

Response to Pre-Bid Queries/Suggestions

Sr. No.	Clause Reference	Page	Reference Point as per Tender Document	Query/ Suggested change	Response
1	5.1.2	18	<p>The Bidder should have an average annual turnover of at least INR 150 Crores from IT services during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).</p> <p>This turnover should be on account of system integration / turnkey solutions or products and their associated implementation and maintenance.</p>	<p>Suggested change: The Bidder should have an average annual turnover of INR 100 Crores during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).</p> <p>This turnover should be on account of system integration / turnkey solutions or products and their associated implementation and maintenance.</p>	<p>Terms & Conditions contained in the Tender Document are final and Binding.</p>
2				<p>Query: There is a conflict regarding EMD & Tender Fee, In GeM bid doc it is not required but as per tender doc it is required as tender fee Rs.10,000/- and EMD Rs. 10 lacs, kindly clear our confusion.</p>	<p>The information according to the Tender document shall be considered Final and Binding. For Fee and EMD details please go through Clauses 4.5.2 and 4.5.3</p>
3				<p>Query: Format for BG in lieu of EMD is also not given in tender doc with duration</p>	<p>Please Refer: Page-98 15 APPENDIX-III Form :2</p>
4				<p>Query: Can we propose any Standard ERP products like, Microsoft, SAP or Oracle as a part of the solution?</p>	<p>Yes, if it meets all the requirements of the project.</p>
5				<p>Query: Is there any fixed technology stack like, PHP, .net, JAVA or can we propose any other?</p>	<p>Technologies that fulfill the purpose of the project can be proposed.</p>

6	5.1. 2	18	The Bidder should have an average annual turnover of at least INR 150 Crores from IT services during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).	<p>Suggested change: Kindly help to modify the clause average annual turnover of at least INR 200 Crores from IT services during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).</p>	Terms & Conditions contained in the Tender Document are final and Binding.
7	5.1.2	18	<p>The Bidder/OEM must have successfully completed at least the following number of software development, deployment, customization, implementation & maintenance engagement(s) in MSM Model for a Central / State Government Higher Education domain/ Organization (or Govt. Autonomous body)/ Public Sector Unit (PSU) in India, during the last 5 years (as on bid closing date), of value specified herein:</p> <ol style="list-style-type: none"> 1. Two project of value not less than INR 15 crores; or 2. Three projects of value not less than INR 12 crores each; or 3. Four projects of value not less than INR 10 crores each 	<p>Suggested change: Kindly help to modify the clause that at least the following number of software development, deployment, customization, implementation & maintenance engagement(s) in MSM Model for a Central / State Government Higher Education domain/ Organization (or Govt. Autonomous body)/ Public Sector Unit (PSU) in India, during the last 7-10 years (as on bid closing date), of value specified herein:</p> <ol style="list-style-type: none"> 1. Two project of value not less than INR 10 crores; or 2. Three projects of value not less than INR 7 crores each; or 3. Four projects of value not less than INR 5 crores each 	Terms & Conditions contained in the Tender Document are final and Binding.
8	5.1.2	18	<p>The Bidder should have an average annual turnover of at least INR 150 Crores from IT services during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).</p> <p>This turnover should be on account of system integration / turnkey solutions or products and their associated implementation and maintenance</p>	<p>Suggested change: The Bidder should have an average annual turnover of at least INR 150 Crores from IT/ E-Governance/ ITeS's services during each of the last three financial years (i.e. 2020-21, 2019-20, 2018-19,).</p> <p>This turnover should be on account of system integration / turnkey solutions or products and their associated implementation and maintenance</p>	The Turnover of INR 150 Crores from IT/E-Governance / ITeS's services during each of the last three financial years (i.e. 2020-21, 2019-20, and 2018-19) will be acceptable for eligibility.

9	5.1.4	18	<p>The Bidder/OEM must have successfully completed at least the following number of software development, deployment, customization, implementation & maintenance engagement(s) in MSM Model for a Central / State Government Higher Education domain/ Organization (or Govt. Autonomous body) / Public Sector Unit (PSU) in India, during the last 5 years (as on bid closing date), of value specified herein:</p> <ol style="list-style-type: none"> 1. Two project of value not less than INR 15 crores; OR 2. Three projects of value not less than INR 12 crores each; OR 3. Four projects of value not less than INR 10 crores each 	<p>The Bidder/OEM must have successfully completed at least the following number of software development, deployment, customization, implementation & maintenance engagement(s) in MSM Model for a Central / State Government Higher Education domain/ Organization (or Govt. Autonomous body) / Public Sector Unit (PSU) in India, during the last 7 years (as on bid closing date), of value specified herein:</p> <ol style="list-style-type: none"> 1. Two project of value not less than INR 10 crores; OR 2. Three projects of value not less than INR 8 crores each; OR 3. Four projects of value not less than INR 6 crores each 	<p>Terms & Conditions contained in the Tender Document are final and Binding.</p>
10	5.1.A.A1	20	<p>Web based ERP: Experience of Bidder/ OEM in executing / be in the process of executing a web-based ERP solution during the last 5 years (as on bid closing date)</p> <ul style="list-style-type: none"> · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 6 projects) · Additional 3 mark will be provided for each completed project/under execution with Central / State Government / PSU/ Govt. Autonomous Organization in India 	<p>Suggested change: Web based ERP: Experience of Bidder/ OEM in executing / be in the process of executing a web-based ERP solution during the last 7 years (as on bid closing date)</p> <ul style="list-style-type: none"> · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 6 projects) · Additional 3 mark will be provided for each completed project/under execution with Central / State Government / PSU/ Govt. Autonomous Organization in India 	<p>Terms & Conditions depicted as per the Tender Document are final and Binding</p>

11	5.1.A.A2	20	<p>Experience of Bidder/ OEM in executing / be in the process of executing a web-based portal with workflow engine during the last 5 years (as on bid closing date). The project(s) should mandatorily include the following aspects: a) Cloud implementation& management b) Disaster Recovery c) Dashboard analytics · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 4 projects) · Additional 2 marks will be provided for each completed project with Central / State Government / PSU /Govt. Autonomous Organization in India</p>	<p>Experience of Bidder/ OEM in executing / be in the process of executing a web-based portal with workflow engine during the last 7 years (as on bid closing date). The project(s) should mandatorily include the following aspects: a) Cloud implementation& management b) Disaster Recovery c) Dashboard analytics · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 4 projects) · Additional 2 marks will be provided for each completed project with Central / State Government / PSU /Govt. Autonomous Organization in India</p>	<p>Terms & Conditions contained in the Tender Document are final and Binding.</p>
12	5.1.A.A3	20	<p>Experience of Bidder/OEM in executing/be in the process of executing an e-governance web- based portal/solution with workflow engine in higher education domain on MSM model during the last 5 years (as on bid closing date) with average one lakh candidates per project. · 1 mark per project (maximum 6 projects) · Additional 3 marks will be provided for each completed project with Central / State Government / PSU /Govt. Autonomous Organization in India</p>	<p>Suggested change: Experience of Bidder/OEM in executing/be in the process of executing an e-governance web-based portal/solution with workflow engine in higher education domain on MSM model during the last 7 years (as on bid closing date) with average one lakh candidates per project. · 1 mark per project (maximum 6 projects) · Additional 3 marks will be provided for each completed project with Central / State Government / PSU /Govt. Autonomous Organization in India</p>	<p>Terms & Conditions contained in the Tender Document are final and Binding.</p>
13	6.5	23	<p>On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 3 per cent of the annual contract value, on or before the signing of the subsequent</p>	<p>Query: On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 3 per cent of the annual</p>	<p>As per GFR-2017 Rule 171. To ensure due performance of the contract, Performance Security is to be obtained</p>

			contract/agreement, within 21 days from notification of award.	contract value, on or before the signing of the subsequent contract/agreement, within 21 days from notification of award. In case bidders not submit the Performance Security the equivalent amount to be retained from Running Bills in lieu of Performance Security till the completion of the project.	from the successful bidder awarded the contract.
14	5.1.4	18	The Bidder/OEM must have successfully completed at least the following number of software development, deployment, customization, implementation & maintenance engagement(s) in MSM Model for a Central / State Government Higher Education domain/ Organization (or Govt. Autonomous body) / Public Sector Unit (PSU) in India, during the last 5 years (as on bid closing date), of value specified herein: 1. Two project of value not less than INR 15 crores; OR 2. Three projects of value not less than INR 12 crores each; OR 3. Four projects of value not less than INR 10 crores each	Suggested change: The clause to be revised as 1. One project of value not less than INR 15 crores; OR 2. Two projects of value not less than INR 10 crores each; OR 3. Three projects of value not less than INR 8 crores each	Terms & Conditions contained in the Tender Document are final and Binding.
15	5.1.A.A1		Web based ERP: Experience of Bidder/ OEM in executing / be in the process of executing a web- based ERP solution during the last 5 years (as on bid closing date) · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 6 projects) · Additional 3 mark will be provided for each	Suggested change: Web based ERP: Experience of Bidder/ OEM in executing / be in the process of executing a web-based ERP solution during the last 7 years (as on bid closing date) · Each project of value greater than or equal to INR 3 crores: 1 mark (maximum 6 projects) · Additional 3 mark will be provided for each completed project/under execution with Central / State Government /	Terms & Conditions contained in the Tender Document are final and Binding.

			completed project/under execution with Central / State Government / PSU/ Govt. Autonomous Organization in India	PSU/ Govt. Autonomous Organization in India	
16		2	Regarding EMD exemption please see Clause 9 para5.1 and for Tender cost exemption please see Clause 9 para	Query: Clause 9 is Key Personnel and Para is 9.1 Positions identified for Key personnel (Kindly clarify the same)	For Fee and EMD details please refer Clauses 4.5.2 and 4.5.3