**Government of India**
**Ministry of Science & Technology**
**Department of Science & Technology**
**INSPIRE PROGRAMME DIVISION**
****

Technology Bhawan, New Mehrauli Road
New Delhi – 110016

**Tender Enquiry No.DST/INSPIRE Portal/MSS & MA/2020 Dated 29th September, 2020**

## Corrigendum

**Subject: Open tender for Continuation and Maintenance of the existing web-based INSPIRE on-line portal ([www.online-inspire.gov.in](www.online-inspire.gov.in)) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship), Development of Mobile Applications including integration with the UMANG Portal of GoI and also development of minor modules, if any, required in future for this on-line portal.**

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The Pre bid meeting pertaining to the above mentioned Tender Document was held on 24th September, 2020 in the Department of Science and Technology (DST), New Delhi to provide the clarifications to the participating IT companies on the tender document. The queries of the companies sent through email /raised during the meeting were addressed and the replies are available at Annexure II. The amendments made in the Tender Document are placed at Annexure-I.

2. This letter shall form part of tender document and shall be returned duly signed along with the tender document.

**(Umesh Kumar Sharma)**
Scientist F
Tel. No. 011-26590680
Email id: uk.sharma@nic.in

Copy to:

1. NIC-DST for display on CPP Portal
2. Shri Sanjay Kumar Mishra, Scientist-'G' & Head (KIRAN) for display on DST's website

**Amendments to the tender document (Tender Enquiry No. DST/INSPIRE Portal/MSS & MA/2020 dated 15<sup>th</sup> September, 2020) regarding "Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship) and Development of Mobile Applications including integration with the UMANG Portal of GoI".**

| BIDDING DOCUMENT REFERENCE(S) (SECTION NUMBER / PAGE) (SECTION NUMBER / PAGE) & CONTENT OF RFP REQUIRING CLARIFICATION | Amendments required | Amendments made |
|---|---|---|
| Notice Inviting Tender For Continuation and maintenance of the existing INSPIRE on-line web-portal (www.online-inspire.gov.in) and associated software applications; PAGE NO – 3 &4 Point 9; (B) – Information relating to Submission of Bids PAGE NO - 6 Point 4; | Closing Date & Time for Bid submission: 7$^{th}$ October, 2020 by 3.00 PM | Closing Date & Time for Bid submission: 8$^{th}$ October, 2020 by 10.30 AM |

| | Date & Time for opening of Technical bids: 7th October, 2020 by 3.30 PM | Date & Time for opening of Technical bids: 8th October, 2020 by 5.30 PM. To keep utmost transparency in the evaluation process the technical presentation of bidders who have submitted the bids within the permissible date and time will be scheduled on 8th October, 2020 before the opening of the tenders. Each Bidder will get 30 minutes maximum time for the technical presentation. Bidders who will not make a technical presentation before the Committee, will get zero mark out of 35 marks for the presentation. In case large number of bids are received, the presentations may be continued on the next day and tenders will be opened after all the presentations. The schedule of presentations will be shared with the bidders immediately after the closure date and time for submission of the bids. Only eligible bidders will be considered for technical evaluation of the bids including marks obtained in technical presentation. The technical presentations of the bidders will start on 8th October, 2020 at 11am, in Technology Bhavan, New Delhi. |
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**PRE-BID Clarification and Response to the tender document (Tender Enquiry No. DST/INSPIRE Portal/MSS & MA/2020 dated 15th September, 2020) regarding "Continuation and Maintenance of the existing web-based INSPIRE on-line portal (www.online-inspire.gov.in) and associated software applications along with public response system (call centre) for the implementation of Four INSPIRE Schemes (INSPIRE-Internship, Scholarship For Higher Education (SHE), INSPIRE Fellowship and INSPIRE Faculty Fellowship) and Development of Mobile Applications including integration with the UMANG Portal of GoI".**

| NAME OF THE ORGANISATION | BIDDING DOCUMENT REFERENCE(S) (SECTION NUMBER / PAGE) (SECTION NUMBER / PAGE) & CONTENT OF RFP REQUIRING CLARIFICATION | CLARIFICATION REQUIRED/REQUESTS RECEIVED | REMARKS |
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| **Daffodil Software Inc.** | Scope of work - Continuation and maintenance of the existing INSPIRE on-line web-portal (www.online-inspire.gov.in) and associated software applications; PAGE NO - 17 | Can you provide details on what are the associated software applications along with the Inspire web portal to be developed mobile application that have to be covered in the scope of the project for maintenance? | Right now Inspire web portal is a single software, but developing of Mobile App and any other software during the service support period, should be covered in the scope of the 5 year contract for maintenance. |
| | Development of Mobile Applications for the INSPIRE on-line web-portal and integration of INSPIRE website with the UMANG Portal of the Government of India PAGE NO - 22 | Is it required to replicate all functionalities of the web portal into the mobile app? If not, what are the select functionalities that are required to be made available on the mobile application? | Yes, Mobile app should have all functionalities of the INSPIRE web portal. |
| | | Is there an expected timeline for development, testing and go live of the mobile application? | Six months |

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| | Scope of Maintenance -<br>Enhancement in the features of the<br>website as per the requirements of<br>the DST<br> PAGE NO - 21 | What kind of enhancements will need<br>to be implemented? Can you highlight a<br>few use cases? | With change in the rules and<br>regulations of the Government,<br>some modifications/enhancements<br>in the feature of the Web-portal<br>may become necessary. Such<br>modifications /enhancements will<br>have to be made by the successful<br>bidder during the 5 year period. It<br>is difficult to predict the nature of<br>these changes at the present time. |
| | | We understand that the enhancements,<br>change in procedures, workflow,<br>functionality may need to be<br>implemented into the mobile application<br>as well, please confirm | Yes, All enhancements are<br>applicable in the mobile app. also. |
| | Scope of Maintenance -<br>Implement and enhance operational<br>procedures as and when needed.<br>PAGE NO - 21 | What kind of operational procedures<br>will need to be enhanced and<br>implemented? Can you highlight a few? | Not anticipated at the moment, but<br>during the contract period,<br>operational procedures may need to<br>be enhanced and implemented. |
| | Scope of Maintenance -<br>Generating output Reports<br>PAGE NO - 21 | Is the vendor required to create new<br>reports for both mobile and web<br>application? | Creation of New reports for both<br>mobile and web application may be<br>required. |
| | Application Infrastructure<br>PAGE NO - 19 | It is understood that the hardware<br>infrastructure required for mobile<br>application is already owned by DST<br>provided by NIC. Please confirm. | Provided by NIC, under technical<br>control of DST. |
| | | Is there a preferred technology stack<br>which is required by DST for the | No, preference of technology stack. |
| | | Is the mobile application required on<br>both android and iOS platforms? | Yes |
| | | Is the application required to support<br>tablet devices like iPads and Android | Yes |
| | | Is the application required to support<br>both landscape and portrait orientations | Yes |

| | | We understand the backend system for the mobile application is going to be the same as the one currently used for Inspire portal and all APIs required for integration with the backend server will be provided by client. Please confirm. | Yes, backend system for the mobile application is going to be the same as the one currently used for Inspire portal however if any changes are required Successful bidder has to make/develop. |
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| | | Is the vendor required to work on creating the APIs required for integration of the mobile app with the backend server of Inspire portal? | Yes, vendor has to create the API's as per the requirement. No API's are available in the present system for mobile or other purpose. |
| | Eligibility criteria for Tendering (C-Vii) The company should have manpower of at least 100 persons including IT Professionals<br><br>PAGE NO - 10 | We suggest to increase it to 250+ IT professionals | No change. Provisions of the original Tender Document remain unchanged. |
| | Technical Evaluation<br>PAGE NO - 11 | We suggest to Include ISO 20000:2018 as well, ISO 20000:2018 - certifies the Service Management standard of any Service Provider. | No change. Provisions of the original Tender Document remain unchanged. |
| | 5. Undertaking from HR of the bidder. Balance Sheet of the company for the last three years including Financial Year 2018-19. PAGE NO - 12 | We assume that this line is added as typo. HR certificate should suffice the same. | Instead of Balance sheet as a part of the number of IT professionals working in the company, an undertaking should be provided on a Rs. 100 non-judicial stamp paper stating the number of IT professionals working in the company. |

| Planet E-Com Solutions Pvt. Ltd. | C) – Eligibility criteria for Tendering<br>i. The tenderer shall have minimum five years experience in the field of development and maintenance of IT solutions for schemes/programmes of large organizations/Central/State government departments. The business turnover of the company for the last three years should be minimum 5.00 crores (Rupees 500 lakhs) per year and should be growing. Documentary evidence to be provided duly attested by a CA.<br><br>PAGE NO - 10 | Bidders request:   Please reduce the turnover 5 crore to 3 crore in each last 3 years. | No change. Provisions of the original Tender Document remain unchanged. |

| M/s Amity Software Systems Ltd. | Page No. 20: RESOURCE ALLOCATION<br><br>Page No. 21: S. No. ii<br><br>Page No. 30: Annexure – II, Refer S. No. II in Table under (A) Lump Sum cost for the services<br><br>Statement on Page No. 20: Total 5 resources are deployed in the Maintenance and Support Phase.<br>☐ 4 Resources for Call Center Support (Support Calls, Ticket Management)<br>☐ 1 Resource for Application Maintenance Activities (Minor Development Tasks, Application Issue Handling)<br><br>Statement on Page No. 21: 5-personnel Call Centre<br><br>Statement on Page No. 30: Call | Kindly clarify that how many resources required for the Call Centre Support. Also number of resources required for application support and maintenance activities. | Five (5) resources are required for the Call Centre Support. Services as detailed in the tender document are required. It is up to the bidder to judge the resource requirement for application support and maintenance activities. |

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| **Precise Automation and Robotics** | | **Existing Point in RFP:-** Legal Entity: As on the last date of bid submission, the bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008 with their registered office in India and should have experience in the field of development and maintenance of IT solutions.<br><br>☐ **Point to changed to:-** Legal Entity: As on the last date of bid submission, the bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008 , Proprietorship firm registered under proprietorship act with their registered office in India and should have experience in the field of development and maintenance of IT solutions.<br><br>OR a consortium minimum experience in this field. | No change. Provisions of the original Tender Document remain unchanged. |

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| | | ☐ **Reason:-** We request to add the form registered firm in lines with guidelines for ease of doing business where all sets of registered business are allowed to work with government. Also adding consortium would increase expertise that would come out in form competition for the bid. Also the same format is used for screening bids all over India by all Government agencies even owned by Ministry of Science and Technology of which same tender for website revamp is also published on eproc portal. | |
| **Score Information Technologies Ltd.** | | Please specify whether the SSL is required to be deployed on the **www.online-inspire.gov.in** & the period for which is to be maintained. | SSL certificate should be procured and implemented /configured by the vendor for the complete contract duration (5 Years) |
| | | Please confirm whether Infra ( Workspace, Table, Chair, Electricity, AC, Power Backup) at the Call Centre will be provided by the DST. | Workplace, Table, Chair, and electricity will be provided by DST. |
| | | Please confirm that Mobile App to be developed in Hybrid application environment. | Yes, Mobile App needs to be developed in Hybrid application environment. |
| | | Please confirm that Security Audit to be done by CERT-in empanelled agency. | Yes, All the required Security Audit should be as per govt. norms to be done by CERT-in empanelled agency. |
| | | Please confirm if any Payment Gateway Integration is required. | At the moment, Payment Gateway Integration is not required. |

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| | | Please specify the security audit of the Mobile application. | Security audit of the Mobile application, if required, needs to be done by CERT-in empanelled agency |
| | | We request you to please specify the Payment Terms that Payments will be done by DST on Quarterly Basis to the successful bidder during the project contract period. | Payment to the Successful bidder during the Contact period will be made quarterly (3 months) upon satisfactory services rendered. |
| | | Please confirm the availability of SRS, Process flow & System Design Document of the existing software with the DST. | The existing application software will be provided by DST from the existing service provider. |
| | | Please specify the handholding time period for the existing software applications between current vendor & successful bidder. | within 7 days |

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| **CMS Computers Limited** | APPLICATION SERVER CONFIGURATION & DATABASE SERVER CONFIGURATION Page No. 19&20 | Kindly clarify these existing servers hardware, OS & Database maintenance scope of work is in the scope of Bidder? | Total 4 NIC Cloud VMs: 1) 2 Application Server VM 2) 2 Database Server VM Application VM Details as below: OS : Windows Server 2016 Datacenter Storage: 300 GB RAM: 32 GB IIS: 10 CPU: 16  Database VM Details OS: Windows Server 2016 Datacenter Storage 150 GB RAM: 32 GB CPU: 8 SQL SERVER 2018 (Express Edition) |
| | DATABASE SERVER CONFIGURATION Page No. 20 | Existing SQL Server 2008 R2 is end of support from OEM, whether department will upgrade the product?, kindly clarify | SQL SERVER 2018 |
| | DATABASE SERVER CONFIGURATION Page No. 20 | Existing Window Server 2008 R2 is end of support from OEM, whether department will upgrade the product?, kindly clarify | OS: Windows Server 2016 Datacenter |
| | Assessing the impact of upgrades or patches of all the system software under the scope of maintenance. Ensure that all modifications to the system are properly integrated with the necessary components and that the system performance shall not be degraded.  Page No. 21 | Kindly clarify whether bidder has to do upgrade or patching of existing system software i.e.Windows Server 2008, Windows Server 2012 and SQL Server 2008 R 2 ? | No |

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| | Configure/Restore the website as per the requirement of DST on the provided Cloud infrastructure<br><br>Page No. 21 | Whether DST is planned for any future migration activity of existing INSPIRE web portal application in Cloud Infrastructure? Kindly clarify | Yes, Migration is going on. New Vendor will receive the INSPIRE web portal application with Cloud infrastructure |
| | a) The successful bidder/IT Agency shall possess or procure required infrastructure, gadgets and other material needed for providing smooth services under this contract. No additional cost or rent towards this shall be borne by DST.<br><br>Page No. 22 | Our understanding is this clause is related to software development environment not for the Production environment, because bidder SOW is not to procure & supply any infrastructure, gadgets and other material. Kindly clarify | Yes, the bidder has the responsibility to procure software development environment. Production environment comes under the NIC cloud.<br><br>For call Centre operations, hardware as well as software, licenses needs to be procured and deployed by the vendor for smooth operations of call centre. |
| | General | Where existing INSPIRE portal is hosted? | Currently, Inspire portal is hosted on NIC Servers and it is being migrated on NIC cloud. |
| | APPLICATION SERVER CONFIGURATION & DATABASE SERVER CONFIGURATION | Who will bear the OS, Application server and DB licenses. What kind of licenses are required (standard, professional, enterprise) | SQL SERVER 2018 (Express Edition). All comes under NIC cloud VMs. |
| | RESOURCE ALLOCATION<br><br>Page No. 20 | 1 Resource for Application Maintenance Activities is not enough. Finding a single resource with Microsoft skill, DB skill and Mobile app skill is extreme difficult. | Needs to be accessed by the vendor for providing hassle free service. |
| | Development of Mobile Applications<br>Page No. 21 | Mobile app is required for which platform. Whether native app or hybrid app is preferred. | Hybrid app. environment. |

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| | (c) vendor should procure, install and maintain and coordinate with all hardware and other standard software suppliers to solve all issues related to continuation and maintenance of the INSPIRE web-portal and its associated software applications.<br>Page No. 20 | | Hassle free operations/ functioning of the INSPIRE Web portal should be ensured by the vendor. |
| | Eligibility- Turn over criteria<br><br>Page No. 20 | This kind of project need sound financial back ground, hence we request you to kindly increase the turnover to 50 Crore. | No change. Provisions of the original Tender Document remain unchanged. |
| Aeologic | Earnest Money Deposit (EMD)<br>Page No. 4 and point 12 | We request you to consider for waive off of EMD amount for the MSME status companies and encourage the SME companies and Industry. For IT related ministries like Meity and MST will provide relaxation for EMD | As per Govt. of India norms. |
| | Third sealed cover<br><br>Page No. 6 and Point 4 | Pls mention the third sealed cover super-subscribed as. It started with ",<br>but the end should be mentioned | No change. Provisions of the original Tender Document remain unchanged. |
| | The rate quoted should be consolidated and inclusive of all applicable taxes.<br>Page No. 7 and Point 15 | This cannot be possible. As if the applicable tax is increasing then the corresponding cost will be impacted. So we request to consider that rates quoted should be exclusive of taxes | The rate quoted should be Consolidated and Exclusive instead of inclusive of all applicable taxes. (page no.7 and Point 15). |

| | | (C) – Eligibility criteria for Tendering<br>The tenderer shall have minimum five years experience in the field of development and maintenance of IT solutions for schemes/programmes of large organizations/Central/State government departments. The business turnover of the company for the last three years should be minimum 5.00 crores (Rupees 500 lakhs) per year and should be growing. Documentary evidence to be provided duly attested by a CA.<br>Page No. 10 and Point 1(i) | Request you to reduce this turnover or consider as cumulative turnover as Rs. 5 /8 crores. We request to consider relaxation for Startups. Pls consider seriously about reducing the eligibility for Turnover. | No change. Provisions of the original Tender Document remain unchanged. |
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| | | (C) – Eligibility criteria for Tendering<br>The clientele of the company should be reputed and it should have already developed and maintained similar systems for a public department/office viz. Central Govt. State Govt., Autonomous Institutes, national laboratories and Academic Institutions etc.<br>Page 10 and Point 1(vi) | As we are startup company and initially we will get orders from corporates. DST, a startup companies encouraging organization, you pls consider for corporate work orders also for experience. Instead of only Govt and its aided organizations | No change. Provisions of the original Tender Document remain unchanged. |

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| | 2 Bidder's annual turnover during each of the last 3 financial years (i.e., FY 2017-18, FY 2018-19, FY 2019-20) Total Marks - 10<br>☐ Annual turnover from INR 5 Crores to INR 10 crores - 5 Marks<br>☐ Annual turnover from INR 10 Crores to INR 15 crores - 8 Marks<br>☐ Annual turnover INR 20 Crores or above - 10 Marks<br>Page 11 and Point 2 | If the Eligibility is 5 crores and if you are keeping for the eligibility only opportunity to get less than 60 marks. This is difficult even to justify sir. Request you to consider more on technical strength and keep the score matching for at least 60 marks as per the eligibility. | No change. Provisions of the original Tender Document remain unchanged. |

| | Experience in delivering similar Government Projects in the last 10 years prior to the last date of submission of the bid, the bidder must have executed web design projects / web application development / web maintenance projects for any Government Organizations (Government Ministry /Government Autonomous Body / Government Organization / State Government) or PSUs in India. Total Marks - 20<br>☐ Work order value of three Purchase orders totalling upto INR 50 lakhs - 1 Marks<br>☐ Work order value of three Purchase orders totalling upto INR 1 Crores - 2Marks<br>☐ Work order value of three Purchase orders totalling upto INR 2 Crores - 5 Marks<br>☐ Work order value of three Purchase orders totalling upto INR 4 Crores - 10 Marks<br>☐ Work order value of three Purchase orders totalling upto INR 8 Crores - 15 Marks<br>☐ Work order value of three Purchase orders totalling more than INR 8 Crores - 20 Marks<br><br>Page 11 and Point 3 | This looks like very difficult to give opportunity to any startups to qualify sir. Request you for relaxation for the start ups. You also consider that startups are really growing. We request you to consider the point like from year to year if companies turnover or projects are increasing or not. Pls consider this for Corporate  workorders also as experience | No change. Provisions of the original Tender Document remain unchanged. |