

Queries and Clarifications thereto on the RFP No M/PA.10/2004/66 dated 08 Aug 2011

<u>Sl No</u>	<u>Clause Ref</u>	<u>Clarification Sought</u>	<u>Clarification provided</u>
1	Coverage and scope	The scope talks about designing the DPR, preparing the RFP, bid process management, capacity building plane etc. However the exact requirement of resources, effort and timeline is not mentioned in the RFP	The deliverables from the finally selected consultant have been very clearly mentioned at Para 8 of the RFP. As the DPR is to be prepared within 30 days from award of contract, bidders are requested to cater for adequate resources to finish the job in this duration. For subsequent RFP preparation and other activities two onsite resources are considered adequate.
2	Coverage and scope	For Programme Management the duration and number of resources in the PMU is not mentioned clearly. The duration of the PMU and the exact number of resources needed is required for assess the cost of the consultancy.	The RFP clearly mentions roll out of the project in balance of the state by 31 Jul 2012. The prospective bidders are requested to workout resource requirements realistically and quote accordingly to manage various PMU activities.
3	Coverage and scope	The number of department and offices to be covered under this solution is not mentioned clearly in the RFP.	All deptts of the state will be covered for grievance redressal and feedback; however it will only be restricted to sending or receiving information through e-mail, SMS, telephone or a web site technologies to respective Public Information Officers (PIOs) of each department from the central control room. No back end integration with departmental systems is envisaged at this stage.
4	Timelines: Phase I i) DPR Preparation for complete state – 30 days from the award of contract	The timelines of the projects mentions the implementation in three districts by Dec 2011 (4 months) which includes the preparation of the DPR, drafting the RFP, bid process management, selection of implementation agency and the implementation in three districts.	In Phase-I, it is planned to implement the system in only four cities/towns of three districts i.e East Khasi Hills, West Garo and Jowai, along with establishment of a central control center at Shillong. During next seven months (by 31 Jul 2012) it will be rolled out in balance parts of the state which are physically and technically viable. Time lines are challenging and bidders are expected to cater their resources accordingly to meet these.
	ii) Implementation in three districts Phase II Implementation in balance of the state by 31 Jul 2012	Similarly the timelines of rollout in other districts is also very optimistic. The timelines are very optimistic and very hard to achieve, the overall timelines with breakup of each activity to be performed by the consultant and the implementation agency is required to design the response.	
5	Functional Requirements of Information System	The technology to be used for designing the solution is also not mentioned clearly. Request you to kindly elaborate this further to enable us to gather the exact requirements.	Functional requirements of the envisaged system have been clearly specified. Type of right technology to deliver these requirements is to be identified by the consultant along with DIPR, based on a rational analysis of all available options.

6	Deliverables of the Finally Selected Consultant: c) Carry out the field study	It is not clear who will be the exact stakeholders and what will be the target population of the. The exact requirement and effort for site survey is needed to be mentioned survey so as to estimate the efforts correctly.	Field study would basically entail identification of suitable sites in major population centers of the state, where speakers and display units can be installed, keeping in mind the connectivity, power and administrative aspects. Preliminary data on these aspects is already available and would be made available to the finally selected bidder, incase required.
7	Deliverables of the Finally Selected Consultant: d) Design an efficient and effective end to end information service delivery process, and a responsive grievance redressal system between different organs of the state and the citizens...	As per the RFP the system designed is for mass information dissemination and also for grievance redressal. More clarity is required as to how the system will cater to the grievance redressal unless the grievance cell of the departments are computerized as setting of the central control centre without any interface to the departments will not suffice the requirement of addressing grievances addressed to any department.	Please ref clarification at Ser No 3 above.
8	Bid evaluation process and award of contract	The evaluation table of the Technical Evaluation is not clear. In the organizational strength section the number of projects required to fetch the maximum marks is not given properly for all four sub categories.	The bidder quoting highest number of citations(along with proof in the form of contract/work order or MOU etc) would be awarded maximum marks and others on a reducing scale.
9	Bid evaluation process and award of contract	The evaluation parameters for evaluating the CVs are also not given. What is the minimum number of other resources required apart from the Sr. Project Manager and Assistant project manager to fetch full marks?	Team strength will be evaluated on the bases of qualifications, certifications and relevant experience of the proposed resources. There is no minimum or maximum criterion for fetching marks.
10	Bid evaluation process and award of contract	Requesting to increase the technical weightage in final evaluation to at least 50:50 from 30:70 so that more technically qualified bidders are selected as this is a very ambitious project and more focus on the quality of the consultant should be given than the cost.	No change in evaluation criteria is proposed to be made at this stage.
11	Eligibility Criteria-Turnover	Requesting to increase the eligibility criteria in terms of turnover and number of e-Governance projects done to attract quality bids for this RFP.	No change in evaluation criteria is proposed to be made at this stage.
12	Eligibility Criteria- The Bidder must have completed at least one e-Governance Project	Requesting you to please clarify the document that needs to be furnished to comply to this criteria.	Contract or work orders or any other document so as to establish the claim.

13	Confidentiality	We assume that standard exclusions to confidentiality clause are there, such as information available in the public domain etc. Also, assume that that the successful bidder would be given a one- time approval to refer to this engagement for client citation purposes	Yes
14	IPR Indemnity	It is assumed that the bidder shall only be liable for IPR claims solely attributable to the bidder and the Client shall notify the bidder in writing of any claim which may give rise to a claim for indemnification and shall co-operate with all reasonable requests of the bidder in defending or settling such claim. Further, it is assumed that this indemnity does not cover alleged infringements caused by modifications to the work performed by the bidder that are not made by the bidder or that result from Client or third party provided designs, specifications or other information or from combination of such work with products or services not provided by the bidder.	Assumption is agreed to and indemnity shall not cover third party IPR infringements, if provided by DIPR.
15	Limitation of Liability	We would request you to please include “The entire and collective liability of the bidder arising out of or relating to this agreement, including without limitation on account of performance or non performance of obligations hereunder, regardless of the form of the cause of action, whether in contract ,tort(including negligence),statute or otherwise ,shall in no event exceed the total professional fees paid to the bidder under this agreement.”	No new clause is proposed to be added at this stage. However, this could be considered subsequently in the spirit of Para 30 of the RFP.
16	Last date of submission	We would request you to kindly extend the deadline for submission by at least 2 weeks i.e. from 25th August to 8th of September 2011, which is required to design the proposal after receiving the clarifications.	After receiving the clarifications. Last date of submission of bids is under consideration and will be put up on our Web Site (http://www.megipr.gov.in/) and print media.