

**Response to the Pre-Bid Queries for Empanelment of Agencies to provide Technical Resources for Software Development and Maintenance Services**

S. N o.	Query Raised by	Relevant Clause No.	Existing Clause	Queries/Suggestions/Recommendations by Prospective Bidders	Response
1	Netlink	Annexure 3		In Annexure 3: Qualification & Experience of Technical Resources there is no technology (i.e. Dotnet, PHP, SQL, Open Source etc) is mentioned for the Technical Resources. So please clarify which type of suitable technology is required for the Technical Resources.	Clarification: The technical experience of the resources shall vary with project. The empaneled vendor will be required to provide the resource as per the requirements of specific project(s).
2	Netlink	General		The proposed manpower will be deployed on Head Office Bhopal or it needs to deploy manpower at District / Block Level.	Refer Corrigendum
3	Netlink	Clause No. 3.3, Point 12, Page no. 8	The bidder must have experience of having successfully completed at least 5 (five) different projects (i.e. for different clients/organizations) in last 3 financial years (2015-16, 2014-15, 2013-14) in India in providing Software Development services for: 1) Government Department(s); & / or 2) PSU(s); &/ or 3) Government Undertaking; &/or 4) Private Organization(s). Provide copy of LOI/Work orders/Contract indicating Engagement value. Bidder to submit an undertaking specifying the scope of work for cited projects from an authorized signatory of the company. (Details to be provided in Annexure-5: Client Details)	In an eligibility clause Page No 08 you asked for Minimum 5 Projects from Different Organization can you change it to 3 projects	As per the RFE
4	Netlink	General		Any approved leave facility there for resources we deployed?	Clarification: The leave facility shall be governed by M.P. Government

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					calendar, and as per MAP_IT's internal policy for other contractual employees.
5	Netlink	General		What is the Reporting Mechanism for resources we deployed.?	Clarification: The resources shall report to the designated project leader/owner.
6	Cyber Infrastructure	Clause No. 3.3, Point 12, Page no. 8	<p>The bidder must have experience of having successfully completed at least 5 (five) different projects (i.e. for different clients/organizations) in last 3 financial years (2015-16, 2014-15, 2013-14) in India in providing Software Development services for:</p> <p>1) Government Department(s); &amp; / or  2) PSU(s); &amp;/ or  3) Government Undertaking; &amp;/or  4) Private Organization(s).</p> <p>Provide copy of LOI/Work orders/Contract indicating Engagement value.  Bidder to submit an undertaking specifying the scope of work for cited projects from an authorized signatory of the company.  (Details to be provided in Annexure-5: Client Details)</p>	Why we are counting Experience of domestic Clientele whether as Majority of web business were collected from overseas so would request kindly count overseas exposure to the bidder company	Refer Corrigendum
7	Cyber Infrastructure	Clause No. 3.3, Point 11, Page no. 8	<p>Undertaking on Manpower :The bidder must have (at least) 20 number of resources on company pay-roll for the past one (1) financial year.  Agency must have at least 8 number of resources with Minimum qualification - B.E. / B. Tech / MCA (Computer Science / Computer Science Engineering /IT) continuously on its rolls for the past 1 year.  The bidder shall submit a list of resources with the minimum required qualification and an undertaking/self-declaration duly signed(with</p>	There must be a good number of present head count by the bidder company would suggest at least a bidder company must have 300 + Man power in their existing head counts so that they can provide Manpower on immediate basis as well replacement could not be a call for them	Refer Corrigendum

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			company seal), by the CA / CS / Authorize Signatory of the bidding organization, indicating adherence to the above mentioned resource requirements.		
8	Cyber Infrastructure	General		Would Suggest to proceed with Interview process before deployment of Manpower	Refer Corrigendum
9	Cyber Infrastructure	General		As you said their base location will be Bhopal but might be they can travel in anywhere in MP for their project work, in that case their HRA cost will differ (TA & DA) will be exclusive from their base location	Refer Corrigendum
10	Cyber Infrastructure	General		Would suggest Bidder Company Must have Standard Quality Certification as per Software Industry Norms so that they will ensure quality resource and services provided during entire tenor of tender.	Refer Corrigendum
11	Shahjade Infotech Pvt Ltd	6.5 Annex5, Detailed Commercial		The resource costing needs to be based on assumption that they are based out of Bhopal. However if the resource is required at different locations in MP for short or long duration, then additional clause, to include transportation/stay at the location needs to be taken care of. usually this expense should be borne by requesting party. Please could you clarify the stand on it.	Refer Corrigendum
12	C-NET	Clause No. 3.4, Pg No. 9	The bidder shall submit Earnest Money Deposit (EMD)of INR 1,00,000 (Rs. One Lakh Only), which shall be deposited online during the submission of the tender on e-Procurement portal.	We are NSIC/MSME register company, According DEITY guideline for Exemption in EMD and Tender Fee, we are eligible for the same.(Guideline-Attached) We Request you please give exemption in EMD and Tender Fee. In some last tenders, we have got exemption already i.e. VYAPAM tender regarding OMR Sheet, MPSEDC tender etc.	Refer Corrigendum
13	C-NET	Clause No. 4, Page No. 8	The bidder should have an average annual financial turnover from IT services in at least three of the last four Financial Years (i.e.	Our suggestion is- For reputed organization and Quality Manpower with Certainty, Reliability- • The bidder should have an average annual	Refer Corrigendum

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			2015-16, 2014-15, 2013-14 and 2012- 13) of at least INR 10 Crores.	financial turnover from IT services in at least three of the last four Financial Years (i.e. 2015-16, 2014-15, 2013-14 and 2012-13) of at least INR 25 Crores. • Bidder must be CMMi Level III company with ISO 9001/ ISO27001/IEC 20000(According to the Guideline-Attached)	
14	C-NET	Clause No. 4.10.3(ii-a), Page No. 13	The bidder quoting the lowest rates of GTV in the Financial Bid shall be selected as L1.	Selection of Bidder Should be based on QCBS.(According to the Govt. Guideline - attached ) It proves Company's Successfully completed past experience with Quality work.	As per the RFE
15	C-NET	General		Our suggestion is- There should be any benefits for Madhya Pradesh Based Small Scale Company.	As per the RFE
16	Xtranet	Clause No. 3.3, Point 12, Page no. 8	The bidder must have experience of having successfully completed at least 5 (five) different projects (i.e. for different clients/organizations) in last 3 financial years (2015-16, 2014-15, 2013-14) in India in providing Software Development services for: 1) Government Department(s); & / or 2) PSU(s); &/ or 3) Government Undertaking; &/or 4) Private Organization(s). Provide copy of LOI/Work orders/Contract indicating Engagement value. Bidder to submit an undertaking specifying the scope of work for cited projects from an authorized signatory of the company. (Details to be provided in Annexure-5: Client Details)	As per the RFE, Client details to be submitted are in (Annexure 2, 6.2.2) and not in Annexure 5. Please clarify	Refer Corrigendum
17	Xtranet	Clause No. 3.3, Point 3, Page no. 8	The Bidder should have a Positive Net Worth for at least three of the last four Financial Years (i.e. 2015-16, 2014-15, 2013-14, 2012-13).  Relevant CA certificate shall be submitted by	The bidder should have Positive Net Worth for the last 3 Financial Years (i.e. 201-16, 2014-15, 2013-14)	As per the RFE

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			the bidder for the stated financial years. For FY 15-16, in case the audited financial statements are not available, the bidder may submit provisional/unaudited figures		
18	Xtranet	Clause No. 3.3, Point 4, Page no. 8	The bidder should have an average annual financial turnover from IT services in at least three of the last four Financial Years (i.e. 2015-16, 2014-15, 2013-14 and 2012- 13) of at least INR 10 Crores.	The bidder should have an average annual financial turnover from IT services & solutions in last 3 Financial Years (i.e. 2015-16, 2014-15, and 2013-14) of at least INR 10 Crores.	Refer Corrigendum
19	Xtranet	Clause No. 3.4, Page no. 8	i. The bidder shall submit Earnest Money Deposit (EMD) of INR 1,00,000 (Rs. One Lakh Only), which shall be deposited online during the submission of the tender on e-Procurement portal.	As per the MSE guideline, presently EMD/Tender Fee exemptions and price preference are applicable to Mico and Small Industries having NSIC/MSME certificates. We request you to please give exemption in EMD and Tender Fee. As same has been considered for Development of Dynamic Form Builder and Aggregator for Web and Mobile of MAP IT Tender	Refer Corrigendum
20	Xtranet	Clause No. 5.1, Page 15	Payment will be made in Indian Rupees only on quarterly basis	The project is for Empanelment of Technical Resources defined in RFP & which will be provided to different Government Departments. In the form of Financial Reimbursing to these Resources, huge Financial investment will be required, which bidder will take into their costing, whereby increasing the project cost & loss to state ex-chequer. So, we hereby request that Payment should be on Monthly Basis.	As per the RFE
21	Xtranet	Clause No. 5.7 (a), Page 16	a. Deployment Penalties, SLA : Deploy all the required resources at MAP_IT within 6 weeks of receiving the work order	We would request you to kindly extend the deployment of resources to 8 Weeks, as it takes time to move quality resource from one project to other.	Refer Corrigendum
22	Prabhuti Systems	Clause No. 3.3, Point 4, Page no. 8	The bidder should have an average annual financial turnover from IT services in at least three of the last four Financial Years (i.e. 2015-16, 2014-15, 2013-14 and 2012- 13) of at least INR 10 Crores. CA certificate confirming the average annual	Please allow annual financial average turnover for three year to 5 Cr.	Refer Corrigendum.

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			turnover of the bidder during the stated financial years must be submitted. For FY 15-16, in case the audited financial statements are not available, the bidder may submit provisional/unaudited figures.		
23	Prabhuti Systems			Please provide exemption in Tender Fee and EMD to NSIC and UAM registered companies.	Refer Corrigendum
24	Pravidhi India	Clause No. 3.3, Point 4, Page no. 8		Please allow annual financial average turnover for three year to 5-6 Cr.	Refer Corrigendum
25	Pravidhi India			Please provide exemption in Tender Fee and EMD to NSIC and UAM registered companies.	Refer Corrigendum
26	Surevin	Clause No. 3.4, Page 9	The bidder shall submit Earnest Money Deposit (EMD) of INR 1,00,000 (Rs. One Lakh Only), which shall be deposited online during the submission of the tender on e-Procurement portal.	EMD and Tender cost will be exempted if bidder have NSIC certificate, Kindly confirm.	Refer Corrigendum
27	Surevin	Clause No. 4.10.3, Page no. 13		ii. L1, L2, L3..... bidders will be identified on the basis of the lowest Gross Total Value (GTV), How it will process and calculate.	Clarification: It will be processed on the basis of lowest GTV, as per the financial bids received.
28	Surevin	6.4. Annexure 4: Financial Bid Format, Page No. 25		i. The above quoted fee includes all duties, levies, taxes; Service Tax at the applicable rate. (There is not any condition for change the service tax, as min wages will change, Kindly add.	Clarification: Please refer Clause 4.10.2 (vi) .
29	Yotta Infosoft Pvt. Ltd.			Please allow annual financial average turnover for three year to 5 Cr.	Refer Corrigendum
30	Yotta Infosoft Pvt. Ltd.			And please convert bid in QCBS (Quality cum Cost Basis), So that premium technical man power agencies may able to bid and	As per the RFE

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				present best competitive rates for your organization.	
31	Yotta Infosoft Pvt. Ltd.			Please provide exemption in Tender Fee and EMD to NSIC and UAM registered companies, So this will definitely help in low cost bidding with high quality output.	Refer Corrigendum
32	EBIX Software India Pvt. Ltd.	3.3 Eligibility / Qualification Criteria / Page-8	<p>Table 3-1: Eligibility/Qualification Criteria, Point #12:  The bidder must have experience of having successfully completed at least 5 (five) different projects (i.e. for different clients/organizations) in last 3 financial years (2015-16, 2014-15, 2013-14) in India in providing Software Development services for:</p> <ol style="list-style-type: none"> <li>1) Government Department(s); &amp; / or</li> <li>2) PSU(s); &amp;/ or</li> <li>3) Government Undertaking; &amp;/or</li> <li>4) Private Organization(s).</li> </ol> <p>Provide copy of LOI/Work orders/Contract indicating Engagement value.  Bidder to submit an undertaking specifying the scope of work for cited projects from an authorized signatory of the company. (Details to be provided in Annexure-5: Client Details)</p>	We are CMM Organization and having 2800+ resources globally presence. We are having 40+ years in various eCommerce and web-based applications/ Products for multiple clients and large private companies in India and across Globe. In order to eligible, There is need of at least 5 different Projects in India, request you to relook into the clause and allow global experience also.	Refer Corrigendum
33	EBIX Software India Pvt. Ltd.	4.11 Terms of Empanelment /Page-14	Point-i. Empanelment for the tender shall be initially for a period of 3 (three) years,which can be extended through mutual consent for 1 (one) more year.	Tender document does not specify minimum number of resources needed with different skillset. Please Clarify, Skillset wise number of resources to be deployed for more clarify and making resources available within stipulated time-frame.	Clarification: The technical experience of the resources shall vary with project. The empanelled vendor will be required to provide the resource as per the requirements of specific project(s).

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34	EBIX Software India Pvt. Ltd.	4.11 Terms of Empanelment /Page-14	Point-ii. The rates finalized shall remain valid during empanelment/extended empanelment.	Request you to revise the term to give a certain % increment Year-on-Year basis, to defeat inflation and retaining resources.	Refer Corrigendum
35	EBIX Software India Pvt. Ltd.	5.7 Liquidation /Penalty (Page 17)	Note: - The penalties, if applicable, shall be deducted from the quarterly payment against the invoices of the agency. The maximum 'operational penalty' that can be deducted from the quarterly invoice would be 25% of the work order. Further, in case the value of total 'operational penalties', is 25% or more of the quarterly service fees for 2 consecutive quarters, the contract may be terminated and the performance guarantee may be forfeited.	The wording says "The maximum 'operational penalty' that can be deducted from the quarterly invoice would be 25% of the work order."; Should we interpret as: 1. Total penalty during entire tenure cannot exceed 25% of work-Order.	Refer Corrigendum
36	EBIX Software India Pvt. Ltd.	5.7 Liquidation /Penalty (Page 17)	Note: - The penalties, if applicable, shall be deducted from the quarterly payment against the invoices of the agency. The maximum 'operational penalty' that can be deducted from the quarterly invoice would be 25% of the work order. Further, in case the value of total 'operational penalties', is 25% or more of the quarterly service fees for 2 consecutive quarters, the contract may be terminated and the performance guarantee may be forfeited.	Request you to revise and reduce the overall Penalty amount upto Maximum 10% to 15% of work-Order.	Refer Corrigendum