

CORRIGENDUM IN RFP

Tender Reference Number: WBSEPS/DMS/Dept/e-5/18-19/Soft Ware

Tender ID: 2018_WBSE_173500_1

Work Description: Selection of SI for DEVELOPMENT OF IT ENABLED SOFTWARE APPLICATION SERVICES FOR MSME SECTOR OF WEST BENGAL.

On the basis of the clarifications sought during the pre-bid queries under this e-tender the appropriate authority has approved uploading the attached clarifications / corrigendum.

**Department of MSME and Textiles,
Govt. of W.B.**

S. No.	Bidding Document Reference(s) (section number/ page number)	Content of RFP requiring Clarification(s)	Clarifications / Corrigendum
1	Sections : 4.2.1(v) 4.3.1(ii) 4.3.2(vii)	"Business users shall be able to download the software for business use"	Corrigendum : " Business users shall be able to access the cloud based online module for business use through internet "
2	Section 4.4 Download of Software Application Modules	4.4. Download of Software Application Modules i. The software application modules should be downloadable from the website as provided by the client ii. Any Business user should be able to download the complete software package containing the three modules as described above ie a. Accounting & Inventory Management & GST services b. Customer Relationship Management System c. HR & Payroll System iii. There should be one link to download all the three modules iv. On completion of Phase-2, the modules shall be added in the same link as a package to the user for download v. The e-catalogue module is an online module and shall be accessible upon logging in for the business user vi. All these services to the business users shall available for free of cost	Corrigendum : Revised Clause Section 4.4 : Internet based Access to the Cloud based Online software application modules i. A cloud based online application package containing four modules shall be accessible over internet from the website as provided by the client ii. There should be one link to access all the four modules modules. iii. Any business user willing to use any of the cloud based modules shall register ONE Time through the website. Once registered, the business user shall be able to access all the 4 modules. All the 4 modules shall be usable as seperate module independant of other module. However, data sharing between modules should be possible depending upon the usage of modules. iv. On completion of Phase-2, the modules shall be added in the same link as a package to the user for access online v . All these modules to the business users shall available for free of cost vi. The solution architecture of the entire package should be designed to support downloadable offline version of the 3 modules i.e. a.) Accounting & Inventory Management & GST services b.) Customer Relationship Management System c.) HR & Payroll System in future. The development of downloadable offline version of the modules is however out of scope of this RFP. vii. The cloud based solution containing a package of 4 modules shall be hosted in the WBSDC or any other cloud environment provided by the client. viii. The cloud based solution should support all internet browsers. Explanation : Apart from the the above clauses, wherever downloadable software/ modules is mentioned in the RFP, the same Must be read as Cloud based Online software / modules
3	Section 4.5	The selected bidder shall provide manual helpdesk during business hours for the entrepreneurs for support on downloading , installation , operational , feature related support.	Corrigendum : "The selected bidder shall provide manual helpdesk during business hours for the business users for support on operational, feature related issues."

4	Section: 4.8.viii.a	24X7 onsite warranty/support for the software (Application/system/support) developed / customized	<p>Corrigendum :</p> <p>Providing for 24X7 comprehensive onsite warranty / support to the client for the software (Application /system /support) developed / customized by the selected bidder. The selected bidder shall provide comprehensive onsite warranty, maintenance for the entire application package. The selected bidder shall provide 24X7 Online ticketing support system to enable business users to raise queries / concerns through online system/ email related to any download / operational difficulty. Online support is in addition to manual helpdesk as mentioned in Section 4.5 which shall be operational during business hours.</p>
5	Section 4.9	Section 4.9 Dedicated manpower: Entire Clause	DELETED
6	Section 14.4 Payment for Dedicated Manpower	Table : Payment for Dedicated Manpower	DELETED
7	Section 4.8.viii	New Clause (h)	<p>New Clause 4.8.viii(h) :</p> <p>h. Support for operations to business users</p>
8	Section 4.8.ix	New Clause (ix)	<p>New Clause 4.8.ix :</p> <p>Change Request : For any software functional changes , design level changes, architecture changes, features enhancement or other change requests the selected bidder shall quote mandays required to complete the task which shall be approved by the client. The client shall approve whether any request is a change request or part of operations and maintenance support as in 4.8.(viii). Payment will be made on pro-rata basis against actual manpower deployed for change request based on the quoted manmonth rate.</p>
9	Section 19 : Table SLA and Penalty	SLA Clause: On-boarding/ Replacement of Dedicated manpower	DELETED
10	Section 19 Table SLA and Penalty	SLA : Change Request / Other tasks assigned by the client	<p>Corrigendum :</p> <p>Under column Key Assumptions : The words "dedicated manpower" shall be replaced with "selected bidder".</p>

11	Section 15.5	New Clause : Payment for Change Request	<p>New Clause :</p> <p>Once the change request is completed, the client shall conduct testing and approve the work. If Security Audit is required, the client shall conduct security audit which shall be facilitated by the selected bidder.</p> <p>On approval of the work done on change request, selected bidder shall raise the invoice for mandays approved and man-month rates finalised. Payment of such invoice shall be made by the client on approval of the invoice by the client.</p>
12	Section 14.3 Note iii	O&M for 4th and 5th year may be extended if required by the client at is own discretion at the rate quoted in the financial bid by the bidder. For this, the payment shall be done at the end of respective 4th and 5th year.	DELETED
13	Section 11 : Criteria for Technical Evaluation Table : Technical scoring pattern	<p>Certification - • ISO 27001:2013 Certification : 1 Mark</p> <p>• ISO 9001-2015 Certification : 1 Mark</p> <p>• CMMI Certification: o If Level 5 : 2 Marks</p>	<p>Corrigendum :</p> <p>Certification :</p> <ul style="list-style-type: none"> • ISO 27001:2013 Certification : 1 Mark • ISO 9001-2015 Certification : 1 Mark <p>• CMMI Certification: o If Level 3 : 1 Mark o If Level 5 : 2 Marks</p>
14	Section 11 : Criteria for Technical Evaluation Table : Technical scoring pattern	Technical Presentation	<p>Corrigendum :</p> <p>Technical Presentation : Technical Presentation along with Demo of the modules in phase 1 is required by bidders. However, Bidders are free to provide demo for phase -2 as well.</p>
15	Section 4.3.2.(xi)	New Clause	<p>Corrigendum :</p> <p>The mobile application for attendance facility should be Native Android based</p>

16	Section 4.3.2(v)	API shall be published for integrating any device based biometric attendance system installed in the office premises of any user with the HRMS software.	<p>Corrigendum :</p> <p>Standard API shall be published by selected bidder for integrating any device based biometric attendance system installed in the office premises of any user with the HR module .</p>
17	Section 4.11	New Clause: SMS / email / other integrations	<p>Corrigendum : New clause to be added :</p> <p>i. email / SMS gateway integration shall be responsibility of the selected bidder. There shall be no additional cost paid by client for such integration and usage of email/sms.</p> <p>ii. However, the client may provide its own email / SMS gateway. In such a case, the selected bidder has to integrate the same with the application modules without any additional cost.</p> <p>iii. Other than SMS / email, if the client requires any other software to be integrated to any of these modules, the selected bidder has to integrate the same free of cost</p>
18	Section 4.11	New Clause: SMS / email / other integrations	<p>Corrigendum : New clause to be added :</p> <hr/> <p>i. email / SMS gateway integration shall be responsibility of the selected bidder. There shall be no additional cost paid by client for such integration.</p> <p>ii. The cost per email / SMS shall be borne by the client on actual usage basis.</p> <p>iii. However, the client may provide its own email / SMS gateway. In such a case, the selected bidder has to integrate the same with the application modules without any additional cost.</p> <p>iv. Other than SMS / email, if the client requires any other software to be integrated to any of these modules, the selected bidder has to integrate the same free of cost</p>
19	Item Rate BoQ	Dedicated Manpower	The word “dedicated manpower” is to be replaced with “manpower required for change request”.
20	Section 14.3	<p>Payment for Application development:</p> <hr/> <p>Table: Payment for Phase -1</p> <hr/> <p>Table: Payment for Phase -2</p>	<p>Payment for Phase-1 and Phase-2 shall be each 50% of the quoted fee amount for one-time Development of IT enabled software Application Services</p> <hr/> <p>The header of the tables “Fee Payable quoted for One time development of Phase 1/ Phase-2” is to be replaced with “Fee Payable on 50% quoted fee amount for one time Development”</p>