

Responses to Pre-bid Queries

Bid for Supply of Digital Signature Certificate & USB Token for Digital Signature Certificate on behalf of Panchayat, Rural Housing and Rural Development Department, Government of Gujarat (Tender No. HWT120219538)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to the Queries
	Page No. / Section No. / Clause No.	Tender Description		
1	Page No. 5 / Section 2 / Scope of Work / Supply Scope	a. The application forms have to be collected by the bidder from the respective office of purchasing Government Department offices across the Gujarat State up to Village level.	Please change the clause in which purchasing Government Department offices across the Gujarat State up to Village level can be centralised dept from where these documentation will be collected and training will be delivered.	Please refer revised RFP.
2		b. The DSC has to be issued within 2 to 5 working days of collection of forms or through electronic KYC verification, subject to consistency of the documents as required by CA.	As we understand ekyc services is not available we request you to kindly consider the option of submitting the physical copy to process the DSC.	Please refer revised RFP.
3		f. Provide the upgrades/updates/ patches of the middleware (PKI Component and security level, if any).	Kindly clarify PKI component is part of the scope, if yes in price bid there is no line item for the same.	Please refer revised RFP.
4		g. SI has to collaborate with application provider to ensure that the device provides suitable compatible platform for running the department application and deliver the performance metrics of response time.	Just for a suggestion purpose, As per our experience in public sector in PAN India, request you to mention specifically that Devices should be compatible with all browsers this will give you desired result and it is compatible for long run	Please refer revised RFP.
5	Page No. 5 / Section 2 / Scope of Work / Services Scope	a. The Integration of the Digital signature in Application will be done by Application Developer. However, bidder is responsible to provide the gateways/API/PKI component etc.	There is no specification of the PKI component and in price bid there is not a line item of PKI component, Please clarify which application and purpose for this, Does signing solution is required with this bid.	Please refer revised RFP.
6	Page No. 10 / Section 3 / General Terms & Conditions / Clause no. 37	37. Payment: Payment for Goods and Services shall be made by Purchasing Dept in Indian Rupees as follows: 37.1. No advance payment will be made. 37.2. 90 % payment after successful inspection and delivery of the ordered goods for USB Token. The inspection will be done by GIL. 37.3. Remaining 10 % payment will be made after successful installation, commissioning & functional training of the ordered goods. 37.4. For Digital Signature Certificate, the payment will be made on activation of the same.	Kindly clarify does it is a single order place to SI or back to back and for renewal you have to submit the documents for the same again	Please refer revised RFP.

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7	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 36.2 a)	During maintenance / warranty period, if the complaint is not resolved within 48 hrs from the time of reporting of complaint, the penalty of Rs. 200 per day per item will be levied for the items supplied. However, if the complaints are not resolved within 7 days then from 8th day till 14th day, the penalty would be levied at Rs. 300 per day per item and from 15th day onwards the penalty at Rs. 400 per day per item would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	kindly provide the clarity on the types of compliant, the major dependency would be on signing solution and compliant may be related to usage of application which would be out of scope.	No change, As per RFP.
8	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should have a total sum of turnover of Rs. 5 Crore (Minimum) in the last three financial years as on 31st March 2018.	We would like to inform you that we are providers of digital signature certificates based in Surat, Gujarat and provide DSC across India since last 12 years and have offices/associates at all major cities of Gujarat. We are also regular providers of DSC for both state and central governments across India. We have come across the above mentioned tender of yours for procurement of Digital Signature Certificates. We are able to meet all the technical criteria set by you except the criteria for turnover of last three years to be Rs. 5 crore. We would like to know whether you can provide any exemption to this criteria for bidders who are MSME registered under the MSME Act, 2006 and based in state of Gujarat.	No change, As per RFP.
9	Page No. 6 / Section 3 / General Terms & Conditions / Clause no. 12	The bidder will have to submit Bid Processing Fees (Nonrefundable) of Rs. 17,700/-	Rs 17.7 k is on the higher side. Request you to reduce it	Request is not accepted. As per Bid Document.
10	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should have one office in Gujarat. Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / VAT Registration / CST Registration / Valid Lease Agreement. (Form no. E-2). In case, bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of purchase order.	Considering the Intention, scale, extremity and consequences of this Project, we feel that the SI should have similar project experience in Gujarat in the past in order to pull this off. By this view, we strongly feel the SI should already have presence across Gujarat through its own offices instead of setting up one after the award. Setting up office after the award of tender may put all the planning of the said department at risk if the bidder fails to settle in time. Moreover the SI should be well versed with the geography of the state in order to execute the project smoothly and efficiently	As per Bid Document.

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11	Page No. 5 / Section 2 / Scope of Work / Supply Scope	a. The application forms have to be collected by the bidder from the respective office of purchasing Government Department offices across the Gujarat State up to Village level.	As per the RFP, the duly filled application needs to be collected from the respective office. Please confirm if the bidder has to visit the office every time the respective office calls to collect the duly filled application or the SI can plan for a mutually convenient date (only once) to collect all the forms from that respective office. That way, it will minimize the cost. Pls clarify.	Please refer revised RFP.
12		b. The DSC has to be issued within 2 to 5 working days of collection of forms or through electronic KYC verification, subject to consistency of the documents as required by CA.	As per the RFP, the DSC should be issued within 2 to 5 working days. Please note that DSC issuance will be subject to adherence of IT ACT and CCA Guidelines. The documents, email, mobile & physical existence of the applicant will be verified as per the standard procedure. In case the process is not completed from the applicant's side, the DSC will not be issued. The DSC will be issued within stipulated time if all the applicant has complied all the standards for DSC Issuance. Pls confirm.	Please refer revised RFP.
13		c. The SI has to carry out enrolment, installation and arrange one-time training at end user office location of purchasing department on DSC usage in co-ordination with purchasing department. d. Digital Signature Certificate with services for the installation & configuration at each location with support.	Once the process is completed, the SI has to visit the respective office for the configuration and basic training on the usage of DSC. Pls confirm if the said configuration and training can take place on a mutually convenient date (only once) or the SI has to specially go to the respective office every time for the configuration and training. Please confirm.	Please refer revised RFP.
14		e. User Manuals to use the DSC is required to prepare in Gujarati Language and handover to Panchayat Department.	The user manual in Gujarat & English Language will be given to Panchayat Department i.e the SI will not distribute it among the respect offices or the applicants. Please confirm.	Please refer revised RFP.
15		f. Provide the upgrades/updates/ patches of the middleware (PKI Component and security level, if any).	Please provide the required technical details about the application where the PKI Component needs to be embedded. If doable, the scope will be limited to supply of PKI Component/API to the department. Please confirm.	Please refer revised RFP.
16		g. SI has to collaborate with application provider to ensure that the device provides suitable compatible platform for running the department application and deliver the performance metrics of response time.	"SI has to collaborate with application provider to ensure that the device provides suitable compatible platform for running the department application and deliver the performance metrics of response time." We understand that the scope of SI in this is limited to cooperation. Please clarify.	Please refer revised RFP.

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17	Page No. 5 / Section 2 / Scope of Work / Services Scope	d. In case any additional hardware/software is required, the same shall be procured and supplied by the SI bidder.	In case any additional hardware/software is required, the same shall be procured and supplied by the SI bidder". The list can include server, software licences, firewall, etc. Please clarify which hardware and software other than PKI Component, DSC and USB Token are required.	Please refer revised RFP.
18		e. All components should be supplied with AMC/ATS/patches/upgrades and updates for a period of contract duration. f. Provide warranty/on-site maintenance for digital signature that shall be supplied and installed under this procurement throughout the period of contract.	The onsite maintenance is not required. The DSC on USB token will be issued for 2 years and in case of any tech help, the same can be extended through toll-free and dedicated email support. Please confirm	Please refer revised RFP.
19	Page No. 6 / Section 3 / General Terms & Conditions / Clause no. 4	The successful bidder will have to supply & install and provide operational training for supplied hardware and software and carry out necessary integration at end-user location across the Gujarat State.	We understand that we have to supply, configure and provide basic tech help about the usage of DSC. Please elaborate on additional training on software and hardware and which integration at end-user location is to be done. Please clarify.	Please refer revised RFP.
20	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 31	Delivery & Installation: Within 30 working days from the date of confirmed purchase order.	Since the project is to be executed PAN Gujarat -even in the interior parts of the state, the delivery & training within 30 days appears to be a challenge . The department should give SI a min. period of 90 days for the execution. This 90 days execution will be subject to adherence of IT ACT for DSC Issuance. Please confirm.	Please refer revised RFP.
21	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 34	The successful Bidder will be required to co-ordinate with software vendor and/or do liaisoning with other service provider to achieve the end-to-end Scope of work.	Our scope will be limited to providing PKI Component, DSC, Token, Training and tech help. Which all activities are to be included and with whom all we have liaison. Pls clarify.	Please refer revised RFP.
22	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 36.1	Penalties for delay in delivery and installation: a) If the bidder fails to deliver and install the requisite hardware and software within 30 working days from the date of issuance of purchase order, then a sum equivalent to two percent (2 %) of the value of the undelivered / uninstalled equipment i.e. due for delivery & installation as per given schedule will be deducted from the payment for each calendar week of delay or part thereof b) The amount of penalties for delay in delivery and installation shall be subject to a maximum limit of 10% of the total contract value.	The penalty should only be considered only if the documents and other verification process is completed by the applicant but pending for DSC Issuance from our side. Please confirm.	Please refer revised RFP.

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23	Page No. 10 / Section 3 / General Terms & Conditions / Clause no. 37	37. Payment: Payment for Goods and Services shall be made by Purchasing Department in Indian Rupees as follows: 37.1. No advance payment will be made.	Considering the scale of the project, the invoices will be raised by-monthly and the payment should be made as per the standard procedure at the earliest. Please confirm.	Please refer revised RFP.
24		37.2. 90 % payment after successful inspection and delivery of the ordered goods for USB Token. The inspection will be done by GIL. 37.3. Remaining 10 % payment will be made after successful installation, commissioning & functional training of the ordered goods.	The supply, configuration and training will happen on the same day. Hence 90% & 10% payment segregation should be removed. Upon successful inspection, 100% payment to be released. Please confirm.	Please refer revised RFP.
25	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should have a back-end support agreement / arrangement for services including supply of USB Token etc. with the Original Equipment Manufacturers (OEMs) of USB token, which includes the post-sales support activities (like Integration support, Technical Assistance support, spares support, Software Up gradation support etc.) for the entire project period. The OEM undertaking letter should be submitted along with the bid.	We strongly feel that considering the scale and intensity of the project, the bidder should have toll-free number (in Gujarat) to extend every possible support to the applicants.	Please refer revised RFP.
26	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should have a total sum of turnover of Rs. 5 Crore (Minimum) in the last three financial years as on 31st March 2018.	Minimum 10 Crore turnover required instead of 5 Crore.	As per Bid Document.
27	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should be empanelled by Controller of Certifying Authorities (CCA) to license and regulated Certifying Authorities OR their Authorized Dealer / Distributor to quote this bid. Self-Declaration or Authorization Letter to be submitted.	Only CA (Certifying Authority) can participate in Tender.	As per Bid Document.
28		General	PSU/Government Experience require, but there is not mentioned in Tender.	As per Bid Document.
29		General	Aadhaar KYC not possible.	Please refer revised RFP.
30		General	Who will help us for collect document?	Please refer revised RFP.
31		General	Date Extension.	See the extended last date of bid submission on https://gil.nprocure.com & www.gil.gujarat.gov.in .
32	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should be empanelled by Controller of Certifying Authorities (CCA) to license and regulated Certifying Authorities OR their Authorized Dealer / Distributor to quote this bid. Self-Declaration or Authorization Letter to be submitted.	We Recommend: Authorized Dealer / Distributor requires to submit tender specific authorization letter mandatorily.	In bid document we have already mentioned that, it should be Authorized Dealer / Distributor to quote this bid . It means, the Authorization should be specific to this bid.

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33	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should have a back-end support agreement / arrangement for services including supply of USB Token etc. with the Original Equipment Manufacturers (OEMs) of USB token, which includes the post-sales support activities (like Integration support, Technical Assistance support, spares support, Software Up gradation support etc.) for the entire project period. The OEM undertaking letter should be submitted along with the bid.	We Recommend: A Lot of OEM are not present in India, so an authorization letter from Indian importer / Distributor should suffice.	Please refer revised RFP.
34	Page No. 5 / Section 2 / Scope of Work / Supply Scope	General	<ul style="list-style-type: none"> • We understand that as a bidder our scope of work for this tender is limited to: <ul style="list-style-type: none"> a) Supply of DSC b) Supply of USB token c) Installation d) We do not have to supply any additional hardware / software. 	Please refer revised RFP.
35	Page No. 5 / Section 2 / Scope of Work / Supply Scope	f. Provide the upgrades/updates/ patches of the middleware (PKI Component and security level, if any).	Please Clarify - Please specify the application, and where the PKI component is used (what is the scope)?	Please refer revised RFP.
36	Page No. 5 / Section 2 / Scope of Work / Services Scope	a. The Integration of the Digital signature in Application will be done by Application Developer. However, bidder is responsible to provide the gateways/API/PKI component etc.	Please Clarify - Please specify the application, programming language, OS and scope of the PKI component in relation to this tender?	Please refer revised RFP.
37		General	As DSC relies on Third party component, a CA which has been in operations for over two years would be preferred.	As per Bid Document.
38	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 29	The bidder will have to offer the inspection in the manner as decided by GIL before delivering to the respective site or at customer sites.	We Recommend: Inspection of the USB token will serve no purpose as the DSC/token will work only after installation of the DSC on computer. Department can get confirmation regarding working / non working of the token based on screenshot of validity of DSC. So please remove said clause.	Please refer revised RFP.
39	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 31	Delivery & Installation: Within 30 working days from the date of confirmed purchase order.	We Recommend: As the delivery and installation of the tokens will be at distant locations across Gujarat State and collection of the documents from end user will take time. Hence, we recommend delivery and installation time of 60 days from the date of confirmed purchase order.	Please refer revised RFP.

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40	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 36.1	Penalties for delay in delivery and installation: a) If the bidder fails to deliver and install the requisite hardware and software within 30 working days from the date of issuance of purchase order, then a sum equivalent to two percent (2 %) of the value of the undelivered / uninstalled equipment i.e. due for delivery & installation as per given schedule will be deducted from the payment for each calendar week of delay or part thereof	We Recommend: According to the tender terms, bidder has to collect documents from the end user for issuance of DSC. At the time of collection due to partial documents if supplier has to contact the end user again in that case penalty should be levied after receipt of all the documents / after completion of 60 days from the date of confirmed purchase order. Also who will bear expense of 2nd visit in case documents are not provided in the first visit?	Please refer revised RFP.
41	Page No. 10 / Section 3 / General Terms & Conditions / Clause no. 37	37. Payment: Payment for Goods and Services shall be made by Purchasing Department in Indian Rupees as follows: 37.1. No advance payment will be made. 37.2. 90 % payment after successful inspection and delivery of the ordered goods for USB Token. The inspection will be done by GIL. 37.3. Remaining 10 % payment will be made after successful installation, commissioning & functional training of the ordered goods. 37.4. For Digital Signature Certificate, the payment will be made on activation of the same.	We Recommend: We have to quote rate for the USB token, Digital Signature Certificate and installation charges. Hence, we recommend to release payment in the batch of 500 DSC installation and activation to the end user. Supplier should attach screenshot of the activation of all the DSCs with the invoice to process the payment.	Please refer revised RFP.
42	Page No. 12 / Section 4 / Financial Bid Format	Financial Bid:	<ul style="list-style-type: none"> 2nd time Installation charges: Please clarify: We have to quote for one time installation charges but during the validity period due to some reason if 2nd time installation of DSC required, then who will bear the cost of the same? Supplier or GIL? If supplier has to bear the cost and expense of the reinstallation, then it will affect the cost, so please clarify for the same.	Please refer revised RFP.
43	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should be empanelled by Controller of Certifying Authorities (CCA) to license and regulated Certifying Authorities OR their Authorized Dealer / Distributor to quote this bid. Self-Declaration or Authorization Letter to be submitted.	We suggest to have tender specific OEM Authority letter. Also DSC depends on the 3rd party module, we request you to consider the Controller Authority with minimum 2 year experience in the field.	Please Refer Sr. No. 32.
44	Page No. 5 / Section 2 / Scope of Work / Supply Scope	General	Please clarify: - Bidder needs to supply USB Token with class 2 DSC and provide installation at the end user site only. - Please provide specifications of the Application used, programming language, Operating System by end user for compatibility. Also where the PKI component will be used?	Please refer revised RFP.

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45	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 29	The bidder will have to offer the inspection in the manner as decided by GIL before delivering to the respective site or at customer sites.	We suggest the inspection of empty USB token (without DSC) will be of no use as the DSC will be issued after receipt of complete documents and successful verification.	Please refer revised RFP.
46	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 31	Delivery & Installation: Within 30 working days from the date of confirmed purchase order.	We recommend to have delivery and installation period of 75 days from the receipt of complete documents from the end user.	Please refer revised RFP.
47	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 36.1	Penalties for delay in delivery and installation: a) If the bidder fails to deliver and install the requisite hardware and software within 30 working days from the date of issuance of purchase order, then a sum equivalent to two percent (2 %) of the value of the undelivered / uninstalled equipment i.e. due for delivery & installation as per given schedule will be deducted from the payment for each calendar week of delay or part thereof	We suggest to have penalty clause starting after receipt of complete documents from the end user	Please refer revised RFP.
48	Page No. 4 / Section 1 / Eligibility Criteria for the Bidder	The bidder should be empanelled by Controller of Certifying Authorities (CCA) to license and regulated Certifying Authorities OR their Authorized Dealer / Distributor to quote this bid. Self-Declaration or Authorization Letter to be submitted.	We suggest to have tender specific authorization letter from the authorized dealer / distributor to get the bids from the reliable bidders. Self declaration may attract non reliable / capable bidders which will ultimately cause damage to the Department.	Please refer revised RFP.
49	Page No. 5 / Section 2 / Scope of Work / Supply Scope	General	o As required in Supply Scope and Service Scope: Please suggest what is the scope of the PKI component and with which OS, application and programming language integration of the Digital Signature will be done? It will have quite a big impact on the performance.	Please refer revised RFP.
50	Page No. 5 / Section 2 / Scope of Work / Supply Scope	g. Digital Signature Certificate should support Window 8 and above (64-bit Operating).	o As the required DSC will support windows 8.1 and above if the end user OS is below windows 8 then the upgradation of OS will be done prior to issuance of DSC and delivery schedule as well as penalty clause will implement only after upgradation of OS.	OS upgradation (if required) will be not in the scope of the bidder. Further, delay due to this dependency will not be considered for penalty calculation.
51	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 29	The bidder will have to offer the inspection in the manner as decided by GIL before delivering to the respective site or at customer sites.	We suggest inspection is not required only for the blank USB tokens. We suggest to remove the point.	Please refer revised RFP.

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52	Page No. 9 / Section 3 / General Terms & Conditions / Clause no. 31	Delivery & Installation: Within 30 working days from the date of confirmed purchase order.	We suggest to have delivery and installation time of 90 days from the intimation of end user OS upgradation to Windows 8.1 and above, if any, and after receipt of all the required documents. Penalty should also be charged only after receipt of all the documents and intimation of end user OS upgradation to Windows 8.1 and above.	Please refer revised RFP.
53	Page No. 10 / Section 3 / General Terms & Conditions / Clause no. 37	<p>37. Payment: Payment for Goods and Services shall be made by Purchasing Department in Indian Rupees as follows:</p> <p>37.1. No advance payment will be made.</p> <p>37.2. 90 % payment after successful inspection and delivery of the ordered goods for USB Token. The inspection will be done by GIL.</p> <p>37.3. Remaining 10 % payment will be made after successful installation, commissioning & functional training of the ordered goods.</p> <p>37.4. For Digital Signature Certificate, the payment will be made on activation of the same.</p>	We suggest to release batch wise payment of approximate 500 Digital Signature installation at end user site for rotation of fund.	Please refer revised RFP.
Note:	<p>1. Manufacturer (OEM) ISO 9001:2008 is not required to quote this bid.</p> <p>2. All other terms and conditions will remain same as per bid document.</p>			