

Response to Pre-Bid Query				
RFP regarding empanelment of agencies for providing "IT Technical Manpower" for GIL & various Govt. Departments / Offices / Boards/ Corporations/ Company etc. through GIL (HRM010202602)				
Date	19-11-2025, 3.00 pm			
S. No.	Page No.	Section Name	Statement as per RFP	Query by bidder
Response to Vendor				
1	14 & 16	3 SECTION - ELIGIBILITY CRITERIA 3.1 ELIGIBILITY COMPLIANCE SHEET & 3.2 ELIGIBILITY CONDITION	S. No. 6. Company's Average Turnover The bidder should have an average annual turnover as per eligibility condition for respective Tier in last any three Financial Years out of last seven years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25. Note: Turnover from Supply of Hardware/ IT infrastructure and their associated maintenance services shall not be considered. Tier 1 - INR 800 Crores or more Tier 2 - INR 100 Crores or more Tier 3 - INR 50 Crores or more	Revised Clause S. No. 6. Company's Average Turnover The bidder should have an average annual turnover as per eligibility condition for respective Tier in last any three Financial Years out of last seven years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25. Note: Turnover from Supply of Hardware/ IT infrastructure and their associated maintenance services shall not be considered. Tier 1 - INR 500 Crores or more Tier 2 - INR 90 Crores or more Tier 3 - INR 50 Crores or more
2	15 & 16	3 SECTION - ELIGIBILITY CRITERIA 3.1 ELIGIBILITY COMPLIANCE SHEET & 3.2 ELIGIBILITY CONDITION	S. No. 8. Resources The bidder should have resources (as per eligibility condition for respective Tier) on company payroll during the past 1 year. Tier 1 - 2500 Tier 2 - 500 Tier 3 - 50 8.1 Out of these, resources (as per eligibility condition for respective Tier) should be qualified B.E./ B. Tech/ MCA/ MBA/ M.Sc. or equivalent with relevant experience in IT (wherever applicable continuously on its rolls for the past 1(one) year. Tier 1 - 500 Tier 2 - 100 Tier 3 - 25	S. No. 8. Resources The bidder should have resources (as per eligibility condition for respective Tier) on company payroll during the past 1 year. Tier 1 - 500 Tier 2 - 100 Tier 3 - 50 8.1 Out of these, resources (as per eligibility condition for respective Tier) should be qualified B.E./ B. Tech/ MCA/ MBA/ M.Sc. or equivalent with relevant experience in IT (wherever applicable continuously on its rolls for the past 1(one) year. Tier 1 - 200 Tier 2 - 50 Tier 3 - 25
3	15 & 16	3 SECTION - ELIGIBILITY CRITERIA 3.1 ELIGIBILITY COMPLIANCE SHEET & 3.2 ELIGIBILITY CONDITION	S. No. 9. Work Experience 9.1 The bidder should have experience as per eligibility condition for respective Tier for implementation projects in the field of Design, Development, Implementation and Maintenance of Application Software and Websites and Mobile Application (IOS/Android) Development or manpower during in the last three financial years i.e. 2022-23, 2023-24 and 2024-25 This shall include ongoing work and fresh execution projects. 9.1 IT Project (design, development, implementation of software application, mobile application, website development, ERP Solution Development and implementation etc./ Manpower) Tier 1 - 03 (three) IT Domain projects, each of project value INR 05 Cr. or more Tier 2 - 03 (three) IT Domain projects, each of project value INR 50 Lakh or more Tier 3 - 03 (three) IT Domain projects, each of project value INR 25 Lakh or more	Revised S. No. 9. Work Experience 9.1 The bidder should have experience as per eligibility condition for respective Tier for implementation projects in the field of Design, Development, Implementation and Maintenance of Application Software and Websites and Mobile Application (IOS/Android) Development or manpower during in the last three financial years i.e. 2022-23, 2023-24 and 2024-25 This shall include ongoing work and fresh execution projects. 9.1 IT Project (Design, Development, Implementation or Maintenance of Application Software, Mobile Applications, Websites / Portals, ERP Solutions, AI/ML Solutions, Cloud / Data Centre Services, or IT Manpower Deployment / PMU) Tier 1 - 03 (three) IT Domain projects, each of project value INR 1 Cr. or more Tier 2 - 03 (three) IT Domain projects, each of project value INR 40 Lakh or more Tier 3 - 03 (three) IT Domain projects, each of project value INR 25 Lakh or more
4	Pg no 44 Pg no 66	5.2 Manpower Requirement, 5.4 Manpower Type, Experience & Unit Rate of Manpower (INR),	Tenderer may hire manpower services from successful bidder for minimum one month. Period of manpower engagement - The period of engagement of any manpower will be purely on requirement basis for the duration of 12 months.	Requesting you to kindly confirm which clause to be considered for minimum engagement of any manpower.
5	Pg no 16	3.1 Eligibility Compliance Sheet 7. Certification and Compliance;	Provide any one of the following CMMI artifacts from Benchmark or Sustainment appraisals; i. CMMI V2.0 Appraisal Disclosure Statement ii. CMMI V2.0 Final Findings Briefing/Report iii. CMMI V2.0 Performance Report	As per current industry standards, higher versions of CMMI beyond V2.0—such as CMMI V3.0—are already available and widely adopted by many organizations. We therefore request that the eligibility criteria allow CMMI V2.0 or any higher applicable version.

6	Pg no 16	3.2 Eligibility Condition;	6. Company's Average Turnover Tier 1 INR 800 Crores or more Tier 2 INR 100 Crores or more Tier 3 INR 50 Crores or more	In order to provide opportunities to many more companies to participate as per respective tiers and provides options for the Government Department to choose companies as per their scale of scope of work for IT projects. Requesting you to consider revised condition as: Company's Average Turnover Tier 1 - INR 500 Crores or more Tier 2 - INR 50 Crores or more Tier 3 - INR 15 Crores or more	No change
7	Pg no 16	3.2 Eligibility Condition;	7. Certification & Compliance	We request that CMMI Level 3 certification be made mandatory for all tiers in order to ensure consistent quality and standardized processes across all participating agencies.	No change
8	Pg no 16	3.2 Eligibility Condition;	Resources on roll for past 1 year Tier 1: 2500 Tier 2: 500 Tier 3: 50	Requesting you to consider revised clause as: Resources on roll for past 1 year Tier 1: 1000 Tier 2: 200 Tier 3: 25	No change
9	Pg no 16	3.2 Eligibility Condition;	8.1 Qualified as per criteria Tier 1: 500 Tier 1: 100 Tier 1: 25	Requesting you to consider revised clause as: 8.1 Qualified as per criteria Tier 1: 200 Tier 1: 50 Tier 1: 15	No change
10	Pg no 65	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR),	TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC.	The salary slip and bank statement of the resources should be requested only in case of non payment of salary thereby request you to kindly delete this clause.	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR), Pg No. 65 Kindly read "The agency shall maintain last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC. Tenderer may ask for the same if required. " Instead of "TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC."
11	Pg no 65	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR),	The existing workforce will be transferred to the agency that offers the lowest charges. If there are two or more agencies, the workforce will be distributed equally based on the closest remuneration. Agency has to adopt the same. All existing resources under existing contracts will transition to a new contract with the newly appointed agency as per management discretion.	Requesting you to provide details of Existing Workforce. There is lot of ambiguity in this clause. For example, there can be multiple L1 bidders for multiple roles as per Financial Format. In such case, how existing work force shall be migrated. Migration of existing workforce, if required, can be done towards Bidder/Agency who is selected for respective Department/Role.	Existing resources will be allotted tiers in accordance with their qualification in the RFP.

12	Pg no 65	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR),	The tenderer/department shall pay Selected Agency(ies) Unit rate per person per month as quoted in the financial bid format over and above the actual Remuneration decided by the Tenderer post negotiation with selected resource.	As per RFP clause, "Manpower should be on the payroll of the respective selected agencies" However, the mentioned clause states that the Tenderer will negotiate and decide the remuneration directly with the selected resource. Since payroll liability, statutory compliance, retention risk, and compensation structure are the responsibility of the bidder, kindly clarify the relevance and necessity of salary being decided by the Tenderer. We request that this clause may kindly be deleted. Additionally, as per RFP Clause 4.40 – Labour Laws, all labour law–related compliances are required to be adhered to solely by the selected bidder	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR) Kindly read the clause on page no. 65 " The tenderer/department shall pay Selected Agency(ies) Unit rate per person per month as quoted in the financial bid format" instead of "The tenderer/department shall pay Selected Agency(ies) Unit rate per person per month as quoted in the financial bid format over and above the actual Remuneration decided by the Tenderer post negotiation with selected resource."
13	Pg no 65	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR),	Before withdrawing a resource, minimum two months' time to tenderer/department must be given else penalties as per SLA shall be imposed.	Requesting you to reframe the clause as: Before withdrawing a resource, the agency shall provide a minimum of one month's notice to the tenderer/department. However, if the agency provides an immediate replacement of equal or higher experience, no notice period or penalty shall be applicable	No change
14	Pg no 65 Pg no 71	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR), 7 Section - Financial Bid	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR), Pg no 65 7 Section - Financial Bid Pg no 71	There are three different format provided in RFP for Financial Bid and unit rate Section 5: Total Rows 31 Section 7 table 1: Total rows 26 Section 7 table 2: Total rows 32 To avoid the confusion Requesting you to confirm which format to be referred for submission of Financial Bid	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
15	Pg no 71	7 Section - Financial Bid	7 Section - Financial Bid Pg no 71	Section 7 has two tables, 1st table requests for Maximum Gross monthly Cost to Company to be paid to Manpower (INR) in tier wise format. It appears that this table requests for monthly salary that will be paid to resource as per bidder's tier wise categorization. Tier wise categorization of company exists only as per provisioning of RFP. However, in industry, no such categorization exists for salary. For example, a resource will request for salary based on their education, skill and experience and not as per tier of the company. Thereby finalizing the monthly salary of the resource as per tier of the bidder, may not be as per prevalent industry practice. In view of above operations issues, we request that this table may kindly be removed from Financial Bid Format and the kindly consider the second table	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
16	Pg no 71	7 Section - Financial Bid	7 Section - Financial Bid Pg no 71	The table requests for Unit Rate including all + tax INR (Per man month). The tax (GST) is subject to change as per the Government of India, hence request you to keep the rate exclusive of taxes and taxes can be paid as per the applicable norms during billing/invoicing.	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID At all places in the tender wherever Unit Rate is mentioned, it will be considered as Unit Rate Per Month Per Manpower including all and excluding Tax.

17		Bid Submission Timelines	<p>Last Date of Submission of Bid: 28.11.2025 till 1500 hours</p> <p>Last Date of Submission of Bid Processing Fees & EMD: 01.12.2025 till 1500 hours.</p> <p>Date of Opening of Technical Bid: 01.12.2025 on 1500 hours</p>	<p>Section 2.2 Instruction to Bidders states that "Bid Security and bid processing fees must be delivered to the office of Gujarat Informatics Ltd on or before the last date and time of submission of the bid."</p> <p>However, on cover page, it is mentioned that Last Date of Submission of Bid Processing Fees & EMD: 01.12.2025 till 1500 hours.</p> <p>Request you to kindly confirm same.</p>	Last Date of Submission of Bid Processing Fees & EMD: 06-12-2025 till 1500 hours.
	Page 16	Section 3.2 Criteria 6, 7, 8	Eligibility Conditions define Tier 1, 2, and 3 based on Average Annual Turnover (INR 800 Cr, 100 Cr, 50 Cr), Certification (CMMi Level), and number of Resources on roll.	Please confirm if the Tier classification is purely based on the Experience/Technical Eligibility (e.g., turnover, certification, resources on roll) or if it is also determined by the Cost/Rate Structure to be quoted.	Replied in Meeting
	Page 71	Section 6 - Financial Bid	The section contains the Financial Bid Format for IT Technical Manpower.	Please clarify how the Unit Rate (or the Bidder's service charge) is to be quoted for different Tiers. Should a single empanelled agency quote separate and distinct rates/service charges for the different Tiers they qualify for?	Replied in Meeting
	Page 16	Section 3.2	This section defines the three Tiers based on eligibility parameters.	Will the Tier in which an agency is empanelled determine the maximum volume, number of resources, or value of work that can be assigned to that agency over the contract period?	Replied in Meeting
	Page 1 Page 23	RFP Objective / Section 4.14	The objective is the empanelment of agencies (plural).	Please confirm if multiple bidders will be empanelled simultaneously within the same Tier (e.g., multiple agencies for Tier-1).	Replied in Meeting
	Page 14	Section 3.1, S. No. 6	Annual Turnover eligibility criterion states: "Turnover from Supply of Hardware/ IT infrastructure and their associated maintenance services shall not be considered."	Please confirm our inference: Turnover generated specifically from IT-related services and providing technical manpower/staff augmentation services will be accepted and considered for meeting the mandatory Annual Turnover eligibility requirement.	Replied in Meeting
	Page 15	Section 3.1, S. No. 8	Eligibility requires resources (for meeting the minimum criteria) to be on company payroll for the past 1 year. The deployed manpower must also be on the bidder's role.	Given that manpower requirements from departments will vary, we request confirmation that the requirement for a newly selected candidate to be "on the bidder's role" shall apply before the candidate's actual deployment to the client's location, rather than at the time of initial CV submission. This is proposed to mitigate bench losses due to variable demand.	No change
	Page 36	Section 4.37.1.18	States: "Duplicate CV can be processed after 90 days from same TIER only from the submission of CV and the same should not be in any stage of recruitment process."	Please clarify the term "Duplicate CV." Does this refer to: (a) A CV submitted by the same candidate through a different empanelled agency? OR (b) A CV submitted by the same candidate through the same agency for a different requirement/Tier?	Refer clause 5.5.
	Page 36	Section 4.37.1.14 AND an un-numbered liability clause (To be inserted by you)	Clause 4.37.1.14 states the bidder is liable to take disciplinary action against personnel for misconduct. [The un-numbered clause] holds the bidder liable for damages on account of any violation by the employees under the IT Act and other prevalent laws.	Please clarify the extent of the Bidder's liability for damages resulting from an employee's violation of the IT Act or other laws. We propose the liability should be limited to prompt disciplinary action/removal of the resource (as per Clause 4.37.1.14) upon notification, but not for damages resulting from individual criminal acts.	No change
		Section 4.37.1.1 (Page 33) and Annexure-A (Page 95)	Section 4.37.1.1 states that Technical and Desirable Requirements will be informed after the award of the contract. Annexure-A requests details like "Tenure of Service required" and "Depute location."	Time for Deployment: What is the mandatory time period (e.g., number of days) that will be provided to the bidder to deploy the manpower at the depute location after the candidate has been selected in the interview process?	Refer 6.1 SLA & PENALTY TERMS Sr. No.1
		Section 4.37.1.19 (Page 37) AND Clause 4.37.1.10 (Page 35)	Clause 4.37.1.19 states a resource moving to another agency must complete 03 months post-relieving. Clause 4.37.1.10 states the notice period for resignation is 02 months.	Kindly confirm which duration is applicable: the 02-month notice period mentioned in the general terms, or the 03-month cooling-off period stipulated for joining another empanelled agency?	Notice period is of 2 months. The same profile cannot be processed before 03 months of date of relieving.

		Section 4.14 (Page 23)	States: "GIL will charge 3% of unit rate for 6 months... In case any employee leaves department before 6 months, surplus/deficit will be adjusted as per the respective Unit Rate."	A. Duration of Charge: Please confirm if the 3% administrative charge is applied for only the first 6 months of service by the deployed employee, or throughout the contract tenure. B. Surplus/Deficit Adjustment: Please explain in detail the mechanism for adjusting "surplus/deficit" when an employee leaves before 6 months, and how this adjustment relates to the "respective Unit Rate."	Replied in Meeting
		Section 6.1: SLA & PENALTY TERMS (Page 73-74 - Based on typical location)	SLA defines deadlines for "Sponsoring of candidates" (Tier I: 15 days, Tier II: 10 days, Tier III: 7 days) from the date of intimation.	We request a clear distinction between the SLA for CV Sponsoring/Submission and the SLA for Physical Deployment after selection. We request the final deployment timeline be extended to a reasonable period (minimum 30 days) to accommodate relocation and joining formalities.	Section 6.1: SLA & PENALTY TERMS Sr. No. 1 is for deployment of resource and Sr. No. 4 is regarding submission of CV
		Section 6.1: SLA & PENALTY TERMS (Page 73-74 - Based on typical location)	SLA Penalty states: "SLA Penalty of deficit days of respective resource shall be imposed in proportion of monthly unit rate if notice period served less than 60 days."	We request this clause be relaxed or clarified to account for circumstances beyond the Bidder's control (e.g., unavoidable personal issues) that prevent the full 60-day notice period from being served. We propose that the penalty should be limited to the actual recovery the Bidder is able to enforce from the departing employee.	No change
		RFP Schedule (Page 1) - Last Date of Submission of Bid: 28.11.2025	Defines the tender submission deadline in close proximity to the Pre-Bid Meeting (19.11.2025).	Since the tender requires significant clarification and proposal preparation, we request your good self to provide sufficient time for bid compilation and to extend the bid submission deadline to at least 2 weeks after the official issuance of Pre-Bid Clarifications to allow for a quality and competitive proposal submission.	Last Date of Submission of Bid Processing Fees & EMD: 06-12-2025 till 1500 hours.
		3.2 ELIGIBILITY CONDITION Certification & Compliance Point # 7 Page # 16	Tier 1 : CMMi L5 Tier 2 : CMMi L3 Tier 3 : CMMi L3 or ISO 9001-2015	The main objective of this empanelment is to provide IT Technical manpower, mainly for software development, we hereby request authority to kindly amend the certification criteria as, Tier 1 : CMMi L5 Tier 2 : CMMi L5 Tier 3 : CMMi L3 or latest	No change
		3.2 ELIGIBILITY CONDITION Work Experience: 9.1 Point # 9.1 Page # 16 & 17	9.1 IT Project (design, development, implementation of software application, mobile application, website development, ERP Solution Development and implementation etc / Manpower) - 03(three) IT Domain projects each of project value Tier 1 : INR 5 Crores or more Tier 2 : INR 50 Lakhs or more Tier 2 : INR 25 Lakhs or more	We request Authority to kindly amend the said criteria, IT Project (design, development, implementation of software application, mobile application, website development, ERP Solution Development and implementation etc / Manpower) 03(three) IT Domain projects each of project value Tier 1 : INR 5 Crores or more Tier 2 : INR 3 Crores or more Tier 2 : INR 1 Crores or more	No change
		4.14 BID EVALUATION PROCESS Financial Evaluation Point 4.14.1.6 Page # 23 AND 7 SECTION - FINANCIAL BID FINANCIAL BID FORMAT IT TECHNICAL MANPOWER NOTE : Page # 76	The L1 rates for each category shall be determined from among the technically qualified bidders. All other technically qualified bidders has to match all the L1 rates corresponding to their respective tier and category items Note: The L1 rates for each category shall be determined from among the technically qualified bidders. All other technically qualified bidders shall be required to match the L1 rates corresponding to their respective tier.	1. Concern regarding abnormally low quotes and suggested mechanism The financial bid requires quoting rates for 174 manpower positions across 31 expertise categories with varying experience levels. As per the tender conditions, all technically qualified bidders are required to match the L1 rates. However, in cases where any bidder quotes abnormally low or impractical rates, it may create operational challenges and affect the intended objectives of this tender. To address this, we request the inclusion of a validation mechanism to identify and filter out such abnormal rates. Suggested mechanism: A second-level filter may be applied based on the average quoted price for each line item by all technically qualified bidders. It is suggested that any quote deviating beyond ±40% of the average price be considered abnormally low/high and be disqualified from the financial evaluation. This will help ensure more realistic and implementable L1 rates. - We request you to kindly consider this mechanism. 2. Clarification on empanelment if a bidder does not agree to match L1 for specific categories If a bidder is unwilling or unable to match the L1 rate for	No change

		7 SECTION - FINANCIAL BID FINANCIAL BID FORMAT IT TECHNICAL MANPOWER Page # 71	Maximum Gross monthly Cost to Company to be paid to Manpower (INR)	Since all the other expenses such as Administrative Charges, PF, ESI, GIL's Service charges and Bidders Margin etc. are also included in the proposed manpower cost. In this context the Header (Maximum Gross monthly Cost to Company to be paid to Manpower (INR)) of last column of the table seems incorrect so it needs to be changed to Maximum Gross monthly Cost paid to the Empanelled Company rather than <u>to the Manpower.</u> We request Authority to kindly amend it accordingly.	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
		7 SECTION - FINANCIAL BID FINANCIAL BID FORMAT IT TECHNICAL MANPOWER NOTE : Page # 76	Bidder will mandatorily pay the prescribed Man Month Charges to the hired employee on timely manner without depending on the TENDERER's bill processing & release of payment	Bidder will mandatorily pay the prescribed Man Month Charges to the hired employee (as per their internal agreement / appointment) on timely manner and not as per the prescribed Man Month Charges, as that includes all the other expenses such as Administrative Charges, PF, ESI, GIL's Service charges and Bidders Margin etc. as well. We request Authority to kindly amend the condition (Note) accordingly.	Prescribed man month charges as fixed by agency and the employee shall be maintained should follow labour laws.
		6 SECTION - PENALTIES AND SERVICE LEVEL AGREEMENT (SLA) 6.1 SLA & PENALTY TERMS Point # 7 Page 69	Absence without prior approval from the TENDERER. (Absconding matters) - A penalty of ₹1,000/- (Rupees One Thousand only) per resource per day shall be imposed from the date of absence.	As it is referred as Absconding matter, there has to be minimum period of absence days, such as 10 to 15 days and thereafter tenderer needs to provide sufficient time (60 days) to selected agency, for them to give the replacement, before imparting any penalties. As resources are selected by the GIL committee. However, if for any reason a candidate discontinues their service, it is beyond anyone's control. The responsibility for replacing such candidates lies with the agency. The replacement should not be made within 15 days but must be completed within 60 days. - We request Authority to kindly amend the clause accordingly.	No change
		6 SECTION - PENALTIES AND SERVICE LEVEL AGREEMENT (SLA) 6.1 SLA & PENALTY TERMS Point # 8 Page 69	Failure in joining of selected resource - Rs. 1,000/- per resource per individual case	The resources are provided from open market and in IT industry, it is quite common that many of the resources after committing & accepting the Appointment letter, do NOT join, so the selected agency can not be penalized for the same , at most selected agency would provide you the alternate CV for said position. - Kindly remove this clause.	No change
		8.9 FORMAT IX: CONTRACT FORM Second Para of Contract Form Page # 89 + ANNEXURE-A CANDIDATE INFORMATION FORM – RECRUITMENT THROUGH AGENCY Terms and conditions Page# 95	WHEREAS the Purchaser is desirous that certain Goods and ancillary services viz., _____ (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of _____ (Unit Rate) in Words and Figures) hereinafter called "the Unit Rate" in Words and Figures" hereinafter called "the Service Charge." + Terms and conditions - GIL Service charge will be 3% of unit rate for six months + applicable taxes	In context to both these clauses, kindly help us understand how the "Unit Rate" will be calculated and charged.	In 8.9 FORMAT IX: CONTRACT FORM, Pg No.89 consider the below mentioned clause as deleted " hereinafter called "the Unit Rate" in Words and Figures" hereinafter called "the Service Charge."

		3.2 Eligibility Condition (6)	The bidder should have an average annual turnover for respective Tier in last any three Financial Years out of last seven years Tier - 3 - INR 50 Crores or more	We request you to kindly amend as "The bidder should have an average annual turnover for respective Tier in last any three Financial Years out of last seven years Tier - 3 - INR 35 Crores or more "	No change
	Sec 3.2 (6), Pg 16	3.2 (6)	Company's Average Turnover for Tier 1	We request you to reduce the Company's Average Turnover for Tier 1 category from 800 Cr INR to 500 Cr from IT/ ITes Services and at least Rs. 300 Crores from software development and its maintenance (excluding IT hardware and License supply) to enable wider participation and bridge the gap between Tier 1 and Tier 2. The requirement of Tier 2 is 100 Cr only while that for Tier 1 is 800 Cr (An increase of 8 times doesn't justify)	No change
	Sec 4.14, Pg 23	4.14	Bid Evaluation Process	What is the maximum number of organizations that can be empaneled under a particular category ?	Replied in Meeting
	Sec 4.38, Pg 37	4.38	Recruitment Process - Bidder responsible for hiring and compliance	Please clarify whether the background verification will be conducted by the bidder or by the department.	Bidder
	Sec 5.2, Pg 44 onwards	5.2	Manpower Requirement - Detailed manpower types, experience, salary caps defined	We request you to change "Tenderer may hire manpower services from successful bidder for minimum one month." to minimum 3 months. Resource is needed onsite and so there will be processes & commitments at organization level. Minimum deployment of 1 month is not so accommodative.	5.2 Manpower Requirement Read one year instead of one month
	Sec 5.2, Pg 44 onwards	5.2	Manpower Requirement - Detailed manpower types, experience, salary caps defined	Kindly clarify whether the stated salary capping is fixed or indicative, and whether bidders may propose resources with higher skills and corresponding compensation.	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
	Sec 5.4, Pg 65	5.4	Switching of Resources - Replacement within 2 month	Request confirmation that replacement timelines can be mutually agreed upon based on the resource category and availability.	No change
	Sec 5.6, Pg 67	5.6	Revision in Unit Rate	We request you to change "Revision in the man-month cost shall be 05% per year on previous year cost shall be applicable" to "Revision in the man-month cost shall be 08% per year on previous year cost shall be applicable". This is as per industry practice and other major empanelments across Country.	No change
	Sec 6.1, Pg 69	6.1	SLA & Penalty - Penalties defined for non-performance	Please confirm the maximum limit of penalty (for example, % of monthly bill), so that it is not open-ended.	No change
	Sec 3.2 (6), Pg 16	3.2 (8)	Resources on roll for past 1 year	We request you to reduce Number of Resources on roll for past 1 year up to 2000 for Tier 1 category.	No change
	26	4.2	4.20 AMENDMENT TO THE AGREEMENT The Tenderer reserve right to amend the agreement if required. All alterations and changes in the Agreement will consider prevailing rules, regulations, and laws applicable in the state of Gujarat.	Any changes to the Agreement shall be made in writing and signed by the Parties	No change
	29	4	4.24 TERMINATION CLAUSE	We request the following changes: (a) the Service Provider should also have a right to terminate in case of prolonged non-payment or material breach by the Tenderer; (b) SLA breaches should trigger a cure period to allow rectification before termination; (c) upon termination (other than for cause attributable to the Service Provider), the Service Provider should be compensated for (i) work completed, (ii) work-in-progress (d) any deductions for penalties should be only as mutually agreed and finally determined, not unilateral.	No change

	30	4.25	INDEMNIFICATION	We request to make the following changes: (a) limit indemnification obligations only to third-party IP infringement arising directly from Service Provider's deliverables, excluding claims caused by Customer's modifications, misuse, combination with non-Service Provider products, or instructions. (b) Refund remedy should be restricted to fees actually received for the specific infringing product/service.	No change
	34	4.26	LIMITATION OF LIABILITY	We request to make the following changes: (a) Selected Agency(ies)'s cumulative liability for its obligations under the contract shall not exceed the aggregate fees paid under the Agreement in the preceding 12 months by the TENDERER. (b) Please add liability exclusions as below- In no event shall either Party be liable to the other for any indirect, incidental, consequential, exemplary, special, or punitive damages, including loss of profits, loss of business opportunity, or loss of data, arising out of or in connection with this RFP/Agreement, whether based on contract, tort, or any other legal theory.	No change
	31	4.27	CONFIDENTIALITY	We kindly request to make the confidentiality obligations mutual.	No change
	32	4.28	SERVICE TERMS	We request the following changes: (a) The Bidder shall implement and maintain reasonable security practices and procedures, consistent with applicable laws and industry standards, to protect Confidential Information and sensitive personal data provided by the Tenderer. The Bidder shall not be liable for breaches attributable to Tenderer's systems, infrastructure, or third-party acts beyond Bidder's reasonable control.	No change
	34	4.31	COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS	We request the following changes: (a) any pre-existing proprietary materials, frameworks, tools, or third-party components used by the Bidder shall remain the property of the respective owner, and the TENDERER shall be granted a non-exclusive, royalty-free, perpetual license to use such materials solely for the purposes of the project.	No change
	36		4.37.1.12 The bidder is liable for damages on account of any violation by the employees engaged under the Information Technology Act and other prevalent laws of the country.	We request changes as follows: (a) the Bidder shall be liable for damages caused due to violation by its employees in the performance of services under this Agreement.	No change
	71	Section 7	FINANCIAL BID	We request the changes as follows: (a) Payments will be made on a monthly basis within 30 days of date of invoices. (b) Acceptance shall not be unreasonably withheld or delayed, and invoices will be deemed accepted if no objections are raised in writing within 7 working days of submission. (c) Verification shall be completed within 3 days from receipt of invoice, after which the invoice shall be deemed verified.	No change
	95	Format XI	NON-DISCLOSURE AGREEMENT	Request to make the NDA mutual	No change
	General			Request you to please provide clarity on number of agencies that would get empanelled under each category	Replied in Meeting
	Page No. 44	5.2 MANPOWER REQUIREMENT	Tenderer may hire manpower services from successful bidder for minimum one month.	Please clarify the minimum period for manpower engagement. We request an amendment to clearly state that the minimum deployment period for all resource categories will be for minimum 12 months & if the period is reduced for any reason, payment will be made for minimum 12 months.	5.2 Manpower Requirement Read one year instead of one month

	Page No. 66	5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR)	Period of manpower engagement - The period of engagement of any manpower will be purely on requirement basis for the duration of 12 months.		5.2 Manpower Requirement Read one year instead of one month
	Page No. 71	7 SECTION - FINANCIAL BID	Maximum Gross monthly Cost to Company to be paid to Manpower (INR)	Request you to please provide a clear and detailed breakdown of the components that constitute the "Maximum Gross monthly Cost to Company (CTC) to be paid to Manpower (INR).	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
	Page No. 70	6 SECTION - PENALTIES AND SERVICE LEVEL AGREEMENT (SLA)	An overlap period cost of maximum upto 7 working days shall be paid as per the final decision of Department/Tenderer.	Please confirm the minimum handover period between outgoing & new incoming resource.	No change
	Page No. 68	6 SECTION - PENALTIES AND SERVICE LEVEL AGREEMENT (SLA) 6.1 SLA & PENALTY TERMS		The maximum penalty is not specified. We request that the total penalty be capped at a maximum of 10% of the respective resource's monthly cost. Currently there is no capping on the maximum penalty.	No change
	Page No. 37	4.38 RECRUITMENT PROCESS	GIL will charge 3% of unit rate for 6 months from the date of joining of the manpower services provided to the respective department as per DST GR: – LAN-2004-927-DST dated 30th July, 2004. In case any employee leaves department before 6 months, surplus/deficit will be adjusted as per the respective Unit Rate.	Please clarify whether the 3% GIL charge will be calculated on the monthly CTC or the annual CTC of the manpower. Request you to provide an example with working for clarifying the same. Request you to please provide a clear and detailed methodology for the adjustment of the 3% GIL charge when a resource leaves before completing the six-month period. We require a precise formula to understand how the "surplus/deficit" will be calculated and settled.	Replied in Meeting
	Page No. 70	6 SECTION - PENALTIES AND SERVICE LEVEL AGREEMENT (SLA) 6.1 SLA & PENALTY TERMS	A penalty of Rs. 50 Thousand (INR) per resource will be levied if a resource who has not resigned and is removed from the project by the selected agency (ies).	We kindly request that this amount be reduced to a more reasonable Rs. 10,000 per resource.	No change
	Page No. 71	7 SECTION - FINANCIAL BID	Payment will be made on monthly basis.	The payment terms state that payments will be made on a monthly basis. However, the RFP does not specify the number of days within which payment will be made. We request you to kindly specify the exact payment timeline after submission of invoice.	No change
	Page No. 67	5.6 REVISION IN UNIT RATE	Revision in the man-month cost shall be 05% per year on previous year cost shall be applicable. Revision shall be applicable from second (2nd) year onwards up to the contract period or any subsequent extensions, if any.	Kindly consider increasing the annual revision rate from the stipulated 5% to 7% per year (applicable from the 2nd year onwards) to align with current market inflation and ensure the sustainable retention of quality personnel.	No change
		MSME and Startup		In line with the Government of India's Startup India and MSME policies, participation of MSMEs and Startups for Tier 3 should be allowed to ensure inclusivity and innovation. These entities often bring in cutting-edge technology, cost-effective solutions, and agility. Encouraging their participation promotes fair competition, fosters new ideas, and aligns with the government's mission of supporting entrepreneurship and local industry growth. We request you to provide an Exemption from Tender Fees, EMD, Eligibility and Experience Criteria for Gujarat Based Startup and MSME Organisations who are willing to participate in Tier-3 Category	No change
	16	Company's Average Turnover and Point 3.2.6 for Tier 3	50 Crores or more	We request that GIL consider reducing the turnover requirement for Tier-3 bidders to INR 2.5 Cr. Alternatively, an exemption may kindly be provided for MSMEs and Start-up companies based in Gujarat.	No change

	17	Work Experience	03(three) IT Domain projects, each of project value INR 25 Lakhs or more	<p>We request that you reduce the project value criteria from 25L to 20L for Gujarat based Tier 3 Participants</p> <p><u>As per Government of India initiatives to promote Startups and MSMEs, especially under Startup India and MSME support schemes, restrictive eligibility criteria like high turnover bars innovative and capable smaller companies from participating. Allowing exemption or lowering the turnover criteria will encourage wider participation, ensure fair competition, and help bring in technically strong but financially smaller firms. This aligns with government policies of encouraging entrepreneurship, innovation, and inclusive growth.</u></p> <p><u>Ensures competency while allowing MSMEs/startups with slightly smaller projects but strong technical expertise</u></p>	No change
	20	EMD and Bid processing fees	Bidders shall submit, along with their Bids, EMD of Rs. 3,50,000	Exemption of EMD for MSMEs and Startups for Gujarat based Tier 3 Participants as per the Government of India guidelines	No change
	15	Clause number 3.1 point number 8 and 8.1	<p>8. The bidder should have resources (as per eligibility condition for respective Tier) on company payroll during the past 1 year AND</p> <p>8.1 Out of these, resources (as per eligibility condition for respective Tier) should be qualified B.E./ B. Tech/B. Des/ MCA/ MBA/ M.Sc. or equivalent with relevant experience in IT (wherever applicable) continuously on its rolls for the past 1(one) year.</p>	<p>We request you to change the same to 50 Employees as on bid submission Date for Tier-3 bidders to encourage MSME/Start-Up participation. Alternatively, an exemption may kindly be provided for MSMEs and Start-up companies based in Gujarat.</p> <p>As per the Ministry of Finance and MSME notification, registered MSMEs and Startups are exempted from payment of Earnest Money Deposit (EMD) in public procurements. Allowing this exemption will reduce the financial burden on smaller enterprises, encourage participation, and ensure compliance with government policies to promote MSMEs and Startups in tendering processes.</p>	No change
	16/17	Clause number 3.2.8 and 3.2.8.1	Resources on roll for past 1 year -50 for Tier 3	Does this mean Bidder should have minimum 25 Resources on its payroll to Qualify for TIER 3 Category? Kindly help us explain and also request you consider our Query No. 5	Replied in meeting
			8.1 Qualified as per criteria - 25 for TIER 3		Replied in meeting
				<p>What would be the tentative number of manpower required per annum in Tier 3</p> <p>We request GIL Team that If possible kindly give an idea about how many Man Power are usually required Per Annum in Each Category based on your past experience.</p>	Replied in meeting
	28	4.23	Performance Guarantee For Tier 3	<p>We request you to provide relaxation for TIER 3 Participants to INR 5 LAKHS Instead of 10 LAKHS</p> <p>For TIER 3 Bidders 10 Lakhs Performance guratee is a huge financial burden and impact. Kindly provide relaxation for Gujarat based SME/Startups in this clause.</p>	No change
	59	5.4	TABLE For MANPOWER TYPE, EXPERIENCE & MAXIMUM GROSS MONTHLY COST TO COMPANY TO BE PAID TO MANPOWER (INR)	As per this Table Cost mentioned we assume that Tier 3 Bidders are allowed to participate for all 1 to 34 Type of Resources . Kindly Confirm is it mandatory to quote for all the category and sub category ?	Yes. Bidder has to fill all the line items required in the financial bid format.
	67	5.6	<p>Revision in Unit Rate -Remuneration</p> <p>Revision:</p> <p>Revision in the man-month cost shall be 05% per year on previous year cost shall be applicable</p>	<p>We request you that the Revision of 5% is less as per the IT Industry Standard. We request you to consider it to 12% so that resource longevity and stability can be maintained.</p> <p>This will help resources to Engage and work continuously.</p>	No change

69	Clause 6.1 Point 4	6.1 SLA & PENALTY TERMS -Default on non-submission of CVs -Sponsoring of candidates within TIER wise deadline (in no. of working days) of intimation. TIER I : 15 days TIER II : 10 days TIER III : 7 days	We request you to consider the same Duration for all the TIER. As Efforts will remain same for Each TIER for submission of CV. Hence we request you to change the same to 15 Days for Tier 3 as well.	No change
		We request GIL to let us know that there will be how many agencies empaneled in Tier 3 Category		Replied in meeting
		Company's Average Turnover: The bidder should have an average annual turnover as per eligibility condition for respective Tier in last any three Financial Years out of last seven years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25. Note: Turnover from Supply of Hardware/ IT infrastructure and their associated maintenance services shall not be considered. The bidder should be certified as per eligibility condition for respective Tier to work in the area of software development and support.	We request to reduce this for Tier 3 Cities instead on 50 Cr, we request to reduce to 30 Cr. We understand this is considering over all IT Infrastructure business. For Supplying IT Support staff (Cyber Security Expert / System Administrator / Technical Support Engineer / Cloud Architect) software development support may not be mandatory. We request relaxation for supplying specific resource category. As we are already providing this support to Government Departments	No change
	Section 7 - Financial Bid, Page no 71	Current Financial Bid format includes rates only for IT Technical Manpower. However, the rates for the following consultant categories have not been specified in the Financial Bid: Sr. No. 32.1 – Consultant: Software, IT Technologies – Governance Consultancy / Project Management and Technology Enablement Sr. No. 32.2 – Consultant: Hardware & Networking Sr. No. 32.3 – Consultant: Policy Promotion / Policy Advisory Support	Request you to kindly add Manpower Type, Experience & Unit rate of manpower for Consultants (Sr. No 32.1, 32.2 & 32.3) in the Financial bid	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
	Eligibility condition, Page no 16	Work Experience for Tier 1: 03 (three) IT Domain projects, each of project value INR 05 Crores or more	While the project values are set at INR 25 Lacs for Tier 3 and INR 50 Lacs for Tier 2, the allocation of INR 5 Cr for Tier 1 appears disproportionate. We request the authority to consider revising the Tier 1 project value to INR 4 Cr for better rationalization.	No change
	Eligibility condition, Page no 17	The committee may ask bidders to share CVs (some or all) of such employees. In certain circumstances, they may be asked to be available for interview/interaction.	This clause appears below the eligibility section. Kindly confirm whether the committee intends to request bidders to submit CVs for: Qualified as per criteria (e.g., Tier 1 – 500 resources), or All resources proposed for empanelment (e.g., 35 resources across various experience levels). It may not be feasible to provide CVs for all resources immediately, as they may not be available on bench at short notice. Therefore, we respectfully request the committee to consider removing this clause.	No change

	Page no 76	Section 7 - Financial Bid	Bidder will mandatorily pay the prescribed Man Month Charges to the hired employee on timely manner	<p>While we acknowledge the requirement to ensure timely payment of salaries, it should not be mandatory to pay employees the exact amount corresponding to the prescribed man-month charges. Agencies incur additional costs such as overheads, administrative expenses, and organizational margins. Therefore, the determination of an appropriate salary to be paid for the hired resource should remain at the discretion of the agency, rather than being tied to the specified man-month rates.</p> <p>In view of the above, we respectfully request the Committee to kindly remove this clause.</p>	Prescribed man month charges as fixed by agency and the employee shall be maintained should follow labour laws.
	Page no 65	T&C,	TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC.	<p>Since the remuneration of all employees are confidential in nature, We respectfully request the committee to kindly remove this clause.</p>	<p>5.4 Manpower Type, Experience & Unit Rate of Manpower (INR), Pg No. 65 Kindly read "The agency shall maintain last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC. Tenderer may ask for the same if required." Instead of "TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC."</p>
	Page no 65	T&C,	<p>The existing workforce will be transferred to the agency that offers the lowest charges. If there are two or more agencies, the workforce will be distributed equally based on the closest remuneration. <u>Agency has to adopt the same.</u></p>	<p>As per the clause on Page 65, the existing workforce will be transferred to the agency quoting the lowest charges.</p> <p>However, the clause on Page 76 states that all agencies will be empaneled at the same rates.</p>	Existing resources will be allotted tiers in accordance with their qualification in the RFP.
	Page no 76	T&C,	The L1 rates for each category shall be determined from among the technically qualified bidders. All other technically qualified bidders shall be required to match the L1 rates corresponding to their respective tier.	Since these two provisions appear to be contradictory, we kindly request the Committee to provide clarification on this matter.	Existing resources will be allotted tiers in accordance with their qualification in the RFP.
	Page no 35	Clause 4.35, USE OF AGREEMENT DOCUMENTS AND INFORMATION,	Use of Agreement documents & Information	<p>We request the committee to add below disclaimer: "The Bidder shall be allowed to retain sufficient documentation as part of its professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned in the RFP"</p>	No change
	Page no 40	Section 5, Scope of Work,	Scope of Work	<p>We understand that under this scope of work, there is no requirement of providing any direct or indirect legal services. - Kindly confirm.</p> <p><i>"Notwithstanding anything to the contrary, kindly note that we do not provide any legal services directly or indirectly since we are not permitted to provide the same. Our scope is limited to technical/commercial aspect and our services will not include provision of any legal services or legal advice. No work performed by our employees shall be construed as legal service/legal advice."</i></p>	No change

		Page No. 1 & Page No 11	The document shows a mismatch in the RFP number: Page 1 lists it as HRM010202602 , while the Fact Sheet on Page 11 lists it as HRM0102202601 . This inconsistency can create confusion about which RFP number is the official and correct one.		Please read HRM010202602 instead of HRM0102202601
	Adherence to the HR Policy	Point: 4.39 - (Page 38/96)	The document states that employees must be given 18 paid leaves per year. However, our current practice is to give 1 paid leave per month, which totals 12 paid leaves per year. According to the policy, this should now be updated to 18 paid leaves per year, which means 1.5 paid leaves per month instead of 1 Leave. Note (The reversal during resignation is complicated and can confuse both employee and agency) In short, the leave calculation follows one pattern during joining and the opposite pattern during resignation, which makes the policy difficult to understand	The document states that employees must be given 18 paid leaves per year. However, our current practice is to give 1 paid leave per month, which totals 12 paid leaves per year. According to the policy, this should now be updated to 18 paid leaves per year, which means 1.5 paid leaves per month instead of 1 Leave. Note (The reversal during resignation is complicated and can confuse both employee and agency) In short, the leave calculation follows one pattern during joining and the opposite pattern during resignation, which makes the policy difficult to understand. Example: If employee joins before 10th = 1.5 leave If employee joins Between 11 To 20th = 1 leave In resignation, the reverse applies.	No change
	(Duplicate CV Clause)	Page 36/96 – Point 4.37.1.18	Duplicate CV can be processed after 90 days from same TIER only from the submission of CV and the same should not be in any stage of recruitment process.	The requirement of a 90-day waiting period appears impractical. Agencies cannot reliably track whether a candidate's CV is already submitted by another vendor or is currently under any stage of recruitment. As a result, the risk of disqualification becomes disproportionately high due to factors beyond the agency's control. It is recommended to consider reducing this duration to make the process more practical and fairer for participating agencies.	No change
	under SLA & Penalty Terms	Page 68/96		Penalties are mentioned but not clearly defined for manpower-related delays. Requesting clarification on whether a detailed SLA and penalty matrix specific to manpower recruitment can be shared for better understanding and compliance.	No change
		Point No. 4.15 Page No. 24/96		It is mentioned that the manpower work order/Po (Purchase Order) will be prepared as per the submitted first CV details. However, in recent work orders, the candidate's total experience and qualification details are no longer mentioned as they were earlier. We Required all work orders include complete information, including verified qualifications, total year of experience, and correct billing Address or details. A proper and confirmed Billing address of the project and the respective department is essential. Even a single missing detail leads to challenges in billing, duplication of processes, and delays in payments from the accounts department.	No change
	Section 6.1 – SLA & Penalty Terms	Page 68–69, S. No. 1		Rs. 500 per position per day for delay. Timeline: Within 60 days of approval. (Kindly allow 60 to 75 days, and in case of Back out no penalties shall apply. Penalty should not be more than Rs. 100 Per position per day)	No change
	(Notice Period by Resource)	Page 68, Section 6.1, S. No. 2		Timeline: 60 Days (Penalty for deficit days proportional to monthly rate)	No change
	Submission of CVs	Page 68, Section 6.1, S. No. 4		Timeline: TIER I: 15 days, TIER II: 10 days, TIER III: 7 days (Rs. 500 per position per day for delay)	No change

	Background Verification	Page 69, Section 6.1	In the event of any issues arising from the background verification of a candidate, a penalty equivalent to 15 days of the candidate's monthly remuneration shall be imposed. Furthermore, if the candidate is found any fraudulent activity, the contract for the candidate shall be terminated immediately."	Timeline: Within 30 days of joining (Penalty: 15 days remuneration if issues arise & 45 working Days)	No change
	Absence without approval	Page 69, Section 6.1, S. No. 7	Penalty of Rs. 1000/- per resource per day shall be imposed from the date of the absence. The timeline for replacement shall be considered from the date of intimation by tenderer/department within 15 days	Remove this clause because employees may take unplanned leave due to: •Medical emergencies •Death in family (Rs. 1,000 per resource per day) Timeline: NA	No change
	Resource Engaged in Unauthorized Activity	Page 68, Section 6.1, S. No. 5		Rs. 50,000 per resource, possible termination. Kindly remove value, we will terminate resource.	No change
	CVs without pre-screening (Rs. 2,000 per case after 3 lapses/month)	Page 69, Section 6.1, S. No. 10		In case of JD is not clear from department than no penalties should be count. GIL should be responsible to give proper JD at the time of float requirement.	No change
	Delayed remuneration	Page 69, Section 6.1, S. No. 9	The Selected Agency(ies) shall pay the Remuneration within 01st to 10th day of every month to the engaged resource with the Tenderer.	Timeline: 1st to 10th day of month / Rs. In case of 10th is Holiday than allow us to give on next working day. In case of 10th is Holiday than allow us to give on next working day. In case of payment of last bill will not be received than we may hold the salaries of resources and no penalty should be count.	No change
	Failure in joining	Page 69, Section 6.1, S. No. 8	Rs. 1,000/- per resource per individual case	From Rs 1000/- Reduce penalty to Rs. 500.	No change
	Regarding Labour Laws.	Content 4.41		•Agency responsible for compliance with Minimum Wages Act, Maternity Benefit Act, Workmen's Compensation Act, etc. •No additional payment beyond unit rates for statutory compliance.	No change
	Suggestions & Requests			•Penalties are not imposed if delays are due to GIL's approvals. •Removal of resources by agency without resignation: Rs. 50,000 penalties. •Overlap period cost up to 7 working days may be paid as per department decision. processed after verification; TDS and other applicable taxes deducted & 5% annual increase in man-month cost from the second year onwards, applicable up to contract period or extensions. Our submission to retain resource minimum 15% increase.	No change
				consider relaxing point 6 of section 3.3 under the eligibility criteria. Specifically, we request that the average turnover criterion be reduced from INR 50 Crores or more to INR 30 Crores.	No change

	Eligibility Criteria no. 9, Work Experience		The bidder should have experience as per eligibility condition for respective Tier for implementation projects in the field of Design, Development, Implementation and Maintenance of Application Software and Websites and Mobile Application (IOS/Android) Development during in the last three financial years i.e. 2021-22, 2022-23 and 2023-24. This shall include ongoing work and fresh execution projects.	We observed that the tender does not specify whether the required experience should be from government or private sector organizations. However, we believe at least for Tier 1, the experience should preferably be from government organizations to ensure alignment with the nature, complexity, and scope of the project.	No change
	page no 65	5.4	TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC.	Request to please remove	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR), Pg No. 65 Kindly read "The agency shall maintain last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC. Tenderer may ask for the same if required." Instead of "TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC."
	page no 65	5.4	The existing workforce will be transferred to the agency that offers the lowest charges. If there are two or more agencies, the workforce will be distributed equally based on the closest remuneration. Agency has to adopt the same.	Kindly Clarify how the transfer of existing workforce will take place with new empanelled agencies.	Existing resources will be allotted tiers in accordance with their qualification in the RFP.
	page no 65	5.4.6	All existing resources under existing contracts will transition to a new contract with the newly appointed agency as per management discretion.	Please clarify how this transition will happen among empanelled vendors.	Existing resources will be allotted tiers in accordance with their qualification in the RFP.
	page no 65	5.4.16	Selected Agency(ies) also has to maintain monthly Remuneration and emoluments, Attendance, Wage register, PF ECR, PF payment receipt, Workmen's Compensation or ESIC challan /contribution details slips, PT as email to the concerned employee and if required a copy may be asked to GIL or the office in whose office the manpower is deployed by Selected Agency(ies) during any contract duration.	Kindly remove this from RFP as sharing of employment documents of employees are personal and will be difficult to share as per data privacy policy	5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) on Page 65 Please Read as "The agency shall maintain copy of contract letter issued to the candidate with supporting documents as per the Annexure to GIL/Department within 7 days of the deployment selected candidate.Tenderer may ask for the same if required." Instead of " Selected Agency(ies) has to submit the copy of contract letter issued to the candidate with supporting documents as per the Annexure to GIL/Department within 7 days of the deployment selected candidate. "

	page no 70	6.1.3	A penalty of Rs. 50 Thousand (INR) per resource will be levied if a resource who has not resigned and is removed from the project by the selected agency (ies).	Kindly modify the clause. All resource movement will be only after the approval of dept authorised person. The reasons and situation for the same can be many and the penalty cost is on higher side. The clause should be relaxed in case of medical emergencies/maternity cases and unavoidable circumstances.	No change
	page No 65	5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) on	Selected Agency(ies) has to submit the copy of contract letter issued to the candidate with supporting documents as per the Annexure to GIL/Department within 7 days of the deployment selected candidate.	Please clarify on contract letter. As it is not possible to share the copy of Appointment letter/offer letter and personnel details of employee as per the employee data privacy policy.	5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) on Page 65 Please Read as "The agency shall maintain copy of contract letter issued to the candidate with supporting documents as per the Annexure to GIL/Department within 7 days of the deployment selected candidate.Tenderer may ask for the same if required." Instead of " Selected Agency(ies) has to submit the copy of contract letter issued to the candidate with supporting documents as per the Annexure to GIL/Department within 7 days of the deployment selected candidate. "
		3.2 ELIGIBILITY CONDITION >Sl. No. 6	Company's Average Turnover Tier1: INR 800 Crores or more Tier2: INR 100 Crores or more Tier3: INR 50 Crores or more	We request you for amend the Average turnover clause as we have only 30 Cr. Avg. Turnover & and eligible for Tier 2 is turnover can revised to 30 Cr. for Tier 2	No change
	Page No. 19->	5.3.2 Registration application by DG set and CPP owner:4.7 BID SECURITY/ EARNEST MONEY DEPOSIT (EMD)	Exemption from submission of Earnest Money Deposit (EMD) and bid processing fee subject to submission of relevant documents as per Gujarat Purchase Policy 2024.	We request that exemption from the Earnest Money Deposit (EMD) and bid-processing fee be granted in accordance with the Central Procurement Policy . Failing to provide this relaxation may give the impression that the tender process favors only Gujarat-based companies, which could undermine its fairness.	No change
	General Query			Kindly clarify the provision regarding Medical/Health Insurance benefits for the employees. If such coverage is applicable, please confirm who will bear the insurance premium. Additionally, if the premium is to be paid by the agency, kindly specify the process for reimbursement.	Replied in meeting
	Page no. 16	Section 3.1	-	Request to add following criteria in eligibility criteria Bidder should have experience as per eligibility condition for respective tier for consulting projects with any of the state / central / PSU / ULB / smart city within India in past 3 financial years	No change
	Page no. 16	section 3.2 - 9.2	-	Request to add following criteria in eligibility condition 03 projects of providing consultancy services for IT / ICT / e Gov services in past 3 years of value not less than INR 2 Cr. (Tier 1)	No change

	Page no. 65	section 5.4	TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC.	Request to remove this clause as the compensation is confidential in nature and is not being disclosed to any external party(ies)	5.4 Manpower Type, Experience & Unit Rate of Manpower (INR). Pg No. 65 Kindly read. "The agency shall maintain last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC. Tenderer may ask for the same if required. " Instead of "TENDERER shall ask for the last three months' Remuneration slip or 06 months' bank statement of the resource for verification of CTC."
	Page no. 65	, section 5.4	The existing workforce will be transferred to the agency that offers the lowest charges. If there are two or more agencies, the workforce will be distributed equally based on the closest remuneration. Agency has to adopt the same. All existing resources under existing contracts will transition to a new contract with the newly appointed agency as per management discretion.	Request to remove this clause or share commercial data for these resources. Additionally, request to share the no. of resources, currently deployed across tier 1 to 3	check
	Page no. 65	, section 5.4	The Selected Agency(ies) shall pay the Remuneration within 01st to 10th day of every month to the engaged resource with the Tenderer.	We understand the payment shall be made to the empanelled agency(ies) during the initial 10 days of a particular month.	No change
	Page no. 64	, section 5.4	-	In the commercial bid (mentioned in the RFP), 3 profiles of consultant seems to be missing	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID
	-		-	We understand that the rate to be quoted in the financial bid is inclusive of all the charges, however, it should be excluding of GST. Please correct our understanding, if any.	Refer table as per Annexure 1 for 5.4 MANPOWER TYPE, EXPERIENCE & UNIT RATE OF MANPOWER (INR) and SECTION - 7 FINANCIAL BID At all places in the tender wherever Unit Rate is mentioned, it will be considered as Unit Rate Per Month Per Manpower including all and excluding Tax.