

RFP Title	Selection of IT Service Provider for the augmentation and upgradation of MIS Applications & Dashboards at "Vidya Samiksha Kendra"			
Response to Pre-bid Queries (GeM Bid No.GEM/2023/B/3469211 dated 19.05.2023)				
S.N.	RFP Page No.	Clause No. & Details	Query/ Suggestion/ Clarification	Response
<b>Grant Thornton Bharat LLP</b>				
1	9	3. SCOPE OF WORK, Applications to be customized or developed	We assume that the applications mentioned in the section require to be built from scratch or customized over available COTS solution. No legacy applications are running in the department with such name. please confirm	This is the indicative list of the applications, bidders are required to provide the resources to understand the existing IT applications and design, develop, customize & implement the modules/ systems for existing as well as new IT applications as per the requirements under the guidance of MIS-IT team of GCSE-SS
2	10	3. SCOPE OF WORK, Applications / Functionalities to be upgraded / customized / redeveloped	We assume that the applications mentioned in the section are legacy applications which need to be upgraded or redeveloped from to meet the current requirements. Please confirm	Please refer response of query no. 1
3	9 to 10	3. SCOPE OF WORK	No Functional requirement specification mentioned in the RFP for effort estimation	Please refer response of query no. 1
4	9 to 10	3. SCOPE OF WORK	No technology platform mentioned for the legacy applications which require to be upgraded	The technology stack of majority existing applications are as under: Development Framework: MVC, ASP.Net, C#, PHP, Angular JS, Ionic Angular, Flutter (REST API), Angular with API Database: MS SQL, My SQL
5	10	3. SCOPE OF WORK, Analytics/ Dashboards currently available through VSK	Please specify the BI platform utilized for development of dashboards	The technology stack used for development of dashboards- MS Power BI

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6	9 to 10	3. SCOPE OF WORK	Scope of the RFP is completely open ended and it is purely manpower based. Which expects implementation firm to analyze the requirement and implement/ maintain for 60 months of time period. There is huge possibility of scope creeping. RFP should clearly specify the requirement in terms of modules to developed or updated or customized	Bidders are required to provide the resources to understand the existing IT applications and design, develop, customize & implement the modules/ systems for existing as well as new IT applications as per the requirements under the guidance of MIS-IT team of GCSE-SS during the project tenure.
7	9	3. SCOPE OF WORK	The scope of work session details the existing application which needs to be customized/developed/upgraded. Kindly let us know if the source code for this application are available and will it be shared with selected bidder	Required details shall be made available as per the requirements under the Data Protection agreement between the Department & the selected bidder.
8	9	3. SCOPE OF WORK	The scope of work session details the existing application which needs to be customized/developed/upgraded. We understand any software/application/license required for the above activity will be provided by the authorities. Kindly confirm	Any required software/application/license shall be provided by the Department.
9	12	4. TEAM STAFFING	Years of experiences sought for the resource in the RFP are inadequate	As per RFP
10	12	4. TEAM STAFFING	Technical Experts such as Solution Architect, Database Administrator, Data Scientist, Quality Assurance Expert, Business Analyst etc. shall be included	As per RFP
11	12	4. TEAM STAFFING	We propose following Resources with years of experience  1. Project Manager- Min. 10 years of experience (Nos.1) 2. Sr. Developer- Min. 7 years of experience (Nos.1) 3. Developer- Min. 5 years of experience (Nos.3) 4. Database Administrator- Min. 7 years of experience (Nos.1) 4. Solution Architect- Min. 10 years of experience (Nos.1) 5. Business Analyst- Min. 5 years of experience (Nos.2) 6. Tester- Min. 5 years of experience (Nos.1) 7. Data Analysts- Min 5 Years of experience (Nos.2)  out of that Solution Architect and Business Analysts will be part time resources and would only be required for year 1	As per RFP
12	21	7. Pre-qualification Criteria, Bidder Turnover, INR 3 Crore from Indian operations during the last 3 Fys	Average Annual Turnover sought in the RFP is quite low. Turnover shall be atleast 50 Cr. to ensure timely payments of the resources deployed in the project in case there would be delay by department in making payment.	As per RFP

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13	21	7. Pre-qualification Criteria, Bidder Turnover, INR 3 Crore from Indian operations during the last 3 Fys	Positive Network of the firm shall also be kept in the criteria to ensure participation of good firms to ensure successful implementation of the project for the tenure of 5 years or more .	As per RFP
14	21	7. Pre-qualification Criteria,4. Applicant's Experience	We request for following modification to ensure participation of seasoned firms  Bidder must have executed (or executing) at-least 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in India with value 1 Cr. in last 10 years.	As per RFP
15	22	8. TECHNICAL EVALUATION CRITERIA, Experience in 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU projects (Each project should have a minimum value of Rs.50.00 Lacs)	We request for following modification to ensure participation of seasoned firms  Experience in 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU projects (Each project should have a minimum value of Rs.1 Cr.) in last 10 years	As per RFP
16	22	8. TECHNICAL EVALUATION CRITERIA, Experience in handling large data sets and user base for 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU. 1 Lakhs users: 10 Marks 10 -25 Lakhs users: 12 Marks 26 Lakhs users or more: 15 Marks	In case of Data Analytics projects, No. of users for marking is not relevant. Only IT system for governance or transaction would be evaluated on user quality hence we request to evaluate the criteria against the project value.	As per RFP

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17	22	8. TECHNICAL EVALUATION CRITERIA, 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in the last 3 FYs (Each project should have a minimum value of Rs.50.00 Lacs) 3 Projects: 10 Marks 4-5 Projects: 12 Marks 6 and more Projects: 15 Marks	Same criteria has been repeated against experience in last 3 Fys, we wish to highlight that due to the COVID in 2020 and 2021, opportunities were comparatively less hence either criteria can be removed or it should be evaluated in last 7 years.	As per RFP
18	22	8. TECHNICAL EVALUATION CRITERIA, B Team credentials: 30 marks (50% for Qualification and 50% for Experience)	Entire marking is earmarked only against meeting the basic criteria, it is suggested to have minimum marking on basic experience and additional experience should be given higher marking	As per RFP
19	21	7. PRE-QUALIFICATION CRITERIA 5 Certification - The bidder should have valid CMMi level 3 or above certification as on the bid submission date.	We kindly request the authorities to consider CMMi Level 5 certification.	As per RFP
20	22	TECHNICAL EVALUATION CRITERIA	Experience in handling large data sets and user base for 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU. 1 Lakhs users: 10 Marks 10 -25 Lakhs users: 12 Marks 26 Lakhs users or more: 15 Marks. Kindly clarify on the users . Will be it considered as direct users/indirect users/downloads. Kindly clarify	Only registered users for the application/system will be considered.

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21	22	<p>8. TECHNICAL EVALUATION CRITERIA</p> <p><b>Criteria 1</b> - Experience in 3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU projects (Each project should have a minimum value of Rs.50.00 Lacs)</p> <p>One project: 10 Marks Two projects: 15 Marks Three or more projects: 20 Marks</p> <p><b>Criteria 3</b> - IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in the <b>last 3 FYs</b> (Each project should have a minimum value of Rs.50.00 Lacs)</p> <p>3 Projects: 10 Marks</p>	<p>Criteria 1 and Criteria 3 seems to be repeted clause except for criteria 3 asks for project in last 3 Years.</p> <p>Considering the scope of work of the project, we kindly request authorities to remove the repeted clause and consider the below</p> <p><b>Criteria 1</b> - Average annual turnover from IT consultancy / EdTech projects/ IT Application development More than 25 Cr - 5 Marks More than 25 Cr and Less than 50 Cr - 10 Marks More than 50 Cr - 15 Marks</p> <p><b>Criteria 3</b> - IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in the <b>last 10 FYs</b> (Each project should have a minimum value of Rs.50.00 Lacs)</p> <p>3 Projects: 10 Marks 4-5 Projects: 12 Marks 6 and more Projects: 15 Marks</p>	Please refer the corrigendum.
22	28	<p>Section 15, g</p> <p>The overall penalty on account of Non-Deployment of Proposed Resources or Manpower Availability is capped at 50% of Monthly invoice amount.</p>	The penalty mentioned is extremely high and we recommend the same to be capped at 10% of the contract value.	As per RFP
23	NA	General	No Project Implementation Plan with Timelines stated in the RFP, we suggest to clearly define the timelines and payment milestones	As per RFP
24	NA	General	We request for extension of bid submission date atleast 3 weeks post issuance of prebid clarifications	Please refer corrigendum

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25	NA	General	<p>There are no legal clauses in the document, we would need to have the below legal clauses incorporated in the Service Agreement that may be proposed to be executed, if the firm wins the bid.</p> <ol style="list-style-type: none"> <li>1.Limitation of liability should not exceed the Contract Value</li> <li>2.Indemnification: We prefer that the clause be mutual as the Consultant/Bidder must also be indemnified by the Client in case of losses or damages arising out of any third party claims or due to any fraud, misrepresentation or omission of facts by the Client or its personnel.</li> <li>3.Non Solicitation and Non Exclusivity</li> <li>4.Retention of copies clause is required as the Firm would have to retain information for legal or professional regulatory purposes.</li> <li>5.Compelled Disclosure must be added as an exception to the Confidentiality clause..</li> <li>6.Termination rights must be available to the Firm/Bidder in case i) its fees are not paid within the contractually agreed period; ii) if the Client does not comply with the terms of the Agreement/RFP</li> </ol>	As per GeM General Terms & Conditions (GTC)
<b>Dev Information Technology Ltd.</b>				
26	9	Design and develop plan to upgrade / enhance the existing applications and dashboards	How many applications to be enhance? And what type of enhancement require? Need to redesign applications or redeveloped?	Please refer response of query no. 1
27	9	Integrate the existing applications and dashboards with new systems to improve their functionality and performance.	How many application to be come in future or during 5 years?	Please refer response of query no. 6
28	9	Applications to be customized or developed	There will be a 6 applications to be developed, so, can you give Technical Stake of each application?	Please refer response of query no. 1
29	10	Applications / Functionalities to be upgraded / customized / redeveloped	Can you give technical stake of each applications? It will help us to find out proper technical person for work in applications.	Please refer response of query no. 4
30	11	TEAM STAFFING	Can you give bifurcation of resource wise technical stack require?	Exsting technology Stack is mentioned for majority of existing applications in response to Query S.No.4. Accordingly, bidder may propose the best suited combination of the resources.
31		General	Kindly confirm, all require infrastructure will be provided by department onsite.	As per RFP Clause 15(f)

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32	2	Tender Fee & EMD	As per GeM GTC, Please allow the exemption for Tender Fee & EMD.	No EMD to be taken from exempt category of sellers as per GeM GTC. The clause for Tender Fee/ Bid processing Fee is removed. Please refer corrigendum.
<b>M/s. Nascent Info Technologies Pvt. Ltd</b>				
33	NOTICE INVITING TENDER (NIT), Page no. 2 of 37	Bid Processing Fees (Original in Physical Copy, Scanned copy in Online) & EMD (Original in Physical Copy, Scanned copy in Online)	We assume that only fees and EMD to be submitted in physical form rest all documents shall be submitted online of GeM portal. Please confirm.	Only EMD to be submitted in physical form (as well as scan copy on GeM portal) rest all documents as per RFP Clause:7 are to be submitted online on GeM portal .
34	NOTICE INVITING TENDER (NIT), Page no. 2 of 37	Bid Processing Fees (Original in Physical Copy, Scanned copy in Online) & EMD (Original in Physical Copy, Scanned copy in Online)	In case of MSE exemption, a letter along with MSE registration certificate needs to be submitted. Please confirm.	In case of MSE exemption, kindly upload valid UDYAM certificate.
35	NOTICE INVITING TENDER (NIT), Page no. 2 of 37	Date & Time for Presentation : To be informed after preliminary Evaluation	There is no mention of Presentation in "Technical Evaluation Criteria". Do we have to present the "Approach and Methodology (A&M) of the proposal – 20 marks" in the technical presentation.? Please confirm. If yes, do we need to submit document/presentation along with the bid OR it can be presented at the time of presentation only and there is no need to submit the docs along with the bid.? Please specify.	There will be no presentation and bidders have to upload the "Approach and Methodology (A&M) document for technical evaluation .
36	3. SCOPE OF WORK, Page No. 9 of 37	Applications to be customized or developed .....	We request you to please specify the technology stack of mentioned application so that we can depute proper mix of resources to handle the customization/development during the implementation phase.	Please refer response of query no. 4
37	3. SCOPE OF WORK, Page No. 9 of 37	Applications to be customized or developed .....	We request department to please share the FRS/user manual documents of the listed applications demonstrating the application flow of each application for the better understanding of the applications that need to be customized/developed under this project.	Required details shall be made available as per the requirements under the Data Protection agreement between the Department & the selected bidder.
38	3. SCOPE OF WORK, Page No. 9 of 37	Applications to be customized or developed .....	We assume that VSK will provide developed application-wise source code, database access & any service-related credentials to the appointed agency.	Please refer response of query no. 37
39			We assume that Any type of third-party paid services, API purchase cost, SMS/Email recurring cost, and software license cost will be borne by the department.	Please refer response of query no. 37

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40	3. SCOPE OF WORK, Page No. 10 of 37	Analytics/ Dashboards currently available through VSK:Currently the VSK has <b>BI-enabled MIS dashboards</b> for the following major workstreams:	Whether it is a COTS BI product or bespoke solutions being used for BI component? Please mention the name and tech stack of the BI components.	Please refer response of query no. 5
41	4. TEAM STAFFING, Page No. 12	Programmers / Developers: Programming Skills - .NET, Java, Open Source, Web development, Android App development, database management etc.	A resource may have expertise on any one language hence we assume that we have propose a mix of resources having requisite expertise in mentioned technologies. Please confirm.	Yes, Bidder may propose the best suited combination of the resources.
42	4. TEAM STAFFING, Page No. 12	Programmers / Developers: Programming Skills - .NET, Java, Open Source, Web development, Android App development, database management etc.	Onsite Developer requirement: Request to consider resource deployment with 6 - 7 resources rather than 5 resources, based on the technology mentioned including UI/UX designer and QA.	As per RFP
43	5. INSTRUCTIONS TO BIDDERS, Page No. 13 of 37	Consortium: IT Service Provider may associate with other firms in the form of a joint venture or consortium or a sub-consultancy to enhance their qualifications.	As per our understanding, either member of consortium can meet the PQ and TQ criteria mentioned in the RFP. In other words, PQ and TQ criteria can be met jointly by the consortium partners. Please confirm our understanding.	Consortium will not be allowed. Please refer corrigendum.
44	5. INSTRUCTIONS TO BIDDERS, Page No. 13 of 37	c. Earnest Money Deposit (EMD) (Bid Securing Declaration): The bidder shall furnish along with its bid, a Bid Securing Declaration as mentioned in the data sheet, the same is to be provided <b><u>as per the format specified under Annexure-3 in this document.</u></b>	There is no such format given in the RFP document. Please share the format.	EMD to be submitted as per format specified by GeM
45	7. PRE-QUALIFICATION CRITERIA, Point No. 5, Page No. 21 of 37	The bidder should have valid CMMi level 3 or above certification as on the bid submission date.	We are possessing CMMi L3 certification since 2017 and our latest CMMi certification is expired. Although, it is under the renewal process. We request you to please allow us to submit the old CMMi certificate along with a certificate from certified lead appraiser/auditor organization mentioning that the certificate is under due process of recertification.	As per RFP



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46	8. TECHNICAL EVALUATION CRITERIA, A. Firm level qualifications: 50 marks, Page No.22 of 37	Experience in handling large data sets and user base for <b>3 IT Application development/ Data Analytics projects in the e-Governance domain</b> for any Central / State Government/Local bodies/Government PSU. 1 Lakhs users: 10 Marks 10 -25 Lakhs users: 12 Marks 26 Lakhs users or more: 15 Marks	We assume that users mentioned in the marking slabs are cumulative users of all 3 projects asked in the criteria. Please confirm.	Yes, the users mentioned in the marking slabs are cumulative users of all 3 projects
47	9. COMMERCIAL BID, Page No. 23 of 37	Prescribed Proforma for Financial Offer: (To be submitted on the Bidder letterhead)	GeM portal doesn't provide option to attach documents in the financial bid/price bid stage. Hence, how and where to submit this letter. Please confirm.	The resource wise financial breakup shall be submitted after awarding the contract order to successful bidder. Please refer corrigendum.
48	9. COMMERCIAL BID, Page No. 23 of 37	Prescribed Proforma for Financial Offer: Amount quoted for 'Total fees for 5 years <b>without taxes</b> ' will be considered for Financial Evaluation	GeM portal giving an only field to quote a single figure inclusive of all taxes and which is contradicting with this clause. Please specify whether to quote inclusive rate or exclusive rate on the GeM portal.	Please refer corrigendum. To be revised as under: <i>"Prescribed Proforma for Financial Offer: Amount quoted for 'Total fees for 5 years <b>with taxes</b>' will be considered for Financial Evaluation"</i>
49	15. OTHER TERMS AND CONDITIONS, Page No. 28 of 37	f. Office setup and IT Infrastructure: Tenderer may provide to the IT service provider, sitting space and basic infrastructure (including Desktop/Laptop, Printer, Internet access, etc.) at Tenderer's office location	This clause is contracting with the Clause 13 of "Prescribed Proforma for Financial Offer". We assume that department shall facilitate with sitting space and basic infrastructure (including Desktop/Laptop, Printer, Internet access, etc.) at department's office location. Please confirm.	Please refer corrigendum.
50	15. OTHER TERMS AND CONDITIONS, Page No. 28 of 37	g. Penalty for non- compliance on resource deployment & replacement	Per day penalty mentioned here is very high. In a right sprit, these per day penalties should be reduced.	As per RFP

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51	15. OTHER TERMS AND CONDITIONS, Page No. 28 of 37	<p>This penalty will be additional to non-payment of man days cost for the said requirement.</p> <p>1) The overall penalty on account of Non-Deployment of Proposed Resources or Manpower Availability is capped at 50% of Monthly invoice amount. <b>The penalties, if any, will be recovered against the quarterly payment invoice submitted by the SP.</b></p>	<p>We understand that invoices shall be paid on monthly basis so which quarterly payment invoice is being referred in this clause. Please specify. We assume that all the penalties shall be settled in the next monthly bill and penalty shall be capped to 50% of billed/invoiced amount. Please confirm our understanding.</p>	<p>Please refer corrigendum.</p> <p>To be revised as under:  "1) The overall penalty on account of Non-Deployment of Proposed Resources or Manpower Availability is capped at 50% of Monthly invoice amount. The penalties, if any, will be recovered against the <b>monthly</b> payment invoice submitted by the SP."</p>
52	General	General	<p>We assume that require security audit costs for new or customize development will be borned by the department.</p>	<p>Yes, any required software/application/license shall be provided by the Department and cost of any required Audits shall be borned by the department.</p>

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<b>M/s WE Excel Softwares Pvt. Ltd.</b>				
53	11	Team Staffing	Please clarify, those 8 resources you have asked for, in the NIT Should be on Bidder's Payroll or we can provide you through Third Party?	The proposed resources should be on Bidder's Payroll at the time of deployment.
54	9	Scope of Work	Scope of work is not clearly defined in NIT document. Please clarify.	Bidders are required to provide the resources to understand the existing IT applications and design, develop, customize & implement the modules/ systems for existing as well as new IT applications as per the requirements under the guidance of MIS-IT team of GCSE-SS during the project tenure.
<b>Akiko Sherman Infotech</b>				
55			Due to the requirement of having a CMMI level 3 certificate (mentioned in the technical evaluation criteria of the document), we are not able to participate in this tender. Therefore, we request you to amend the document and remove the requirement of having a CMMI level 3 certificate.	As per RFP
<b>ConveGenius Edu Solutions Pvt. Ltd.</b>				
56	17 - 18	Section 5. Instructions to Bidders Performance Bank Guarantee (PBG)	We would request reduction of the Performance Bank Guarantee (PBG%) requirement to either 3% or 5% for the following reasons:  <b>1. Contract Duration:</b> The proposed contract for the projects extends over a period of 5 years, with an additional 2-year extension option. Considering the extensive duration of the contract, a reduction in the PBG% would help alleviate the financial burden placed on potential bidders.  <b>2. No Price Increase:</b> As per the contract specifications, no price increase will be allowed throughout the entire duration of the project. Higher PBG% would require substantial financial resources to be held as security upfront.  <b>3. Retention Period:</b> The existing requirement to retain the PBG by the Government until 6 months after the project's completion poses an additional burden on bidders. By reducing the PBG% as requested, bidders would have the flexibility to allocate their financial resources more efficiently, without undue strain on their operations.	As per RFP

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<b>Krish CompuSoft Services Pvt. Ltd., Ahmedabad</b>				
57	22	8 <b>TECHNICAL EVALUATION CRITERIA</b>	<p>Experience in handling large data sets and user base for <b>3 IT Application</b> development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU.  1 Lakhs users: 10 Marks  10 -25 Lakhs users: 12 Marks  26 Lakhs users or more: 15 Marks</p> <p>We request to please modify the criteria as below:</p> <p>Experience in handling large data sets and user base for <b>One IT Application</b> development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU.  1 Lakhs users: 10 Marks  10 -25 Lakhs users: 12 Marks  26 Lakhs users or more: 15 Marks</p>	As per RFP
58	22	8 <b>TECHNICAL EVALUATION CRITERIA</b>	<p>3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in the last 3 FYs (Each project should have a minimum value of Rs.50.00 Lacs)  3 Projects: 10 Marks  4-5 Projects: 12 Marks  6 and more Projects: 15 Marks</p> <p>We request to please modify the criteria as below:</p> <p>3 IT Application development/ Data Analytics projects in the e-Governance domain for any Central / State Government/Local bodies/Government PSU in the last 3 FYs (Each project should have a minimum value of Rs.50.00 Lacs)  One project: 10 Marks  Two projects: 15 Marks  Three or more projects: 20 Marks</p>	Please refer response of query no. 21