

Response to the Pre-bid Queries
Tender Selection of Service Provider For
Annual Maintenance Contract for e-Shram Seva Portal for the office Labour, Skill Development and Employment Department-Gandhinagar
(GEM/2023/B/3075570 dated 03-02-2023)

| Sr. No. | Name of the Vendors | Tender Reference | | Query / Clarification / Suggestions from the Vendors | Responses to Vendors |
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| | | Page No./Section No./ Clause No. | Tender Description | | |
| 1 | M/s Leeway soft-Tech (P) Ltd. | Eligibility Criteria Clause No - IV : | The Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 1 Crore lacs with project completion certificate. | What is the exact price of Project? | The Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 50 Lakhs lacs with project completion certificate. |
| 2 | M/s Kreate Technologies Private Limited | Clause-(ii) of Page no. 43 Please look at once | QCBC Marking | Total sum of QCBC marks is 90 as per the Tender. | Refer the Annexure -1 |
| 3 | | | Provide manpower for operations, maintenance and onsite warranty support of all supplied items. Page no. 42 | A. Please clarify how many resources are required on-site at your office? B. Please also clarify how much experience and qualification of resources ? | Manpower is not required onsite, they will be seated at bidder's premises. |
| 4 | | General | General | | Is there any need for data migration ? Please provide the data type ? |

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| | | | the existing data base developed by current SP. |
| 5 | General | General | As it is an AMC contract, we assume the department will share all the passwords/codes for execution of the contract |
| 6 | Page no. 42 | Development of new application release | Do we need to develop a new portal or work on an existing e-shram portal ? |
| 7 | General | General | Is there any need for a security audit or STQC? If yes, who will bear the cost ? |
| 8 | General | General | Is there any need for a License ? If yes, who will bear the cost of License ? |
| 9 | General | General | Do we need to provide any hardware part during the AMC contract ? |
| 10 | General | General | Is any API required? If yes, who will take care of the development of the API ? |
| 11 | General | General | Is any chatbot required |
| | | | The department will share all the passwords/codes for execution of the contract to the successful bidder. |
| | | | There is no new development of a portal. |
| | | | A Security audit of the portal will be carried by LSED . The Successful bidder will fix the bug and vulnerabilities report. |
| | | | There is no need of a License cost . |
| | | | Bidders does not to provide the any hardware part during the AMC contract. |
| | | | Yes, API(Maximum 10) may be required to develop during the contract period, bidder will not charge for development of the API. |
| | | | No Chatbot will require during the contract period. |

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| 12 | M/s NetProphe ts Cyberwork s Pvt Ltd | Qualification/ Eligibility Criteria (S.No.IV.) (Page 7 of 59) | The Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in 13which each project cost should not be less than INR 1 Crore lacs with project completion certificate. | We request you to please rephrase this clause as"The Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 1 lacs." | The Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 50 Lakhs lacs with project completion certificate. |
| 13 | | General Technical Queries "Section 5 , Scope of Work . (Page 29 to 42 of 59)" | General | All modules are developed and we just need to provide maintenance support to existing portal | Yes, all the modules have been the development and, this tender particularly AMC of this modules. |
| 14 | | | General | All resources are required at onsite, please confirm. Is this possible in mixed mode(onsite/offsite). | Manpower is not required onsite, they will be seated at bidder's premises. |
| 15 | | | General | Hosting shall be managed by NetProphets, and all infra will be provided by department. | The application is already hosted in Gujarat State Data Center. |
| 16 | | | General | NetProphets shall depend on the department for definition/approval of exact workflows, If it is required. | No change, as per RFP. |
| 17 | M/s Dev Informatio n Technolog y Ltd. | 1.8/17 | Application Security Audit: In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In | How many Security Audits are expected in AMC contract period? | Twice in a year, The Successful bidder will fix the bug and vulnerabilities report and The cost of the security audit will borne by LSED. |

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| | | Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors | | |
| 18 | 1.9.1/18 | During the contract period, any change in scope of work, or in design and development shall not be construed as change Request order and instead it will become part of scope of work accompanying this bid document. The bidder should be responsible for changes in the software system, user Interface and due to change of legal/statutory/GR/Any ACT etc. changes issued by govt. time to time during the contract period. | 1. How frequent can one expect changes? How much variation in Scope of work will be considered for change request? 2. Will requirement from third party like DST/GIL/SDC considered for change request? | 1.The Change Request shall be accepted by the department only in case the department feels that the change is widely out of scope then the bidder can submit the change request up to a maximum capping 10% of the financial bid for the during contract period of application. 2. No, GIL/GSDC/DST will not give the change request. |
| 19 | 1.9.7/18 | The Change Request shall be accepted by the department/ LSDED only in case the department feels that the change is widely out of scope then the bidder can submit the | What can be major change requests requirements? Is it possible to have multiple Change requests from department to SP? How that will be handled in terms of Payment? | No change, as per RFP.. |

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| | | change request for Maximum capping 10% of financial bid. | | |
| 20 | 1.25/22 | The service provider will be bound to supply Support Manpower with good skills relevant qualification and past experience as specified in the Manpower deployment Plan. | Is there any man power required to be deployed at department end? If yes, how many developers are we expecting to deploy on department end? If SP has to deploy developers at department end then who will provide hardware & softwares tools to developers to run project smoothly? who bare charges of harware & software? | Manpower is not required onsite, they will be seated <u>at bidder's premises.</u> |
| 21 | 1.28/24 | If required by LSEDD,SP needs to integrate web application with SMS, email and payment gateway facility provided by LSDED without any additionalt cost. Charges incurred on sending SMS or payments made by payment gateway shall be borne by LSDED | How many applications in which SP has to implement online payment option? How many applications in which old SP has already implemented online payment option? | For Labour Wing: 10 |
| 22 | Section 5 /Common in all Wings | Third Party Cerifications Allow third party for certifications of establishment under all labour laws. b. Allow third party for audit and | Kindly Elaborate the given point. Will third party register in system and receive this role? Who will monitor this work flow? | Yes, Principal Employer and Contractor will apply for Registration and License Certificate and same should be approved/Reject by competent authority. |

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| | | assessment of the establishment and fill report for the same c. Allow public and admin users to view and download report | | Yes, Admin User can view and download the reports regarding all application made by applicant |
| 23 | Section 5 /Common in all Wings | Trade union application installation at SDC | Is this installation completed? What will be maintenance task for this requirement? | Yes |
| 24 | Section 5 /Common in all Wings | Feedback - Accept multiline text box, feedback type (suggestion, complaint) | Is the feedback system developed for this functionality or it is maintained via email? | No, But user use website link for feedback https://col.gujarat.gov.in/feedback.htm |
| 25 | Section 5 /Common in all Wings | E-Payment Integrate e-Payment with transactions and get the payment confirmation on our page back to the concerned officer | On how many pages (modules) this functionality is incorporated? How is it maintained by existing SP? | For Labour Wing: 10 Application implemented e-Payment system. |
| 26 | Section 5 /Common in all Wings | Email & SMS | Is this service to be maintained by SP? If yes, please provide the SMS bulk required. | If required by dept only and it that case department will procure the bulk SMS and SP will integrate the functionality without any additional cost. |
| 27 | Section 5 /Common in all Wings | Digital Signature | How many modules/services require Digital Signature. Is it single signature on each document or the | If required by dept only and it that case department will e-sign/Digital Signature and SP will integrate the functionality without any additional cost of the financial bid. |

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| | | | system should support multiple signature in one document (PDF). | |
| 28 | Section 5 /Common in all Wings | Multiple maps upload Labour and employment department should procure required hardware /readymade third party software for this during development / testina / implementation phase. | Is the Hardware requirement fulfilled at department end? What maintenance is required from SP on this scope? | No, Hardware requirement from SP. |
| 29 | 1/42 | Demo URL | There is not much click events trigger in the demo URL, can you please provide demo user credentials? | No Change, as per RFP. |
| 30 | N.A /42 | SP will provide training for conducting 5 training sessions - Before Go-Live. During O&M training needs to be given as and when required by LSDED regarding the use of Snake rescue application. LSDED will provide necessary facilities to conduct training. | Can you please add more highlight to this requirement regarding Snake Rescue? | SP will provide training for conducting 5 training sessions - Before Go-Live. During O&M training needs to be given as and when required by LSDED regarding the use of e-Shram Seva Application. LSDED will provide necessary facilities to conduct training. |
| 31 | General | Code & Database | a. Will existing SP provide support in understanding of the code and database? | a. Existing SP provide Knowledge transfer session to the Successful bidder. |

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| | | | <p>b. Will the existing vendor provide SRS & other documents required to understand the system?</p> <p>c. What is the platform for existing project?</p> <p>d. Will the selected bidder receive code & database?</p> <p>e. Is there any requirement to implement NO SQL (unstructured) database during AMC period?</p> <p>f. Currently in website, NO SQL implemented or not? If yes then how many application it was implemented?</p> | <p>B. Yes, SRS will be given the SP(only if it will be required and the department feels that there is a need of SRS).</p> <p>c. As per RFP</p> <p>d. Yes, the selected bidder will have code and database access of the application.</p> <p>e. Yes, If any new requirement or change related to current system.</p> <p>f. Yes (CouchDB), 24 applications In all three module like ,BW,LW,FW where document upload is required</p> |
| 32 | General | Hardware | <p>a. What are the hardware configurations used over the project?</p> | <p>Department has no information about hardware configuration used over existing project.</p> |
| 33 | General | Scope of Work | <p>a. Is everything mentioned under Scope of Work developed?</p> <p>b. In case of storage shortage, and in case of Couch DB migration, will the requirement be considered as Change request?</p> | <p>a. The application has been already developed.</p> <p>b. If required, SP will do storage shortage, Couch DB migration without additional cost of financial bid.</p> |

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| 34 | M/s UTI Infrastructure Technology And Services Limited | 6. Important Information Page no.4/59 | Place, Date and Time for opening of Technical Proposals"- 24.02.2023 up to 1530 hrs. Gujarat Informatics Ltd. Block no. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar382017, Gujarat | UTIITSL is requested to provide Online pre bid meeting facility. | Pre-bid meeting was held online too. |
| 35 | | 6. Important Information Page no.4/59 | Last Date and Time for the Submission of Proposal (Technical and Commercial) (Online on GeM Portal) 24.02.2023 up to 1500 hrs. | UTIITSL is requested to extend the timelines of bid submission at least 2 weeks from the day of Pre-bid Query clarified. | Considered and bid end will is already extended. |
| 36 | | Qualification/ Eligibility Criteria Page no.7/59 | The Bidder should have successfully executed, at least 3 he Bidder should have successfully executed, at least 3 Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 1 Crore lacs with project completion certificate. Annual Maintenance Contract/Software Development projects during last 5 years as on date of submission of bids in which each project cost should not | UTIITSL need clarification on Project cost (Crore or lacs) UTIITSL as a Govt. of India Company use its network of empanelled agencies to provide the Manpower under the guidance of experienced UTIITSL staff and successfully completed various projects of various Central Govt./States govt. It is requested to leverage the Network of Empanelled agencies of UTIITSL to deploy the manpower for successfully completing the project | No Change, as per RFP. |

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| | | | be less than INR 1 Crore lacs with project completion certificate. | | |
| 37 | | 1.11 Performance Security/Performance Bank Guarantee (PBG) Pageno.19/59 | The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the receipt of notification of award/Contract Agreement | The total PBG amount mentioned as 10% of work order value which may be reduced to 3% as per latest government guidelines (https://doe.gov.in/sites/default/files/Performance%20Security_0.pdf). | No Change, as per RFP. |
| 38 | | F. Timeline for LSDED Project 1.27 Time Limit for LSDED Project Page no.23/59 | Signing Contract & completion of other formalities (within 15 days from the issuance of Work order) | UTIITSL is requesting to consider 30 days from issuance of work order. | No Change, as per RFP. |
| 39 | | (ii) Technical Evaluation: Page no.43/59 | The bidder should have executed projects for Annual Maintenance Contract of software application for departments of State and Central Government etc during last 5 year. § 1 Project - 3 Marks § 2 Projects - 6 Marks § 3 or more Projects- 10 marks | UTIITSL is requesting to consider "during last 10 year" | No Change, as per RFP. |
| 40 | | General query | Man power details | UTIITSL need to understand current strength of Team, work location, Infra availability | Department has no information regarding current strength of Team, |

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| | | | | | work location, Infra availability for existing SP |
| 41 | M/s Silver Touch Technology Ltd | 1.8 Inspection/Testing Page #17 | Application Security Audit: In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empaneled Security Auditors. | 1. Please fix & specify the number of security audit(s) that vendor should carry out during the project tenure. It will help bidders in estimating the cost. | Twice in a year, The Successful bidder will fix the bug and vulnerabilities report and The cost of the security audit will borne by LSED |
| 42 | | 1.9 Change Request Page #18 | 1.9.1 During the contract period, any change in scope of work, or in design and development shall not be construed as change Request order and instead it will become part of scope of work accompanying this bid document. | 1. This is open scope and it will be difficult for all the bidders to estimate therefore we request you to either allow change request on as per actual basis or ask cost for lump-sum hours in the commercial bid as a separate line item. Kindly consider. | The Change Request shall be accepted by the department only in case the department feels that the change is widely out of scope then the bidder can submit the change request up to a maximum capping 10% of the financial bid for the during contract period of application. |
| 43 | | H. Service Level agreement (SLA) & Penalty clause | 1.29.7 Delay in deploying of Manpower on the initial phase/Project Kick Start Phase: - SP has to inform the LSDED about | 1. This clause does not seem to be relevent here as no resources need to be deployed onsite as well as it is also not specified that what type of and how many resources need to be | Manpower is not required onsite, they will be seated at <u>bidder's premises.</u> |

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| | | 1.29 Service Level Agreement & Penalty Clause Page #28 | the manpower deployment/absence through email or letter. - LSDED may deduct the absence of manpower during the payment process of O&M. | deployed. We therefore request you to drop clause #1.29.7. Kindly consider. | |
| 44 | | 1.1.1 Hosting LSDED Web Application Operation and Maintenance scope of work Page #42 | SP will provide training for conducting 5 training sessions - Before Go-Live. During O&M training needs to be given as and when required by LSDED regarding the use of Snake rescue application. LSDED will provide necessary facilities to conduct training. | 1. Again, this t & c does not seem relevant as this is an AMC project and the scope include only keep the currently in use application up & running so there will not be any "Go Live" senario. Moreover, O & M period is also not part of this project. Furthermore, there is no such application like "Snake Rescue Application". These all points seem to be typo therefore we request you to drop these clauses. Kindly consider. | During O&M training needs to be given as and when required by LSDED regarding the use of e-Shram Seva application. LSDED will provide necessary facilities to conduct training. |
| 45 | | 1.1.1 Hosting LSDED Web Application Operation and Maintenance scope of work | Operation and Maintenance Period bidders are expected to carry out change that is required due to change in functionalities, Act, Rule, GR etc. during the 1 years of Operation and Maintenance period. No additional payment will be made during O & M | 1. As this is purely an AMC project therefore in case of any new development/changes if required then it should be accepted as a Change Request and it should be charged exata based on the actual efforts & cost approved by the | The Change Request shall be accepted by the department only in case the department feels that the change is widely out of scope then the bidder can submit the change request up to a maximum capping 10% of the financial bid for the |

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| | | Page #42 | period. During the course of O & M, bidder may suitably- deploy more resources, if required to perform any changes in the developed application. | department. We therefore request you to drop this clause. | during contract period of application |
| 46 | | SECTION 6: TECHNICAL EVALUATION METHODOLOGY Page #43 | Presentation on proposed solution/approach/methodology for Annual Maintenance Contract on web Application requirement. - 60 Marks | 1. 60% marks are subjective, which is very high and not as per the standard. We therefore request you to keep subjective marks <= 25 and add other objective type of marking. Kindly consider. | Please refer the Annexure-1. |
| 47 | | SECTION 6: TECHNICAL EVALUATION METHODOLOGY Page #43 | (ii) Technical Evaluation: Point#2 The bidder should have ISO 9001:2015 or CMMi level 3 or above certification valid as on bid submission date. ISO 9001:2015 -5 Marks CMMi level 3 or above- 10 Marks ISO 9001:2015 & CMMi level 3 or above-10 marks | 1. We could see that the same marks (i.e. 10 marks) are assigned to two sub-criteria (i.e. CMMi level 3 or above- 10 Marks and ISO 9001:2015 & CMMi level 3 or above-10 marks). Please change the marks to 7 from 10 for "CMMi level 3 or above" sub-criteria. | Refer the Annexure-1 |
| 48 | | SECTION 6: TECHNICAL | (ii) Technical Evaluation: | 1. We could not find this sub-criteria relevant. Kindly drop. | Refer the Annexure-1 |

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| | | EVALUATION METHODOLOGY Page #43 | Point#4 · Demonstrated ability towards experience with similar work of social media management | | |
| 49 | | SECTION 6: TECHNICAL EVALUATION METHODOLOGY Page #43 | (ii) Technical Evaluation: Adding a new evaluation criteria. | 1. We request you to add one more criteria asking for project experience with labour department and allocate 10 marks for it. This will also help in making the total marks to 100 which is 90 currently. Kindly consider. | Refer the Annexure-1 |
| 50 | | SECTION 6: TECHNICAL EVALUATION METHODOLOGY Page #43 & 44 | (ii) Technical Evaluation: Table | 1. The sum of the maximum marks for all the criteria is 90 whereas it must be 100. Kindly rectify. | Refer the Annexure-1 |

Annexure-1

Technical Evaluation:

The following criteria shall be used to evaluate the technical bids;

| Sr. No. | Criteria | Marks | Documents required |
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| 1 | <p>Average annual turnover of bidder during the last three years ending 31st March 2021 from IT business.</p> <ul style="list-style-type: none">▪ Turnover \geq 50 Lakhs = 3 marks▪ Turnover \geq 75 Lakhs = 7 marks▪ Turnover \geq 1 Cr = 10 marks | 10 | Statutory auditor certificate and Audited Balance Sheet |
| 2 | <p>The bidder should have ISO 9001:2015 or CMMi level 3 or above certification valid as on bid submission date.</p> <p>ISO 9001:2015 -5 Marks</p> <p>CMMi level 3 or above- 10 Marks</p> | 10 | Bidder to submit the valid CMMi level 3 or above certification & its authenticity must be verified using portal of CMMi institute. |

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| 3 | <p>The bidder should have executed projects for Annual Maintenance Contract of software application for departments of State and Central Government etc during last 5 year.</p> <ul style="list-style-type: none"> ▪ 1 Project - 3 Marks ▪ 2 Projects - 6 Marks ▪ 3 or more Projects- 10 marks | 10 | <p>Project completion Certificate/Work Project Completion Certificate/Order / Project Contract Document / Agreement / Satisfactory Completion Certificate by the client with details of project value and scope</p> |
| 4 | <p>Presentation on proposed solution/approach/methodology for Annual Maintenance Contract on web Application requirement.</p> <ul style="list-style-type: none"> • Bug Fixing • Demonstrated ability towards experience of providing technical support to the end users for the digital solution • Demonstrated ability towards executing similar domain projects involving multiple locations across state/country • Security audit • Integration Architecture Understanding | 70 | <p>Presentation by the bidder in front of committee members</p> |