

PREBID QUERY AND CLARIFICATION

Ser No	Name of Contractor	Contents of the RFP requiring clarification	Point of Clarification	Clarification by AWES
1.	Softel Solutions Pvt. Ltd.	<p>Page No.18 of RFP. Share top two references of your largest School Management System implementations quantified by number of users within a single entity highlighting the number of concurrent users managed efficiently < 50,000 >50,001 & = < 1,00,000 > 100,001 & = 200,001 & = 300,001</p> <p>Page No 44 of RFP. Both bidders must have associated with implementation of a School Management System (SMS) with at least 20 distinct entities.</p>	<p>(a) Requesting to amend to the Experience in custom development using .net / JS/ SQL server '. However in case we can go for MS ERP then we can 'classify as partner for implementation of business solution on ERP'</p> <p>(b) Requesting to remove this point</p>	<p>1. The reference implementation is for implementation of a School Management System which could be in any stack but isn't open for any project outside the School Management System.</p> <p>2. The point is essential keeping in mind the larger implementation plan.</p> <p>3. Please read the clause as 'Both the bidders together as a consortia' must have an implementation experience with 20 distinct entities.</p>
2.	Microsoft Corporation India Pvt Ltd	<p>Page no.23/Clause 4 Cloud Management. Bidder shall be responsible for Cloud Service Provisioning requirements, Data Management, Operational Management, Cloud Network Requirement, Cloud Datacentre Specifications, Cloud Storage Service Requirements, Application Hosting Security, Cloud Hosting Security, Application Performance Monitoring(APM), Backup Services, Data Base Support Services and Helpdesk Support from Cloud Service Provider Managed Services</p>	<p>Please clarifies the below points :-</p> <p>1. Quoted Services should supports Horizontal and Vertical Scaling to support User Concurrency.</p> <p>2. Managed Cloud Services should be Native by CSP and should be configured through CSP admin portal.</p> <p>3. Proposed Cloud should have Native Security Posture Management, Firewall, HIPS and leading security tools and Bidder needs to quote the offered solution.</p> <p>4. Proposed Cloud Managed Services should have Cloud native Managed Database for Postures, MYSQL, SQL.</p>	<p>1. The bidder needs to have an ability to manage the Cloud Environment end-to-end. The bidder should include the ability to scale both horizontally and vertically, should include security tools and performance monitoring, should support the mentioned databases, and the price should be included in the overall bid cost. While there is a strong preference for the chosen CSP to be a leader in Gartner's Quadrant, bidder to have 9001 and 27001 certifications and to have finally backed SLA, but they aren't treated as essential. However, we strongly encourage the bidder to</p>

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			<p>5. Proposed Cloud Services should have Application Performance Monitoring tool.</p> <p>6. Proposed Cloud Service provider should web pricing for all offered services and should be in INR.</p> <p>7. Proposed Cloud Service provider should be in Leaders category in Gartner Magic Quadrant.</p> <p>8. The CSP should provide financially backed SLAs for all the services offered and these SLAs should be declared in public portal of CSP.</p> <p>9. The cloud data centre must have assured protection with security built at multiple levels and 24x7 monitoring by provisioning physical security, biometric identification and close circuit monitoring.</p> <p>10. Proposed Cloud Services should have following Compliances and Certifications. ISO 9001 ISO/IEC 27001 ISO/IEC 27017 ISO/IEC 27018 ISO/IEC 27701 PCI DSS Level 1 ISO-22301 SOC 1, 2 & 3 Audit Reports TIA 942/Uptime Institute Certification</p>	<p>strengths along with the other Annexures as defined in the RFP.</p> <p>2. AWES acknowledges the DC and DR to be as per MEITY's guidelines as per the link shared.</p> <p>3. For the scope of this RFP, the chosen CSP should be empanelled under MEITY for Cloud Services. The choice of CSP and the actual locations would be co-determined at the time of implementation.</p> <p>4. The chosen CSP should include a detailed reporting for consumption and billing and should be directly available inside the administrative panel.</p>

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		<p>Page no.23/Clause 4 Cloud Management. The application and Data including its Disaster Recovery Data Servers needs to be Hosted in India</p>	<p>Please clarify that Quoted Cloud Service Provider should have DC and DR as per Meity DR Guidelines as below - https://www.meity.gov.in/writereaddata/files/DR%20Best%20Practices.pdf</p>	
		<p>Page no.23/Clause 4 Cloud Management. The Cloud Service Provider should be empanelled under MEITY's "Empanelment of Cloud Service Offerings of Cloud Service Providers (CSPs)</p>	<p>CSP should have minimum 3 MEITY empanelled Data Centres locations in India</p>	
		<p>Page no.23/Clause 4 Cloud Management. Cloud Management report by CSP which includes resources uses , billing declarations of major Outrage etc</p>	<p>Proposed Cloud Service provider Billing and Uses report in INR from its Admin Portal along with detailed resource consumption report</p>	
3.	Net Prophets Cyberworks Pvt Ltd	<p>Annex 4 Hosting - Point 10 (Page No 64). Provision is available to host the SMS as a hybrid or completely On Premise if needed.</p>	<p>Please clarify the purpose of hybrid hosting deployment as it will cause latency over the complete cloud deployment?</p>	<p>Army Schools are present across a wide spectrum of regions across India, including some where the internet connectivity may be intermittently available. The intent is to leave provisions for these schools till a stable internet is available across all schools. AWES wishes to be cloud first and is open to understanding other options as feasible.</p>
		<p>Annex 4 (Page No 60). Mobile App</p>	<p>Please clarify that can we propose hybrid mobile development?</p>	<p>The bidders can propose a hybrid app development as long as they are able to share appropriate reasons during the RFP responses and the bid interaction and handle the cons of</p>

			hybrid development efficiently.
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4.	Intense Technologies Ltd	From Page No 17 Implementation Ref	<p>AWES has given 17 marks for 3 lacs students from single Organisation. We request you to change such criteria for qualifying.</p> <p>AWES allowing for consortium, but department deducting marks for that. Request you to marks based on it prime bidder registration.</p>	<p>1. The Annexures can be shared as word files.</p> <p>2. Please read the clause as 'Both the bidders together as a consortia' must have an implementation experience with 20 distinct entities.</p> <p>3. The company should be in existence for the past seven (7) yrs.</p> <p>4. The criteria has been designed keeping in mind our current scale while ensuring it has grade boundaries as opposed to an absolute binary score. Therefore, it cannot be modified.</p>
5.	Globals ITES Pvt Ltd	Annexure 2, page no 43, Point no 2. Average Annual Turnover of the bidder should be at least Rs. 10 Crore (Rupees Ten Crores){Rs. 05 Crores (Rupees Five Crores) for Consortium/ JV/ Associations } for the last 3 financial years i.e., FY 2018-19, 2019- 20 and 2020-21 as per the published audited balance sheet	As per the previous tender annual turnover is 1 Crore, request you to kindly consider the same for the republished tender.	We unfortunately won't be able to accommodate the request since the RFP has been designed keeping multiple factors that affect each other as a group.

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6.	Daffodil Software Pvt Ltd	General	We request you to share word files of all the annexures given in the tender document.	1. The Annexures can be shared as word files.
		Page 44 (Point 4). Both the bidders must have associated with implementation of a School Management System with atleast 20 distinct entities).	We would request you to amend this clause as - " Any one bidder (either Primary bidder of consortium or secondary bidder) must have associated with implementation of a School Management System with atleast 20 distinct entities) . Kindly consider past experience of any one bidder of the consortium.	2. Please read the clause as 'Both the bidders together as a consortia' must have an implementation experience with 20 distinct entities.
		Page 43 (Point 1). Bidder must be a software development company registered in India under the Indian companies act or a registered partnership company / firm / society and existing atleast for the Past 07 (Three) years as on 01 Apr 2022.	Please confirm if " Past 07 (Three) " is the typo error .Kindly confirm if the company should be existing for the past three years or Seven years.	3. The company should be in existence for the past seven (7) years.
		Page 17 (Point ii). Implementation References	We request you to kindly evaluate this criteria based on number of schools rather number of concurrent users.	4. The criteria has been designed keeping in mind our current scale while ensuring it has grade boundaries as opposed to an absolute binary score. Therefore, it cannot be modified.