

**Response to the Pre-bid Queries for RFP for selection of Service Provider for providing e-Sign & e-Seal services to various Department/ Board/ Corporations of Govt. of Gujarat on behalf of Dept of Science & Technology for a period of Two Years  
(Tender No: GEM/2024/B/4784346 dated 15.03.2024)**

Sr. No	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
	Page No./ Section No./ Clause No.	Tender Description		
1	7	Bidder should have an average annual turnover of at least Rs. 25 Crore in the last 3 financial years (2020-21, 2021-22, 2022-23) as on 31st March 2023 from business of Software/ IT Product Development/ IT Project Implementation/ or Software Support, Operation and Maintenance Services	Please allow companies with a turnover of more than Rs. 10 Crore in the last 3 financial years to maximize participation and encourage broader engagement in the bidding process.	As per RFP
2	7	Bidder should have successfully completed implementation, operation and maintenance of e sign/e-seal solution with minimum e-sign users of 5000 in last 05 years as on bid submission date, of at least: <ul style="list-style-type: none"> <li>• One (1) project having minimum order value of Rs. 50 lacs (or)</li> <li>• Two projects with minimum order value of Rs. 25 lacs each</li> </ul> Bidder should have supplied & installed at least 2 HSM solutions in last 05 years as on bid submission date.	Considering the unique and relatively rare implementation of e-Sign/e-Seal solutions and HSM in the country, we propose that bidder or e-Sign/e-Seal OEM Experience be given due consideration to maximize participation in the RFP process..	Bidder/ CCA empanelled e-sign solution provider (OEM) should have successfully completed implementation, operation and maintenance of e-sign/e-seal solution with minimum e-sign users of 5000 in last 05 years as on bid submission date, of at least: <ul style="list-style-type: none"> <li>• One (1) project having minimum order value of Rs. 50 lacs(or)</li> <li>• Two projects with minimum order value of Rs. 25 lacs each</li> </ul> Bidder/ CCA empanelled e-sign solution provider should have supplied & installed at least 1 HSM solutions in last 05 years as on bid submission date.
3	7	The Bidder should be minimum CMMi Level 3 Certified. (In case CA is bidding directly, It will be exempted for this criteria, however the bidding entity and CA agency should be same.)	Considering the complex nature of the implementation process involved in deploying e-Sign/e-Seal solutions, which often encompasses various technical, regulatory, and operational challenges, it is essential to ensure that the selected e-Sign/e-Seal OEMs or bidders possess a high level	As per RFP

			of expertise and capability to successfully execute the project. Therefore, we highly recommend OEM or bidder should have CMMI Level 5 certification. Please consider	
4	7	The bidder should have at least 25 nos. of technical manpower (on-roll) e.g. Developers, Testers, Team Leads, Solution Architects, Technical Project Managers, Mobile App Developers, Platform Experts, UI/UX designers, continuously working for the past one year at different levels as on bid submission date.	As the requirement pertains to PKI and a solution intended for state-wide implementation, supporting it with a team of only 25 people would prove exceedingly challenging, especially considering the additional demands of e-Sign and eSeal Therefore, we kindly request considering a minimum of 100 manpower on the e-Sign/eSeal OEM or Bidder payroll.	As per RFP
5	8	The bidder must have one office in Gujarat or 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 issuance of work order.	As the department has requested for onsite manpower in GIL premises, having an office in Gujarat serves no purpose. Therefore, we kindly request the removal of this clause to ensure maximum participation	As per RFP
6	7 Section II - Eligibility Criteria - Point 3	Bidder should have successfully completed implementation, operation and maintenance of e-sign/e-seal solution with minimum e-sign users of 5000 in last 05 years as on bid submission date, of at least: <ul style="list-style-type: none"> <li>• One (1) project having minimum order value of Rs. 50 lacs (or)</li> <li>• Two projects with minimum order value of Rs. 25 lacs each</li> </ul>	Generally, e-Sing Work orders are Rate contract type where per e-Sign/User rate is mentioned. No of user may not be mentioned. Work order comply to requirement of total order value but no of user may not be mentioned in work order. Also please note that previous GIL RFP for the same requirement was having order value and no user numbers are asked. Hence we request you to remove number of users from Clause and amend the clause as "Bidder should have successfully completed implementation, operation	Please refer response against query mentioned in serial number 2

			<p>and maintenance of e-sign/e-seal solution of at least:</p> <ul style="list-style-type: none"> <li>• One (1) project having minimum order value of Rs. 50 lacs (or)</li> <li>• Two projects with minimum order value of Rs. 25 lacs each "</li> </ul>	
7			<p>As a CA generally orders are taken through our RA ( Authorised Partners), Hence request to consider order of our RA (authorised partner) for this clause</p>	<p>Please refer response against query mentioned in serial number 2</p>
8	7 Section II - Eligibility Criteria	Eligibility Criteria	<p>RFP's key requirement is e-Sign services which is provided by ESP (CA). User registration/.enrolment for e-Sign also done in ESP (CA) system. For Quality of services ESP (CA) should also be experienced. Hence we suggest to include Eligibility criteria for CA establishing experience and strength of CA.</p> <p>We suggest to change the clause as</p> <p>"The <b>bidder and ESP (Certifying Authority) both</b> should be a Company, LLP, Proprietorship agency, Partnership agency, or Society registered in India and must have 05 years of existence in India as on bid submission date.</p> <p>OR an additional clause - " e-Sign Service provider should be a licenced CA by CCA since last 5 years.</p>	As per RFP
9	28 5. Manpower deployment	Project Co-Ordinator	<p>We believe qualification and experience asked for Project Co- coordinator is very high for this job such high qualification and experience is not required, this will increase the cost of manpower too.</p> <p>We suggest to change qualification and experience of Project Co-</p>	As per RFP

			Ordinator as "Graduate with experience in project co-ordination/DSC/e-Sign operation"	
10	SECTION -2 ELIGIBILITY CRITERIA, Page No. 7 Point No. 3	Bidder should have supplied & installed at least 2 HSM solutions in last 05 years as on bid submission date.	We request to kindly allow the credentials for HSM from OEM also and amend this clause as under - Bidder/ <b>OEM</b> should have supplied & installed at least 2 HSM solutions in last <b>10</b> years as on bid submission date.	Please refer response against query mentioned in serial number 2
11	SECTION III: Instructions to Bidders, Page No. 16	3.21.5. Training of personnel of the TENDERER in terms of hours/subjects will be without any additional cost. Training will be provided to e-sign users.	Please share the users count for the training	Training will be provided to all e-sign users.
12	SECTION III: Instructions to Bidders, 3.24 Performance Guarantee, Page No. 16	3.24.1. The Selected agency shall furnish Performance Guarantee as provided in the bid document to the TENDERER for an amount equal to 10% of the value of Order.	We request to reduce the PBG amount to 3% as per the govt. ordinance. Reference - Memorandum of Govt. No. F.9/4/2020-PPD Government of India Ministry of Finance Department of Expenditure Procurement Policy Division From Deputy Secretary to the Govt. of India	As per RFP
13	3.37 Project Deliverables, Page No. 21	Complete source code along with library files, DLLs etc. of developed ASP application will be property of tenderer. Tenderer may use same or handover to new agency after completion/ termination of contract for business continuity.	Requesting GIL for relaxation of the source code Clause as Application Source code and its auxiliary information is vital information for any propriety applications and all IP rights for the same are under the sole ownership of the OEM, hence it cannot be shared. So therefore we request for COTS product, only Customization part of COTS product will be shared with tenderer.	As per RFP

14	3.39 Proposed timeline & Payment Terms, Page No. 21	a) E-sign & E-seal Solution Custom Development, Implementation, Customization & Integration of ASP application with proposed e-sign & e-seal ESP Solution of CA (Certifying Agency) & Integration with Department's Applications Timeline- T1= T + 15 Days	The provided timeline of 15 days for custom development, implementation customization, and integration of the ASP application is very short; hence, we request that you please increase the timeline from 15 days to at least 30 days.	As per RFP
15	Scope of Work , Page No. 25	vii. A link to be provided to e- Sign standalone documents without going through department application. Web Link should be provided to e-Sign document where Documents can be e-Signed through provided web link on web or mobile phones.	Kindly elaborate with details on what needs to be designed and what implementation is required.	A functionality to be designed and developed by the bidder where the e-Sign user can e- Sign standalone documents through a standalone link, without going through any departmental application, wherever and whenever needed. Web Link should be provided to e-Sign document where Documents can be e- Signed through provided web link on web or mobile phones.
16	Scope of Work , Page No. 26	The bidder shall implement and enable features for eKYC of users with offline Aadhar XML facility for on boarding.	As per IVG Guidelines, we need to incorporate PAN number in ORG KYC Type. Please provide clarity on this	The bidder shall implement and enable features for eKYC of users with offline Aadhar XML facility for on boarding.
17	Scope of Work , Page No. 26	The bidder's e-sign solution should have facility to integrate with other empanelled ESPs.	Currently, no certifying authorities are allowing such features. Please provide clarity on this	The bidder's e-sign solution (ASP) should have facility to integrate with other empanelled ESPs under CA.
18	3.21 Change Request Orders, Page No. 16	3.21.1. No Change request will be considered during the entire contract period. It has to developed under the continuous development scope of RFP and once rolled out will become part of main solution.	We understand that, the minor change request (Involving 5-7 working days for development) will have to be considered by bidder but any major change request (Involving more than 7 working days efforts) consider under the change request with separate work order upon mutual agreed terms and condition. Major change request also include detailed testing efforts because any major development can impact code and hence overall testing has to be redone along with security audit of the application.	As per RFP

19	5. Manpower deployment, Page No. 28	Developer (2 Quantity) Continuous Development, Technical support including applying patches/ updated/ upgrades/ bug fixing, OS update, DB Management, CMS work, etc.  BE/ B. Tech in CS/ IT/ EC or MCA or M.Sc. (CS/ IT) with minimum 2 years of post-qualification experience	We understanding that, the required solution will go-live within two months of issuance of PO. Therefore we request to allow these 2 developers to work off-site/remote from bidder's premises.	The resources asked under the bid document shall be deployed onsite at premises of the Tenderer, from the date of confirmation by the Tenderer.
20	5. Manpower deployment, Page No. 28	Bidder is responsible for deployment of required qualified, skilled and experienced manpower defined below at the GIL (onsite) for the contract duration. Tenderer will provide sitting space, table, chair, internet connectivity only for the onsite team.	Please confirm whether department will provide the Laptops/desktops along with required software licenses to the deployed on-site team	As per RFP
21	5. Manpower deployment, Page No. 28	Team Leader/ Project Manager - BE/ B. Tech in (CS/ IT/ EC) or MCA or MBA/ PG in Project Management/ IT with minimum 5 years of experience in implementation of e-sign & e-seal solution	This clause is very specific and restrictive as it is asking for minimum 5 years of experience in implementation of e-sign & e-seal solution, we request to amend this clause as under - Team Leader/ Project Manager - BE/ B. Tech in (CS/ IT/ EC) or MCA or MBA/ PG in Project Management/ IT with total 5 years of experience out which minimum 3 years of experience in implementation of e-sign & e-seal solution	Team Leader/ Project Manager - BE/ B. Tech in (CS/ IT/ EC) or MCA or MBA/ PG in Project Management/ IT with total 5 years of experience out which minimum 3 years of experience in implementation of e-sign & e-seal solution
22	Bid to RA enabled, GEM Bidding document	2. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases: i. If number of technically qualified bidders are only 2 or 3. ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.	Please confirm the selection process is based on the RA or L1 process, as in the GEM bidding document it mentioned that the selection will be through RA, but the attached detailed document does not mention selection will be on reverse auction	The selection of the bidder will be based on the total final price derived after the RA as per the GeM GTC guidelines.

		<p>iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.</p> <p>iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1</p> <p>v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1</p>		
23	Bid to RA enabled, GEM Bidding document	<p>2. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:</p> <p>i. If number of technically qualified bidders are only 2 or 3.</p> <p>ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.</p> <p>iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.</p> <p>iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1</p> <p>v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1</p>	If it is RA enabled bid then how exactly commercials computation will be done since there are multiple line item in the price bid format, please confirm.	The L1 bidder will be selected as per GeM GTC guidelines, post Reverse Auction (RA). The line item wise cost break-up shall be submitted by the bidder in proportionate with the L1 total price discovered after RA. The revised line item wise cost break-up should not be greater than the break-up submitted by the bidder initially during the bid submission.