

Response to the Pre-bid Queries

Bid for Selection of Agencies for “Establishment and Running of Electronic Registration Center” for 287 SR offices across Gujarat State on behalf of Inspector General of Registration, Gandhinagar. (Tender No. SWT220922216)

Sr. No.	RFP/Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./Section No./ Clause No.	RFP/Tender Description		
1	Page No. 4 eligibility/Qualification Criteria no. 4	The bidder should have ISO 9001:2015 certification for “Data Entry/Scanning/Digitization and related services”.	In this clause ISO certification specific to “Data entry / Scanning / Digitization and related services” is being asked which restricts other competitive bidders from bidding to this project. Moreover, as all these data entry / scanning / digitization related services are a part of IT enabled Services, we request the Dept to delete the specific services and articulate the criteria as follows. “The bidder should have valid ISO 9001:2015 certification for IT enabled Services as on date.”	No Change. As per RFP.
2	Page No. 4 eligibility/Qualification Criteria no. 5	The bidder should have executed at least 3 Data Entry/ Scanning projects during last five years (at list one out of it for Govt. and Semi Govt.) as on 31st March, 2022 with minimum order value of Rs. 25 lacs in each. Copy of the work order of the same must be attached.	<p>To allow techno-commercially more competent bidders to participate in the bid process, we request the Dept to amend this clause as follows.</p> <p>“The bidder should have executed at least 3 Data Entry / Scanning projects during last five years to any Govt. organization as on 31st March, 2022 with minimum order value of Rs 25 lacs in each.”</p> <p style="text-align: center;">OR</p> <p>“The bidder should have executed at least 2 Data Entry / Scanning projects during last five years to any Govt. organization as on 31st March, 2022 with minimum order value of Rs 50 lacs in each.”</p> <p style="text-align: center;">OR</p> <p>“The bidder should have executed at least 1 Data Entry / Scanning project during last five years to any Govt. organization as on 31st March, 2022 with minimum order value of Rs 1 Crore and above.”</p> <p style="text-align: center;">OR</p> <p>If you are looking for all 3 projects experience to be shown, you may please delete the no. of years in which they are asked so that bidders with similar experience in earlier years also can have a fair chance to submit their bids for this project.</p>	No Change. As per RFP.
3		Last date, time for Online Submission of bids online - 14.10.2022 up to 1500 hrs.	We request the Department to provide an ample time of 2 weeks after uploading the pre-bid clarifications in the website to submit our proposal.	No Change. As per RFP.

4	Page No. 4 eligibility/Qualification Criteria no. 2	Total turnover of the firm should be at least Rs. 10 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21). The bidder must attach Statutory Auditor's Certificate Certifying the turnover of Rs. 10 Crores in each of last three years or cumulative of Rs. 30 Crores in last three years as on 31 st March, 2021 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts	With given figures of 2022 and rate of the previous tender, it can be seen that none of the zone has crossed annual total billing of Rs. 2 cr., and payment terms are also monthly. Hence turnover asked for Rs. 10 Cr per year is almost 3-4 times of annual billing and 30 times of monthly requirement. Hence we request you to reduce the required turnover to Rs. 5 cr. per year or Rs. 15 Cr. cumulative.	No Change. As per RFP.
5	Page No. 4 eligibility/Qualification Criteria no. 6	The Service provider must have experience in document handling of around 12,50,000 pages per annum in each of last 3 years. The necessary documents must be uploaded (work order, Work completion certificate etc.).	The job is of scanning and printing along with machinery and manpower, but experience of printing is not at all required, neither providing man power. Even scanning experience asked is hardly equal to 1 month of scanning (25 lac * 3 in last five years) whereas documents handling is also very low. It seems that the focus is only on turn over. Hence We again request you to strengthen the experience criteria and reduce the turn over required to 5 Cr. Per year	No Change. As per RFP.
6	Page No. 4 eligibility/Qualification Criteria no. 2	Total turnover of the firm should be at least Rs. 10 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21). The bidder must attach Statutory Auditor's Certificate Certifying the turnover of Rs. 10 Crores in each of last three years or cumulative of Rs. 30 Crores in last three years as on 31 st March, 2021 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.	The nature of the work demand sound and healthy financial position and hence we request you to kindly amend the clause as "Total turnover of the firm should be at least Rs. 100 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21)."	No Change As per RFP
7	Page No. 11 Section I- Scope of Work point no. F	The hardware infrastructure should be upgraded every year throughout the entire contract period. ➤ This is applicable to hardware and software required at each SRO for specified activities. ➤ Up gradation of the hardware & software has to be done every year at the cost of bidder.	Please elaborate the clause as the cost can be figured out on the exact standard of upgradation of Hardware.	Allocated hardware should be in best working condition. During tender period Otherwise will have to upgrade as per requirement
8	Page No. 49 Annexure 8: Final Evaluation Methodology	A Bidder is free to apply for all the Zones. However, Award of work to an Agency shall be limited to one Zone only. Following procedure shall be followed for the selection of the most preferred bidder for the Project:	The illustration given by you mentions all the bidders participating in all the Zones, which may not be there in actual bidding scenario. Also, there may possibility of lesser bidders/agencies than number of Zones. In that case this Evaluation Methodology will become very complex and will bring ambiguity among the bidders. So, we request you to allow the award of more than 1 Zone to 1 Bidder.	The process is a prudent process adopted by many Central / State Government Agencies. No Change

9	13. Penalties (Pg. No. 22)		<p>Generally, in all the major government tenders, there is an upper penalty cap mentioned but we could not find the maximum cap on the overall penalties to be levied on bidder in this RFP.</p> <p>We hereby request Authority to kindly define the maximum penalty cap as 5% of monthly billing value.</p>	Maximum penalty cap as 20% of monthly billing value.
10	Page No. 6 Clause No. 15	The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order (for the contract period + 3 months) All Nationalized Bank including the public sector bank or Private Sector Banks or banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith). In case of poor and unsatisfactory services, IGR shall invoke the PBG.	<p>In most of the tenders across India, the PGB ask is either 3% of the total cost.</p> <p>We hereby request Authority to kindly amend the ask of PBG @ 3% of the total Value cost.</p>	No Change. As per RFP.
11	Page No. 28 SECTION III - SPECIAL CONDITIONS OF CONTRACT Point No. 12	Firms will have to start work within 30 days after issuing work orders to private firms.	<p>As per Post covid Scenario - The delivery of IT hardware equipment has been affected, which now takes at least 6-8 weeks. Further, handover process from the existing vendor & setting-up the Infrastructure will also be a time taking process. So, it would be difficult to start the work within 30 days time. In this regard, we request the authority to allow at least 60 working days for start of work instead of within 30 days.</p>	Allow at working days for start of work instead of within 45 days
12	Page No. 11 Section I	Scope of Work	<p>We understand that the Scope of Work & the Process of Registration, Scanning, printing etc. task will not change / omitted during the entire contract period, because the overall unit wise (item wise) costing will be done by considering the said task of document handling, scanning of pages & thereafter Printing the pages.</p> <p>- Kindly Confirm.</p>	No Change. As per RFP.
13	Page No. 49 Annexure 8: Final Evaluation Methodology	<p>Round 2: One agency emerges as L1 Bidder more than one Zone</p> <p>Agency 9 is L1 in Zone 3 and Zone 4. The decision for award of the Zone shall be based on the highest difference between the L2 and L1 quotes</p> <p>Zone 3: 8,92,691 - 7,97,417 = 95,274</p> <p>Zone 4: 11,36,325 - 7,68,729 = 3,67,596</p> <p>As L2-L1 is higher in Zone 4, hence Zone 4 will be awarded to Agency 9</p>	<p>In this scenario, Agency 9 who is L1 in 2 Zones should be given a chance to select a either of these Zones. Otherwise it will be not be in favour of both the parties, L1 Bidder will make loss in overall Business and authority will be paying higher Price to L2 in bidder the Zone.</p> <p>So, we request authority to give chance to L1 bidder to select the Zone, in case they are L1 in more than 1 Zone.</p>	<p>The rationale of the process is to select most advantageous bidder for the Authority.</p> <p>No Change</p>
14	Page No. 49	In case there are lesser number of agencies than the zones, after awarding one zone each to bidder, Government will ask all the bidders to submit revised	We understand that the revised quote for the remaining zones will be asked only from the bidder who have Quoted/ paid EMD for the same. Kindly confirm	It is clarified that the revised quote for the remaining zones will be asked only from the bidders who

	Annexure 8: Final Evaluation Methodology	quote for the remaining zones, which must be less than their original quote and the award of remaining zone/s to a particular agency will be based on the outcome of this stage.		have Quoted/ paid EMD for the same. In case no bidder has submitted its bid for a particular zone, the Authority shall go for re-bidding of such zones.
15	Page No. 49 Annexure 8: Final Evaluation Methodology	In case there are lesser number of agencies than the zones, after awarding one zone each to bidder, Government will ask all the bidders to submit revised quote for the remaining zones, which must be less than their original quote and the award of remaining zone/s to a particular agency will be based on the outcome of this stage.	In this scenario, what if after asking for the 2 nd quote again one Bidder becomes L1 in all the remaining Zone. Kindly Clarify the process for the allotment of Zones/ Contract in 2nd time quote.	In such a scenario, the process as defined in the RFP for evaluation will again be adopted. In case no bidder has submitted its bid for a particular zone, the Authority shall go for re-bidding of such zones.
16	Page No. 13 Future enhancement	Salary means: minimum wages + employee contribution to PF +ESI +any other think if any, SP will be responsible for paying the minimum wages and monthly wages and getting salary on time. ESI, PF, Challans must be submitted every month along with invoices	Submission of EPF, ESIC Challans on monthly basis along with the invoice will be very difficult task and will delay the process of invoice submission as each zone will involve more than 100 Nos. of manpower. Also, now a days all the details of EPF and ESIC payment can be tracked online therefore asking for the hard copy documents will unnecessary increase the paper work. So, we request kindly remove the submission Challan in Hard Copy along with the invoices. However, you can always ask for online payment Details as and when required.	ESI, PF, Challans must be submitted (in Hard Copy as well as online can be considered) every month along with invoices.
17	Page No. 13 Future enhancement	They have to rotate the operators within the district on yearly (6 monthly basis) or replace the existing are with new tender during that period (Get conformation from the operators to this effect).	We understand that "(6 Month basis)" is a typo error and the Operators needs to be rotated within the district on yearly basis. Kindly confirm.	6 Month basis
18			Process walkthrough - Request for 2-3 different case (Would like to request you to allow to visit one of SRO live center for detail understanding)	No Change. As per RFP.
19	Page No. 2	The bidder can bid for one zone or more than one zone. However, the contract will be awarded for only one zone to the L1 bidder as per the formula given in the Annexure-8.	Why 1 vendor/zone - Should based on capability of the vendor	No Change. As per RFP.
20	Page No. 5 Terms & Conditions No. 4	The bidder will have to setup the required equipment's and related peripherals and carry out necessary integration at various SR Offices as mentioned of the Gujarat State (all equipment technical thing should be new) certificate of it.	Why new Technical thing ,We have our infra can't we use it.	No Change. As per RFP.

21	Page No. 6 Terms & Conditions No. 11	The Bidder will have to submit Non-refundable Bid Processing Fees of Rs. 17,700/- and Earnest Money Deposit (E.M.D.) of Rs. 10,00,000/- per zone in a sealed cover at GIL office with the heading "Bid Processing fees & EMD for the e-Tender No. SWT300822215 for Selection of Agency for Establishment and Running of Electronic Registration Center" for 287 SR offices across Gujarat State on behalf of Inspector General of Registration, Gandhinagar.	Does GIL want bid processing fee zone wise also EMD in separate envelop for each zone.	As per Tender terms & conditions - Bidder has to submit Non-refundable Bid Processing Fees of Rs. 17,700/- and Earnest Money Deposit (E.M.D.) of Rs. 10,00,000/- per zone in a sealed cover at GIL office. Failing to submit physical covers of EMD and bid processing fees along with Original Affidavit at GIL on or before 14.10.2022 up to 1500 hours may lead to the rejection of the bid.
22	EMD	EMD-Rs. 10,00,000/- per zone	Request to return EMD once bidder disqualify.	As per Tender terms & conditions no. 13 - Unsuccessful/disqualified bidder's E.M.D. will be returned as promptly as possible but not later than 15 days after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee @ 10% of the total order value as prescribed by GIL, whichever is earlier.
23	Page No. 9 Terms & Conditions No. 35 - Extension of Contract	The contract period is initially for a period of 3 years, which is extendable for another 2 years based on the performance of the successful bidder. The performance of the bidder will be reviewed by GIL/IGR periodically	We request to keep contract period for 5+3+2 yrs.	No Change As per RFP
24	Page No. 11 Scope of Work Point No. B	Deploy require Hardware to various locations; ensure Installation & commissioning of the setup. Currently, there are 287 existing locations. However, the bidder will be responsible to establish the additional centers, if added in future.	Man and Machine require each location ??	No Change. As per RFP.
25	Page No. 11 Scope of Work Point No. E & F	E. The hardware infrastructure should be upgraded every year throughout the entire contract period. This is applicable to hardware and software required at each SRO for specified activities. Up gradation of the hardware & software has to be done every year at the cost of bidder. Hence, the bidders have to quote accordingly. F. Providing antivirus kits.	Except application what all s/w needed and any specific antivirus.	As per RFP.

		Computer provided by the vender, it is purely for office purpose only. The system will get effected by virus when any other software is used or installed in system.		
26	Page No. 12 Scope of Work Point No. M	Provide Electric cabling & make power arrangement Electricity will be provided by the concerned SR office.	Power Management: Kindly Clarified.	No Change As per RFP
27	Page No. 13 Scope of Work	Backup: The service provider shall be responsible to take back up of scanned document in external hard drive on daily basis. If the company is unable to do this work, So the penalty that IGR decides will have to be paid, however in any case it will not more than the 10% of the monthly payment.	Penalty should capped up.	Maximum penalty cap as 20% of monthly billing value.
28	Page No. 21 Payment Point No. 10.6	Payment will be made within a month's time from the date of receipt of bill, provided there is no dispute.	Payment should made within 15 days from day of receipt of invoice - Kind request.	No Change As per RFP
29	Page No. 4 eligibility/Qualific ation Criteria no. 2	Total turnover of the firm should be at least Rs. 10 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21). The bidder must attach Statutory Auditor's Certificate Certifying the turnover of Rs. 10 Crores in each of last three years or cumulative of Rs. 30 Crores in last three years as on 31st March, 2021 from document management services including scanning, data entry by providing IT infrastructure & manpower. Only providing manpower services will not be considered. Bidder should have to upload the copies of the audited Balance sheet and profit and loss accounts.	<p>We are having query in the Tender document - "required turnover in the last three years from the work of document management services including scanning, data entry by providing IT infrastructure & manpower".</p> <p>As per the eligibility criteria clause 2 in page no. 4 of the Tender document: Total turnover of the firm should be at least Rs. 10 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21).</p> <p>Furthermore, we all are aware of that due to Covid-19 Corona Virus global pandemic and Government protocol of public gathering in year of 2020-2021. Worldwide nobody can able to done the valuable work order of documents management services.</p> <p>We request you to consider last three years annual turnover of Rs. 5 Crores during each of last three financial years (i.e. 2018-19, 2019-20 & 2020-21).</p>	No Change As per RFP