

**Response to Pre-bid Queries**

**Short Notice Tender to conduct Market Research/Survey related to provide Internet Services in villages of Gujarat State.**

**GeM Bid Number: GEM/2021/B/1602537 Dated: 16-10-2021**

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Eligibility Criteria for the bidder (Page 4) – Sr. No. - 4	The bidder should have single work order comprising of the value Rs. 25 Lac or above within last 3 year for similar survey (Telecommunications company/ Internet related Survey) as on date of submission of bid.	As per the scope of work, this is a survey work of conducting interviews in person at village level. Hence, experience in various government survey works shall be considered as relevant experience this in turn will allow higher number of participations in the bidding. Hence, we request you to consider all government survey works as experience for the said project.	<b>Clause Revised to:</b>  "The bidder should have single work order comprising of the value Rs. 25 Lac or above within last 3 year for similar survey (Telecommunications company/ Internet related Survey <b>or Similar Survey</b> ) as on date of submission of bid."
2	Eligibility Criteria for the bidder (Page 4) - Sr. No. - 5	Bidder should have at least manpower of 50 person on company's payroll	In the wake of Corona Pandemic, many companies had to cut down on existing staff. Hence, we request you to kindly take this in consideration. Also, the department may ask for 50 persons on company's pay roll as soon as the LOI is awarded. In this way many more companies with prior work experience will be eligible to participate. Hence, we request you to kindly take this in consideration.	<b>No change</b>
3	5/page 2	Bidder to submit AFFIDAVIT PHYSICALLY as per the prescribed format (To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public) along with the sealed cover. Bidder who have submitted EMD Online has to follow the above process for Affidavit.	Unable to find process of submitting Affidavit for a bidder willing to submit EMD via online. Kindly outline clear instruction related to sharing of Affidavit for those planning online submission of EMD. For the firm outside of Gujarat will prefer to send the document to the designated person through courier.	<b>No change</b>

4	Eligibility Criteria for the bidder/2/page 4	The Bidder should have an annual turnover of at least Rs. 3 Crores during each of the last three financial years (2017-18, 2018-19 and 2019-20) or cumulative turnover of Rs. 15 Crore for the last three financial years (2017-18, 2018-19 and 2019-20). Attachment: Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years & CA certificate mentioning turnover.	Since agency is asked to share both certified balance sheet/P&L account, which is done by statutory auditor and CA certified the company turnover CA certification is needed when a firm doesn't have a statutory auditor in place, and they get their account audit through a regular CA firm. Those firms have the statutory auditors who have done the audit for the firm and certified the turnover in the P&L account, for them getting a CA certification is an additional expense. We suggest either of the two should be sufficient. Kindly confirm	<b>No change</b>
5	6/Page 7	Broad scope of work of Agency to be selected:• To cover all potential stakeholders (individual internet users, small businesses, institutions, service providers and industry etc.)To cover 10 individuals having willingness to survey in each village considering total scope of 8000 villages/22 district of Gujarat State for Internet Services to be provided by GISL	According to sampling plan mentioned in the financial bid format minimum of 10 individuals to be covered in each village. The RFP doesn't specify sample distribution and coverage of stakeholders.- Since this is going to be a competitive bid, we would request GIL to provide a clear instruction with regard to sample coverage of other stakeholders at village/taluka/district level for the reason of comparability across all agencies. If left unspecified in RFP, the agency will apply their own assumptions in deciding composition of stakeholders, their coverage and sampling plan and the quote may not be comparable. If not specified it will also lead to over and under representation of stakeholders.- The stakeholders like small business, institutions, service providers and industry are generally found in urban areas and if one has to go by the design mentioned in RFP, the survey is expected to be conducted in rural areas. Need suggestion if we are supposed to cover these stakeholders.- Since we are asked to share financial quote in lump sum figure, finally GIL will find it very difficult to make any cost comparison between two bids if common specifications are not used by all the bidders.	<b>Bidder to consider minimum 10% sampling for total survey in villages considering total scope of 8000 villages/22 district of Gujarat State for Internet Services to be provided by GISL.Bidder to quote price accordingly in the financial bid.</b>

6	Form no. F1 – Financial bid format	Coverage mentioned in Financial Bid Format: To cover 10 individuals having willingness to survey in each village considering total scope of 8000 villages/22 district of Gujarat State for Internet Services to be provided by GISL	<p>According to RFP specifications, the bidder is expected to conduct 80000 interviews across 8000 villages</p> <p>Who will be the target population at the village level? Will they be the local residents using internet? What about non-users / future potential users? Also, with 10 sample per village we will not be able to understand internet demand potential at the village. Do you think of increasing the sample size to 30 and reducing the number of villages? Or Bidder will be allowed to perform scientific sampling for selection of villages out of 8000 to balance the sample size at the village level and overall coverage (8000).</p> <p>With help of scientific sampling procedure, we can ensure representation by covering lesser number of villages and household within village. This will ensure completing data collection in stipulated timeline else completing this study in 10 weeks will never be possible.</p>	<p><b>Bidder to consider minimum 10% sampling for total survey in villages considering total scope of 8000 villages/22 district of Gujarat State for Internet Services to be provided by GISL.</b></p> <p><b>Bidder to quote price accordingly in the financial bid.</b></p>
7	Bid Processing Fees and Earnest Money Deposit Details/1/Pag e 11	Bid Processing Fees and Earnest Money Deposit Details:	<ul style="list-style-type: none"> <li>• Do we need to pay for the processing of bid? If Yes, please suggest amount and mode of payment</li> <li>• Also, need clarity if "Bid processing Fees/EMD" are refundable or non-refundable</li> </ul>	<p><b>There is no bid processing fee as bid is published in GeM portal. Read "SECTION I/Bid Processing Fees and Earnest Money Deposit Details" As "SECTION I/Earnest Money Deposit Details". Further, Sr. No. 1 Bid Processing Fees row deleted. Further, EMD is refundable as mentioned in the bid.</b></p>

8	Timeline/7/Page 8	Focus Group Discussions/ In-Depth Interviews/ Secondary Research	<p>The RFP appears to be suggesting this study to be quantitative one, but we found mention of qualitative research method (Focus Group discussion, In-depth Interviews, and secondary research) also only in line number 7 of timeline table without sharing further details on qualitative research</p> <ul style="list-style-type: none"> <li>- Kindly clarify if this study also has qualitative research component in it</li> <li>- If yes, provide complete specifications and details for qualitative research like coverage, sample size, target audience etc. so that to help us estimate time and effort for conducting these activities</li> <li>- Also, the financial bid format does not have option for sharing cost of qualitative research (FGD/IDI's) &amp; secondary research. Kindly share a revised financial bid format having options to share cost for key activities</li> </ul>	<p><b>Bidder can decide one of the option as his discretion:</b></p> <ul style="list-style-type: none"> <li><b>i). Focus Group Discussions or</b></li> <li><b>ii). In-Depth Interviews</b></li> <li><b>ii). Secondary Research</b></li> </ul> <p><b>for better survey report/s to be submitted to GISL considering various parameters.</b></p>
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9	Timeline/Page 8	Overall Timeline	<ul style="list-style-type: none"> <li>• For data collection GIL has suggested 4 weeks' timeThis is too ambitious and tight for such a huge survey to be conducted across 8000 villages. As pointed above we suggest balancing the survey design between the sample size at village level and the coverage of villages across the state.Selected bidder will have to make huge logistical arrangement including hiring and training of ~ 250 to 300 interviewers / freelancers / sub-contractors and supervisors for data collection. We assume GIL will not have issues or GIL will not forfeit the EMD if selected agency is hiring resources / freelancers / sub-contractor locally for the data collectionIn this covid time making such arrangement will be a time taking exercise. It will take 2 to 3 weeks' time just to make pre-survey logistical arrangement like hiring of resources/freelancers/sub-contractors and providing them training on survey methodology, questionnaire, quality parameters. Therefore, we would request GIL to increase data collection time from 4 weeks to 7 weeks totaling to 16 weeks. We strong feels and recommend (based on its past experience) the survey of this scale will succeed if there is a realistic time built-in.Since, RFP is not very clear on qualitative research requirements (FGDs/IDI's), we could only express our demand for timeline for qualitative research piece after knowing the exact requirements</li> </ul>	<b>No change.</b>
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10	14.1/page 8	payment terms: No advance payment will be made.	<ul style="list-style-type: none"> <li>• The scale of the survey is huge which will require large funding on a daily basis to sustain the ongoing field work. For the success of the survey, it will be desired to keep the fund flow active, rather than releasing funds at the end. This system doesn't not work with the private / corporate firms.</li> <li>• Therefore, We suggest following payment terms for this study –</li> <li>• 30% payment in advance on upon signing of the contract</li> <li>• 40% after completion of fieldwork (100% data collection)</li> <li>• Final 30% after submission of report</li> </ul>	<b>No change.</b>
11	2/page 11	L1 will be considered as per total price mentioned in column	For such an important project/study which is aiming to provide strategic direction to decision makers and the department. We would suggest changing bidder selection method from L1 to QCBS. This will help you find technically sound and experienced agency	<b>No change.</b>
12	Page 21/Contract form	Contract form	In case of any change in contract or any modification or addition or anything not spelt out in the current RfP and will be brought to the notice later, RTI should be given right to negotiate and suggest amendments to safeguard its interest. And, this will not have any implications on the forfeiting of EMD or any other financial implications.	<b>Contract will be signed as per the scope of work, Timeline and payment/penalty terms defined in the RFP. Bidder won't be asked to do anything out of purview of this RFP.</b>

13	13.1/13.2/13.3/page 8	<p>Penalty ClauseIf the bidder fails to deliver Survey reports within 70 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.The amount of penalty for delay shall be subject to a maximum limit of 10% of the total contract value.Delay in excess of 10 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.</p>	<p>Sincere request to either increase project timeline or drop penalty clauses which have financial implications on agency, especially in covid time, when we are supposed to deal with uncertain conditions• You may have the penalty on the performance but not on timelines.</p>	<p><b>No change.</b></p>
14	Self Deceleration /page 16	<p>SELF DECLARATION (TO BE SUBMITTED PHYSICALLY ALONG WITH EMD) AFFIDAVIT. All General Instructions, General Terms and Conditions, as well as Special Terms &amp; Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.</p>	<p>We don't find the detailed General T&amp;C and Special T&amp;C in the RfP or with contract. We see some terms on page # 5 but are they complete terms? Without seeing these terms,</p> <p>If these terms will be shared at the time of the contracting, the agency should be given a change for negotiation with any financial implication or forfeiting of EMD. If possible, please share it with us before the submission</p>	<p><b>It's a standard format given in the bid. Bidder to consider terms and conditions mention in the bid only.</b></p> <p><b>Contract will be signed as per the scope of work, Timeline and payment/penalty terms defined in the RFP. Bidder won't be asked to do anything out of purview of this RFP.</b></p>

15	Additional Clarification	Additional Clarification	<p>Face-to-Face Interview to be conducted using Pen &amp; Paper (PAPI) or Computer Aided Personal Interviews (CAPI)</p> <p>Kindly confirm the above for better understanding of the project</p>	<b>Bidder may decide appropriate option at his own discretion</b>
16	Additional Clarification	Additional Clarification	<p>Quality Control &amp; Assurance methods / tools.</p> <p>Kindly confirm the above for better understanding of the project</p>	<b>Bidder may decide appropriate Quality Control &amp; Assurance methods / tools at his own discretion</b>
17	Additional Clarification	Additional Clarification	<p>Monitoring processes for Data authenticity process.</p> <p>Kindly confirm the above for better understanding of the project</p>	<b>Bidder may decide appropriate Monitoring processes for Data authenticity process at his own discretion.</b>