

Response to Pre-Bid Query for Hiring of Project Management Unit(PMU) for MyGov

RFP No: N-2(16)/2021-MyGov dated 29th September 2021

GEM Tender ID:- GEM/2021/B/1562297

Section A: Responses to Queries

Section B: Corrigendum

Section A: Responses to Queries

S No.	RFP Page no.	Relevant section/annexure of RFP	Relevant content from RFP	Agency's query/comment	Clarification
1	3	Fact Sheet	Performance Security	The bidder requests for the confirmation that the performance security is supposed to be submitted, post the selection of bidder.	Yes
2	4	Fact Sheet	Sno.14 - Last date and time for Bid submission	Considering the complexity of assignment and resource requirements, it is requested to extend the bid submission at least by 2 weeks, post release of corrigendum along with response to pre-bid queries	Last Date for Bid Submission will be 27 th October 2021 at 15:00 Hours.
3	16	Scope of Work	3.1 - Project Management - The bidder shall depute a team comprising of one(1) Project Manager and team of four (4) consultants for management of the projects within 7 days of placement of work order till the completion of the period of contract.	According to clause 7.1 under section 7 - Deliverables and Service Level Agreements, PMU team is to be deployed within 15 days of the award of the contract. Also, according to clause 7.2.1 (one time SLA) - the measurement criteria is commencement of services within 7 days from LoI. The bidder requests clarification on the time frame for deploying the team, post signing of contract.	Please see corrigendum
4	16	Scope of Work	3.1 - a) The Project Management Unit will ensure to use a Project Monitoring Tool to capture all the	The bidder requests a confirmation, if open source/unlicensed tools can be utilized for project monitoring. In case licensed	It is upto the bidder to propose an open source or a proprietary project management tool that meets the

			assigned project and share the same with the stakeholders as and when required.	tools/software are required to be utilized, the clarification on who will bear the license cost is requested.	requirement within the overall cost quoted without any additional cost for license etc.
5	20	Scope of Work	3.8 Reporting and analytics - Undertake analytics on the existing project data to identify improvement opportunities in process/operations within MyGov	The bidder requests modification in this clause - Support in undertaking analytics on the existing project data to identify improvement opportunities in process/operations within MyGov	Please see corrigendum
6	27	Deliverables and service level agreements	7.1 - Work plan for first quarter needs to be submitted within the first 3 days of deployment or as per the direction of MyGov	The bidder's requests to allow at-least 7 working days for submission of the first quarterly plan	Please see corrigendum
7	29	Deliverables and service level agreements	7.2.2 - Operational SLA and Penalties #4 - Substitution of resources from those CVs provided with the technical bid	The bidder requests for the relaxation in the penalty amount to 30% of resource cost, as mentioned in #1 of clause 7.2.2 and the penalty shall be levied, only if the replacement is not provided, within 15 days. Also, bidder requests exemptions from this clause under the following circumstances. 1. Resignation of the deployed resource - Since, the employee would be serving due notice period and replacement will be provided within SLA. 2. Any serious illness, accident or in case of death	In any such scenario as mentioned in Point 2, Force Majeure clause will be applicable. No change in case of resignation.

8	30	Deliverables and service level agreements	7.2.2 - Operational SLA and Penalties #5 - Replacement of Resources	The bidder requests for the relaxation in the penalty amount to 30% of resource cost, as mentioned in #1 of clause 7.2.2 and the penalty shall be levied, only if the replacement is not provided, within 15 days. Also, bidder requests exemptions from this clause under the following circumstances. 1. Resignation of the deployed resource - Since, the employee would be serving due notice period and replacement will be provided within SLA. 2. Any serious illness, accident or in case of death	In any such scenario as mentioned in Point 2, Force Majeure clause will be applicable. No change in case of resignation.
9	29	Deliverables and service level agreements	7.2.3 - Penalty for exit/replacement - a. Replacement of resources shall generally not be allowed. The replacement of resource by bidder will be allowed (with applicable penalty) only in case, the resource leaves the organization by submitting resignation with the present employer.	The bidder requests the penalty shall be levied, only if the suitable replacement is not deployed by the bidder, within 15 days of exit of the previous resource.	No Change
10	31	Criteria for evaluation	9.1 Prequalification/ Eligibility Evaluation Criteria #2 - Turnover	Considering the importance of the MyGov platform and the level of citizen outreach, it is necessary that the selection agency should ensure provisioning of quality resources and continuity of services for the duration of the project. Hence it is requested to increase the average annual turnover of last 3 FYs to 200 Crores, to ensure shortlisting of financially stable firms.	No Change

11	32	Criteria for evaluation	9.1 Prequalification/ Eligibility Evaluation Criteria #4 - Technical Capability	<p>The bidder requests modification in this clause for selection of relevant bidders, with required expertise in government sector and similar nature of work.</p> <p>Bidder must have successfully completed or should have ongoing assignments in the last 5 years at least the following numbers of consulting engagement of value specified herein:</p> <p>One project of similar nature not less than the amount Rs 8 crore OR</p> <p>Two projects of similar nature not less than the amount Rs 4 crore OR</p> <p>Four projects of similar nature not less than the amount Rs 2 crore</p>	No change
12	32	Criteria for evaluation	9.1 Prequalification/ Eligibility Evaluation Criteria #5 - Manpower	<p>The bidder requests modification in this clause for selection of relevant bidders, with required expertise in government sector and similar nature of work.</p> <p>The bidder must have on its rolls consulting staff of at least 100 technically qualified personnel (B.E./ B. Tech/MCA/MBA) in the area of consulting services for IT related projects including e-Governance, Program/ Project Management, IT Infrastructure, IT security and IT Procurement and who possess relevant degrees/credentials with prior experience in providing the above consulting services as on 31st March 2021</p>	No change

13	34	Criteria for evaluation	9.2 - Technical Evaluation Criteria #1 - Experience of Program Management of completed projects in India. Purchase orders for these Projects should have been issued not earlier than 1st April 2014.	The bidder requests for modification in the clause, as per the pre-qualification criteria Experience of Program Management of completed/ongoing projects in India from Government/PSU sector. Purchase orders for these Projects should have been issued not earlier than 1st April 2014.	No change
14	34	Criteria for evaluation	9.2 - Technical Evaluation Criteria #2 - Experience of Program Management of e-Governance Projects in India. Purchase orders for these Projects should have been issued not earlier than 1st April 2014	The bidder requests for modification in the clause, as per the pre-qualification criteria Bidders will be awarded marks for each Project that meets the following Criteria. (Max 15 marks) Projects worth more than 8 Crores – 4 marks for each project Projects worth more than 4 Crores - 2 marks for each project Projects worth more than 2 Crore – 1 Mark for each project	No change
15	37	Criteria for evaluation	Evaluation Parameters of Technical resources – Educational qualifications - Refer following link for ranking of Management Colleges: https://www.nirfindia.org/2021/ManagementRanking.html Refer following link for ranking of Engineering Colleges: https://www.nirfindia.org/2021/EngineeringRanking.html	The bidder requests to consider other ranking mechanisms as well such as that of NAAC, AISHE etc.	No change
16	38	Criteria for evaluation	Evaluation Parameters of Technical resources – Experience Criteria - Certifications such as PMP, ITIL,	The bidder requests addition of similar certifications such as PRINCE2, TOGAF etc. in the evaluation criteria	Please see corrigendum

			CISA, Six Sigma black belt, procurement certifications etc		
17	General	General	General	The bidder requests to include leave policy as per the MeitY Model RFP guidelines	Please see corrigendum
18	Pg. No. 33	9.1 Prequalification/ Eligibility Evaluation Criteria	Bidder should have CMMI Level 3 or above certification	<p>We understand that for such consulting assignments, certifications like ISO 9001 or ISO 27001 have more precedence over CMMI certification which focuses more on software development.</p> <p>We request you to revise this criteria and consider ISO 9001 or ISO 27001 certifications instead of CMMI certification.</p>	No Change
19	Pg No. 37	Evaluation Parameters of Technical resources – Educational qualifications	NIRF ranking of colleges as base for scoring	<p>In context with the requirement of colleges/ universities to be in NIRF 2021 ranking, we request you to also consider colleges/ universities accredited with NAAC for scoring as it is restricting many quality resources to be proposed.</p> <p>We request you that proposed resources should also be evaluated according to the NAAC ratings of the colleges/ universities wherein highest NAAC ranking may be given maximum score and so on in order to propose suitable and quality resources.</p>	No change
20	Page No. 28	Commencement of Services (GoLive)		Go live will be dependent on the	Query is Not clear.
21	Page No. 28	7.2.2: - Operational SLA & Penalties- Replacement OR Providing manpower for any new position	30% of the per month resource cost	Generally, the resources are substituted in case of resignation or any other personal emergency cases which are beyond the control of the organization. Request you to kindly waive off this clause and such scenarios can be addressed through mutual agreement.	In scenarios like Natural calamities or road accident as mentioned in Force Majeure clause, no penalty will be applicable. No change in case of resignation.

22	Page No. 28	7.2.2:- Operational SLA & Penalties- Submission of Reports and Deliverables	Rs 10,000 fine for unplanned delay of the Report to be submitted Per Week.	Basis our experience of executing the projects, we understand delay in the report submission may depends on various factors. The penalty will be applicable only if the delay is solely attributable to the Consultant / Bidder. Please clarify.	No change
23	Page No. 29	7.2.2:- Operational SLA & Penalties- Shortfall of Attendance of resources	Rs. 50,000 replacement penalty for each absentee related replacement during the term of the project in addition to the penalties for replacement of resources as applicable under clauses given below	Basis our experience of executing the projects, we understand that the shortfall of attendance will not be in normal scenarios. It may be due to medical/family emergency and such scenarios are duly addressed by our organization. Request you to waive off this clause and such scenarios can be addressed through mutual agreement.	In scenarioslike Natural calamities or road accident as mentioned in Force Majeure clause, no penalty will be applicable. No change in case of resignation.
24	Page No. 29	7.2.2:- Operational SLA & Penalties- Substitution of resources from those CVs provided with the technical bid	Penalty of Rs 10 lakh per substitution of resources of those whose CV's have been provided along with the Technical bid	Generally, the resources are substituted in case of resignation or any other personal emergency cases which are beyond the control of the organization. Request you to kindly waive off this clause and such scenarios can be addressed through mutual agreement.	In scenarioslike Natural calamities or road accident as mentioned in Force Majeure clause, no penalty will be applicable. No change in case of resignation.
25	Page No. 29	7.2.2:Operational SLA & Penalties- Replacement of Resources	Up to 0-1 resources – Nil 2 resources – Rs. 1,00,000 per replacement 3 resources – Rs. 1,50,000 per replacement >3 resources – Rs. 2,00,000 per replacement	Generally, the resources are replaced in case of resignation or any other personal emergency cases which are beyond the control of the organization. Request you to kindly waive off this clause and such scenarios can be addressed through mutual agreement.	In scenarioslike Natural calamities or road accident as mentioned in Force Majeure clause, no penalty will be applicable. No change in case of resignation.
26	Pg. No. 36	Evaluation Parameters of Technical resources – Educational qualifications	Post Graduate Qualifications: M.Tech.	We request you to please include MCA also in the education criteria	No change
27	Pg. No.59	Technical Qualification Checklist (For Detail Explanation See Clause 9.2)	Self Evaluation and scoring	With reference to the Clause 9.2, we request you to please revise the scoring pattern for Clause 9.2 as it is cummulative for all the category. The same may be revised by incorporating scores for all the 4 sub	No change

				categories i.e. 9.2.3.a, 9.2.3.b, 9.2.3.c 9.2.3.d																					
28	Pg. No. 38	Evaluation Parameters of Technical resources – Experience Criteria	Quality of Experience in Managing / Implementation of Projects as judged by the evaluation committee	It is requested to provide the evaluation criteria i.e. on what basis the marks will be given so that same can filled in "Technical Qualification Checklist" under Self-evaluation and Score column	The basis of evaluation parameter is already provided in clause 9.3																				
29	Pg. No. 38	Evaluation Parameters of Technical resources – Experience Criteria	Certifications such as PMP, ITIL, CISA, Six Sigma black belt, procurement certifications etc	Kindly revise the criteria as "Certifications such as PMP, ITIL, CISA, Six Sigma black belt, procurement certifications etc. or equivalent"	The wording Et Cetera (etc.) refers to equivalent																				
30	32 of 69	9.1 Prequalification/ Eligibility Evaluation Criteria, Turnover	Average Annual Turnover of last 3 (three) financial years (FY 2018-19, 2019-20, 2020-21) should be greater than INR 25 Crore	Considering the scope of work involved and to provide a level playing field for all participants, we request the authorities to amend the clause as "Average Annual Turnover from consulting business of last 3 (three) financial years (FY 2018-19, 2019-20, 2020-21) should be greater than INR 100 Crore"	No change																				
31	36 & 37 of 69	9.2 Technical Evaluation Criteria, Evaluation Parameters of Technical resources – Educational qualifications	Evaluation Parameters of Technical resources – Educational qualifications	The current evaluation criteria for the resources are highly restrictive. We request you to consider evaluation based on relevant experience (as per RFP scope) of the resources rather than the educational institute. We request you to consider the below evaluation criteria.	No Change																				
<table border="1"> <thead> <tr> <th>Evaluation criteria</th> <th>Project manager</th> <th>Business analyst</th> <th>Technical expert</th> <th>Procurement expert</th> </tr> </thead> <tbody> <tr> <td>Experience in 5 similar project</td> <td>20</td> <td>20</td> <td>20</td> <td>20</td> </tr> <tr> <td>Experience in 4 similar project</td> <td>15</td> <td>15</td> <td>15</td> <td>15</td> </tr> <tr> <td>Experience in 3 similar project</td> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>						Evaluation criteria	Project manager	Business analyst	Technical expert	Procurement expert	Experience in 5 similar project	20	20	20	20	Experience in 4 similar project	15	15	15	15	Experience in 3 similar project	10	10	10	10
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Experience in 5 similar project	20	20	20	20																					
Experience in 4 similar project	15	15	15	15																					
Experience in 3 similar project	10	10	10	10																					

32	34 of 69	9.2 Technical Evaluation Criteria	Technical Evaluation Criteria	For reputed companies to participate in the bid, we request you to consider the following certifications 1) ISO 9001:2015 (Quality management) 2) ISO 27000 (Information Security management) 3) CMMi Level 3 We also request you to consider additional marks for the same All 3 Certificate - 3 Marks Any 2 Certificate - 1 Mark Additional 2 Marks for CMMI Level 5 Certificate	No change
33		General	General	Considering the scope of work, we request the authorities to extend the bid submission date by another 14 days.	Please see corrigendum

Section B:- Corrigendum

#	Existing Clause	New Amended
1	3.1 - clause 7.1 under section 7 - Deliverables and Service Level Agreements, PMU team is to be deployed within 15 days of the award of the contract.	3.1 - clause 7.1 under section 7 - Deliverables and Service Level Agreements, PMU team is to be deployed within 7 days of the award of the contract.
2	3.8 Reporting and analytics - Undertake analytics on the existing project data to identify improvement opportunities in process/operations within MyGov	3.8 Reporting and analysis - Undertake analysis on the existing project data to identify improvement opportunities in process/operations within MyGov
3	7.1 - Work plan for first quarter needs to be submitted within the first 3 days of deployment or as per the direction of MyGov	7.1 - Work plan for first quarter needs to be submitted within the first 5 Working days of deployment or as per the direction of MyGov
4	7.1.(e) #1 Frequency: -7 days prior to quarter* ending	7.1.(e) #1 Frequency: -7 Working days prior to quarter* ending
5	9.2 clause 4, Page 38 Evaluation Parameters of Technical resources – Experience Criteria - Certifications such as PMP, ITIL, CISA, Six Sigma black belt, procurement certifications etc	9.2 clause 4, Page 38 Evaluation Parameters of Technical resources – Experience Criteria - Certifications such as PMP, Prince 2, ITIL, CISA, Six Sigma black belt, procurement certifications etc

<p>6</p>	<p>6.2 Project Location & Travel (to be located in MeitY)</p> <p>The services from the selected agency shall have to be delivered through an onsite model. All the resource personnel of Project Management Unit (PMU)) would be based in the Ministry at their premises at New Delhi or at any place as decided by the MyGov. They may be allowed to operate from vendor premises, in exceptional cases, after Ministry's approval.</p>	<p>6.2 Project Location & Travel (to be located in MeitY)</p> <p>The services from the selected agency shall have to be delivered through an onsite model. All the resource personnel of Project Management Unit (PMU)) would be based in the Ministry at their premises at New Delhi or at any place as decided by the MyGov. Leave Policy as applicable to MyGov/MeitY will be applicable to the resources deployed at MyGov. They may be allowed to operate from vendor premises, in exceptional cases, after Ministry's approval.</p>								
<p>7</p>	<p>Fact Sheet</p> <table border="1" data-bbox="373 803 1140 928"> <tr> <td>Last date and time for Bid submission</td> <td>20/10/2021 at 15:00 Hrs</td> </tr> <tr> <td>Opening of Pre-qualification / Eligibility Bids</td> <td>20/10/2021 at 15:00 Hrs</td> </tr> </table>	Last date and time for Bid submission	20/10/2021 at 15:00 Hrs	Opening of Pre-qualification / Eligibility Bids	20/10/2021 at 15:00 Hrs	<p>Fact Sheet</p> <table border="1" data-bbox="1180 803 1906 928"> <tr> <td>Last date and time for Bid submission</td> <td>27/10/2021 at 15:00 Hrs</td> </tr> <tr> <td>Opening of Pre-qualification / Eligibility Bids</td> <td>28/10/2021 at 15:00 Hrs</td> </tr> </table>	Last date and time for Bid submission	27/10/2021 at 15:00 Hrs	Opening of Pre-qualification / Eligibility Bids	28/10/2021 at 15:00 Hrs
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