

Following are the queries received from different companies with regard to the RFP for “School Quality Assessment and Accreditation Management Solution”:

Company Name	Query	Response
Orion India Systems Pvt. Ltd.	<p>1. Can Orion India Systems Pvt. Ltd. participate in the Bid in spite of neither being an ISO 9001:2008 nor a CMMI L3 certified company with a valid certification on the date?</p> <p>2. Would CBSE consider a public –cloud based solution (for eg. Microsoft Azure based)?</p>	<p>1. Cannot participate in the Bid if the Company is neither an ISO 9001:2008 nor a CMMI L3 (or higher) certified company.</p> <p>2. Cloud based solution can be considered provided the cloud provider :  a. Has servers/clouds based in India  b. Has ISO 27001 or equivalent certification</p>
KRAN Consulting, Trivandrum	Request for exemption from Tender Fee and EMD amount as mentioned in the RFP as KRAN is an NSIC registered unit.	Yes, KRAN can be exempted from submitting Tender Fee and EMD amount
Globals – Setting the global trend	<p>4.The bidder should have supplied, installed and commissioned a solution similar to the one being proposed to the board to any organization in India in the last two (2) years, i.e., within calendar years 2012 and 2013. Such installations should be catering to real time access by atleast ‘100’ users. The bidder should submit an experience certificate obtained from the customer clearly indicating nature and details of the solution implemented along with current status of the project.</p> <p><b>Suggestion:</b>  <i>Request the board to amend the clause as “The bidder should have installed and commissioned a robust, scalable web based application running in more than 50 schools in India in the last two years (2) i.e., within calendar years 2012 and 2013. Such installations should be catering to real time access by atleast ‘100’ users.”</i></p>	No need to change
	<p>7. The bidder shall be responsible for providing adequate technical support to all users of the supplied solution including the central solution and the front-end units with their software. The bidder should submit a list of their support network, identifying locations – self owned or partner’s.</p> <p><b>Suggestion:</b>  <i>Request the board to provide format for the highlighted.</i></p>	Format in Annexure VII which needs to be filled by every bidder
	<p>2. Bidder should be the owner of the proposed School Quality Assessment and Accreditation Management software being proposed to the board and will be required to supply the software along with source code to the board. Furthermore, the bidder shall allow the board a perpetual usage and customization right on the</p>	Bidder should be the owner of the proposed School Quality Assessment and Accreditation Management software being proposed to the board and will be required to supply the software along with source code to the board.

	<p>supplied software.</p> <p><b>Suggestion:</b>  <i>Request the board to amend the clause as “The bidder should be the owner of the framework on which the proposed School Quality Assessment and Accreditation Management. Software will be developed/ built on. The bidder will be required to supply the software along with source code to the board. Furthermore, the bidder shall allow the board a perpetual usage and customization right on the supplied software.</i></p>	<p>Furthermore, the bidder shall allow the board a perpetual usage and customization right on the supplied software.  The supplied software will be the Intellectual property of the board</p>
	<p>The RFP Document could be downloaded from Board’s website (cbseacademic.in) and the payment of Rs. 7,000/- as the cost of the document, to be remitted, in the form of a Cash/DD in favour of Secretary, CBSE payable at New Delhi.</p> <p>The bid response should be accompanied by either proof of prior payment or a Demand Draft of Rs 7,000/- drawn in favour of CBSE New Delhi, payable at New Delhi</p> <p><b>Suggestion:</b>  <i>Request the board to specify the exact payment for cost of the document. (5.3;1;iii;c – mentioned Rs. 10,000/- for cost of the document)</i></p>	<p>The cost of the RFP document is Rs. 7000/-</p>
	<p>The bidder shall furnish, as part of its general bid, an EMD of amount Rs.10,00,000/- (Rupees Ten lakh only). The EMD shall be in the form of Demand Draft from any Scheduled Commercial Bank located in India, drawn in favour of Secretary , CBSE, payable at New Delhi or a bank Guarantee as per the format in Annexure IV, and will not be liable for any interest. Any bid, not containing the EMD will be rejected as non-responsive. Unsuccessful bidder’s EMD will be discharged / returned as promptly as possible without interest.</p> <p><b>Suggestion:</b>  <i>Request the board to reduce EMD amount to Rs. 5,00,000/-</i></p>	<p>The EMD is Rs. 70,000/-.</p>
	<p>The contract will be for an initial period of two years commencing the date of award of the project to the successful bidder which may be further extended on year to year basis upto 5 years.</p> <p><b>Suggestion:</b>  <i>Request the board to extend the initial period for three years.</i></p>	<p>No need to change</p>
	<p><i>Request the board to release advance payment for the project of minimum 20%.</i></p>	<p>No need to change</p>
	<p>a. The system should be operational latest by 1st August, 2014</p> <p><b>Suggestion:</b>  <i>Request you to roll out in two phases:  Beta Roll-out: by August 1<sup>st</sup>  UAT – 1 month</i></p>	<p>Time limit can be extended by 1 month.</p>

	<i>Go-Live: by September 1st, 2014</i>	
	The front-end solution (including hardware and software) should work in online connected and offline mode <b>Query:</b> <i>If the hardware/ tablet should work in Online mode, then it has to be 3G enabled. Should the SIM card be also provided by the bidder? How many nos.?</i>	Yes, the front end solution should work in both online and offline mode. The hardware has to be 3G enabled and the SIM card has to be provided by the bidder. The number of SIM cards should be as many as the number of front end hardware units.
	The Board reserves the right to either procure all front-end units directly on behalf of all stakeholders or to extend the commercials / terms of procurement related to front end units & applications to accreditation agencies / schools which shall procure such units directly from the selected Technology Service Provider. <b>Query:</b> <i>Will all the 500 units be procured in Year 1?</i>	Yes
	The Board is looking for innovative open technology based solutions and does not prescribe a particular design - bidders are encouraged to choose a solution meeting the requirements. <b>Query:</b> <i>Why is it required that the solution be Open Source based? It is important that the board gets a robust and scalable solution and hence it is requested to remove this condition.</i>	The board is looking for open technology standards based solutions (not open source based) to avoid any lock in with proprietary technologies.
UNEE COPS	Is empanelment process for Agency within the scope of application or just limited to keeping track of empanelled Agency data? If yes, please provide detail on empanelment process.	Not in the scope
	How the fees (Rs. 55,000/- is submitted by the schools along with FOI? Is it through Credit card/Net Banking payment or DD by post?	Submission of fee by the school will be through Credit card/Debit card/Net Banking/e-challan.
	After receiving FOI what is the rule to decide the Accreditation Agency and observer for the school? Is it automatic or manual? If manual who does this allocation? Is the observer a CBSE staff?	Automatic allocation of agency and observer but with the provision of being overridden by the Board if need be. Observer will be appointed by CBSE, he/she might or might not be a CBSE staff.
	During pre-visit analysis stage, for a particular SQAA, how it is decided which PAT member will do the analysis, visit the school and do the assessment?	Members of a Peer Assessor Team have to work as a team.
	Who from CBSE review the report uploaded by PAT?	CBSE staff
	This has been mentioned that Technology Service Provider is expected to offer the front – end hardware as well as application-Please provide the number of hardware required.	This is already mentioned on page number 9 of the RFP document.
	Can you please provide some idea on the following: a. Average number of inflight Accreditation process cases at any point of time.	a. The number may vary b. Post accreditation, the school will be submitting the self-assessment report after every three months.

	b. What is the frequency of submission of self-assessment report by schools post Accreditation?	
	Cost of RFP document mentioned on Page no. 16 is Rs. 10,000/- whereas it is mentioned Rs. 7000/- on page no. 19.	It is Rs. 7,000/-.
UNEE COPS	What is the plan when assessee sends the form by post and if it is going to do it online, do they upload scanned copy of the related evidence on portal also.	The Assessee school has to submit the SQAAF along with evidences online on the Central Accreditation Management Platform
Alph@linx Technologies Limited, Bangalore	Request to relax turn-over criterion to Rs.1 crore from 2.5 crore	Not accepted
MGRM Limited	In offline mode of solution, who all will have access (CBSE, PATs, Schools)? Or only the front end hardware will have offline features.	PAT will have access to offline mode of solution.
	Will there be need of any digital signatures while generation of online Certificates for schools?	Manual certificates will be given for few initial years
	Is it a web based software to be accessible by all stakeholders or client server	Web based
	What features are expected in online mode and what are expected in offline mode?	Already mentioned on Page 6, 7 and 8 of the RFP document as key features expected of the Central Accreditation Management Platform
	Details of "front End Hardware"? Is hardware also to be provided by Vendor as at another place it is mentioned that bidder only need to propose BOM and Board will procure all servers / hardware?	Already mentioned on Page 6, 7 and 8 especially on Page 7 under the heading "Front End Solution should enable the Peer Assessor Team during school visit to" of the RFP document as key features expected of the Central Accreditation Management Platform. The front end hardware to be provided by the vendor. Servers are to be provided by CBSE
	Will the front end hardware be mobile?	Yes
	Please also specify the tenure in which these 500 "Front End Hardware" will be bought. As the RFP states the same will be bought by the Accreditation Agencies? Reason _ As our rates/negotiations with hardware vendors will completely depend on validity/procurement timelines.	Mentioned on page 13 of RFP document under Clause 4.
	Request if, Instead of Net Profit, if we can look at Net Worth. (regarding turnover)	Not accepted
	Need explanation of the similar nature of project. Can large ERP /OLA (have matching features) implementations with educational institutes be treated as similar type. The area of Accreditation is too new to ask for a similar implemented software in last 2 years. This would only limit the selection process and number of bidders. Instead, Bidder's experience in understanding of	Centrally hosted assessment/ accreditation/ audit management system in any domain as similar

	Education domain should be seen rather than being so specific. This clause needs to be made generic. Further, Bidder's understanding and experience of CBSE Accreditation system should be evaluated.	
	Request for Consortium to be allowed?	Consortium is not allowed
	a) Technical / IT capability shall be evaluated on the basis of total Software Development and Technical Implementation manpower with the bidder having experience in similar solutions, as follows: At least 50 people – 3 marks Does that mean the bidding organization have to have 50 people minimum? Or can still apply?	Can consider 50 people to be minimum
	5 weeks for completion of complete solution is too less a time given for development or even customization of available complete solution. This needs to be extended	Time period can be extended for another one month period to 1 Sep 2014.
	What is the project budget?	No comments
	Prior experience of named team members in similar project Please define a 'similar project'. Can various solutions for school like ERP / OLA qualify as similar experience?	Similar project may be taken in the context mentioned in the RFP.
ICT Limited	Is the Systems Requirement Specs (SRS) document ready? This document will help the bidders to give a firm quote and also enable the successful bidder to complete the development job within the tight schedule specified of 4 weeks.	The Bidders can refer to the SQAA Manual uploaded on the micro website on Accreditation of CBSE ( <a href="http://49.50.126.244/accreditation/">http://49.50.126.244/accreditation/</a> ).
	Front End Units are brought out items from established vendors. Request for 100% payment to be made on delivery.	Installation is expected to be completed within 1 week of delivery. Remaining 50% will be paid on completion of installation.

- The Ownership of the software will be with CBSE. All databases, source code (all versions), test cases, passwords, requirements documents, high and low level design documents, change request documents etc. will be handed over to CBSE on demand.

- Proper security provision for source codes
- The IPR of the source code will also be with CBSE
- Annexure VII as given below needs to be filled in by the vendor

