

Clarifications provided to the queries in the pre-bid meeting for SDA held on 27.11.09

1. The data entry work shall be the responsibility of the implementation agency. The data entry would be from Jan 01, 2010 or April 01, 2009.

Clarification: Entire Master data and all transaction data from 1.4.2009.

2. The database will be required to be installed by the implementing agency?

Clarification : Yes However no license to be purchased by SDA for installation of database.

3. As per payment terms, 30% of the total will be held back by the SLIC for 3 years. Additionally a Bank Guarantee of 30% of total cost is to be submitted to the State. This essentially leaves us with merely 40% of the total cost and the implementing agency would have got just 60% by the end of the project go-live and he has to submit 30% back. So he is left with 30%. Can we rework the payment terms in a way that when PBG is being given then the rest 30% can be also released.

Clarification: Terms of payment and performance bank guarantee would be as per tender document.

4 The data to be ported in the system is to be made available by the PACS people. SLIC should ensure timely delivery of the data to the implementation agency.

Clarification: All efforts will be made to ensure timely submission of data by PACS

5. What about availability of infrastructure in PACS. If the supply of computers gets delayed, the implementation will be affected. In this case will the implementation agency get any extension?

Clarification: Extension on account of reasons beyond control of SDA in respect of specific PACS will be considered. However SDA to bring delay due to PACS to the notice of HARYANA SCB and NABARD immediately.

6. The support to be provided for 3 years consists of Data Entry also or only Software implementation and training.

Clarification: Once data entry and report generation and training are complete /online, only support for software implementation, refresher training to accommodate, updates/changes, troubleshooting, preventive maintenance, etc need to be provided.

7. Is consortium allowed in this tender? If yes, will the lead bidder have to meet all of the minimum requirements or can consortium members meet the minimum requirements together.

Clarification : No consortium is allowed

8. Is the minimum business turnover requirement consolidated for all the past 3 years or does the bidder have to have this for each of the last 3 years. In case of consortium- will the consolidated turnover of the consortium members be counted or will it be for the lead bidder

Clarification : Each of the last 3 years as specified in the Tender document. No consortium is allowed.

9. Scope of Work (ii)- Page 4-. Master creation, data entry and validation of past and current year data as per requirement of the software in each of 186 PACS.- **QUESTION-** Please identify the date from which data needs to be entered in the system.

Clarification : Entire Master Data and all Transaction(vouchers) data would be entered from 1 April 2009 and onwards.

10. 11 (i)- Page 5- The vendor should have prior experience in software deployment and training (preferably financial accounting software) in India for at least 3 years, as on **March 31, 2008.- QUESTION 1-** This tender has been released in late 2009. Should this condition be – “as on March 31, 2009”. **QUESTION 2-** Will international experience be also counted or only experience in India will be counted.

Clarification 1: Date as on March 31,2008

Clarification 2: Only national experience.

11. 11 (ii)- Page 5- The vendor should have minimum 28 IT trained staff on its rolls as on March 2008 for Group I and minimum 21 IT trained staff on its rolls as on 31 March 2008 for Group II. The financial bids of Group I will be opened first. The financial bid of Group II in respect of the vendor who would be considered for Group I would be opened only if it has additional 21 IT trained staff on its rolls as on 31 March 2008. **QUESTION 1-** This tender has been released in late 2009. Should this condition be – “as on March 31, 2009”.

Clarification : Date as on March 31, 2008. No change in this date.

12. 11 (iii)- Page 5- The vendor should have a minimum annual business turnover of Rs.200 lakh for Group I from software deployment and training during the past three years and should be in profit during the period. Financial bid of Group I would be opened first. The financial bid of Group II in respect of the vendor who would be considered for Group I would be opened only if it has additional annual business turnover of Rs.250 lakh from Software deployment & training during the

past 3 years and should be in profit during the period. **QUESTION 1-** Is the annual turnover for each of the past 3 years or is it a consolidated figure for last 3 years. **QUESTION 2-** Please confirm if the last 3 years are 2008-09, 2007-08, 2006-07 as the tender was released in late 2009.

Clarification 1: Each of the last 3 years.

Clarification 2: As per tender document.

13. 11 (iv)- Page 5-The vendor should possess necessary expertise for training end-users using local language as a medium of instruction. **QUESTION 1-** How should this be proved in proposal. Is it ok if we confirm in writing that our trainers are bi-lingual- know both English & Hindi. **QUESTION 2-** Will it be OK to develop the written material in English and Trainers can talk in Hindi & English or is the written material also required in Hindi also.

Clarification 1: Local language is Hindi. Data regarding number of personnel having Hindi as mother tongue, those who have studied Hindi in Matriculation and past experience in training in Hindi as medium of instruction may be given.

Clarification 2: Training material should be bi-lingual. However the technical terms may be both in English and transliterated in Hindi.

14. **II. Project Experience and Client Information: End of Part I – Page 12-** Number and list of similar softwares deployed with ____ as front-end and _____ as back-end, handled in India- **QUESTION 1-** Will international experience be also counted or only experience in India will be counted.

Clarification : Only National Experience.

15. Please identify the technology of the software to be deployed. Is it web based or client/server. Will each location have a server or the application will be accessed from a central server.

Clarification : Each PC is independent in PACS. There is no connectivity with server as of now, but there is provision that access to the database should be possible through web-browsing also.

16. Will the licensed software as Database Server (e.g MS SQL Server) be provided to the bidder or does the bidder need to purchase and pay for this license.

Clarification : SDV(Software development Vendor) will provide the same. No need to purchase by SDA.

17. What are the average number of accounts per site that need to be entered.

Clarification : Number varies from PACS to PACS. There may be around 3000 (average) live accounts per PACS. Total no. of members could be around 5000 on an average.

18. Will training be provided to SDA staff and when will this training be provided to SDA. How many SDA members will be trained and in which location.

Clarification : Two members of SDA per district. The details are given below.

Terms and Conditions for Training of SDA

1. A minimum of two representatives to be trained from each SDA per district.
2. The training will be conducted for 10 to 15 days as decided by SLIC
3. SDV will have to provide the necessary infrastructure for training.
4. The participants to be provided with training material/ manuals that would cover all facets of the software and Installation in the PACS.
5. Boarding and Lodging arrangements for the trainees will be the responsibility of SDA.
6. Adequate arrangements will have to be made by SDV for providing daily two tea and one lunch during the training period.

19. Will SDA provide training to all 189 PACS staff in one central location or does it need to be provided at each site. Will SDA be provided a training room and training aids like projector etc. to conduct the training.

Clarification : SDA has to provide training to three staff members from each PACS. It should be Class Room Training and hands on training . Class room training /Hands on training can be provided in batch of 20-21 in consultation with DCCB. Preferably at block or District levels. No arrangements of any kind of organizing training will be made by SLIC.

20. After first round of training, will additional training be required from SDA in case of transfers.

Clarification : Only in exceptional cases

21. Can On-going support be provided on phone or through on line tools or is physical presence on site required to provide support.

Clarification : After the initial data entry and report generation is completed, on-going support could be provided over phone or onsite visit depending upon nature of problem faced by the PACS officials. However, for preventive maintenance visits, say atleast once a month, are suggested to ensure smooth functioning of software.

22. Please let us know the record date from which the past data and current data should be entered

Clarification : Entire Master data and all transaction data from 1.4.2009.

23. Average How may Hours Power disruption will be there and the Duration of Backup provided

Clarification : Power cuts are normally for fixed hours. Planning may be made accordingly. UPS backup is for 30 minutes. There are inverters in many PACS.

24.

Point No.	Point Details as per tender document and clarification sought	Clarification given
S/W	<p>Software related problems</p> <p>If there is any problem in the software, how the same would resolved and who would be responsible for the same</p>	<p>SDV will resolve all software problems.</p>
S/W	<p>Charges for S/W Support</p> <p>In case support for Software problems are to be provided, who would be making the payment for the same</p>	<p>Not applicable in view of sr.1 above.</p>
Data Migration	<p>SDA has to do the data migration for past and current year data.(Page 4, Scope of works point no.</p> <p>Is it exactly for two years only? To make clear how many accounts on the average each PACS is having.</p>	<p>Master data all. Transaction data from 1.4.2009.</p> <p>Number of account varies from PACS to PACS. There may be around 3000 (average) live accounts per PACS.</p> <p>Total no. of members could be around 5000 per PACS on an average.</p>
	<p>Train at least two staff/members in each 325PACS on the day-to-day operations of PC, accounting s/w & back-up. (Page 4, Scope of works)</p> <p>There should be a specified/scheduled time and if possible content for each training like PC training for one day, accounting s/w training for two days.</p>	<p>SDA should design training programmes based on TNA (Training Need Assessment). However 12 days schedule covering basics of computers and everything about accounting software, data entry, report generation may be necessary.</p>
	<p>Training on Software to Vendor</p> <p>How you have planned to impart s/w training to SDA Vendor and when.</p>	<p>Two members of SDA per district.</p> <p>Schedule to be worked out by SDV and SDA by mutual consultations.</p>

Language of Training	<p>The vendor should possess necessary expertise for training end-users using local language as a medium of instruction. (Page5, point IV)</p> <p>Is it Hindi only?</p>	<p>Medium of instruction should be Hindi with use of technical terms in English also.</p>
Payment	<p>The successful vendor will have to submit a BG of 30% (for three years from the date of award of the work) of the total order value on one hand and will get payment of only 70% of the quoted value in the first year end on the other hand</p> <p>If the vendor is giving a BG of 30% of the total order value then payments should be released in the first year end after the completion of the work.</p>	<p>Terms of payment and performance bank guarantee would be as per tender document.</p>
LD Clause for Delay (Point No. 19)	<p>If the SDA fails to complete the installation and commissioning as per the period defined and the delay is attributed to SDA, SLIC shall impose LD @ 0.5% of the total cost per week (Subject to the maximum of 5% of the cost)</p> <p>Can we define the implementation and the responsibilities matrix for SLIC and Vendor? In case delay on the part of SLIC then?</p>	<p>As per the tender document the procedure will be followed.</p>
Tallying Data	<p>Balance to be tallied by the vendor</p> <p>What will happen in case the balance is not getting tallied which normally happens in the case of the PACS due to mistakes on old entries</p>	<p>No responsibility of SDA for balances as on 31.3.2009. But responsibility of SDA for balances after 1.4.2009</p>

**SLIC HARYANA PREBID MEETING- clarifications given to Hardware Procurement
and Installations agencies**

Point No.	Point Details as per tender document	Clarification sought
1.	The Keyboard should be Mechanical/Membrane/Bilingual. It should be either Mechanical (longer life of Keys) bilingual or Membrane Bilingual of same OEM make. To give better support from the same OEM.	As per specification given in the tender.
2.	Anti-Virus License sought is of one year whereas the PC license is of three years. Anti-Virus license should also consist of three years.	One year as given in the tender.
3.	Tender misses, the basic quality requirements such as ISO 14001:2004 & ISO9001:2000 certification. Because the supplying vendor should be a process orientated company & not a local assembler who may not have adequate infrastructure to provide good support to you.	No change in conditions given in the tender.
4.	The UPS sought should be BIS & ISI marked. Basically none of the UPSs available is having this type of certifications.	If BIS/ISI is not available as made out, ISO certified UPS may be quoted for.
5.	The UPS doesn't provide any specification whether it is Line Interactive or On Line UPS. Warranty of UPS one year or three years. How much warranty on Battery?	Except UPS battery which is consumable, everything should have 3 years warranty.
6.	The tender also misses on the certification -- as the PC supplied should carry the Windows certification for the exact model no being offered by the supplier.	All operating software supplied has to be original licensed only.
7.	PC should carry Energy Star 5.0 & ERTL certifications. so as to have a Energy Efficient Systems.	No change in specification given in tender.

8.	<p>As per CVC Circular 007/CRD/008, dated 15/02/08, it is suggested to have a declaration from OEM with regard to genuine Operating Systems/Components. So, kindly include the same, so as to prevent any bidder to offer in-genuine/sub standard/quality products.</p>	<p>No change in the specifications given in tender. The genuineness clause and OEM clause is there in tender in Chapter 4.2 under specifications of Hardware. Refurbished/reused items used if any should be specifically reported. Kindly refer to clause 2.8 para 2.15 and conditions no.b(2) on page 16 of the Tender Document in this regard.</p>
9.	<p>Also looking into the criticality of the project & since the installation is going to spread across the rural geography of Haryana we request you to add the clause "The bidder should have its own support offices in state of Haryana and list of the same should be enclosed along with.</p> <p>The bidder should have a local call center in Hararyana for lodging of the complaints so that user will have single point of contact for lodging the complaints across the state. The supplier will give monthly report of the complaints received/rectified to HARCO Banks or its branches.</p>	<p>As per tender document only.</p>
10.	<p>What about the warranty of the printers Consumables.</p>	<p>Consumables like cartridge/ribbons (once tested ok) are not required to be under warranty.</p>