Response to pre-bid queries for Hiring of Agency for Managing MyGov IT Infrastructure
File No. 2(13)/2016-MyGov

S. No.	Bidder Name	RFP Document Reference(s) (Section and Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Response
1	Keen & Able			Pls allow us to submit a CA certified balance sheet for FY Apr 2016-Mar 2017. The Audited balance sheet gets published by September that will not be in time for this submission. We, at Keen & Able would want to submit the balance sheet for FY Apr 2016 to Mar 2017 as part of qualifying criteria	Please refer corrigendum.
2	Keen & Able			The value of executed work order in government space (Page 22, Point 4.1, 4th point in table). Multiple orders totaling to relevant value (2 Cr, 1 Cr, 20 Lac etc) would be acceptable if these orders can be individually proven to be part of single work order of individual value (2Cr, 1Cr, 20 Lac etc)	Pre Qualification and Technical Qualification are independent of each other. For Technical Evaluation Criterion under section 4.2, S. No. 1 of the table, the **Minimum** qualifying value of the project should not be less than Rs. 20 Lakh for each of the citation submitted.
3	M/S SISL INFOTECH PVT. LTD	Point No. 4 at page No. 22	Work Order/Client Completion Certificate with project value and contact details must be provided as supporting Document.	Work Order/Client Completion Certificate / Self Declaration with project value and contact details must be provided as supporting Document.	Please refer corrigendum.
4	3i Infotech	3.19.c17	The overall liability under this RFP is limited to 30% of the contract value beyond which contract may be terminated.	Request you to limit the upper cap penalty to 10% of contract value .	Please refer corrigendum
5	3i Infotech	4.121	Pre-Qualification Eligibility - The Firm/Agency is to be a Redhat Certified Partner	Do NIC accepts or allow the partners who is Red Hat Business Partner certificate/Email	As per the RFP
6	3i Infotech	4.122	In last 3 years, Bidding Firm/Agency must have completed/in progress minimum 5 projects of Managing Open Source ICT infrastructure services for Central Government bodies/Ministries in India Directly or Indirectly.	Can NIC change the eligiblity clause as "In last 3 years, Bidding Firm/Agency must have completed/in progress minimum 3 projects of Managing Open Source ICT infrastructure services for Central Government bodies/Ministries in India/**State government** Directly or Indirectly"	As per the RFP
7	3i Infotech	4.2 page 23 & 25	The bidders are required to score minimum 75 marks as per below mentioned technical evaluation criteria to qualify for the next stage of financial evaluation.For calculating the Technical Score (TS) the individual scores, as per respective weightages specified above, will be summed up. In order to qualify technically, a Proposal must secure minimum of 80 marks	In order to qualify in technical proposal please confirm minimum marks to score to qualify in Technical evaluation .	Please refer corrigendum. The bidders are required to score minimum technical score of 75 marks against each evaluation criterion. Overall, bidders are required to score atleast 80 marks in technical evaluation to qualify for commercial evaluation stage. Failing to secure minimum marks against each criterion (75) or against qualifying total technical marks (80), shall lead to disqualification of the bid.
9	3i Infotech	4.2.323	Detailed CVs of the proposed resources	We understood that the bidder has to share the existing resources CV while submitting the Technical Response.	As per the RFP
10	3i Infotech	24	Engineer's CVs double the requirement as mentioned in the Section 5.4 are to be submitted. These CVs would be evaluated and shortlisted CVs are to be called for interview/show of skills session during Technical Evaluation. The base mark is to be based on the interview performance and the additional mark is to be based on the certification/training.	The shot listed candidates from provided CV has interviewed and accordingly mark has allocated to each CV .	As per the RFP
11	3i Infotech	527	Scope of Work & Deliverables - Successful Bidder to provide Telephone, Email & Web based Support (24X7) beyond the office hours apart from onsite proactive support during office hours for the entire period of contract.	Do Customer wants an offsite support 24 X 7 apart from onsite support? Please confirm our understanding	As per the RFP
12	3i Infotech			Do customer want 24 X 7 remote support from partners NOC centre apart from Scope mentioned? Please confirm our understanding?	As per the RFP

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13	3i Infotech	5.c27	Successful Bidder will have to Apply Patches/Updates during the contract period.	Do you have any tool for applying the patches or it's a manual activity .	It will be a combination of both, Manual and Automated process.
14	3i Infotech	5.528	Deliverables & Timelines - The successful bidder would deploy resources onsite from the date of placement of work order.	Do partner needs to deploy the resources onsite on the same day of Placement of work order or there will be a gap between ordered date and deployment date? Please confirm our understanding	As per the RFP