Pre-Bid Clarification

S. No.	Relevant Section / Annexure of RFE	Pg. No.	Relevant Content from EoI	Bidder's Query	Clarification
1.	RFE Scope 2.3(c)	4	In response to the RFP issued by TRAI to empanelled ASPs, they shall have to submit project cost in terms of detailed manpower cost. Prior to publishing RFP, for estimation of the project cost TRAI shall use NICSI Tier-II empanelment manpower rates.	Kindly provide the format for quoting rates.	No change in clause. After empanelment of Application Service Providers (ASPs) through this RFE, TRAI shall issue RFP(s) for project, if any. RFP shall have scope of work along with relevant Terms & Conditions.
2.	Eligibility Conditions 4.1.1(b)	7	The bidders shall submit Rs.50,000/- as bid security. However, if the bidder is an eligible NSIC/MSME/DPIIT etc for exemption from payment of bid security under rule 170 of the General Financial Rules, 2017 (hereinafter referred to as "GFR"), it shall submit a declaration regarding the same instead.	We are registered with Udyog Adhaar/Udyam/Medium Enterprise in MSME. So, we are exempted from payment of Earnest Money Deposit/ Bid Security. Shall we provide the MSME Certificate (Micro, Small and Medium Enterprise) for the same. We need not to pay the EMD amount, we are furnishing the MSME Certificate. Please clarify.	Clause no. 4.3.4 of RFE may be referred.
3.	Eligibility Conditions -4.1.1(c)(i)	7	The bidder must have successfully implemented ICT based turnkey solutions/ projects (mere supply of technical manpower and/or IT hardware/ equipment will not be considered as experience). For the purpose of evaluation, projects executed in last five years of value Rs.25 lakh or above shall be considered.	Since we are providing services to the Government Organisations along with the manpower. Could it be considered for this condition. Since we are providing SMS, Cloud Telephony/ OBD, and Email solutions. Would it suffice your requirement?	Clause no. 4.1.1 of this RFE may be referred.
4.	Eligibility Conditions -4.1.2(b)	7	In case of projects related to innovative/new emerging technologies/complex solutions, there may be a need to take up a simulation model/ pilot project. The detailed requirement, if any, to undertake the model/pilot will be elaborated in the Request for Proposal (RFP) of the concerned project (Self-declaration to be submitted, that Signature of Bidder with seal depending upon any project-specific requirement, the bidder is ready to undertake a pilot project at his own cost, if so desired by TRAI	Is there any TAT or timeline will be enforce for the same. Also if there is some approx. estimation of Man-hours for the pilot project is there then it will be easy to evaluate the approx. pricing for the same.	No change in clause. After empanelment of Application Service Providers (ASPs) through this RFE, TRAI shall issue RFP(s) for project, if any. RFP shall have scope of work along with relevant Terms & Conditions
5.	General		Empanelment (RFE) of Application Service Provider for providing various ICT based solutions to TRAI.	We are providing SMS, Cloud Telephony/ OBD, and Email solutions from last 8 years. Are we eligible to take part in this EoI.	Clause no. 4.1.1 of this RFE may be referred.
6.	Processing Fees - 4.2	8	The bidder shall submit Rs.5,000/- online through RTGS/ NEFT as processing fees. Bids received without processing fees will be rejected summarily.	1. As per General Financial Rules 2017 under Rule No. 170, to safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security is to be obtained from the bidder except Micro and Small Enterprises as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises. 2. As per Public Procurement Policy of Ministry of	Clause no. 4.2 and 4.3 of this RFE may be referred.

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				MSME under Section 10, MSMEs are exempted from furnishing of tender fee and EMD. Moreover, recently Government of India through its Office Memorandum No. F.9/4/2020-PPD Dated the 12th of November 2O2O instructed all the government department of India & PSUs that any department will not ask to submit EMD but only for Bid Security Declaration. Copy of this memorandum is attached herewith for your kind perusal.	
7.	Bid Security - 4.3	8	The bidder shall submit a refundable bid security of Rs.50,000/- online through RTGS/NEFT.	Do we need to send the 50,000 /- now or later?	To be submitted along with Bid. Clause no. 4.3.1 of this RFE may be referred.
8.	Documents to be enclosed with RFE 4.7 (c)	10	Details of payment of Rs.50,000/- as bid security or documentary proof for claiming exemption and bid securing declaration as per Appendix B by eligible MSMEs/ NSIC/DPIIT etc	What documents are required for claiming exemption?	Clause no. 4.3.4 of this RFE may be referred.
9.	6.1.4	13	The eligible bidders who have submitted the requisite documents will be asked for a technical presentation. The technical presentation will include understanding of the present IT solutions of TRAI and their proposed solution/ futuristic plan/roadmap/technology upgradation/ innovative solution for improvements/ enhancements, if any. A write-up on the futuristic approach, around 250 words, shall be provided along with the bid.	TRAI will provide any work flow of the existing applications and current technologies of the applications, so that we can have better understanding of the same and suggest better for the upgradation of the technologies and user experience.	Clause no. 3 may be referred.
10.	Empanelment Bank Guarantee (EBG) - 6.3.1	14	The selected empaneled bidders shall submit an Empanelment Bank Guarantee in favour of "Telecom Regulatory Authority of India, New Delhi", from a Commercial Bank for an amount of Rs.50,000/-, valid for a period of three months beyond the empanelment period in the format provided in Appendix-A.	Bank Guarantee is to be submitted before the empanelment or after?	Empanelment Bank Guarantee shall be submitted by selected Application Service Providers (ASPs) after empanelment. Clause 6.3 of this RFE may be referred.
11.	Section 6.3	14	Empanelment Bank Guarantee (EBG)	Centre for Development of Advanced Computing (C-DAC) is the premier R&D organization of the Ministry of Electronics and Information Technology (MeitY) for carrying out R&D in IT, Electronics and associated areas. Under Digital India Program of Govt. of India, C-DAC is already received multiple projects on nomination basis from various Govt. Departments/ Ministries. Hence, waiver of Processing Fees, Bid Security & Empanelment Bank Guarantee may please be granted to us.	Clause no. 4.2, 4.3 & 6.3 of this RFE may be referred.
12.	Annexure-I (Part B)	19	Processing Fees		
13.	Annexure-I (Part B)	19	Bid Security		

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14.	Requisite Compliance 14(C)	22	CMMI Certification	It is not clearly mention that which kind of certificate required (CMMI Institute only or having CMMI compliance certificate companies will also eligible)	Copy of CMMI certification to be submitted as per Annexure-I (Part B).
15.	Technical Evaluation Criteria/ Annexure-I (Part C) - Experience of the Bidder Sl.No.1.	23	Experience of the bidder Past experience of design/development/implementation/maintenance etc. (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience) for Apps/Portals/Websites/Analytics during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/Enhancement order of same project over time shall be considered as one project for evaluation.):	1. past experience of Design/ development /implementation /maintenance etc. (mere supply of technical manpower and/or IT hardware/ equipment supply will not be considered as experience) for Apps/Portals/Websites/ Analytics during the last 5 years (Orders which include development and maintenance of the same project for any individual organization	No change in the clause
16.	Sl.No.1(i)(a)	23	a. No of Projects having value more than Rs.25 lakh each (@ 1 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 4 projects can be considered)	a. No of Projects having value more than Rs.10 Cr each (@ 10 mark for each Project maximum 3 projects can be considered)------ 30 Marks	No change in the clause
17.	Sl.No.1(i)(b)	23	b. No of Projects having value more than Rs.50 lakh each (@ 2 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 5 projects can be considered)	b. No of projects having value more than Rs.15Cr from Application Development with minimum user of 200+ Cr----5 Marks	No change in the clause
18.	Sl.No.1(i)(c)	23	c. No of Projects having value more than Rs.2 Cr each (@ 3 mark for each Project, Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 3 projects can be considered)		
19.	Annexure-I (Part C) Technical Evaluation Criteria Sl.No.1(ii)	22	Past experience of design/development/implementation/maintenance etc. (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience) for Apps/Portals/Websites/ Analytics for government sector during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/ Enhancement Order of same project over time shall be considered as one project for evaluation.): 1 mark per project (maximum 5 marks)	No of Ongoing Projects having value more than Rs.5 Cr each @ 1 mark for each Project (maximum 5 marks)	No change in the clause

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20.	Annexure-I (Part C) Technical Evaluation Criteria Sl.No.1(iii)	22	Past experience of successful development / implementation of Apps / Portals / Websites involving Artificial Intelligence / Machine Learning/Data Analytics tool with Visualization / Chatbots / Surveys during the last 5 years: 2 marks per project (maximum 10 marks)	We would request to amend the clause as below iii.Past experience of **The Bidder/Any Consortium** successful development/implementation of Apps/ Portals/Websites involving Artificial Intelligence/ Machine Learning/Data Analytics tool with Visualization/Chatbots/Surveys during the last 5 years: 2 marks per project (maximum 10 marks)	No change in the clause
21.	Additional		Additional	We requesting to allow Consortium for this RFE	No change in the clause
22.	Technical Evaluation Criteria - Experience of the bidder	23	Past experience of design/development/implementation/ maintenance etc. (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience) for Apps/Portals/Websites/ Analytics during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/Enhancement order of same project over time shall be considered as one project for evaluation.):	The experience of 5 years is presumed to be from the date of completion of the Project.	Details to be submitted as per Annexure-I (Part B, C). and Appendix-D
23.	Eligibility Condition - Clause 4.1.1(h)	7	To provide support for project(s) and for smooth functioning of work and coordination, the selected bidder must have a local office in Delhi/NCR (Address proof of office in Delhi/NCR to be submitted).	we don't have an office in Delhi right now but we can open our office in Delhi in a short span of time if we are empaneled. Further we would like to tell you that we have some officials functioning in Delhi right now who can coordinate with you whenever it is required. Apart from above we are qualifying all eligibility condition of clause 4.1.1. Request you to allow for participation.	No change in the clause