		PRE-PROPOSAL MEETING QUERIES & CLARIFICATION Selection of Solution Provider for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics for Mahila Samvad in the State of Bihar RFP No. BRLPS/Proj-MIS/2331/24/403150 dated 19-08-2024		
Sl. No	RFP Reference No.	RFP Provision	Queries raised	Clarification
1	Page No. 10 Section 10 Tender Document Fees & Earnest Money Deposit (EMD)	Exemption of EMD to the Bidders may be given as per Bihar Financial rule amended time to time. Service provider claiming exemption must uploaded a Notarized Undertaking, "that if they withdraw bid after opening and do not accept work order or sign the contract or not complete the work assigned, they will be liable for debarment/blacklisting for a period of 03 years" otherwise their bid will be treated as non-responsive.	Kindly provide us the details of under which section of the Bihar Financial Rules and What registration Certificates are required to Submit in the Bid response to sought the exemption for EMD. No format for the undertaking is provided in the RFP Document Request you to please provide a format of the undertaking.	Firm registered with the Central Purchase Organisation/State Purchase Organisation, National Small Industries Corporation (NSIC) shall be allowed exemption from submitting EMD. However, they must upload valid registration certificate along with Notarized Affidavit. The **notarized affidavit** must be uploaded stating therein *"that if we withdraw bid after opening and do not accept work order or submit the performance security or sign the contract or not complete the work assigned, we will be liable for debarment/blacklisting for a period of 03 years with forfeiture of performance security".*
2	Page 15 Section 16, Sub section 16.6 Deployment of Resources and Initiation of Work	Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work which will be monitored on weekly basis through scheduled Work Plan and Progress Report.	We are assuming that the resources should be deployed by the bidder as per the working requirements. Please confirm.	Yes, Same as RFP.
3	Page 17 Section 17 Scope of Work Major Stakeholders/ Users of the System	Following are the indicative users / roles of the proposed MIS Portal • <State Level Users> • <District Level Users> • <Block Level Users> • <Panchayat Level Users> • <Other Departments Users>	Kindly provide the total number of users and their hierarchy / role at each level, and also provide the details of complete list of envisaged roles and number of users in each role.	It is clarified that number of users is mentioned in the RFP.

4	Page 21 Scope of Work Mobile Application	The Mobile App shall facilitate to Scheduling of Meetings, update Meeting Status, downloading of Information and Communication content for the meetings, upload of feedback forms and the meeting outcome etc.	Kindly clarify if the functionality of the Mobile App has to be equivalent to the MIS Application Please provide the total number of users for the Mobile App. This is required for proposing the server sizing.	It is clarified that number of users is mentioned in the RFP.
5	Page no. 40 Clause no. 30.2	The Bidder should have completed or ongoing project: - -Single Project value of more than Rs. 30 Cr = 35 Marks -Single Project value of more than or equal to Rs. 20 Cr up to Rs. 30 Cr = 25 Marks -Single Project value of more than Rs. 10 Cr up to less than Rs. 20 Cr = 15 Marks	The Bidder should have completed or ongoing project: - -Single Project value of more than Rs. 6 Cr = 35 Marks -Single Project value of more than or equal to Rs. 1 Cr up to Rs. 6 Cr = 25 Marks -Single Project value of more than Rs. 50 lac. up to less than Rs. 1 Cr = 15 Marks **Justification:** The criteria for project values are significantly higher than the tender's value of Rs. 5 Cr, which could unfairly exclude many potential bidders, which may unfairly exclude potential bidders. We suggest reviewing and adjusting these criteria to better align with the scope of the tender and ensure a more equitable evaluation process.	No Change. Same as per the RFP.
6	Page-16 Section-17 Scope of work	Management Information System (MIS) with Analytics	As the scope requires the Analytics tool, kindly let us know if any specific Analytics tool is the department looking for.	It is clarified that bidder has to define in their proposal.
7	Page-16 Section-17 Scope of work	Design and Development of Android based Mobile Application for Data Capturing of Mahila Samvads	Only an Android app is required, or do we need to develop an IOS app too?	It is clarified that only Android App. is required.
8	Page-16 Section-17 Scope of work	One time Training on TOT Model to the users for Capacity building	Please specify in detail	It is clarified that training will be on application and mobile app.

9	Page-19 Section-17 Meeting Proceedings	The feedback shall be digitized on the subsequent day and a provision to Edit/ Modify will be provided to the TL before it can be Submitted by Him/ Her	Is this will being in our scope or department have a separate team for this work?	It is clarified that BRLPS will involve its own resources.
10	Page-22 Section-18 Training & Hand-Holding	All infrastructure related to the same like seating space, air conditioning, IT infrastructure etc. will be provided by the service provider along with list & profile of audiences.	It mentioned that the SI needs to provide the infrastructure, and in the afore mentioned line it mentioned that "A comprehensive training/handholding to train the trainer model has to be conducted at BRLPS office in Patna or as advised by the BRLPS at the time of issuing the LoI/Work Order." Please clarify this & for how many days we need to provide the infra.	Same as per the RFP.
11	Page-23 Section-19 Data Migration	There would be several records in various existing masters present in various independent initiatives which may need to be migrated/ mapped database. The exact size and format will be shared with the successful Bidder. The selected Bidder needs to migrate the data needed for the intended program of Mahila Samvad. It may be noted that this data might not be clean and formatted & therefore refinement/ re-structuring might be required in order to map the database with existing tables.	Please clarify if the data is in Excel form, paper-based, or both. And, also Please let us know the size of the data.	It is clarified that data will be provided in Excel/CSV.
12	Page-23 Section-22 Hosting Infrastructure	The solution should be hosted on the State Data Center or on Cloud as directed by the BRLPS	Please clarify HA for both SDC & Cloud components	Same as per the RFP.
13	Page 10, 10 Tender Document Fees & Earnest Money	The bidders are required to submit the Earnest Money Deposit of INR 5,00,000/- (Rupees Five Lakhs only) through payment gateway	Request you to kindly accept Earnest Money Deposit in form of Bank Guarantee also as this will allows bidders	Not Allowed. EMD is to be deposited through online payment as mentioned in the RFP.

		Deposit (EMD)	available at https://eproc2.bihar.gov.in.	to maintain the necessary cash flow. Kindly provide the bank account number and IFSC code for preparation of Bank Guarantee.	
14	Page 15, 16.6 Deployment of Resources and Initiation of Work	Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work	Please provide the details of team to be deployed such as Designation, Qualification, Experience and quantity etc.	No Change. Same as per the RFP.
15	Page 15, 16.6 Deployment of Resources and Initiation of Work	Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work.	Kindly confirm in which section the cost for the same will be added and also please payment terms for the same.	It is clarified that in the uploaded price format, the bidder has to quote rate for Design, Development, Implementation, Operation & Maintenance of a Management Information System (MIS) with Analytics.
16	Page 16, 16.7 Performance Bank Guarantee	The Bank Guarantee should be valid for a period of 18 months from the date of Letter of Acceptance/Notification of Award.	PBG shall be given initially for 1 year and shall be renewed yearly till end of contract. Kindly consider.	Not Accepted. The validity of PBG should be same as mentioned in the RFP.
17	Page 16, 17 Scope of Work	The Web Portal shall be in English and Hindi.	We understand the content for Web Portal shall be provided by BRLPS.	It is clarified that content will be provided by the BRLPS.
18	Page 16, 16 Scope of Work	Functional of Scope of Work – Solution should cover all the functional areas of 'MAHILA SAMVAD' Activity, the interaction of the representatives at the grassroots level of the women folk on the village level.	Could you please elaborate on how will the interactions at the village level be captured and reported within the system?	Same as per the RFP.
19	Page 17, 20 Scope of Work	Functional of Scope of Work – The solution should have the intelligence to run on suggestions from the Mahila Sanvad as well as the Maha Dalit Mandal meetings and to collate concerns of a similar nature to make it easy for the authorities to make informed decisions.	Could you provide more details on how the system should identify and collate suggestions from Mahila Samvad and Maha Dalit Mandal meetings? What criteria should be used for this process?	It is clarified that this will be shared with the successful bidder.
20	Page 19, Meeting Proceedings	The system should have provision to upload photos of the meeting.	Is the meeting will be conducted online? How should the system handle the input of qualitative data, such as	It is clarified that meeting will be conducted in physical mode.

			discussions of schemes or feedback from the audience?	
21	Page 19, Meeting Proceedings	Feedback from the audience shall he captured by the team members on paper which will be scanned and uploaded.	How should scanned feedback documents be processed? Should the system include OCR capabilities to extract and store feedback data digitally?	It is clarified that AI/MC aspects is to be used.
22	Page 19, Status of the Meetings	**Point 1.** Feedback from the audience shall be captured by the team members on paper which will be scanned and uploaded. **Point 2.** The feedback shall be digitized on the subsequent day and a provision to Edit/ Modify will be provided to the TL before it can be Submitted by Him/ Her.	As per the understanding of scope from the RFP, the **Point 2** digitizing of uploaded feedback form should not be in mobile app scope as it is not a feasible feature. Kindly consider.	Not Accepted. Same as per the RFP.
23	Page 21, Integration the solution for WhatsApp and SMS gateway:	The solution should be integrated to WhatsApp / SMS / eMail gateways as may be required to push messages / notifications to the concerned stakeholders on selected events.	We understand that the API for necessary integration for WhatsApp / SMS / eMail shall be provided by BRLPS. Request you to provide following details • Total number of SMS messages • Total number of emails	It is clarified as under- - Alerts through mail/whattsApp/SMS/etc. are to be sent on each activitiy.
24	Page 21, Mobile Application	The Mobile App shall facilitate to Scheduling of Meetings, update Meeting Status, downloading of Information and Communication content for the meetings, upload of feedback forms and the meeting outcome etc. The functionality to be implement in the mobile application shall be finalized during the SRS preparation with mutual agreement of the Client and Service provider.	Need clarity and complete use case for downloading of Information and Communication content for the meetings Please provide details of any additional functionalities that need to be implemented in the mobile application.	It is clarified that this will be shared with the successful bidder.

25	Page 21, Mobile Application	1. Meeting Status update 2. Upload of feedback forms and meeting outcomes 3. Scheduling of meeting.	Is there any scope of offline in meeting proceedings?	It is clarified that it will be online/offline.
26	Page 22, Information to design and size the Proposed System, Point 3	Number of Photos to be uploaded for each meeting – Minimum of 5 photos with Geo Tagging for each meeting using mobile application.	Could you please provide an estimate of the file size for each photo?	Same as per the RFP.
2	Page 22, 18 Training & Hand-Holding	Training/hand-holding to train the trainer model must be conducted at BRLPS office in Patna. All infrastructure related to the same like seating space, air conditioning, IT infrastructure etc. will be provided by the service provider along with list & profile of audiences	Kindly review this clause. If the training will be conducted at BRLPS office in Patna it would be difficult for service provider to provide seating space, air conditioning, IT infrastructure, list & profile of audiences etc. Kindly provide the tentative number of trainees to be trained.	Same as per the RFP.
28	Page 23, 19 Data Migration	There would be several records in various existing masters present in various independent initiatives which may need to be migrated/ mapped database.	Kindly provide the approximate volume of data to be migrated as it may impact cost. We understand that all the records are in electronic format. Kindly confirm. Also kindly provide the details of volume of the existing data.	It is clarified that records will not be of more than 50 GB of data for migration.
29	Page 23, Mobile Application	Mobile App Hosting Play store Account	Need clarity on the Play Store account. 1. Is there any existing Play Store account or new Account? 2. If any new account need to be created then It should be done by client as there several verification process involved during account creation and D-U-N-S registration.	It is clarified that BRLPS will provide the platform.
30	Page 23, 22 Hosting Infrastructure	The solution should be hosted on the State Data Center or on Cloud as directed by the BRLPS.	Which database and technologies are supported by the cloud service?	It is clarified that agency will have to propose the database and technology.

31	Page 24, 23 Delivery Timelines	Development of MIS application for Phase I (Alpha Version) along with the Mobile App (Alpha Version) Development of Application Software (Final Version), Deployment in Data Center along with the Mobile App (Final Version).	Kindly provide what scope to be considered in Alpha Version and what in Final Version.	Not Applicables.
32	Page 49, Form - 5: Financial Capacity of Bidder	To be submitted separately on Charted Accountant's letterhead for the bidder.	We have our own Turnover certificate on Charted Accountant's letterhead asking all the necessary details asked in the Form 5. Could you please consider that.	Bidder has to submit Turnover Certificate issued from CA in the format provided in the RFP.
33	Page 57, 2.8 (b),Penalties, GCC	If there is a delay in achieving the milestones or submission of deliverables, penalty to the Bidder	Any Delay occurs due to external dependencies such as approvals, discussions with client penalty will not be charged to the bidders.	If delay occurs on part of BRLPS, it will not be considered as delay.
34	General	Exit Management Policy	Bidder requests to provide Exit Management Clause or standard policy to be considered upon exiting the contract.	The contract will be completed as per 2.4 of General Conditions of Contract (General Provision). However, before that agency (successful bidder) will have to share source-code with knowledge transfer of the application to the BRLPS.
35	General	General	How many users do you anticipate will be using the system concurrently?	Same as per the RFP.
36	General	General	Could you please clarify who will be responsible for covering the costs of the database license, as well as any software and hardware expenses?	It is mentioned in the RFP.
37	General	General	Please confirm who will be responsible for covering the cost of the SSL certificate.	It is clarified that agency (successful bidder) will be responsible for covering the cost of SSL certificate.
38	Page 25 Section 24.1 Pre-Qualification	The Bidder should have a minimum average annual turnover of INR 10 Crores (Rupees Ten Crores only)	It is proposed to increase the minimum average annual turnover of INR 50	Not Accepted. Same as per the RFP.

	Proposal Criteria and Documents Required – Financial Strength	in the business of IT / ITES in the following consecutive three financial years (2020-21, 2021-22, 2022-23 & 2023-24). In case Audited Financials are not available for the financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 & 2022-23 and the same will be considered to fulfil these criteria. **Note: Turnover of any parent, subsidiary, associate or other related entity will not be considered**	Crores (Rupees Fifty Crores only) in the business of IT / ITES in the following consecutive three financial years (2020-21, 2021-22, 2022-23 & 2023-24). This shall attract only the serious bidders with quality credentials.	
39	Page 25 Section 24.1 Pre-Qualification Proposal Criteria and Documents Required – Financial Strength		It is proposed to include the criteria of overall minimum average turnover to INR 100 Crores from overall business of the bidder in order to attract the quality bidders.	Not Accepted. Same as per the RFP.
40	Page 25 Section 24.1 Pre-Qualification Proposal Criteria and Documents Required – Local Presence	The Bidder should have presence in Bihar in the form of a registered office / branch / project office in the State of Bihar before signing of the contract. If the Bidder does not have any registered office/branch/project office at the time of Bid Submission, the Bidder should give an undertaking that it will establish its presence before issuance of Work Order/Contract Agreement.	Please clarify if bidder has experience of providing PMU services to various government departments in Bihar will qualify for the project office or not.	No. The bidder should either have a registered office / branch / project office in the State of Bihar before signing of the contract. If the Bidder does not have any registered office/branch/project office at the time of Bid Submission, the Bidder should give an undertaking that it will establish its presence before issuance of Work Order/Contract Agreement.
41	Page 40 Section 31.2 Technical Proposal Evaluation and Marks	The Bidder's average annual turnover in the business of IT / ITES in the following three consecutive financial years (FY 2020-21, 2021-22, 2022-23 & 2023-24). In case Audited Financials are not available for the financial year 2023-2024, then the Bidder	It is suggested to revise the criteria as per the proposed minimum average annual turnover of INR 50 Crores in the business of IT/ITES.	Not Accepted. Same as per RFP.

		should submit the details for the financials years 2020-21, 2021-22 & 2022-23 and the same will be considered to fulfil this criteria. -Turnover more than Rs. 20 Cr = 20 Marks - Turnover more than Rs. 15 Cr up to 20 Cr = 15 Marks -Turnover more than Rs. 10 Cr upto 15 Cr = 10 Marks		
42	Page 40 Section 31.2 Technical Proposal Evaluation and Marks	The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid The Bidder should have completed or ongoing project: - Single Project value of more than Rs. 30 Cr = 35 Marks - Single Project value of more than or equal to Rs. 20 Cr up to Rs. 30 Cr = 25 Marks -Single Project value of more than Rs. 10 Cr up to less than Rs. 20 Cr = 15 Marks	The given criteria may be restrictive in nature. Request you revise the criteria in proportionate to the estimated tender value for attracting multiple quality bidders.	Not Accepted. Same as per the RFP.
43	Page 40 Section 31.2 Technical Proposal Evaluation and Marks	The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with Web Portal, Mobile App, SMS Alerts, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last	Please clarify if there is any minimum project value required for such experience.	There is no project value for Mobile Application and Hosting and Maintenance.

		(5) years from the last date of submission of bid. The Bidder should have completed or ongoing project: Mobile Application – 05 Marks Hosting and Maintenance – 10 Marks		
44	Page 15 Section 16.6 Deployment of Resources and Initiation of Work		Please provide a list of key personnel profiles required for this project and their minimum qualification criteria. This will help us in creating a comprehensive proposal.	Not Applicable
45	Page 15 Section 16.6 Deployment of Resources and Initiation of Work	Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work which will be monitored on weekly basis through scheduled Work Plan and Progress Report.	Please clarify the working mode of these resources - Onsite/Offsite/Hybrid.	Not Applicable
46	Page 22 Information to design and size the Proposed System - Scope of Work	Total Number of Meetings to be Conducted – approximately 1,20,000, of which approximately 80,000 meetings will be conducted by JEEVIKA and 40,000 meetings will be conducted by SC/ST Welfare Dept. • Number of meetings that can be scheduled for a given Day – Around 16,000.	Please clarify whether these meetings will happen on the other collaborative platforms like Zoom, Google Meet, Teams etc. The proposed platform will only be used for capturing the information and data points for further usage.	It is clarified that physical meeting will be organized.
47	Page 21 Integration the solution for WhatsApp and SMS gateway - Scope of Work	The solution should be integrated to WhatsApp / SMS / Email gateways as may be required to push messages / notifications to the concerned stakeholders on selected events. The Client will provide the stake holders for each instance / event to whom the notifications should go and the content of such notification.	Please confirm who will bear the additional licenses cost for these external services (WhatsApp / SMS / Email gateways or any other required service license).	It is clarified that agency (successful bidder) will bear the cost.
48	Page 22 Mobile Application -	The service provider should develop an Android based Mobile Application for the stake	Please confirm if the mobile application would allow creating meeting links and act	It is clarified that meeting will be conducted in physical mode.

	Scope of Work	holders to access the system through the mobile application. The Mobile App shall facilitate to Scheduling of Meetings, update Meeting Status, downloading of Information and Communication content for the meetings, upload of feedback forms and the meeting outcome etc. The functionality to be implement in the mobile application shall be finalized during the SRS preparation with mutual agreement of the Client and Service provider.	as meeting collaborative platform. Or Meeting will happen via external collaborative platforms. Mobile application and web application will be limited to updating the meeting details and information.	
49	Page 23 Data Migration - Scope of Work	There would be several records in various existing masters present in various independent initiatives which may need to be migrated/ mapped database. The exact size and format will be shared with the successful Bidder. The selected Bidder needs to migrate the data needed for the intended program of Mahila Samvad. It may be noted that this data might not be clean and formatted & therefore refinement/ re-structuring might be required in order to map the database with existing tables	Kindly mention if the data migration needs to happen from other external platforms or via only the data templates.	It is clarified that data will be provided in Excel/CSV.
50	Page 59 Section 3.4 Liability of the SP	Subject to additional provisions, if any, set forth in the Agreement, the SP' liability under this Contract shall be provided by the Applicable Law.	This criterion does not give exposure to exact liability criteria for direct and indirect liability. It is requested to restrict the overall liability at the total value of contract.	It is clarified that liability to SP shall not be less than total awarded contact value.
51	Page 59 Section 3.7 Reporting Obligations	The SP shall submit to the Client the reports and documents as needed, in the form, in the numbers and within the time periods mutually agreed.	It is proposed to add the below clause in RFP "Any information, advice, recommendations or other content of any reports, presentations or other communications we	Not Accepted. Same as per RFP.

			provide under this Agreement ("Reports"), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and consultant shall not be required to update its Final Report."	
52	Page 59 Section 3.8 Documents Prepared by the SP to be the Property of the Client	All plans, drawings, specifications, designs, reports, other documents, and software prepared by the SP for the Client under this Contract shall become and remain the property of the Client, and the SP shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The SP may retain a copy of such documents and software and use such software for their own use subject to written approval from the Client.	It is suggested to add the clause " Bidder should preserve the right to use the methodology or the Material underlying it for other engagements, as long as Bidder do not use or disclose the client confidential or pre-existing proprietary information."	Not Accepted. Same as per RFP.
53	Page 57 Section 2.8 (b) Penalties	If there is a delay in achieving the milestones or submission of deliverables, penalty to the Bidder may be imposed as follows: 1. 0.1 % of the payment cost for respective Deliverable(s)/Milestone(s) for the delay per week or part thereof for the delay provided the delay is attributable solely to the SP 2. The penalties shall be capped to 5% of the Invoice value for the	The given criteria may be restrictive in nature, It is proposed to limit the overall penalty to 5% of the contract value.	It is clarified that the provision is mentioned in para 2.8 (b) of the General Conditions of Contact in the RFP.

		respective Deliverable(s)/Milestone(s). 3. Such deductible amount shall not be paid to the SP against the corresponding invoice raised.		
54	General Clarification	General Conditions of Contract	The RFP does not clearly mention general terms & conditions of the contract related to Liquidated damages, IPR, Accounting, inspection and auditing, Confidentiality and Indemnity etc. Kindly provide details of such clauses.	It is clarified that the provision is mentioned in General Conditions of Contact in the RFP.
55	General Clarification	Bid Submission end date & time	It is requested to extend the RFP submission deadline by minimum of **three** weeks. The interested bidder shall require more time to prepare relevant response and arrange necessary documentary proofs required to pursue the opportunity.	Not Allowed. The last date for uploading of proposal will same per the RFP.
56	Page 25, Section 24.1	The Bidder should have presence in Bihar in the form of a registered office / branch / project office in the State of Bihar before signing of the contract.	The department has already asked for the developers to be deployed on site and hence a local presence is not required. It is requested to remove this clause.	Same as per RFP. The bidder should either have a registered office / branch / project office in the State of Bihar before signing of the contract. If the Bidder does not have any registered office/branch/project office at the time of Bid Submission, the Bidder should give an undertaking that it will establish its presence before issuance of Work Order/Contract Agreement.
57	Page 57, Point 2.8 (b)Penalties:	If there is a delay in achieving the milestones or submission of deliverables, penalty to the Bidder may be imposed as follows: - 0.1 % of the payment cost for respective Deliverable(s)/Milestone(s) for the delay per week or part thereof for	The project asks for developing a mobile app which will be used for data input. The Department has put the relevant penalty clauses in case of any delays. BRLPS has already procured smartphones &	If delay occurs on part of BRLPS, it will not be considered as delay.

		the delay provided the delay is attributable solely to the SP - The penalties shall be capped to 5% of the Invoice value for the respective Deliverable(s)/Milestone(s). - Such deductible amount shall not be paid to the SP against the corresponding invoice raised.	tablets with MDM on which this app is supposed to be used. Incase of any faults in those android devices or in case the app is facing problems due to non-functioning of OS or any problems with MDM software, then what would be complaint redressal system. In those case the overall progress of the project will suffer. Kindly clarify this as the Device's service TAT would be around 7 days, so what would be the redressal system.	
58	Page 30, Point No. 7 - Certifications Page 26, Point No. 7 - Certifications	The Bidder should have the following certifications. 1. ISO 9001 2. ISO 27001	The Department has asked for two cerficiations on Page No. 30 and 26 and on Page No. 34 and 41 the Department has asked for three certificates. Kindly clarify on this, which certificates would be considered final for bidder's evaluation.	It is clarified that two certifications are required for pe-qualification evaluation. It is already mentioned in the RFP.
59	Page 34, Point No. 4 - Criteria Page 41, Point No. 4 - Criteria	The Bidder's certifications. 1. ISO 9001 2. ISO 27001 3. CMMi Level 3 or above		It is clarified that three certifications are required for technical evaluation. It is already mentioned in the RFP.
60	Page 33, Point No. 2, Criteria	The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.	The Department has asked for One project in last 5 years is very less for this level of project. The Department must ask for at least 5 projects in last 5 years. This would ensure the participation of only experienced bidders, which is very important for the success of this project.	Not Accepted. Same as per the RFP.
61	Page 33, Point No. 3, Criteria	The Bidder should have experience of at least one ongoing /	The Department has asked for One project in last 5 years is very	Not Accepted. Same as per the RFP.

		implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution with Web Portal, Mobile App, SMS Alerts, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.	less for this level of project. The Department must ask for at least 5 projects in last 5 years. This would ensure the participation of only experienced bidders, which is very important for the success of this project.	
62	Page 20, Point no. 17, Scope of work	Pending meetings: Details of Pending meetings shall be made available, the details will be similar to the Planned meetings. Pending meetings: The System should allow the stakeholders to re-schedule the meetings up to one day before the commencement of the meeting.	Does the system require to conducted meetings online as well i.e. Audio and Video?	It is clarified that meetings will be conducted in the form of physical meeting.
63	Page 20, Point no. 17, Scope of work	Content Module: The Admin/ Authorized user will be able to upload Information, Education & Communication (IEC) content on the Portal which can be then downloaded by the users in the field, this will give control on managing the content from a central location. The IEC content will comprise of Videos, Leaflets, Posters, PDF Documents etc.	Does the system require Learning Management System with audio and video players or just file upload and download facilities?	Same as per the RFP.
64	Page 23, Point no. 22, Hosting Infrastructure	It is required by the bidders to quote for hosting the solution on a Cloud. The Bidder should quote the price separately in the Commercial Bid form, and the same will not be considered for Financial Evaluation. If BRLPS decides to host the Solution on cloud as quoted by bidder, negotiation may be held with successful bidder.	Who will provide infrastructure to host the application? If the bidder has to host the infrastructure, then Sub-Contracting should be allowed.	It is clearly mentioned in the RFP. In case of hosting by the bidder, sub-contacting clause will be discussed with the successful bidder.

65	Page 24, Point no. 23, Delivery Timelines	Completion of UAT and Go-Live – 10 Weeks.	10 weeks is a very short time for delivery of modules as required in the scope, It is requested if the delivery timelines can be extended to at least 4 Months. Also – Does the bidder have to develop both Website as well as Mobile app?	No Accepted. Same as per the RFP.
66	Page 25, Section 24.1	The Bidder should have a minimum average annual turnover of INR 10 Crores	Considering the size of project, the average annual turnover should be above Rs. 50 Crore	Not Accepted. Same as per RFP.
67	Page 15, Point 16.6, Deployment of Resources and Initiation of Work	Successful bidder will have to deploy the team within 15 days of award of work from the BRLPS to start the project work which will be monitored on weekly basis through scheduled Work Plan and Progress Report.	It is requested to give at least 3 weeks of time for the deployment of resources on projects.	Not Allowed.
68	Page 40, Section 31.2, Technical Proposal Evaluation and Marks	Turnover	The marks should be given in the pro-rata basis, this will help the department to allow large development agencies to also participate, provide quality of services and reduce the risk associated with the project.	Not Allowed. Same as per RFP.
69	Page 40, Section 31.2, Technical Proposal Evaluation and Marks	The Bidder should have completed or ongoing project:	Instead of asking 1 project, the department may ask multiple projects and scoring can be on pro-rata basis.	Not Allowed. Same as per RFP.
70	Page 41, Section 31.2, Technical Proposal Evaluation and Marks	The Bidder should have completed or ongoing project: Mobile Application – 05 Marks Hosting and Maintenance – 10 Marks	As the project is primarily for development, the department is requested to remove marks for hosting projects.	Not Allowed. Same as per RFP.
71	Generic	Bid Submission Date	It is requested to extend the bid submission date to atleast 4 weeks after the release of pre-bid response. As we need to take multiple internal approvals	Not Allowed. The last date for uploading of proposal will same per RFP.

			before bid submission which is a time taking process.	
72	Pre-Qualification Proposal Criteria and Documents Required	The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956 and should be in existence and operational in IT / ITES Business for at least 05 years as of date of publishing of the Tender Notice	We request you to modify the clause as follows: "The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956 or a partnership firm registered under LLP Act, 2008 and should be in existence and operational in IT / ITES Business for at least 05 years as of date of publishing of the Tender Notice."	It is clarified that bidder should be a single business entity / a registered company in India under the Companies Act 1956 or as amended time to time / partnership firm under LLP and all should be in existence and operation in IT/ITES Business for at least 05 years as of date of publishing of the RFP.
73	Performance Guarantee	The Bidder, before signing of Contract, shall provide a Performance Guarantee (PG) totaling to 5% of the total contract value, within 10 working days from the date of issue of Notification of award / Letter of Acceptance. Performance Guarantee shall be in the shape of Demand Draft / Bank Guarantee from any Scheduled Commercial Bank in favor of Bihar Rural Livelihoods Promotion Society payable at Patna.	We request you to reduce the performance guarantee to 3% of the total contract value.	Not Accepted. Same as per RFP.
74	Proposal Evaluation and Selection of Bidder; Evaluation Methodology:	Technically qualified bidder scoring 60 Marks or more marks in technical evaluation will be considered for Finical Bid Evaluation.	We suggest that qualifying marks in technical evaluation should be 70 Marks.	Not Accepted. Same as per RFP.
75	Functional of Scope of Work	Various Analytic based Dash Boards and Reports for Management Review and Decision Making	Please provide indicative types of dashboards and repots envisaged to be covered by the application.	Same as per the RFP.
76	Functional of Scope of Work	The Solution must be flexible enough to support multiple types of users and role-based access to the various functionality and reports of the MIS System	Please provide an estimate of con-current users number for the proposed application.	Same as per the RFP.

77	Training & Handholding	All infrastructure related to the same as seating space, air conditioning, IT infrastructure etc. will be provided by the service provider along with list & profile of audiences	As the training session would be conducted at BRLPS Office, it is understood that all the required infrastructure, systems etc. would be provided by BRLPS. Please clarify.	Same as per the RFP.
78	Delivery Timelines	Completion of UAT and Go-Live: T+10 Weeks	Given the exact requirements of the proposed application, we would request you to increase the delivery timeline to at least T+14 weeks.	Not Accepted. Same as per the RFP.
79	Scope of Work	Planning/Scheduling module: Meeting proceedings: Meeting minutes capturing: The module should be designed such that it is 'Progressive' in nature i.e., new questions and corresponding answers can be added to the list which can be then used in the forthcoming Mahila Samvads.	We assume the new questions and associated grouped answers which needs to be added to this Mobile App module requires the web admin application only and no interface from Mobile App is required to manage this feature	Same as per the RFP.
80	Scope of Work	Planning/Scheduling module: Meeting proceedings: Meeting minutes capturing The solution shall have a facility to allow the data entry operator to upload the feedback received from the participants of the Mahila Samvad in the form of a scanned copy of the paper form as well.	Please clarify if these contents only need to be downloaded in App or also needs to be managed from App like playing videos in the Mahila Samvad Mobile App, viewing posters, and reading pdf is also to be permitted from the App or can be handled by any App installed in the Mobile device of field users?	Same as per the RFP.
81	Scope of Work	Mobile Application: It is estimated that approximately 300 data points will be captured and entered the MIS System in the form. of Questions and Answers. Each question will have multiple answers and each question may lead to ancillary. questions based on the	We assume the dynamic form builder requirement for capturing feedback with questions, answers, and linked questions for Mobile App should be done from Web Application and not Mobile Application. As it will impact performance and may lead to bad user experience.	Same as per the RFP.

		answer chosen. The actual number may increase or decrease. (Sample/indicative document may refer).		
82	Scope of Work	System Study, System Design, Development, Testing, Deployment, Training and Go live of a web-based Management Information System (MIS) with Analytics using state of the art technologies.	Will the MIS need to integrate with any existing systems or databases? If so, could you provide details on these systems and the nature of the integration?	No.
83	Scope of Work	Provide Hardware and Software specifications required for application to be deployed.	Are there any specific hardware or software constraints we should be aware of?	It is clarified that agency has to provide the same.
84	Scope of Work	Deploy the envisioned MIS Application at on Cloud as provided by JEEVIKA.	c. As per the scope, we assume that all the infrastructure either on cloud or on-premises will be provided by Jeevika and is not part of the scope of bidder d. Can you please provide the cloud details that will be provided by Jeevika and its current architecture.	Same as per the RFP.
85	Page No.25 24.1 Pre-Qualification Proposal Criteria and Documents Required	The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956 and should be in existence and operational in IT / ITES Business for at least 05 years as of date of publishing of the Tender Notice.	We request to amend the clause as below to allow the bidders who has similar and recent experience "The bidder should be a single Business Entity, a registered company in India under the Companies Act 1956/2013 and should be in existence and operational in IT / ITES Business for at least 03 years as of date of publishing of the Tender Notice."	It is clarified that bidder should be a single business entity / a registered company in India under the Companies Act 1956 or as amended time to time / partnership firm under LLP and should be in existence and operation in IT/ITES Business for at least 05 years as of date of publishing of the RFP.
86	Tender Document	Tender document fee will be Rs. 10,000/- (Rupees	We request dept. to exempt Tender	Firm registered with the Central

	Fees & Earnest Money Deposit (EMD)	Ten Thousand only) (Non-Refundable) have to be deposited by the bidder through payment gateway available at https://eproc2.bihar.gov.in. The bidders are required to submit the Earnest Money Deposit of INR 5,00,000/- (Rupees Five Lakhs only) through payment gateway available at https://eproc2.bihar.gov.in.	Document Fee and EMD to MSE bidders with a valid registration certificate.	Purchase Organisation/State Purchase Organisation, National Small Industries Corporation (NSIC) shall be allowed exemption from submitting EMD. However, they must upload valid registration certificate. The **notarized affidavit** must be uploaded stating therein *"that if we withdraw bid after opening and do not accept work order or submit the performance security or sign the contract or not complete the work assigned, we will be liable for debarment/blacklisting for a period of 03 years with forfeiture of performance security"*. There will no exemption from submitting the Tender Document Fees.
87	Past Experience of Design, Development and implementation of e-Governance / IT projects.	The Bidder should have experience of at least one ongoing / implemented /completed project in Design, Development & Rollout of e- Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years i.e FY 2019-20 to 2023-24 from the last date of submission of bid.	We request dept. to amend the clause below, though we have experience in web portal, MIS reports, we cannot show establish in work orders; "The Bidder should have experience of at least one ongoing / implemented /completed project in Supply, Design, Development & Rollout of e- Governance / IT Solution for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years i.e FY 2019-20 to 2023-24 from the last date of submission of bid"	Not Accepted. Same as per the RFP.
88	Technical Proposal Evaluation and Marks	**Financial Strength Marking** - Turnover more than Rs. 20 Cr = 20 Marks Turnover more than Rs. 7 Cr up to 10 Cr = 15 Marks	We request dept. to amend the clause below to allow the MSE bidders having similar and recent experience. - Turnover more than Rs. 10 Cr = 20 Marks	Not Accepted. Same as per RFP.

		- Turnover more than Rs. 10 Cr up to 15 Cr = 10 Marks	- Turnover more than Rs. **7** Cr up to **10** Cr = 15 Marks - Turnover more than Rs. **5** Cr up to **7** Cr = 10 Marks	
89	Technical Proposa (a) Financial Strength and Past Experience of Bidder (Total Marks – 80)	**Project experience marking** The Bidder should have completed or ongoing project: - Single Project value of more than Rs. 30 Cr = 35 Marks - Single Project value of more than or equal to Rs. 20 Cr up to Rs. 30 Cr = 25 Marks Single Project value of more than Rs. 10 Cr up to less than Rs. 20 Cr = 15 Marks	We request dept. to amend the clause below to allow the MSE bidders having similar and recent experience. Single Project value of more than Rs.**10 Cr** = 35 Marks - Single Project value of more than or equal to Rs. **7 Cr** up to Rs. **10 Cr** = 25 Marks Single Project value of more than Rs. **5 Cr** up to less than Rs. **7 Cr** = 15 Marks	Not Accepted. Same as per RFP.
90	Technical Proposal Evaluation and Marks (a) Financial Strength and Past Experience of Bidder (Total Marks – 80)	The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution **with Web Portal, Mobile App**, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.	We request dept. to amend the clause below to allow the MSE bidders having similar and recent experience. "3. The Bidder should have experience of at least one ongoing / implemented / completed project in Design, Development & Rollout of e-Governance / IT Solution, Hosting and Maintenance for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid."	Not Accepted. Same as per RFP.
91	Scope Of Work General Description of Scope of Work	Provide Hardware and Software specifications required for application to be deployed.	Please confirm the number of users for this solution; (i) Internal Users (ii) External Users, if any (iii) No. of total users (iv) Citizen users	Same as per the RFP
92	General	General Description of Scope of Work	Are there any citizen facing applications, if any.	Same as per the RFP.

		Images of the gathering with Geolocation and Date & Time Stamp	At the time of updating the meeting status, is it your expectation that users will need to capture images that include Geolocation and Date & Time stamps?	
93	Page No.19 & 20 Meeting Minutes Capturing:	The solution should have the intelligence to run on suggestions from the Mahila Sanvad as well as the Maha Dalit Mandal meetings and to collate concerns of a similar nature to make it easy for the authorities tomake informed decisions.	Do you expect the AI to process and run on suggestions from both the Mahila Sanvad and Maha Dalit Mandal meetings, collating similar concerns to assist authorities in making informed decisions? Or do you anticipate that this will be achieved through the solution's implementation?	It is clarified that AI/MC aspects to be incorporated.
94	Data Migration Page No.23	There would be several records in various existing masters present in various independent initiatives which may need to be migrated/ mapped database	Though it is mentioned that the scope of data migration component will be shared with the successful bidder, we request you to share the high level inputs on the migration component. Request you to provide information related to the size of data that is to be migrated? Will there be any data entry component, if yes, please specify the number records. In which format is the current data available?	It is clarified that data will be provided in Excel/CSV.
95	General Particulars	The Bidder should have a minimum average annual turnover of INR 10 Crores (Rupees Ten Crores only) in the business of IT / ITES in the following consecutive three	Need MSME Exemption	Not Accepted. Same as per RFP.

		financial years (2020-21, 2021-22, 2022-23 & 2023-24). In case Audited Financials are not available for the financial year 2023-2024, then the Bidder should submit the details for the financials years 2020-21, 2021-22 & 2022-23 and the same will be considered to fulfil this criteria. Note: Turnover of any parent, subsidiary, associate, or other related entity will not be considered.		
96	General Particulars	The Bidder should have completed or ongoing project: - Single Project value of more than Rs. 30 Cr = 35 Marks Single Project value of more than or equal to Rs. 20 Cr up to Rs. 30 Cr = 25 Marks Single Project value of more than Rs. 10 Cr up to less than Rs. 20 Cr = 15 Marks	One Project cost order min amount of 50 lakhs	Not Accepted. Same as per RFP.
97	Page 28, 24.3, Clause No. 4 – Past-Experience of Design, Development and implementation of e-Governance / IT projects	The Bidder should have experience of at least one ongoing /implemented/completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Department, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.	Please change this to: The Bidder should have experience of at least one completed project in Design, Development & Rollout of e-Governance / IT Solution with scope of work containing Web Portal, MIS Reports for any Central / State Government Departme nt, PSUs, Public Sector Banks in India in the last (5) years from the last date of submission of bid.	Not Accepted. Same as per the RFP.