

Sl. No.	Tender description	Query/Clarification required	Response
1	The Bidder shall be a company registered under Indian Companies Act 1956	<p>We request you to relax these eligibility clauses and allow Autonomous Society's under State/ Central govt. to participate in this RFP. CRISP is an autonomous organization established under Department of Technical Education & Skill Development by Government of M.P. under (Letter Attached). CRISP is registered as society under Society Registrikaran Adhinyam 1973, (No. 44 of 1973).CRISP is having valid GST No., PAN No., Service Tax No. , CMMI Level 3, ISO 9001:2015 Certifications etc. and average annual turnover of last three year is Rs.19 Crs, and positive net worth.</p>	The terms and conditions remains same as advertised in the RFP
2	The Bidder shall have a valid minimum CMMi level 3 certification or above. The bidder shall also have ISO 9001:2015 for providing software development and its related consultancy services & ISO	<p>CRISP has ISO 9001:2015Certificate & CMMi Level 3 certificate which is used and accepted in software Development Industry Globally. So, kindly allow us to participate with this certificate.</p>	This shall not be allowed
3	The value of work done by the Bidder in implementation of education process/ automation projects in Government Departments/ PSUs/ Educational Institutions in India during last 3 Financial Years (FY 15-16 onwards) shall be 10 crores or more in INR .(Cumulative value of top three qualifying projects shall be taken into consideration)	<p>we request clarification on the cumulative value "Wether each individual project should have a cumulative value of 10 cr in last three years or the top three project combinedly have the cumulative value of 10 core in last three year.</p>	The top three project combinedly have the cumulative value of 10 crores in last three year.

4	Faculty / Employee Self-Service Portal	More elaborate scope detail may please be provided for assessment of job involvement for fee calculation	A faculty shall have a login credential specific to his duty/responsibility. This shall be customized from time to time.
5	Student Self-Service Portal	More elaborate scope detail may please be provided for assessment of job involvement for fee calculation	A student shall have a login credential specific to his branch/semester. This shall be customized from time to time.
6	The bidder shall be in position to station adequate manpower.....	Since the software development will be at service provider's own office, there will not be any placement of manpower resource at client's premises for the development work. . IGIT may please clarify/confirm.	The development of the ERP Package shall be at IGIT only. Hence, the bidder shall provide manpower at IGIT for the same.
7	Payment Terms : Presuming all the modules progressing almost simultaneously, no interim payment is allowed for the full contract period as per the payment terms.	Payment terms may be suitably modified in respect of : a) Advance against BG b) Progressive payment as per milestone achievement for individual modules	All terms and conditions related to payment remains unchanged as per the advertised RFP
8	The successful bidder should establish a technical control centre at IGIT Sarang for a period of three years...	It is presumed that the technical control centre will have only one technical person posted by the successful bidder. It is also presumed that client will arrange the office space and all other related facilities, free of cost, inside IGIT premises for the said office. IGIT may please clarify/confirm.	Office space with all related facilities shall be provided by IGIT free of cost

9 The bidder shall quote their rate for software engineer year-wise.	In Annexure—1 (Financial bid format : Page-26) : No provision available for quoting for software engineer year-wise	There is no common format provided. But you are required to quote for the same.
10	non-refundable fees of 1,000/-(rupees one thousand) only in shape of account payee demand draft in favour of “PRINCIPAL,INDIRA GANDHI INSTITUTE OF TECHNOLOGY,SARANG”	Request to share truncated the account payee name for DD as the characters of the account payee is more than 50 characters as per Nationalized Bank policy.	Principal & Secy, IGIT Sarang
11	This module shall cover management of entire admission process starting from the admission offer announcement / advertisements to the final admission, in between including issue of offline application forms / online processing of application forms,	Our solution is capable of generating offline application forms which can be printed out by IGIT and can also be offered as a pdf to candidates for printing. The details of manually filled offline forms recieved can be entered by IGIT employees into our solution for admission processing.	No clarification asked
12	Printing Dispatch list	Please provide further clarity on dispatch list. Our solution provides provision of generation of forms related to exam scheduling and exam mapping which can be printed out by IGIT.	Dispatch list contains the hall wise attendance sheet in the examination

13	Service book	Please provide further clarity on process on Service book	Employee service book creation containing all service records of each employee including leaves, Pay scale, increment, promotion, short term courses/workshops.seminars/conferences attended or organized, upgradation in qualification & position etc, confidential appraisal, Projects and consultancy etc.
14	This module shall support in managing hostel resources, processing hostel requests for students and faculties, tracking student activity	Please provide clarity on the scope of Tracking student activities	It means keeping record of the students movement from hostel to outside, keeping track record of his conduct including assignment submission, fines etc, his role in hostel/institute, administration etc.
15	Must work with public domain RDBMS	Please provide more clarity on public domain RDBMS. Our solution is based on mySQL database	Accepted

16	Backup and restore. Must be there – should be able to take a complete offline as well as online backup and incremental-TAB drive/hard disk,	<p>Our application is offered on cloud through managed services delivery model where all backups are managed by us. Periodic backups are taken regularly and reports and certain user data can be exported from the application via excel/pdf.</p> <p>The application is hosted on Tier-3 Data centers which are highly secure and scalable with Enterprise class availability & security working in Active-Active Mode in two different seismic zones. Primary Data Centre with back-up Secondary Data Centre for data Security as per the Government of India, National Data Sharing and Accessibility Policy (NDSAP) guidelines .Our data centers have Cert-in certification ISO/IEC 27001:2013, ISO/IEC 20000-1:2011 certificate. Request IGIT to change this clause accordingly.</p>	Accepted
17	Facility shall be provided for System administrator for creation of desired number of Users for various modules.	<p>Please provide clarity on the specific number of users in total.</p> <p>Our solution is offered on monthly recurring subscription fee based model, where users can be created. Each active users is charged a monthly subscription fee.</p>	Students: 4500, Faculties:215, Staffs: 200

18	Copy of Certificate of Incorporation and Memorandum of Association –object clause	Kindly confirm if sharing copy of Certificate of Incorporation and Memorandum of Association for the organisation will suffice. Require clarity on ' - object clause' mentioned.	Object Clause-Defined as the section in a memorandum of association that describes the objectives for which the firm was formed. The object clause may be furnished along with copy of certification of incorporation & memorandum of association of the participating bidder
19	The bidder shall identify and provide integration of new software with existing software or system, if any, wherever required. Information regarding existing software shall be provided to the bidder by IGIT, Sarang when requested by the bidder or otherwise.	Please provide more clarity on the scope of integration and the current systems being used by IGIT. Integration of our solution with IGIT existing system is possible but is highly discouraged due to issues which may arise due to incompatibility, instability and delay in the configuration of our solution has additional effort and impact on commercials. Request IGIT to change this clause accordingly.	Previous existing data may be integrated into various modules

20	<p>The bidder shall be responsible for migrating all required data from databases of legacy software, if any, to the database for new software. The migration shall be done through scripts and should be a repeatable exercise, as it may be carried out for acceptance testing and later again for final implementation. The new software and legacy software shall run in parallel for a period of time before use of legacy software is stopped completely. For modules where no legacy software is available, need for retrospective conversion of information has to be identified by the bidder. The bidder must include any special programs or screen interfaces that may be required for entry of retrospective data, in the software design. IGIT, Sarang shall be responsible for any data entry required for retrospective conversion. The database maintained by Bidder in the new software should be easily accessible either through freeware or standard software. There should be personnel deputed by the Bidder to oversee conversion of the legacy data and or retrospective data.</p>	<p>Please provide more clarity on the volume of data to be migrated, the format and the legacy systems being used, the modules for which no legacy systems are available and database maintained in new software.</p> <p>Only electronic data will be migrated, no hard copy will be migrated. There will be additional charges incurred for data migration and personnel once the scope and feasibility is understood and acknowledged on mutually agreed timelines. Request IGIT to change this clause accordingly</p>	<p>Data from academics, account section, examination mostly needed to be entered.</p>
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21	<p>In case resources are available, IGIT, Sarang may like to run a system test cycle after the Bidder has performed system testing. The Bidder has to make the System Test Plan and Cases used by it for system testing available to IGIT, Sarang. Any defects found by the IGIT, Sarang project team during system testing must be removed by the Bidder in maximum two days time.</p>	<p>It is highly recommended that IGIT runs a test cycle after the bidder has completed configured and performed testing on the system.</p> <p>Any defects found will be addressed by the bidder based on its type and severity on mutually agreed timelines. Request IGIT to change this clause accordingly</p>	<p>The clause remains same as advertised in the RFP</p>
22	<p>IGIT, Sarang project team would like to run at least two cycles of acceptance testing and shall fully participate in implementation efforts by the Bidder. It shall aid the Bidder in ensuring that the software developed by the Bidder is tested and the end-users are trained to use it effectively and efficiently within 15 days of acceptance of work order without any extra payment without any extra cost</p>	<p>The duration for initiation of acceptance testing from the date of acceptance of work order will be based on mutually agreed timelines. As the time frame of 15 days is very less for completing the test cycle. Request IGIT to change this clause accordingly</p>	<p>Clause modified: 15 days after completion of work of each phase/module.</p>
23	<p>There shall be one year free up-gradation/ maintenance service to be provided by the bidder for successful deployment of the ERP Package.</p>	<p>Our product is delivered as a subscription based model on the cloud, many major and minor updates as per product roadmap are delivered and are available to all active users for the entire duration the contract. This only applies to the features prioritized by the product teams.</p>	<p>Accepted</p>

24	List of at least 5 qualified services engineers with details of qualification and having more than 5 years of experience in the relevant field as per the proforma enclosed. The qualification and experience of resident engineers deputed to IGIT, Sarang shall be verified. Copies of qualification and experience certificates to be enclosed.	The resumes submitted will be of active employees. However the the final list of deployed engineers to execute the contract may differ and shall be provided after successful contacting. Kindly confirm whether this is acceptable.	Accepted
25	Customization charges	We are product based company and any changes done after initial implementation of agreed scope of work, would be considered a change request and would be charged additionally, based on efforts required on mutually agreed terms, timelines. Request IGIT Sarang to change this clause accordingly.	Such charges if any must be incorporated in customization charges
26	Software usage charges on monthly basis for unlimited number of users.	Please provide more clarity on the number of admissions per year, total number of students and number of employees. We follow a monthly recurring subscription fee based delivery model based on the active user count.	1. Students:4500 2. Teaching Staff: 215 3. Non Teaching Staff: 200
27	Detail of Number of Users (including Types)	Please provide the current Strength of the number of users of the Institute. 1. Students (Per Year and Total Current Strength) 2. Teaching Staff 3. Non Teaching Staff	1. Students:4500 2. Teaching Staff: 215 3. Non Teaching Staff: 200