

Response to queries (RTQ) - Tender reference no: Reference number: PSeGS/Admission-Portal/2023/1						
SN	Tender Clause No.	Page No.	Tender Clause detail	Amendment Sought / Suggestion	Justification	Response
1	7	16	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid submission : 5 Marks	Requesting to relax this clause		As per RFP
2	5.4.1	17	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	Requesting to consider EMD through Bank Guarantee and requesting to share bank guarantee format		As per RFP
3	8.1.2	45	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.	Requesting to have a maximum penalty cap of 2% on monthly bill		As per RFP
4	9.1.2	49	100% of the payment for the development / enhancement of the solution will be released after Go-Live of the solution.	Request Bank to provide 30% advance along with purchase order		As per RFP
5	General			Which all applications they are using currently ?		Please refer to the scope of work in the tender document.
6	General			What is the technology of existing portal or website ?		Please refer to the clause no. 4.6.8 (page no- 9) of the tender document

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7	General			Who's maintaining current infrastructure ?		Please refer to the clause no. 4.2 (page no- 8) of the tender document
8	General			Which all third-party applications would be there for integration ?		Please refer to the clause no. 7.4 of the tender document
9	General			Development of new modules 7.5.1. The Service Provider may be required to develop new modules although currently this is not anticipated. – What does it mean ? it is only enhancement/bug fixing project ?		Service Provider may be required to develop new modules for the project. This may include additional features, or enhancements to existing features as directed by the Department of Higher education (DHE).
10	General			Timelines are only 36 days, which is quite aggressive. Requeusting to increase the timeline		It is critical to complete the project on timely manner because the admission process have stipulated time limits.
11	General			What is the budget ?		-

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12	7.12	42	On expiry or premature termination of the contract / work order, the Successful Bidder shall handover the complete source code, database backup, login credentials, design documents, latest API documents and project technical documentation, etc to the client, failing which appropriate action shall be taken against the Successful Bidder including blacklisting	Source code can be handed over to bank only on liquidation / bankruptcy. Source code cannot be handed over on termination of contract. Please remove "Source Code" from the clause		As per RFP
13	42	7.13.1	The work done by the Service Provider i.e. Software Development, database backup/schema, creatives, designs, documents, etc. shall be Intellectual Property of the Client	All the customisation done to solution shall remain with Service Provider Please remove "Software Development" from the clause		As per RFP

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14	Legal			<p data-bbox="1048 268 1563 336">Following clause is missing. Please include:</p> <p data-bbox="1048 376 1563 413">Limitation of Liability</p> <p data-bbox="1048 453 1563 1066">Licensor's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Licensor. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Licensor during the calendar year of such claim. Under no circumstances shall the liability of Licensor regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.</p> <p data-bbox="1048 1106 1563 1417">The aforesaid limitation does not apply to any liability of the Licensor towards violation of third-party Copyrights / Intellectual Property Rights or for any loss or damages caused to the Bank's premises or property, solely attributable due to the acts of the Licensor/ Licensor 's employees, representatives.</p> <p data-bbox="1048 1457 1563 1596">The Licensor shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use,</p>		As per RFP

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15	Eligibility Criteria - Point 2	11	<p>The bidder should be in operation for at least the last five years as on 31.01.2023 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.01.2023 as per following details: -</p> <p>A. One similar work costing not less than the amount equal to Rs. 60 lakh. OR B. Two similar works each costing not less than the amount equal to Rs. 45 lakhs each. OR C. Three similar works costing not less than the amount equal to Rs. 30 lakhs each.</p>	<p>Need clarification on the similar work completed. Requesting to consider experience of development of customer onboarding portal/app in a PSU bank or NBFC</p>		As per RFP

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16	Technical Evaluation - Point 3 Past Experience	15	<p>Past Experience The bidder should have successfully completed "Similar Work" awarded by large private organizations during the seven years ending 31.01.2023 as per following details: - One similar work costing not less than the amount equal to Rs. 60 lakh OR Two similar works each costing not less than the amount equal to Rs. 45 lakh each OR Three similar works costing not less than the amount equal to Rs. 30 lakh each - 15 marks More than one similar work costing not less than the amount equal to Rs. 60 lakh OR More than two similar works each costing not less than the amount equal to Rs. 45 lakh each OR More than three similar works costing not less than the amount equal to Rs. 30 lakh each - 20 Marks</p>	<p>Requesting to consider: The bidder should have successfully completed "Similar Work" awarded by large private organizations/PSU or NBFC during the seven years ending 31.01.2023 as per following details: -</p>		As per RFP

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17	Technical Evaluation - Point 7 ISO 20000 Certificate	16	ISO 20000 Certificate The bidder possesses ISO 20000 certification which should be valid on the date of bid submission : 5 Marks	Requesting to relax this clause		As per RFP

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18	5.2. Pre-qualification/Eligibility criteria	11	<p>The bidder should be in operation for at least the last five years as on 31.01.2023 and should have successfully completed "Similar Work" in government / large private organizations during the last five years ending 31.01.2023 as per following details: -</p> <p>A. One similar work costing not less than the amount equal to Rs. 60 lakh.</p> <p>OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 45 lakhs each.</p> <p>OR</p> <p>C. Three similar works costing not less than the amount equal to Rs. 30 lakhs each.</p> <p>Supporting Doc:</p> <p>1. For completed projects:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Completion certificate / Satisfactory Client certificate confirming year, cost and similar work.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Satisfactory Client certificate mentioning work order details along with completion of at least 1 year of activity and the cost</p>	<p>We request you to please amend the clause and allow us to submit the Phase completion certificate for 1 year activity for supporting document required:-</p> <p>1. For completed projects:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Completion certificate / Satisfactory Client certificate confirming year, cost and similar work.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Satisfactory Client certificate/ Phase Client Certificate mentioning work order details along with completion of at least 1 year of activity for the duration for which the work has been done.</p>	<p>Client does not mention the cost for completion of 1 Year of activity in the Phase completion certificate so please allow us to submit the phase completion and a CA certificate specifying cost.</p>	<p>Please refer Corrigendum</p>

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19	7.5. Development of new modules	36	The Service Provider may be required to develop new modules although currently this is not anticipated.	Please clarify the functionality and specifications of New modules to be developed without which we can make estimation for efforts to be made		Service Provider may be required to develop new modules for the project. This may include additional features, or enhancements to existing features as directed by the Department of Higher education (DHE).
20	7.8. General 7.8.10.	40	The Service Provider would be required to onboard new colleges for the admission process which includes payment gateway integration, credentials.	What does it means? Does it mean onboarding through Social media promotion or developing an online process?		When a college is onboarded, it means that the college has been made part of the admission process. To Create the profile, subject, branch, fees, verify the data etc.
21	7.8. General 7.8.12.	40	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 solution database or consume external APIs in the customized software at no extra cost within 5 days of intimation.	The nature of API and complexity of the data can not be defined at this level 1. Hence we request you to kindly remove the bar fo 5 days.		In general, APIs are designed to provide a means of programmatically accessing a service or data source, so complexity often depends on the complexity of the service or data source.

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22	7.9. Project Timelines & Deliverables 7.9.1.	41	4. Implementation of State Admission portal- T4: T3 + 15 days	The timeline specified is too less kindly make it atleast 45 days to implement the same.		It is critical to complete the project on timely manner because the admission process stipulated time limits.

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23	5.3.2. Technical Evaluation shall be done on the following basis:	15	<p>Past Experience: The bidder should have successfully completed "Similar Work" awarded by large private organizations during the seven years ending 31.01.2023 as per following details: -</p> <p>One similar work costing not less than the amount equal to Rs. 60 lakh OR Two similar works each costing not less than the amount equal to Rs. 45 lakh each OR Three similar works costing not less than the amount equal to Rs. 30 lakh each - 15 marks</p> <p>More than one similar work costing not less than the amount equal to Rs. 60 lakh OR More than two similar works each costing not less than the amount equal to Rs. 45 lakh each OR More than three similar works costing not less than the amount equal to Rs. 30 lakh each - 20 Marks</p>	<p>We request you to please amend the clause and allow us to submit the Phase completion certificate for 1 year activity for supporting document required:-</p> <ol style="list-style-type: none"> 1. For completed projects: <ol style="list-style-type: none"> a. Work order confirming year, cost and similar work. b. Completion certificate / Satisfactory Client certificate confirming year, cost and similar work. 2. For projects in progress in which minimum 1 year has been completed: <ol style="list-style-type: none"> a. Work order confirming year, cost and similar work. b. Satisfactory Client certificate/ Phase Client Certificate mentioning work order details along with completion of atleast 1 year of activity for the duration for which the work has been done. 		Please refer Corrigendum

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24		11		MSAs(Measurement Systems Analysis) but we are lacking on project completion certificate and don't possess the ongoing project certificate from client as of now.		As per RFP
25				Regarding completion certificate: To demonstrate the experience, we are asked to submit a completion certificate, kindly confirm if the email confirmation from client will suffice OR we can also prove our experience by submitting relevant Invoice/Purchase orders/Work orders/Mutual service agreements with the client generated in last 5 years(most of our projects are ongoing).		Please refer Corrigendum
26				Experience with government organizations should not be asked as it will limit the scope to apply for many deserving bidders.		As per RFP
27				ISO certifications are being asked to establish the quality of processes and organization as a whole. For this, CMMI should not be asked as it will limit the scope for bidders.		As per RFP

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28	5.2.2 Eligibility Criteria, S.No 2	11	<p>The bidder should be in operation for at least the last five years as on 31.01.2023 and should have successfully completed "Similar Work" in government/large private organizations during the last five years ending 31.01.2023 as per following details: A. One similar work costing not less than the amount equal to Rs. 60 lakh.</p> <p>OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 45 lakhs each.</p> <p>OR</p> <p>C. Three similar works costing not less than the amount equal to Rs. 30 lakhs each.</p>	<p>We request you to kindly consider experience of Government organizations only rather than considering for both government and private</p>	<p>Since the project which is to be developed is for Government, hence only those bidder who understand the indepth process of government and having past experience of delivering similar work should be only considered.</p>	As per RFP
					<p>Also, there are few instances where bidders acquire fake certificates from the private customers and participate in the bids and at the end they are unable to deliver the</p>	

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29	5.2.2 Eligibility Criteria, S.No 2	11	2. For projects in progress in which minimum 1 year has been completed: a. Work order confirming year, cost and similar work. b. Satisfactory Client certificate mentioning work order details along with completion of atleast 1 year of activity and the cost for the duration for which the work has been done.	For running projects we request to kindly allow us to submit Work Order along with Invoices or Payment Proof against this clause.	We request you to kindly accept Invoice Copy/Proof of payment as well because payment is always done once the customer is satisfied with the services of vendor.	Please refer Corrigednum
30	5.3, Technical Evaluation, S. No 2 & 3	14-15	2. For projects in progress in which minimum 1 year has been completed: a. Work order confirming year, cost and similar work. b. Satisfactory Client certificate mentioning work order details along with completion of atleast 1 year of activity and the cost for the duration for which the work has been done.	For running projects we request to kindly allow us to submit Work Order along with Invoices or Payment Proof against this clause.	We request you to kindly accept Invoice Copy/Proof of payment as well because payment is always done once the customer is satisfied with the services of vendor.	Please refer Corrigednum

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31	5.3, Technical Evaluation, S. No 2 & 3	16	CMMi Level The bidder possesses CMMi certification which should be valid on the date of bid submission.	We request you to kindly make CMMI certification mandatory in the eligibility clause as well	The CMMi Level shows the maturity of an organization's processes and provides guidance on improving processes. So, It is requested to the Authority please put the CMMi Level Certification (CMMI maturity level shall be verified from CMMI Institute's website: https://cmmiinstitute.com/pars) Clause in the Eligibility Criteria so that only those bidders can bid who have valid CMMi Certification and should be available on the above	As per RFP