SN	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
			Response to queries (RTQ) - Tender reference no: DGRPG/AntiCorruption/2022/2			
1	5.1.3	12	Bidders registered as a startup with the Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 and 3 in the above table. Registered startups are required to submit a self-attested copy of the registration in order to avail of the relaxations.	Further, we would like to inform you that Please allow Exemption for Startup Companies from other States, Hence we request you to kindly allow & consider us for fair participation in the said tender.		As per tender
2	NA	NA	General Query	Sole Proprietorship firms should not be allowed to participate in the government tenders as will dilute the whole process.	1. an enterprise owned exclusively by one individual and in which there is no legal distinction between the owner and the business entity so unlimited liability and risk.

2. It will not be a registered firm/company.

3.. It will ultimately result in the dilution of quality of work.

The owner of a sole proprietorship is personally responsible or is liable for all of the business's obligations/debts, which places his or her personal assets and future wages at risk. This is the number one reason to avoid sole proprietorships for the tendering process. | As per tender |
| 3 | 5.14.1 | 23 | The successful bidder shall furnish performance security to Client of an amount of 10% of the total Contract value within 15 days of release of LoI in the form of PBG / NEFT / Cheque / DD | The Authority has sought 10% PGB from the Successful Bidder, Generally, PBG is 3% in tender, and 10% is in rarest case. | It is kindly request you to change the PBG 3% instead of 10% | As per tender |
| 4 | 8.1.2 | 44 | The maximum penalty shall be 20% of the monthly invoice value. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default. | It is kindly request you to change the maximum penalty from 20% to 10% of the monthly invoice value. | | As per tender |

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5	Annexure-B Point 4	56	CM Dashboard (for monitoring purpose), PGRS (for transfer of complaints pertaining to other departments). Further integrations may be required in the future	What will be the flow of Mapping with CM Dashboard? Need to Develop API for this? Tech Stack of Application?		The flow of Mapping with CM Dashboard shall be shared at the time of implementation. API shall be shared by the Client as well as Service Provider for two way communication in the application.
6	5.1.2.1	10	Bidder should be either: ● A company registered under the Indian Companies Act, 2013 / 1956 OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR ● A partnership firm registered under the Indian Partnership Act, 1932	Our Company ownership is proprietary, which is working with the Punjab Govt. for last 10 years plus		As per tender.
7	5.1.2.2	10	The bidder should be in operation for at least the last five years as on 31.10.2022 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.10.2022 as per following details:- A. One similar work costing not less than the amount equal to Rs. 45 lakh. OR B. Two similar works each costing not less than the amount equal to Rs. 35 lakh each. OR C. Three similar works costing not less than the amount equal to Rs. 25 lakh each.	Our turnover in the last 3 years is in tune of 1 crore. We are doing projects of Punjab Police various wings. We are reasonable in our charges, that will be an added advantage to the department		As per tender.
8	5.1.2.3	11	The bidder should have a minimum annual average turnover of Rs. 2.5 crores in any of the following three financial years (for which the bidder's accounts have been audited): a) FYs 2018-2019, 2019-2020 and 2020-2021 OR b) FYs 2019-2020, 2020-2021 and 2021-2022.	Our turnover in the last 3 years is in tune of 1 crore. We are doing projects of Punjab Police various wings. We are reasonable in our charges, that will be an added advantage to the department		As per tender.

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9	5.1.2.4	11	The bidder should be profitable and net worth should be positive in at least two of the last five financial years i.e. 2017-2018, 2018-2019, 2019-2020, 2020-2021 and 2021-2022.			As per tender.
10	5.1.2.5	11	The bidder shall submit the undertaking that the bidder :- A. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason. B. Has not ever been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. C. And their directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.			As per tender.
11	5.1.2.6	12	The bidder should have a valid GST registration certificate and PAN in the name of the bidder.			As per tender.
12	5.1.2.7	12	The bidder must ensure to deposit the tender document fees and EMD.			As per tender.
13	5.2.2.1	13	Organizational Financial Strength Average Annual Turnover in any of the following financial years (for which the bidder's accounts have been audited): a) FYs 2018-2019, 2019-2020 and 2020-2021. OR b) FYs 2019-2020, 2020-2021 and 2021-2022. ● Less than Rs. 3 Crore: 15 Marks ● More than or equal to Rs. 3 Crore but less than Rs. 4.5 Crore: 17 Marks ● More than or equal to Rs. 4.5 Crore: 20 Marks	In technical evaluation criteria it's clearly favouring bigger companies In 5.2.2 1, higher marks are given on higher turnover which has no direct impact on quality of software		As per tender.

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			Response to queries (RTQ) - Tender reference no: DGRPG/AntiCorruption/2022/2			
14	5.2.2.4	14	CMMi Level The bidder possesses CMMi certification which should be valid on the date of bid submission. ● CMMi level 3 :5 Marks ● CMMi level 4 :7 Marks ● CMMi level 5 :10 Marks	CMMI certification is mandatory and have marking as per levels		Refer corrigendum
15	5.2.2.5	13	ISO 9001 Certificate The bidder possesses ISO 9001 certification which should be valid on the date of bid submission :5 Marks	We have ISO 20000, 27000 certifications which are norm for a quality IT organisation.		Refer corrigendum
16	5.2.2.6	15	Technical Manpower (B.E. / B.Tech. / MBA / MCA / M.Sc. or equivalent or higher) on the rolls of the bidder: ● Between 20 to 50 : 10 Marks ● Between 50 to 100 : 12 Marks ● Above 100 : 15 Marks	As we have developed the already successfully running project knew first hand how much manpower is required for development and running this system, this requirement is non practical and again giving undue advantage to the large companies resulting in increase of cost.		Refer corrigendum
17	7.3.6.7.3	34	The Client has a PGRS portal. Subject to technical feasibility, the complaint shall automatically land on the PGRS portal when it is marked as "Sent to another department". This shall be accomplished using APIs if feasible technically.	This shall be mandatorily part of integration, being developer of the existing system , we assure it's fully feasible and shall save citizen for going to different portals for logically redressal of their complaint.		As per tender.
18	7.3.1	31	The Service Provider shall be required to develop a customized software solution as per the requirements of the Client for displaying, analyzing and processing of the complaints received via the ChatBot solution.	Please specify the volume split ? Notifications vs Conversations		Till now, no notifications have been sent. However, based on requirement, notfications may be sent in future.
19	7.3.6.4	32	SMS / Email / WhatsApp Notifier: The software shall provide an option to send notifications via SMS / WhatsApp messages / Email notifications to registered users of Chatbot solution. The Service Provider shall integrate the solution with SMS gateway, email gateway, etc. the SMS charges shall be borne by the Client. The message / email formats shall be provided by the Client.	What are current channels deployed for communications and their active volumes ?		Whatsapp Chatbot for registartion of complaints and web applications for processing of complaints. Currently ~40,000 Monthly complaints are being raised on the system

	**Response to queries (RTQ) - Tender reference no: DGRPG/AntiCorruption/2022/2**
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20	7.3.6.7	33	The Software solution shall have the facility to process the complaints received from the citizens. The Client after receiving the complaints from the server will check the complaints and mark them accordingly. There will be different login interfaces for the users with limited access to mark complaints. These access shall be provided as per the requirements of the Client only. The categorization of complaints being received and their respective actions to be taken are mentioned below:	Do Live agents needed for this ?		No
21	5.1.3.	12	Bidders registered as a startup with the Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 and 3 in the above table. Registered startups are required to submit a self-attested copy of the registration in order to avail of the relaxations.	We are a startup approved by Department of Industrial Policy and Promotion (DIPP) having number DIPP2457, our Udyam Registration Number - UDHYAM-KR-02-0009903 and Udhyog Aadhaar Memorandum Number - KR03E0033365, and have been recieving exemptions in the mentioned fees. Please confirm are we also exempted for this clause?		As per tender.
22	5.3.	16	Earnest Money Deposit (EMD)	We are a startup approved by Department of Industrial Policy and Promotion (DIPP) having number DIPP2457, our Udyam Registration Number - UDHYAM-KR-02-0009903 and Udhyog Aadhaar Memorandum Number - KR03E0033365,		As per tender.
23	7.2.5.	30	The Service Provider shall be required to set up a verified Facebook Business Manager account and WhatsApp Business account of the Client or use the existing Facebook Business Manager / WhatsApp Business accounts and contact number of the Client in order to implement the ChatBot and Software solution, as the case may be. In any case, the necessary approvals and permissions from Facebook or any other stakeholder agency, shall be the responsibility of the Service Provider only.	We assume that Facebook Business Manager account and WhatsApp Business account will be on the name of DGRPG. However, we will facilitate the process.		Yes

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24	7.3.6.7	34	The Client has a PGRS portal. Subject to technical feasibility, the complaint shall automatically land on the PGRS portal when it is marked as "Sent to another department". This shall be accomplished using APIs if feasible technically.	We assume that DGRPG will provide access to PGRS portal for the API's.		As per tender.
25	7.10.1.	41	On expiry or premature termination of the contract, the Service Provider shall handover the complete chatbot solution, software solution, source code (except third party COTS - Commercial Off The Shelf software), database backup/schema, creatives, designs, all admin/user credentials, documents, etc. to the Client.	We assume that IP/Source code will remain with the bidder.		No. As per tender.
26	NA	NA	General Query	How many total active users? Average Daily, monthly, peak?		Currently ~40,000 Monthly complaints are being raised on the system
27	NA	NA	General Query	How many total active users on Website? Average Daily, monthly, peak active users?		~200 active daily users on Website (separate logins). This may change as per requirement.
28	NA	NA	General Query	How many total active users on Mobile app, If applicable? Average Daily, monthly, peak active users?		Mobile application is not in scope of the tender
29	NA	NA	General Query	How much is the current call volume, if any? Average Daily, monthly, peak?		Not in scope of the tender
30	NA	NA	General Query	How much is the current Email volume, if any? Average Daily, monthly, peak?		Currently not required. This may be required in future.
31	NA	NA	General Query	Please share the expected chatbot chat messages, If applicable. Average Daily, Monthly, peak?		Normal chatbot is not in scope.
32	NA	NA	General Query	Please share the expected Whatsappbot chat messages (Business Initiated). Average Daily, Monthly, peak?		As per tender.
33	NA	NA	General Query	Please share the expected Whatsappbot chat messages (User Initiated). Average Daily, Monthly, peak?		As per tender.
34	4.3	9	Through this tender, the Client invites bids from the bidders for developing a fresh Software solution including WhatsApp Chatbot for Anti-Corruption Action Line and also, for migrating the existing database to the new solution.	1. Which is Current Database ? 2. Bidder will require Database struture before stating working on Application, Please confirm.		1. MongoDB 2. Will be intimated at the time of migration

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35	7.3.5	32	The Client may ask for any type of customization in the software. The Service Provider may also be requested to provide APIs for interacting with the ChatBot database or consume external APIs in the customized software at no extra cost within 5 days of intimation.	This Seems an Open Ended Statement, When Scope is already finalized and without knowing the complaxity of the itrations, it is usually hard to commit timeline. And some specific charegs costs extra development effort also.		As per tender
36	7.3.6.11	35	In case, data (partial or full) is required to be backed up on the Client opted hosting, the same shall be set up by the Service Provider within 15 days of intimation by the Client. From then onwards, automatic sync of the backed up data must be implemented as per the requirement.	1. What will the Data size now? 2. What is Monthly incremental Data Size? 3. What is the Retention period of backup? 4. is Data Archival required?		1. Current DB size: ~100 GB 2. ~15 GB 3. The Service provider shall be required to retain the complete data for the complete duration of the contract. At the time of exit, the complete data alongwith source code is required to be handed over to the client. 4. Yes. The data shall be archived after 3 months from the date of creation of data. However, the archived data shall be retrievable and viewable on the dashboard with some latency period.
37	7.3.6.12	36	Payment terms: 100% after Go-Live of the complete solution (including ChatBot).	Requesting for Milestone based payments :- 15%-Project plan submission. 25%-Completion on 50% development as per Project Plan. 35%-Completion on 50% development as per Project Plan. 15%-After final testing & UAT. 10%After Go Live.		As per tender
38	7.4.3	36	The Service Provider shall be required to cater the redesigning and amendment in the solution, as may be requested by the Client, at no extra cost.	This Seems an Open Ended Statement, Re-designing of the Software solution will costs extra development effort as Service Provider level		As per tender

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			Response to queries (RTQ) - Tender reference no: DGRPG/AntiCorruption/2022/2			
39	General Query		As discussed in pre bid meeting some bidder was asking for allowing Properitor ship agencies.	We would like to suggest you that not to consider properitor agency to maintain the quality of the services provider. Private Limited Company has regulatory of MCA- Minsirty of Corporate Office, Company runs by the directors and modifies under legal entity after many aaproval of Govt. bodies and Properitor doesn't have to go for any such process, a sole properitor can run its own company which is not registered under compines act., doenst work under any regulatory. Hence the there is benifit of dobut of their authentictaion.		As per tender
40	5.2.2.6	15	Technical Manpower (B.E. / B.Tech. / MBA/ MCA / M.Sc. or equivalent or higher) on the rolls of the bidder: ● Between 20 to 50 : 10 Marks ● Between 50 to 100 : 12 Marks ● Above 100 : 15 Marks	We would like to request you to kinldy minimize the on roll technical manpower.		Refer corrigendum
41	5.2.2.5	14		Requesting you to kinldy add 27001:2013 ISO certification for security and data center		Refer corrigendum
42	5.2.2.3	14	Past experience	Tech Support experience in past 5 year with support of billing documents should be presented.	This should be an added clause as our project is just 45 days of development and 3 years of support.	As per tender.
43	7.7.1.8	40	Migration of the database from existing solution to the new solution	Exit strategy and some clarity on budget for the mentioned migration should be given.	This should be provided so that appropriate Cloud solution can be chosen because the data migration cost is cloud vendor dependent.	Cost for the migration of data at the time of exit shall be included in the financial bid based on the monthly data accumulation figures mentioned in the tender.
44	5.2.2.4	14	The bidder possesses CMMI certification which should be valid on the date of bid submission.	CMMI requirement should be waived off.	Instead ISO:20000, 27001,9000 certifications should be asked as they are the International organizations which guarantee the entity meets global standards for business	Refer corrigendum
45	5.2.2.6	15	Technical Manpower (B.E. / B.Tech. / MBA / MCA / M.Sc. or equivalent or higher) on the rolls of the bidder	The manpower qualification should be kept as is.	This is because the manpower qualification signifies the company delivery capability and stability. It also ascertains the fact that company will be able to support the organization for 3 years without gap and also have requisite departments to deliver quality projects.	Refer corrigendum

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46	5.1.2.1	10	Bidder should be either: ● A company registered under the Indian Companies Act, 2013 / 1956 OR ● A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR ● A partnership firm registered under the Indian Partnership Act, 1932	It should remain as is and The Firms/Companies registered as "Proprietorship" should not be allowed	Proprietorship have the risk of discontinuity of services from the firm if something happens to the proprietors, as the sole owner of the company they have all the rights and responsibilities.This leads to a key person risk , which is not advisable for a project where a support of 3 years is expected.	As per tender
47	NA	NA	General Query	Positive Net worth & Profitability is covered in the PQ section of RFP and it more relates to Financial Strength & sustainability of Company.		Refer corrigendum
48	NA	NA	General Query	Point Number 4,5,6, 7 & 8 needs to update solution specific.		Refer corrigendum
49	NA	NA	General Query	Year of Existence in to Software Development	The Bidder should have year of Existence in Software Development >=5 year to <=7 year – 2 Marks > 7 year to < 10 year – 3 Marks > 10 years – 5 Marks	Refer corrigendum
50				Employee strength of the Bidder should have to be minimum 20.	Employee strength of the Bidder: No. of employees employed in software design, development, implementation, testing, service and support: > = 50 - 5 Marks > = 40 and < 50 - 4 Marks > 30 and < 40 - 3 Marks > 20 and < 30 - 2 Marks	
51				The Bidder should have following valid Quality certifications as on last date of bid submission: · ISO 27000 Or · ISO/IEC 20000 Or · CMMi Level 5	Certification Marks for No. of Quality Certifications · Any 3 - 10 Marks · Any 2 - 5 Marks · Any 1 - 2 Marks	
52				The Bidder should have experience in development, deployment & delivery of Web, WAP & Mobile App in last 5 years.	The Bidder should have experience in development & deployment of Web, WAP & Mobile App in last 5 years in minimum 5 Government Projects which has covered 10,000 Users each or 1 Lakh User cumulatively.	

\multicolumn{7}{c}{**Response to queries (RTQ) - Tender reference no: DGRPG/AntiCorruption/2022/2**}						
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53				The Bidder should have experience in development, deployment & delivery of Web, WAP & Mobile App with minimum 5,000 concurrency in last 5 years.	Successful Experience to deliver services with concurrent users: > = 30,000 - 5 Marks > = 20,000 and < 30,000 - 4 Marks > 10,000 and < 20,000 - 3 Marks > 5,000 and < 10,000 - 2 Marks	
54				Presentation	1. Understanding of the Project Requirements – 2 Marks 2. Highlights of the Proposed Solution – 2 Marks 3. Proposed Approach & Methodology – 2 Marks 4. Detailed Project Plan with class wise activity curriculum – 2 Marks 5. Coverage of individual Modules in Proposed Application – 2 Marks 6. Proposed architecture – 2 Marks 7. Proposed team composition – 2 Marks 8. Three Sample Designs – 2 Marks 9. Live Demo of the Solution – 4 Marks	