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[CLARIFICATIONS ON PRE-BID QUERIES: STUDY, DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF KNOWLEDGE DIGITAL HUB]

S.No.	Clause No./ Subject	Bidder's Query	NITI Aayog's Reply
Q.1	2.4.7 Financial Proposal (i)	Please elaborate on the taxes viz Service Tax / GST. Will that be exclusive?	Bid will be considered exclusive of all taxes.
Q.2	2.4.7 Form B (Summary Cost)	Please elaborate the commercials format both for Part A & Part B?	Only the complete cost needs to be given in the part A & Part B is the monthly fee.
Q.3	2.4.7 Form B	"For Financial Evaluation, the total fee for the period will be considered." Will it be total of part A & B together when the same would be considered?	Yes - Both the parts will be considered for final selection of the bidder.
Q.4	2.4.7 Form B	How is the commercial evaluation on pricing would be worked out if the bidder is a start-up company vis-à-vis other companies	No differentiation. Start-up will receive the benefit only in Technical Evaluation
Q.5	2.13 /2.3 Data Sheet	What is the project duration including the Maintenance period? Is it for 12 weeks + 1 year of maintenance?	Yes - it for 12 weeks development phase + 1 year of maintenance.

The maintenance period can be extended for the period up to 3 years with 5% escalation. |
| Q.6 | Change Orders | "NITI Aayog may at any time before completion of work under Project awarded to the Bidder, change the Work Content by increasing the quantities of the services as required in the Contract Agreement for execution of the Project, without creating any liability for compensation on any grounds, whatsoever due to this change. In such a case, the Bidder will have to perform the service in the increased quantity at the same Contract Rates within the time stipulated for providing services to NITI Aayog."
We request to amend the clause, by considering a | The terms and conditions are standard and there is no need for change. |

		separate commercials quote by the successful bidder for the additional work on a mutually agreed commercials terms. OR highlight the quantum of work additionally may be done by the bidder.	
Q.7	General Deliverables of the project	"The agency shall deploy the Knowledge Digital Hub on NIC cloud for security audit by CERT-IN empanelled agency." Will that be taken care by NITI Aayog?	No, All security audits needs to be done under the current scope of work and the bidder must consider adding the same in the current bid value. Clarifying NIC role – Please refer Page 57 regarding operating system and staging server
Q.8	3.2/ g) Termination	"If the NITI Aayog, in its sole discretion and for any reason whatsoever, within a period of fifteen (15) days decides to terminate this Work order." This is one way clause; We request you to delete the clause or may consider equal authority for the bidder.	The terms and conditions are standard and there is no need for change.
Q.9	3.3.6 Professional Liability Insurance	Is this mandatory to have this insurance for the Bid?	No, this is mandatory post awarding of tender.
Q.10	4.1.6 Professional Liability Insurance	"Agency will maintain at its expense, Professional Liability Insurance including coverage for errors and omissions caused by Agency's negligence," - Need your comment. Is it mandatory	Yes, post awarding of the tender.
Q.11	The proposed Knowledge Digital Hub will facilitate the following benefits for stakeholders and users	Number of internal users: As per mentioned in the RFP various stakeholders are there who would be accessing the system. Kindly specify the approximate number of users along with the concurrency rate who would be using this proposed system.	On an average about 3,000 Concurrent users

		In order to size the hardware infrastructure, request you to please provide the clarity about the no of internal concurrent users who would be using the proposed system?	
Q.12	The proposed Knowledge Digital Hub will facilitate the following benefits for stakeholders and users	Concurrency level of External/Portal Users In order to size the hardware infrastructure, request you to please provide the clarity about the no of external concurrent users who would be using the proposed system?	On an average 3,000 Concurrent users
Q.13	Regarding Environment	Kindly specify different Environments (DC/DR/BCP Site etc.) for this proposed solution to be deployed. This would enable us to select the Solution Environment while proposing the solution	The solution has to host in our Data Centre of NIC. Bidders are required to provide the logical and physical deployment architecture and associated capacity plan. Also, the initial application set up and deployment will be the bidders responsibility.
Q.14	Training	Kindly provide the scope of training in terms of Number and types of users for training Number of Days(Duration, allocated for training Number of Batches Each Batch Size, Location of Training, Kindly provide the clarification on Scope of Training	All trainings will be held at NITI Aayog only; minimum 10 training sessions will be conducted by the agency for the usage and working of the knowledge portal. The agency will be required to create training manual which will be shared with users like Central Ministries/States/UTs, etc. The Training Manual will be vetted and approved by NITI Aayog.
Q.15	Uptime/Availability	Kindly specify the uptime/availability envisaged for the proposed solution. Clarification on Uptime/availability would enable us to propose hardware sizing requirement for the proposed solution	99.5 as per industry standard

Q.16	The assignment or engagement of the firm can be extended up to 3 years.	As per mentioned in this RFP, initially the Support and Maintenance would be 1 year post Go Live, however it may be extended for 3 years. Kindly confirm our understanding. Please clarify for how many years, the NITI Aayog requires the AMC of the solution.	The costing should be given for 1 year as proposed; it may be extended for 3 years post evaluation. One project manager/business analyst will be stationed at NITI Aayog office for providing support services.
Q.17	Regarding Migration	If there is any migration in the scope, kindly specify the document format and volume along with the metadata size.	This is India Knowledge Hub, kindly consider the maximum scope for the proposed architecture while bidding. There is no backlog of data at present as this is a new project.
Q.18	Regarding Digitization	Kindly specify if there is backlog digitization a part of this scope, if yes kindly mention the volume of the documents to be digitized Clarity on Digitization scope	No set limit, please considered maximum scope for the proposed architecture while bidding.
Q.19	Terms of Payment	We request authority to kindly split Licenses payments and Implementation payments. Licenses payments should be on delivery of the licenses and Implementation can be on milestone based. Payment terms not favourable to bid.	All service tenders are prepared in adherence to NITI Aayog's standard terms and conditions. This remains constant.
Q.20	LDAP integration	As per the RFP LDAP integration would be the part of proposed solution, kindly specify if there is any other third party system to be integrated with the proposed solution. If yes, kindly specify the all such 3rd party application. Kindly provide clarity on the integration schema with 3rd party applications to be used in the proposed solution.	3rd party integration needs to be considered while bidding like NIC, etc.

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Q.21	Clause no. 2.6.4: Minimum Qualification Criteria/ technical resources	Whether the development will be onsite or offsite	Development will be done at the bidder office only.
Q.22	Clause no. 2.6.5: Technical Evaluation	Request you to please incorporate marks on past experience in developing knowledge	Kindly refer FORM 3H
Q.23	Clause no. 2.13: Data Sheet; ref. pt. no. 2.5.1	Request you to please provide the Technology stack preferred, then only MAF can be provided from the OEM	Please specify the Master Address File (MAF) for the proposed solution using your preferred OEM which is complied with the scope of work
Q.24	Roles & Responsibilities of different stakeholders	Categorization & Classification of Knowledge. Request you to please provide the categories and segregation on classification of knowledge	Agency needs to propose the architecture.
Q.25	Section 5: Terms of Reference	As we understand from the said points that we have to capture certain data and populate on the knowledge portal. Dose the selected agency have to do the data analytics or any BI tools for the same is to be used.	You may consider all additional scope in the current RFP and add that to the FORM 3J in the suggestions column.
Q.26	2.13: Data Sheet; ref. pt. no. 2.5.1	Request you take the annual turnover from software development/IT as the proposal is for portal development.	The Pre-Qualification is decided post all consideration and giving equal opportunity to all the companies.
Q.27		Is the 12 week month time frame mentioned final or it can be alerted, 3 months look way too less for such a vast project? Are you open to our plan, breakup and phases?	12 weeks is the deadline for the final delivery of the project.
Q.28		What is the minimum, maximum bid you are expecting for this project?	We are expecting the bid to capture detailed scope, including security audit and OEM fee.
Q.29		Does the scope of project also include content	Yes, but only limited for the overview of the knowledge hub

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		development?	to avoid any mistakes.
Q.30		To generate the interaction & content will NITI Aayog be responsible for promotion? Is there any liability on bidder for low usage?	This is Knowledge Hub development and will not consider any marketing initiatives but the portal should support all the marketing tools like E-mail integration and more.
Q.31		Data sheet 2.13 >> 2.5 Mentions the proposal has to be submitted online on CPPP. What is the exact link/url for this?	eprocure.gov.in
Q.32		To meet the conditions of '2.6.4 Minimum Qualification Criteria '- does the consortia (Agency) as a whole or each member have to meet these qualifications	Either one of them
Q.33		In the consortia (Agency), the development and implementing partner is a startup (less than 3 years old and annual turnover less than Rs. 25 crore), while other members do not meet this criteria. Will the 10% Marks enhancement for technical evaluation be applicable?	Only the standalone startup companies will get an extra 10% mark in technical evaluation.
Q.34		Point 2.6.4 1D. Do projects undertaken for Union and/or State Government Institutions, Departments, Ministries - through non-tender route (such as sole-source, invite and exception from tendering) be considered?	No, only tenders qualify for this point
Q.35		For the security audit and STQC to be conducted by CERT-IN empanelled agency, who shall bear the expenses National Informatics Centre (NIC) or Consortia (Agency)?	The bidder shall bear all the expenses

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Q.36		The stated requirement is to submit application through the Central Public Procurement Portal (CPPP: http://eprocure.gov.in). This RFP is though not available on the tender system. Kindly provide direction to proceed. Shall postal submissions of hardcopy application be accepted?	Kindly check under the head of Planning Commission.
Q.37	Provide most current information on policies, programmes and best practices including a collection of process documents and other texts that help define good governance.	We understand that the system will list recent information which is being uploaded in the system by users. Kindly confirm.	This refers to the provision of a section that allows highlighting the **Most Recent** knowledge content contributed (added or uploaded) in the system by the users.
Q.38	Workflow capabilities (e.g. knowledge submission, alert to Knowledge Champion, editing and acceptance for publishing in repository).	Please elaborate on this. Is this the only workflow requirement?	Currently this is the workflow that has been identified and allows for moderation of content contributed by the user.
Q.39	Compatible with all operating systems.	Do you mean the desktop operating system like Linux, windows, mac or the server operating system, browser/os	This refers to the OS browser compatibility for the application end users
Q.40	Write-up/initiatives uploaded, which receive maximum hits or request for replication to be recognized.	Does this mean that the write-ups which receive maximum hits should be highlighted for publishing the same to other groups/ sections etc.	It's kind of a gamification approach where user that contributes more, or the contribution made by him / her are read / like more will be highlighted / recognized by assigning some badge or title.
Q.41	LDAP integration, profile	Request you to kindly specify the LDAP with	Integration details for LDAP / AD will be shared with the final

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		which the integration is required	vendor during implementation.
Q.42	The proposed Knowledge Digital Hub for Government Best Practices would include a dashboard, connected to public facing government websites, RSS feeds and previous search results, a powerful search engine (accessing both internal database and external websites) and a calendar. The Hub would enhance the capacity of analysis and decision making of all senior government officers connected with it through real time collaboration.	What all public facing government websites are going to be integrated and what are the expectations from Dashboard?	As of now the list is not to be disclosed, the same would be informed to the shortlisted vendor.
Q.43	b. Integration with other applications in the eco systems.	Request you to please specify the other application with which the integration is required and the details of the integration that is envisaged.	As of now the list is not to be disclosed, the same would be informed to the shortlisted vendor
Q.44	Must let authorized members to build public or private groups where members can connect directly through 1-1 messaging and inboxes, and	What do you mean by 1-1 messaging?	Ability for the group members to privately send messages (that can be read in the inboxes) to each other.

	follow others and their content.		
Q.45	Must let only authorized members to be able to upload and approve contents on best practices within the groups/sub-groups. Later, citizens should also be allowed to view & download the content without requiring to register or login to the Virtual Hub	Request you to kindly specify the total number of authorized users and concurrent authorized users as well as the max peak concurrent citizens that shall access the content.	The intention is to get all government officers to exchange best practices. The actual total user will be finalized post award.
Q.46	Must leverage a shared digital asset library and best-in-class content authoring to optimize engagement with members on mobile or desktop.	Is mobile access required only for authorized users or for citizens as well? To be clubbed with user concurrency point.	The authorized sections of the application must be accessed via user authentication (login) only. The proposed solution will be mobile/tablet compatible.
Q.47		What do we need to submit as proof/evidence against "Dedicated Design Capabilities"	Showcasing previous work in same domain, and giving the clarification on company letter head.
Q.48		What do we need to submit as proof/evidence against "Dedicated UI/UX Capabilities?"	Showcasing previous work in same domain, and giving the clarification on company letter head
Q.49		In one of the clauses, it is mentioned that vendor should have experience of managing asset/content heavy digital properties- Please provide the size of digital properties required to be eligible to participate in this tender enquiry?	Please showcase your best work in the same domain
Q.50		Do we need to provide the user details of the projects we have undertaken for managing the digital assets?	No

Q.51		Is NITI Aayog looking for some proprietary solution (COTS Product) which lies in Gartner Quadrant or bespoke application development approach can also be undertaken?	Yes
Q.52		From the scope of work, we understand that all Govt. departments will be given a login to upload any innovative ideas/suggestions &/or successful case studies in textual, animation, graphics, photos & videos (Content Types), which would then be searchable, retrievable by other departments for replication in their systems. Kindly confirm our observations and elaborate in case of any variance in understanding.	Yes, this is for phase-1. Later, this facility will be extended to the institutional users having login IDs.
Q.53	2.6.4	Minimum Qualification Criteria- Portal Design/Development Agency/Bidder should have at least two tenders' experience in any sector with Govt.in last two years. Please clarify if PSU's will be taken into the consideration for this point.	Yes
Q.54	2.6.4	Minimum Qualification Criteria- Portal Design/Development Agency/Bidder should have at least two tenders' experience in any sector with Govt.in last two years. Please clarify if projects for CPSU's will also be taken into the consideration.	Yes
Q.55	Successful operations after Go-Live	Acceptance testing of deployed solution and final clearance by the implementation committee. Please clarify?	NITI Aayog will address infrastructure related issues of bidders with NIC.

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