

Clarifications against TOR No.:- HAREDA/WEBSITE/2017-18/01 dt.14.07.2017 for Selection of System Partner for Study, Design, Development, Implementation, Operation & Maintenance of Web Portal and Mobile Application for Department of New & Renewable Energy, Haryana

S. No	Section No./ParaNo	RFP Clause	Statement of clarifications/Deviations	Department Response
1	2.3.1.1 CMS (Content Management System) / Page #25	6) Support various styles of Menu like drop-down, fixed etc.	1. Please specify all required styles of menu.	As per RFP
2	2.3.1.1 CMS (Content Management System) / Page #26	12) Shall have inbuilt module for user management including registration, modification of user profile, bulk mailing , etc.	1. Who will bear the cost of bulk mailing service software cost? 2. If SP has to bear this cost then kindly share the number of bulk mail required to be send in a month.	SP need to integrate the Email gateway provided by the department.
3	2.3.1.1 CMS (Content Management System) / Page #26	14) Shall support content in multiple formats including PDF, DOC, DOCX, TXT, JPEG, JPG, PPT, XML, etc.	1. Please specify all required file formats, which needs to be supported in the system. 2. We assume that content for CMS pages will be provided by HAREDA in both languages (English & Hindi). Please confirm	1. As per RFP 2. The content for CMS pages (Hard format only) will be provided by departement in English only. The same may be converted in Hindi by the System Partern
4	2.3.1.2 Automation of Departmental Schemes >> E-Filing (Electronic Filing) / Page #27	8) Payment Process: b) Online payment should be possible through electronic means including Credit Card (provision for integrating payment gateways of at least two banks initially to be included in the proposal with an option of including at least five banks during steady state operations, including any consolidated approach that could be adopted by the state).	1. Please provide the name of banks for which payment gateway needs to be integrated in intial scope of the project. 2. We assume that integration required for additional 3 payment gateways will be considered as change request. Please Confirm.	As per RFP

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5	2.3.1.2 Automation of Departmental Schemes >> E-Filing (Electronic Filing) / Page #28	13) In addition to whatever scheme (one scheme may contain multiple forms) that have been defined, a provision for three (3) additional schemes pertaining to department should be included as part of the scope (and same should be included as part of bid cost), forms for the same will be identified in due course of time.	1. Please provide the scheme details and all forms related with the schemes.	As per RFP
6	2.3.1.3 Back office processing / Page #29	10) Provision for refund of fee in well defined operational scenarios should be possible to be effected from the system	1. How the fee refunds process will be carried out for online and offline payment?	System must have the provision for any sort of refunds/payments by the departments
7	2.3.1.4 Transaction Referencing / Page #29	2) Each transaction or service request should be identified through a system generated unique service request number	1. How many types of service request will be responded by the system? 2. Which are the transactions will be carried out for a particular service request? 3. Please provide the complete workflow for processing of service request.	As per RFP
8	2.3.1.4 Transaction Referencing / Page #29	4) Depending on the nature of the transaction it is possible that a single service request could have multiple e-forms (and/ or documents) and it should be possible to allocate the same transaction number in such cases	1. Total How many types of service request will be there? 2. Please provide more details on each type of service request, which needs to allocate the same transaction number. 3. Please provide HAREDA workflow with detailed steps, actions and actors for each transactions. 4. Maximum how many e-forms will be required to consider in a service request? 5. Please provide the sample of e-forms.	As per RFP

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9	2.3.1.5 Data Management / Page #30	2) Should have facility to secure the data related to form submissions, approvals/rejections, etc. through some secure means such as e-sign/PKI/Digital signature based or such other methodologies (as may be deemed appropriate to the context by the bidder) that will prevent tampering of data once it is inside the system including means to verify the same	1. We assume, that all the hardware and software (like server, digital signature dongles, digital certificate etc...) required for Digital Signature will be provided by the HAREDA and the SP will only integrate these into the system. Kindly confirm. 2. If SP has to procure Digital Signature then please provide number of dongles needed to be supplied.	SP need to integrate the e-sign/Digital Signature functionality provided by the department.
10	Department of New & Renewable Energy, Haryana Page 31 of 106 2.3.1.8 Implementation of e-Payment Gateway to pay any sort of govt. Fees /Page #31 -- 2.4.2 Phase-2: Design, Development, implementation, configuration, integration and software testing of web based application software for IT Application (Web Portal along with Mobile Application) /Page #37	2) Haryana State Finance Department has already establish an electronic payment aggregation solution (across multiple banks) and in this case, the bidder shall be required to integrate to this aggregated model -- XIV. Develop and implement a suitable Payment Gateway to meet the requirement of online financial transactions. It will be the sole responsibility of the department to tie up with banks / payment aggregator for arranging the payment gateway at his own cost. SP have to provide its full support wherever required, Any cost involved in Development and implementation of suitable Payment Gateway shall be borne by the SP itself & no extra cost will be given to SP from the department	1. We assume that required API for integrating with established payment aggregation solution will be provided by client. Please confirm 2. We assume that if any additional payment gateway will be required to integrate in future, then it will be also take care by current established electronic payment solution. For any required changes in the developed system then it will be treated as a change request. Please confirm	As per RFP

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11	Department of New & Renewable Energy, Haryana Page 31 of 106 2.3.1.8 Implementation of e-Payment Gateway to pay any sort of govt. Fees /Page #31	3) It will be the responsibility of the Department to provide necessary documentation required to make arrangements with the bank and make requisite payments, if any, for setting up the payment gateway facility	1. Please provide the documents of established electronic payment gateway solution.	As per RFP
12	Department of New & Renewable Energy, Haryana Page 31 of 106 2.3.1.8 Implementation of e-Payment Gateway to pay any sort of govt. Fees /Page #31	6) The SP would be required to get into suitable contract agreements between the department and concerned bank(s) as may be necessary to enable gateway transactions, failing which, their proposal shall be considered nonresponsive and liable for rejection	1. Which type of contract agreement will be require to sign with concered bank(s)? 2. Please provide all terms and conditions related with this contract agreement.	As per RFP
13	2.3.2 Mobile Application / Page #32	6) To manage all application contents, separate user friendly content management system should be provided with following general features:	1. We assume that mobile application content will be also managed by webportal backend system. There will not be separate admin panel required for it. Please Confirm	As per RFP
14	2.3.2 Mobile Application / Page #33	15) Touch login services using fingerprint authentication shall be available to access various services in a mobile application	1. We assume that the scope for this feature is limited to Touch screen devices only. Please confirm	Yes
15	2.3.2 Mobile Application / Page #33	16) Social media Integration with the ability for users to share their comments with friends and networks via Facebook, Twitter, YouTube channel, Google Plus & other media channels.	1. Please provide complete list of social media platforms, which requires to be integrated with the system.	Social Media is being set up. Only Integration to be done by the SP for approx 10-15 social media channels
16	2.3.2 Mobile Application / Page #33	17) User will get various notification/OTP on registered Mobile Number & Email Id. SMS/Email gateway will be integrated for this functionality.	1. We assume that SMS Gateway will be provided by HAREDA. Please confirm. 2. If SP (System Partner/Bidder) need to procure SMS Gateway then kindly provided estimated number of SMS / Month?	SP need to integrate the SMS Gateway provided by the department.

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17	2.4.1 Phase 1: Detailed Functional Requirement study, System Requirements Study and System Design / Page #34	vi. The SP shall perform its own individual assessment, conduct comprehensive discussion with department concerned branch/division in presence of IT division/PMT and subsequent analysis to ensure that each of the requirements captured during the FRS are covered in the system/software requirements analysis	1. We assume that requirement gathering needs to be done at single location only. Please confirm. 2. If multiple locations, then please specify locations.	Mainly Panchkula/ Chandigarh Only
18	2.4.3 Phase-3: Supporting User Acceptance Testing of the IT Application. / Page #39	iii. Department and/or its designated Third Party Agency would perform a detailed acceptance testing over the application deployed, from where the system is expected to be accessed i.e. test from the web portal. These testing would be performed once with the sample data and once after the data migration has been performed.	1. Please provide the quantum of data that needs to migrated from existing system in terms of 1.1 Number of Registered Users. 1.2 Number of CMS Pages 1.3 Details of Dynamic Contents 1.4 Number of form based data	Department will provide the relevant data in soft format and the SP shall ensure to migrate the complete data into the system
19	2.4.4 Phase-4: Deployment of required infrastructure for Operationalization of IT Application (Web Portal along with Mobile Application) ./Page #40	f) The SP shall ensure necessary security audits from the State designated agency/third party to be nominated by department.	1. Who will bear the cost of security audit. SP or HAREDA? 2. if SP has to bear the cost for security audit then we assume that one time security audit before Go-line will be required to consider. Please confirm 3. Do we require to consider Security Audit for Mobile Application also?	As per RFP

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20	2.4.5 Phase-5: Training to staff members of department as well as other stakeholders for effective use of the system./Page #40	Training	1. How many users need to be trained? 2. What will be the batch size? 3. Total how many batches required to be consider?	1) Approx 70 users 2) Details to be worked out by selected SP 3) Details to be worked out by selected SP
21	2.5 Desirable Timelines for Project Implementation / Page #43	The project would need to be implemented and fully operationalize within a period of maximum 100 days.	1. Mentioned 100 days time line will be related with business days or calendar days. Please clarify	As per RFP
22	2.8 Department Responsibilities / Page #47	vi. Provide seating space and basic office amenities to the agreed number of bidder personnel who will be involved in the course of the project.	1. We assume that resource will not be required to be deployed on-site during Study, Development, Operation & Maintenance period. Please confirm. 2. If on-site resources are required then please mention type, number of resources and period of deployment.	As per RFP

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23	2.8 Department Responsibilities / Page #47	xi) Facilitate procurement of necessary IT infrastructure (software licenses like SSL certificate, purchase of Hosting space on Android, Windows & IOS platform as applicable).	<p>1. We assume that necessary infrastructure including Operating Softwares, Dabase License, Backup Software, Backup Storage Setup/device, Firewall, required bandwidth will be provided by HAREDA and the SP will only implement it for Hosting and Maintenance . Please confirm.</p> <p>2. if not then please provide below details.</p> <p>2.1 Who will bear the cost for required infrastructureincluding Operating Softwares, Backup Software, Backup Storage Setup/device, Firewall, required bandwidth, etc.?</p>	<p>Only Hosting Space (VM) at Data Centre shall be provided by the department.</p> <p>All the enabling software licenses required for the designing, development, deployment, security, operations & maintenance of the proposed solution shall be procured/provided by the SP only.</p> <p>May also refer to RFP for complete details</p>
24	General	Users, user types, user roles, hirerchy and access privileges	<p>1. How many different types of users will use this system?</p> <p>2. Also provide their roles, responsibility and access level hierarchy in the system.</p> <p>3. Please provide expected number of users per user type?</p> <p>4. What is the expected number of external users accessing this application?</p> <p>5. What will be the expected YoY growth?</p>	SP need to analyse the same as part of SoW
25	General	Technology Preference	1. What will be the preferred technology for development	As per RFP

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26	General	Resouce CVs	<p>1. How many number of CVs required to be submitted?</p> <p>2. Please also specify types of resource for which CVs needs to be submitted.</p> <p>3. Please provide require minimum qualification for each type of resourece.</p>	As per RFP
27	General	Integration with third party system	<p>1. We assume that required required web services will be provided by HAREDA. Please confirm.</p> <p>2. if not then provide the below details of third party services.</p> <p>2.1 Number of third party systems</p> <p>2.2 Technology stack of each third party system</p> <p>2.3 Who will develop/provide the required webservices for it.</p> <p>3. How many dashboards needs to be prepare?</p>	Requisite web services required shall be develop & implement by the SP only