Requirements of NAAC (Page no.-37)</p> <p>4. The volume of data planned to get migrated is 9000 Peer Team (PT) Reports and 10,000 reports approx.</p>
7.	Section:5.5 (e) Objectives of this Tender Work Page: 13 & 14	e. To provide scalable support to the assessors on 24X7 basis and training to assessor, intelligent machine learning based e-Assistant could be useful though not mandatory (can be quoted separately). e-Assistant is a conversational system (Bot based).	<p>1. There is a reference to Bot at these two places. It is assumed that this reference is to the Microsoft Bot Framework or similar Framework from other OEM or Open Sources..</p> <p>1.1. In this context, it may be remembered that such solutions are to be evolved and no readymade solution is implemented except for very simple conversation.</p> <p>1.2. NAAC's environment is in the very rich area of Higher Education involving very large number of premier HEIs operating in culturally and geographically diverse area.</p>	<p>1. Chatbot optional feature</p> <p>2. Chatbot to be Supported Open Source meeting the NAAC requirements.</p>

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			1.3. Therefore, basic Framework with associated toolset would be proposed and solution would evolve over a period of time. 1.4. Please confirm the approach.	
8.	Section:5.5 Point: a Objectives of this Tender Work Page: 14	Instant access to information related to A&A application status, Peer Team visiting schedules, Peer Team reports, database of HEIs, payment details, etc. through internet and also on SMS.	What level of information is required on SMS? Should it be query based? OR only status notification thru SMS?	As specified at RFT clause 17.3 (Page-39)
9.	Section:5.5 Point: a Objectives of this Tender Work Page: 14	Effective Capacity Management	No reference found in the document on the specific requirement. Please clarify	As specified at RFT Annexure-4: Constitution of Team (Page no.-59)
10.	Section:5.5 Point: e Objectives of this Tender Work Page: 14	To provide scalable support to the assessors on 24X7 basis and training to assessor, intelligent machine learning based e-Assistant could be useful though not mandatory (can be quoted separately). e-Assistant is a conversational system (Bot based).	As per our observation, as you rightly pointed out it needs lot of efforts and time. To be considered separately to meet the main project timelines	As specified at RFT Annexure-2: Scope of Works (Page-37)

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11.	Section:5.5 a) Objectives of this Tender Work Page: 15	Instant access to information related to A&A application status, Peer Team visiting schedules, Peer Team reports, database of HEIs, payment details, etc. through internet and also on SMS.	This SMS feature attracts recurring costs. In the current format of the commercial bid, does not indicate the recurring costs to be included. Please clarify	As specified in at RFT clause 21.1 Point no. 4 (Page no. 66)
12.	Section:6 NAAC CURRENT BUSINESS PROCESSES Page: 15	The Higher Education Institutions (HEIs) to submit the Letter of Intent (LOI) only after uploading the Self-study Report (SSR) on the institutional website.	Need more functional clarifications in to order to asses the efforts and time. (INSTITUTIONAL WEBSITE)	As specified at RFT Annexure-27: Functional Requirements of the Software Solution (Page-129)
13.	Section:6 Assessment & Accreditation Process: Main Process Diagram (MPD) Page: 16	Assessment & Accreditation Process: Main Process Diagram (MPD) - Whether HEI is meeting eligibility criteria(Flowchart)?	Is the process to be automated or done manual. Please clarify	Complete Process Automation
14.	Section:7 SCOPE OF WORKS Page: 18	The SSR, Assessors Selection, AQAR & E-Assessment (machine learning based), and Intelligent and scalable training systems are the key modules of the A&A system	Intelligent and scalable training systems for A&A- Are we looking for an automated training system?	Yes

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15.	Section:7.1 SCOPE OF WORKS Page: 18	Migration of existing basic data	What is the format? Quantity? How is data organized? Will NAAC provide meta-data	As specified at RFT clause 17.4 (iii) (Page-43)
16.	Section:7 SCOPE OF WORKS Page:18	The bidder is encouraged to study the existing systems (or systems under trial runs) to understand the complexity or simplicity of the systems. It is a national project and would be pride of the country. It is expected from the bidder to provide quotation for comprehensive and intelligent system yet competitive in pricing. Other module such as Document Management System, could be simple popular ones satisfying the listed requirements including open source one used by NIC, remaining are simple IT implementations.	Is existing system completely a manual process or partially automated process?	Existing System is partially automated.

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17.	<p>Section:7.2 SCOPE OF WORKS Page:18</p>	<p>The successful bidder shall provide Operations & Maintenance support for the implemented Software solution for a period of THREE YEAR from the date of declaring go-live. The successful bidder shall have binding with the Scope of works as covered in Annexure – 2: Scope of Works of this tender.</p>	<p>Further down the document it is said that one year free service and 3 years support on cost. However here they are saying 3 years from the date of declaring go-live. Kindly clarify, whether 3 years support includes 1 year of free support? Or it is 1 year free support PLUS additional 3 years?</p>	<p>Please read the RFT clause 7.2 as “The successful bidder shall provide Operations & Maintenance support for the implemented Software solution for a period of THREE YEARS post warranty. The successful bidder shall have binding with the Scope of works as covered in <u>Annexure – 2: Scope of Works</u> of this tender.</p>
18.	<p>Section:10.3.1 Earnest Money Deposit Page:20</p>	<p>Earnest Money Deposit (EMD) of Rs 15,00,000/- (Rupees Fifteen Lakhs only) has to be submitted. The EMD is to be submitted in the form of Demand Draft (DD) of any commercial bank (drawn in favour of Director, NAAC Bengaluru) physically before 14:00 Hrs on 09.09.2016. Otherwise bids will be rejected.</p>	<p>EMD DD/Banker's Cheque should be submitted physically? Does it mean someone from the bidder has to visit NAAC and submit or can it be couriered before the due date and time?</p>	<p>Physical DD/Banker's Cheque to reach NAAC on or before last date & time of submission of bid. (Refer RFT clause 10.3.1, page 20)</p>
19.	<p>Section:10.11 Earnest Money Deposit Page:21</p>	<p>Percentage (%) of taxes etc. if any, to be claimed shall be indicated in the Price bid, otherwise it will be presumed that rates are inclusive of all</p>	<p>From the time of submission, if there is change in the taxes as per Govt. norms, can we charge that on to NAAC? It can be decrement or increment.</p>	<p>As per actuals at the time of billing.</p>

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		taxes and no plea would be accepted in this regard after opening of the tenders and during the validity of the contract.		
20.	Section:10.15 Earnest Money Deposit Page:22	The limitation of liability on any default of bidders will not be more than the purchase order value of this tender.	Can we get more details on the limitation of liability. An example will be good for understanding	Total penalty on the default bidder will not exceed the total purchase order value.
21.	Section:11.2.3 Technical evaluation Page:23	All the eligible bidders will be required to make the presentations to TEC to supplement their bids which includes the following:	Will this happen before the financial bid opening?	Yes
22.	Section:11.2.8 Technical evaluation Page: 23	In case, bidder for any requirement (Technical & Functional) in Annexure-14: Technical & Functional Compliance has responded as 'Yes' and is not demonstrated or explained by the bidder to satisfy TEC, then corresponding response would be changes to 'P' or 'N' by the TEC before calculating score.	Since new development is envisaged full-fledged demonstration of the solution may not be feasible during this evaluation stage. Instead Power point presentations can be made.	Bidder is expected to demonstrate the understanding of the business requirements of NAAC.

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23.	<p>Section:12.4 AWARD OF CONTRACT Page:24</p>	<p>Within 10 working days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security deposit of amount equivalent to 10% of the contract value in form of Bank Guarantee (BG) of any commercial bank drawn in the favour of Director, NAAC Bengaluru, valid for contract period. Format for performance security deposit is provided in Annexure-26: Proforma for Performance Security Deposit for Contract Performance.</p>	<p>Can this be extended upto 30 days?</p>	<p>No, As specified in RFT.</p>
24.	<p>Section:13.1 PAYMENT SCHEDULE Page:25</p>	<p>Purchaser shall make payments to the Bidder at the times and in the manner set out in the Payment schedule as specified in Annexure - 3: Payment Schedule. Purchaser will make all efforts to make payments to the Bidder within 30 days of receipt of invoice(s) and all necessary supporting documents.</p>	<p>If the purchaser does not make the payment within 30 days of receiving invoice from the bidder, will they give any interest?</p>	<p>No interest will be paid. However, every effort will be made to make the payment within 30 days.</p>

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25.	Section:13.2 PAYMENT SCHEDULE Page:25	All payments agreed to be made by Purchaser to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable, if any, and Purchaser shall not be liable to pay any such levies/ other charges under or in relation to this Contract.	What if the tax structure changes by the state or central government?	As per the actuals at the time of billing.
26.	Section:14.1.c TERMS AND CONDITIONS Refund of EMD & Performance Security Deposit Page:26	On completion of the Implementation of Software Solution for NAAC Processes project, the Performance Security Deposit without any interest shall be released after ascertaining that satisfactory support has been provided during the execution period.	Typically what is the time period for execution?	As specified at RFT Annexure-5 (Page-65)
27.	Section:14.2.b TERMS AND CONDITIONS Transition Management Page:26	Post the contract period, if a new agency is selected by NAAC for the next contract, the successful bidder is expected to provide adequate knowledge transfer and training to the new agency for a period of three months. The knowledge transfer/training should	Where the Knowledge Transfer/Trainings have to be provided? At NAAC Premises or Bidder or new bidder premises? Will new bidder pay for TA and DA expenses? Can the knowledge transfer be done remotely through video conference / desktop sharing tools?	NAAC premise at the expenses of the existing Bidder.

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		necessarily cover details on i) NAAC Software Application, ii) nature and type of queries arriving at the helpdesk, iii) FAQ's, manuals, documentation and other reference material prepared for issue resolution and any other.		
28.	Section:14.4.f TERMS AND CONDITIONS Liquidated Damages Page:27	Whenever the Bidder is unable to complete the work and contract is cancelled, the performance security deposit shall be forfeited and the balance work shall be got done independently at the cost & risk of the failed Bidder. The failed Bidder shall be debarred from participating in the Tender for executing the balance work.	Can we get more details on this please ideally with some example	As specified at RFT clause 14.4 (f)
29.	Section:14.11.b TERMS AND CONDITIONS Termination for default Page:30	If the bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from NAAC (or takes longer period inspite of what NAAC may authorize in writing), NAAC may terminate the contract in whole or in part.	What will happen to the payment of the Bidder if anything is pending from the purchase for having accepted the work until then?	No payments will be made. However, the same will be adjusted.

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		In addition to above, NAAC may at its discretion also take the following actions: NAAC may procure, upon such terms and in such manner, as it deems appropriate, services similar to the undelivered services and the defaulting bidder shall be liable to compensate NAAC for any extra expenditure involved towards goods and services to complete the scope of work in totality or 10% of the total value of contract as cancellation charges whichever is higher.		
30.	Section:17.1 Software Requirements of NAAC Page: 37	The developed applications to be hosted in a suitable Cloud Platform to be selected by NAAC to achieve high availability, reliability, security and accessibility	What is the level of security expected? It is only about the network security or even the data need to be encrypted during the transfer?	Yes, data to be encrypted during transfer. The application /Website must be security audited by empanelled auditor published on CERT website and must be declared fit for hosting.
31.	Section 17.2 Application Modules Page:37	Online Payment Module with Payment Gateway	1. Will NAAC provide payment gateway service (through a PG Provider)? Is there any decision made on the Payment Gateway Service Provider ?	As specified in at RFT clause 21.1 Point no. 4 (Page no. 66)

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			Is NAAC expecting the bidder to tie with any payment Gateway Provider. If yes, how will the transaction Cost be handled?, Please explain.	
32.	Section 17.3.1 A Software Applications Page: 37 & 39	Should have in-built e-mail for send and receive communications	1. Does NAAC have a e-mail service for that? If yes, can we use the same for implementation? 2. If no, providing e-mail service is also part of the scope? How many email accounts needs to be provided?	As specified in at RFT clause 21.1 Point no. 4 (Page no. 66)
		SSR Module Online SMS & e-mail module	For Online SMS, would NAAC be subscribing with Central Government Initiative of Mobile Seva ?	
33.	Section:17.2 Application Modules Page: 38	General	Wouldn't a software process be needed for File Handling, File Disposition Schedules and the Business Process modelling for MOP?	Out of Scope of Works of this RFT
34.	Section 17.3.1 A Software Applications Page:39	SMS gateway	1. Will NAAC provide SMS gateway for integration?	As specified in at RFT clause 21.1 Point no. 4 (Page no. 66)
35.	Section:17.3.1 Features and Technical Capabilities of the System	Should provide 24/7 Support for the issues arising out of the Solution.	Please clarify on the support expected during non-office hours and on holidays.	Yes, 24/7 Support for the issues arising out of the Solution.

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	A. Software Applications Page: 39			
36.	Section:17.3.1 B) Security Requirements of the System Page: 40	Should have SSL certificate for web applications and SSL VPN connections for the users/administrators of NAAC	SSL & VPN connections for application access or System Access for admin activities. If it requires users to be on VPN to access application, whether it need to be on internet or not?	Yes
37.	Section:17.4 Features and Technical Capabilities of the System Page: 40 & 44	Page 40 says 40 concurrent users, page 44 says 1000 concurrent users for load testing?	Ratio appears to be very high and inappropriate when compared on Page 40 and Page-44 concurrent users specified. Please clarify	As specified at RFT clause 17.4 (iii) (Page-43)
38.	Section:17.3.1 (B) Security Requirements of the System Page: 40	Should have SSL certificate for web applications and SSL VPN connections for the users/administrators of NAAC.	Will NAAC be acquiring the SSL Certificate and the VPN Tokens for the Users?	NAAC would procure the required SSL and VPN. However, during the development self signed SSLs could be used by the vendor.
39.	Section:17.3.1 Features and Technical Capabilities of the System B) Security Requirements of the System Page: 40	Should have SSL certificate for web applications and SSL VPN connections for the users / administrators of NAAC.	We presume that SSL certificate will be provided by NAAC. Please confirm.	Yes
40.	Section:17.3.1 Features and Technical	System should support data synchronization e. g. advance	Please clarify in detail.	Establishing consistency among systems and

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	Capabilities of the System B) Security Requirements of the System Page: 41	cash receipt not linked with sales order indenting.		subsequent continuous updates to maintain consistency of data across applications.
41.	Section:17.3.1 Features and Technical Capabilities of the System B) Security Requirements of the System Page: 41	System should support cold back up and hot back up facility.	Whether NAAC will provide the necessary backup tools?	Yes
42.	Section:17.4 ii. Initiation and customization Page: 43	Work out the ICT/Cloud infrastructure sizing and software which includes operating system, middleware applications & database requirements necessary for hosting the developed application/software solution on cloud and DR site. NAAC shall identify a suitable Cloud Partner.	Application will be hosted on cloud. In case of DR same will be hosted on a different region of cloud to make sure DR and availability can be achieved. Any chance purchaser has any constraint on storing the data outside India?	Query out of scope of this RFT
43.	Section:17.4 ii) Initiation and customization Page: 43	The web portal & payment gateway to be seamlessly integrated with the required modules on a single platform	Payment gateway integration: Any chance we need to store the credit card info in the application? - It would require additional investment to obtain PCI DSS Level certification	No

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44.	Section:17.4 iii Implementation of Application Modules Page: 43	Development and integration of web-conference solution.	Please clarify on the solution requested.	Supported Open Source
45.	Section 17.4 Table: iii Implementation of Application Modules Page:44	9000 PT reports and 10,000 SSR reports need to be loaded to new system	1. Is the report stored as file or in database? 2. Does it have meta data and DB field tags for migration?	1. Reports stored as files. 2. Yes it has. Demographic search tags such as State, city , college, etc.
46.	Section:17.4 Implementation of Application Modules Page: 44	Integrate/Migrate the existing online payment module to the new System.	1. Which financial accounting software is being used currently? 2. Is it expected to integrate existing accounting module / application with target application (new) OR Only the financial data has to be migrated to the new finance module / application of new target system?	1. Tally ERP 9 2. Yes, Solution to be integrated with existing Tally package.
47.	Section:17.4 Point: iii Implementation of Application Modules Page: 44	Should to get the following two testing activity done by a 3rd party CERT-In empanelled agencies and submit a certificate / audit report towards complying with the same- a) Load testing to cater at least 1000 concurrent users. b) One time cyber security	Whether NAAC will facilitate this audit or IonIdea has to include 3rd Party audits and costs in our pricing?	Third Party Audit is Bidder's responsibility.

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		vulnerability assessment for the solution delivered		
48.	Section:17.4 iii. Implementation of Application Modules Page: 44	Provide training to users of application, provide training manuals to the users	Some places it says training to the NAAC designated people, but in some places it says training to the users of application. Does it mean any new University looks for NAAC accreditation, Bidder need to train them? What is the training venue, duration and periodicity of training?	No, Training to be provided for NAAC designated officials. Training venue is NAAC office and other details as specified at RFT clause 17.10 (Page No.-54).
49.	Section:17.4 iii. Implementation of Application Modules Page: 44	Data Migration Migration of the existing basic data on various applications running in NAAC to the new system.	1. Request NAAC to provide data count (approx.) for legacy data along with various datatype which requires to be migrated to new system. This will enable bidders to estimate the efforts for Data Migration Activity. 2. Currently what are the various application running in NAAC	1. As specified at RFT clause 17.7 (d) (Page-49) 2. As specified at RFT clause 5.4 (Page-13)
50.	Section:17.4 (iii)	Integration with NAAC website	Which platform is it designed?	As specified at RFT clause

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	Implementation of Application Modules Page: 44			17.5 (Page-47)
51.	Section:17.4 (iii) Implementation of Application Modules Page: 44	Website data need to be migrated to new website which includes migration of 9000 Peer Team (PT) Reports in pdf format	which all formats	As specified at RFT clause 17.4 (iii) (Page-43)
52.	Section:17.4 (iii) Implementation of Application Modules Page: 44	of Migration of the existing basic data on various applications running in NAAC to the new system	Which format	MySQL & MS SQL
53.	Section:29.2 Technical Capabilities of the Software Solution/Applications: Page: 100 Section:17.4 Point: iii Implementation of Application Modules Page: 44	of 17.3.1 & 29.2 Table row 24 - The solution should support 40 concurrent users for access to internet portal and core application. 17.2 - Table (section III) Load testing to cater at least 1000 concurrent users.	We understand that the response time requirement, which is <2sec is applicable for 40 concurrent users. However, the application / portal should work well for 1000 concurrent users. Is that right?	Yes
54.	Section:17.4 viii) General Scope Point: c Page: 46	In case NAAC decides for carrying out work at its premises then NAAC will only provide electricity & space and rest all other logistics including	In case of NAAC expects bidder to work from NAAC premises, we assume that the network, data and physical security is handled by NAAC.	No, as specified at RFT clause 17.4 viii (Point – c)

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		additional equipment such as System, System software, Servers, Bandwidth etc. will be responsibility of the successful bidder		
55.	Section:17.4 viii Point: h General Scope Page: 46	In case of the development at the bidder's premises, then successful bidder shall provision for seating arrangement for NAAC's representative.	Please confirm on the number of NAAC representatives.	4 NAAC representatives
56.	Section:17.4. viii c Design, Development, Deployment, Hosting and Maintenance of Web-based Software Solution for NAAC Processes including migration of the existing data, & Website re-design along with integration as per the implementation timelines specified in Clause 17.9 of this RFT. General Scope Page:46	In case NAAC decides for carrying out work at its premises then NAAC will only provide electricity & space and rest all other logistics including additional equipment such as System, System software, Servers, Bandwidth etc. will be responsibility of the successful bidder.	When will the Bidder come to know if the work to be performed will be at its premises or at NAAC It will be better if NAAC can provide all the required infrastructure including System, System software, Servers, Bandwidth etc.	SRS, Test Benches and UAT need to be finalized at NAAC premises. However, rest of the activities to be carried out at Bidder's premises.
57.	Section:17.5 NAAC Website Re-designing Requirements	The bidder is also encouraged to use the intelligent chat system such as chatbot (optional chat in	Intelligent and scalable support system - Chatbot - Automatically add more answers to system based on	Chatbot should cover application and NAAC queries too.

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	Page: 47	addition to the basic chat i.e. in English language which can understand the customer's queries in any Indian languages and answer the queries in the same language to serve the purpose	the queries being received? Chatbot covers only application queries or also NAAC queries too? Also are we looking for supporting Indian language in Chatbot? if so how many languages?	Yes, presently chatbot to support Hindi & English languages. Support for Additional Indian languages in future.
58.	Section:17.5 NAAC Website Re-designing Requirements Page: 47	NAAC website re-designing expects a chatbot	How many languages does the bot need to recognize other than English? And is the bot expected to respond back in English or the same regional language? - Is this feature optional?	Presently chatbot to support Hindi & English languages. Support for Additional Indian languages in future. It is an optional feature.
59.	Section 17.7 d System User Acceptance Page:49	NAAC may obtain separate quote from Successful Bidder for migration beyond 100 number of SSR separately	1. Shouldn't the quote cover migration charges for 10,000 SSR reports as mentioned in Section 17.4?	No, As specified at RFT clause 17.7 (d) (Page-49)
60.	Section:17.2 Operations and Maintenance Requirements Page:55	The bidder will account for necessary number of resources for maintenance and support for the stipulated period (not exceeding 4 in any case) and their cost in the bid. Average cost of the resource be specified in case NAAC wishes to augment	Do we have to specify this in the bid?	Yes, same to be specified in the Annexure-22: Financial Form 2- Break up Cost Components (Table (e)) (Page no.-117)

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		or reduce the resources.		
61.	Section:17.2 Operations Maintenance Requirements Page: 55	and The bidder will account for necessary number of resources for maintenance and support for the stipulated period (not exceeding 4 in any case) and their cost in the bid.	Is this by resident engineers or remote basis. Please clarify as the solution deployment will be on the cloud	Onsite Engineers
62.	Section:17.12.2 Change Management Page: 57	The cumulative change request development efforts of up to 600 man-hours in a year should be implemented by Successful bidder as per SLA at no extra cost to NAAC	During the first one year warranty, Bidder is responsible for the any issues arising out of application, upto 600 hours of changes. Does it exclude Infra maintenance, backup, restore and application support effort? If yes, should we factor this in our pricing?	It does not include Infra maintenance, backup and restore. However, application support effort is under the scope.
63.	Section:17.12.3 Help desk Operations (2 Resources) Page: 57	Help desk Operations- -Technical support for desktops, laptops, printers, fax machine, photo copier, scanners, LAN, etc. -Antivirus installation to all desktops and laptops - Hardware/ media/ printer consumables/ cables of LAN etc. and spare management etc....	The points listed appears to be out of the scope for the help desk personel who are deputed by the Software solution provider.	Scope as specified at RFT clause 17.12.3 (Page-57)
64.	Section:18 ANNEXURE-3: Payment	Equated annually payments of Y As per the SLAs defined in	Requesting the payments of Y quarterly in advance.	No Advance Payments

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	Schedule Post Implementation Phase Point: 1 Page: 58	amount for the Annexure -24 contract period end of each O&M year.		
65.	Section:19.B.d ANNEXURE-4: Constitution of Team Overview Page:59	Bidder should ensure that all the personnel identified for this project have high level of integrity. Bidder should undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. Bidder should obtain an undertaking from each of the personnel assigned and the same should be submitted to the Purchaser as and when demanded by the Purchaser. In addition to the Purchaser would also get the background verification checks of the Bidder personnel. Any information needed for this activity by the Purchaser should be provided immediately by Bidder.	What kind of undertaking can you take from an employee for integrity and trustworthiness	Bidder has to ensure the integrity & trustworthiness of the personnel. Non-Disclosure Agreements (NDAs) have to be obtained from the employees.
66.	Section:22 ANNEXURE-7: Eligibility	The Bidder should be a registered company under the	Request you to please modify this clause as follows:	No Change

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	Criteria - 1. Registered Legal Entity Page No. 68	Indian Companies Act and should have registered office in India and should be in existence for at least five (5) financial years as on 31st March 2016.	The Bidder should be a registered company under the Indian Companies Act/ Firm registered under LLP Act, 2008/ and should have registered office in India and should be in existence for at least five (5) financial years as on 31st March 2016.	
67.	Section:22 Point:4 ANNEXURE-7: Eligibility Criteria Product Support (COTS or Open Source) Page: 69	Product Support, (COTS or Open Source): Bidder proposing open source solution shall assure the support for the provided solution for the period of 10 years from the date of Go-Live.	Our prices quoted post warranty is for 3 years after one year warranty. We will charge for each year after 3 years of guarantee period for the next 6 years.	No, Bidder is not required to quote beyond the O&M period.
68.	Section 22 ANNEXURE - 7: Eligibility Criteria - 5. Project Experience, Page No.70	The Bidder should have completed at least one process automation project for any educational domain / University / Accreditation body in the last 5 years.	Request you to please modify this clause as follows: The Bidder should have completed at least one process automation project for any Skill Assessment Solution / educational domain / University / Accreditation body in the last 5 years.	No Change
69.	Section:22 Point:9 (In Table) ANNEXURE-7: Eligibility	Certification Bidder should have following certifications:	We are ISO 9001, ISO 27001 certified. We are CMMi Level 3 assessed company. Since the CMMi	Please read RFT Annexure-7: Eligibility Criteria (Point-9) as follows:

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	Criteria Page: 71	1. ISO 9001 certification 2. (SEI) CMMI level 3 or above certification	L3 certificate validity is over recently, we have plan in place to get re-assessed during mid of 2017. We believe you will consider this case and we are eligible to bid. Kindly confirm.	Bidder should have (SEI) CMMI level 3 or above certification.
70.	Section:28 ANNEXURE-11: PQ Form 4: Project Experience Page: 75	ANNEXURE-11: PQ Form 4: Project Experience	How many projects' details are expected?	Refer RFT Annexure-7: Eligibility Criteria: Project Experience (Point-5) (Page-70)
71.	Section:28.3 ANNEXURE-13: Technical Form 1: Technical Bid Letter Page: 78	3. PERFORMANCE SECURITY DEPOSIT FOR CONTRACT PERFORMANCE	Could you please indicate what will be the amount towards PERFORMANCE SECURITY DEPOSIT FOR CONTRACT PERFORMANCE?	Refer RFT clause 12.4 (Page-24)
72.	Section:29 ANNEXURE-14: Technical Form 2: Technical & Functional Compliance Page: 80	ANNEXURE-14: Technical Form 2: Technical & Functional Compliance Bidder shall respond to the compliance of the following Functional Requirement Specifications by giving their responses against the requirements which would be evaluated as part of Technical Evaluation. The Bidder has to comply all the FRS as stated	For our proposal, where we are bidding for "Ground up development of a Custom Solution using Open Source Technology Stack", this section of showing compliance does not apply. However, we can assure whether all these features shall be adequately covered in the "target" system. Is that ok?	Solution should be Supported Open Source and should comply with Technical & Functional Requirements.

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		below:		
73.	Section 29 Point:16 LOI Submission Page:81	Should allow HEI to make payment online or offline such as DD	1. Does the solution require both online and offline payment modes?	Yes, As specified at Point 16 of RFT clause 29 (Page-81)
74.	Section:29 ANNEXURE-14: Technical Form 2: Technical & Functional Compliance e) Training & Meetings Module Point:4 Page: 87	Training Programmes: Should have the feature to provide Forum, Video Conferencing and Chat to all the Stakeholders for Meeting, Conference and QnA.	1. Can we propose to integrate or associate with proven video conferencing and desktop sharing tools like Webinar or WebEx to start with? 2. or Can we integrate open source component to achieve this functionality? (Components those GNU GPL licencing)	Supported Open Source
75.	Section:29.1 e) Training & Meetings Module Page: 87	In the Table Training Programmes, there is mention of Video Conferencing,	This Video Conferencing feature attracts recurring costs. In the current format of the commercial bid, does not indicate the recurring costs to be included. Please clarify	Need not be quoted. NAAC shall bear the cost seperately.
76.	Section 29 f Logistics Module - Entitlement (Point:4) Page:89	Should Allow Agency to send e-ticket, hotel details and contact person details of agency to concerned Peer Team Members including NAAC Co-ordinator	1. Does solution need an interface for agency for uploading e-ticket and hotel details or is it managed outside the system? Under logistic module, we believe that based on the travel/logistics	Yes, Web interface to be provided for agency to upload e-ticket and hotel details.

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			request made by the Employee, an e-mail can triggered to the agency for issuing the tickets/bookings after due approvals, and another employee of NAAC (Administration Department) should be able to update the status of the request as Ticket Issued/Booking Completed rather than allowing the agency to log into the system. Need more clarity	
77.	Section 29 i Finance Module Page:92	General Query about finance package	1. Which is the current finance package used in NAAC? 2. Should the solution cover migration of transactional data from that package?	1. Tally ERP 9 2. No, Solution to be integrated with existing Tally package.
78.	Section:29.1 (i) Point: 1 Finance Module Page: 92	Ability to provide a comprehensive picture for external accounting and accounts".	Statement Not Clear, If this can be elaborated please	This is a feature of General Ledger Accounting.
79.	Section:29.1 (i) Point: 3 Accounts Receivable Page: 92	Ability to record and manages customer accounting data via the Accounts Receivable component.	The term "Customers" mean the Universities and Institutes who seek Accreditation? Or any other customers	Customers mean HEIs (Universities/Colleges/Institutes/etc.)
80.	Section:29.1 (i) Point: 8	Ability to include the management of bank master	"Check and bill of exchange management". In what situations	This term has been used just to include functions relating

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	Bank Accounting Page: 92	data, cash balance management (check and bill of exchange management), and the creation and processing of incoming and outgoing payments.	does the Organization have to use Bill of exchange Management	to bank transactions and not exactly Bill of exchange.
81.	Section:29 General features of the DMS Point : 1 Page: 95	The proposed DMS should be a pre-integrated system involving document management system, storage and archival system. The system should have the modules of having following modules in the suite: Document Management, Record Management, Archival, Imaging & Information Rights Management	1. Does 'imaging and information rights management' mean to set privilege for specific users to access information?	Yes
82.	Section:29 General features of the DMS Point : 2 Page: 95	The proposed system should allow document/image capturing and indexing from multiple zones and should be able to send to a centralized repository	Needs more explanation on the concept and context of image capturing.	It consists of Demographic search tags such as State, city, college, etc.
83.	Section:29.1 (i) Point: 12 Tax Accounting Page: 93	Should include a facility to handle India based Tax localization. The India Tax Localization includes supporting of Service Tax, Value added Tax (VAT), Purchase Tax, TCS and	What are the various services provided by the Organization that attract Service tax & VAT?	NAAC is not providing any services rather it is availing various services for which service tax is being paid. VAT is being paid on various purchases made by NAAC.

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		TDS, etc.		TDS being recovered on all payments made.
84.	Section:29 Point : k Sl. No:6 ANNEXURE-14: Technical Form 2: Technical & Functional Compliance Document Management System Page: 95	Ability to maintain the indexing of documents	We understand that the indexing has to be done on Metadata of the documents / artefacts only, not the keywords inside the artefacts uploaded. Please confirm.	Yes, it consists of Demographic search tags such as State, city, college, etc.
85.	Section:29 k) Document Management System Point : 6 Page: 95	Ability to maintain the indexing of documents.	Needs explanation on this , 1.Whether ' indexing' means to search a file using any parameter? or 2. To Categorise file view in the dash board .	Yes, it consists of Demographic search tags such as State, city, college, etc.
86.	Section:29.2 Technical Capabilities of the Software Solution/Applications Point : 14 Page: 99	Solution should be compatible, tested and certified with the standard based operating systems like Linux, UNIX, Windows, etc.	Need clarification on certification of application by operating system.	Bidder has to ensure that Solution should be compatible on Operating systems like Linux, UNIX, Windows, etc.
87.	Section:29.2 Point: 20 Technical Capabilities of the Software Solution/Applications	The solution offered should be Service Oriented Architecture compliant.	Service Oriented Architecture compliant? Can we clearly define the number of web services to be created and what data need to be shared? In several places it is	Solution should be SOA compliant.

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	Page: 100		mentioned application should have interfaces to share data with other applications.	
88.	Section:29.2 Point: 15 Technical Capabilities of the Software Solution/Applications: Page: 100	Solution should support different browsers such as Internet explorer 6.0 & above, Chrome, Firefox, Safari etc.	As per our understanding, IE browser ver 6.0 is obsolete as the current version of IE browser is above version 10.0. Please clarify	Please read the RFT clause 29.2 (Point-15) as Solution should support different browsers such as Internet explorer 10.0 & above, Chrome, Firefox, Safari etc.
89.	Section:29.2 Point: 28 Technical Capabilities of the Software Solution/Applications: Page: 100	The Solution offered should be able to import data from various formats (Text, Excel, CSV, XML etc.).	Text is an unformatted as it is not structured for importing. Please clarify	Contents in Text file with acceptable delimiters can be considered for importing.
90.	Section:29.2 Technical Capabilities of the Software Solution/Applications Point : 27 Page: 100	NAAC should have the option of getting frequent updates from the Successful Bidder, thereby constantly keeping the software up-to-date with technological advances as well as improved functionality.	Whether updates service falls under the support time bound for 3 years post warranty?	For the entire contract period.
91.	Section:29.3 S.No:10 Security Requirements of the System Page: 101	Table row 10: The application security audit should be done by the Cert-In empanelled agency and to be taken care by the bidder.	Whether NAAC will facilitate this audit or IonIdea has to include 3rd Party audits and costs in our pricing?	Third Party Audit is Bidder's responsibility.

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92.	Section:32 ANNEXURE-17: Technical Form 5: Declaration by OEM [Applicable for COTS Product] Page: 106	The proposed integrated product provides wide range of security features such as Authentication, Single Sign-On (SSO), Authorization and Integrated User management	Single Sign-on: All internal and external users will have account through common SSO source? Whether HEI users will get authenticated through same SSO source or a different source?	Yes
93.	Section:37 Point: h ANNEXURE-22: Financial Form 2 – Break up Cost Components Page: 114	Bidder has to quote for either for Open source Solution OR COTS Solution.	We are bidding for building a "Ground-up custom software as per the specific needs of NAAC", using Open Source Technology stack (LAMP or Java). Will that be ok? In case of our proposal, do we have to plan and estimate for 3 years of support or 10 years of support?	Supported Open Source. Bidder is not required to quote beyond the O&M period.
94.	Section:37.2 THE BREAKUP OF THE FINANCIAL BID Table (b): Implementation and Roll out Page: 116	Implementation and Roll out	We would like to plan for a Business Analyst who can liaison with NAAC and develop the requirements in systematic manner? Can we add a new Resource Category as "Business Analyst"?	Yes, bidder is allowed to add.
95.	Section:37.2 THE BREAKUP OF THE FINANCIAL BID Table (b): Implementation	Re-design of NAAC website without chatbot OR Re-design of NAAC website with chatbot [OPTIONAL]	We understand here is that "Re-designing of existing website without Chatbot" is mandatory requirement to consider for our estimation. However, desingning with Chatbot is optional.	Yes, Bidders proposing re-development with chatbot will be encouraged. However, financial weightage will not be given.

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	and Roll out Point: 11 Page: 116		Bidders proposing re-development with Chatbot will be preferred?	
96.	Section:37.2 (b) Point: 11 Implementation and Roll out Page: 116	Re-design of NAAC website without chatbot OR Re-design of NAAC website with chatbot [OPTIONAL]	Chatbot integration with Website ?, Please elaborate	As specified at RFT clause 17.5 NAAC Website Re-designing Requirements (Page-47)
97.	Section:39.2 ANNEXURE-24: Service Level Agreement SLA for Software Application post implementation (Operation & Maintenance) General Terms of SLA Page: 122	1. The Successful Bidder shall provide onsite resources...	Onsite means, NAAC office at Nagarbhavi, Bangalore?	Yes
98.	Section 39 Annexure – 24: Service Level Agreement, Sub-Section 39.4: Sub Letting of Work Page No.122	No part of the annual operation and maintenance work nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor/bidder directly or indirectly to any person, firm or	Keeping in view of the varied nature of scope of work and to provide best solution we request you to kindly allow Subcontracting other than in Operations & Maintenance.	No Change

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		corporation whatsoever. Subcontracting of the annual operation & maintenance work is not permitted.		
99.	General	General Helpdesk query	We understand that Technical queries related to application functionality is bidder's responsibility to clarify in timely manner. We want to know if we are expected to setup a helpdesk system to handle queries from applicants (HEIs)?	Yes, Helpdesk to handle queries from applicants (HEIs) also.
100.	General	Consortium Partner /Sub-Contractor	1. There is no reference to the Consortium or Sub-Contractors in the RFP. 2. It is assumed that depending on the specialized skills or domain expertise required, it is possible to include Consortium Partner /Sub-Contractor in the Solution Offered provided the Prime Bidder is responsible for all the deliveries. 3. Please confirm.	No. Consortium or sub-contractors is not permissible in this contract.
101.	Technical Criteria Score		Kindly share the Technical Evaluation Score for each criteria for clarity	As specified at RFT clause 11.2 Technical Evaluation, sub clause 11.2.7, 11.2.8 & 11.2.9 (Page.23)

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