

## RESPONSE TO QUERIES

**SELECTION OF SYSTEM INTEGRATOR (SI) FOR ANNUAL MAINTENANCE & SUPPORT OF JHARKHAND TOURISM WEBSITE & WEB BASED APPLICATION FOR JHARKHAND TOURISM DEVELOPMENT CORPORATION LIMITED (JTDCL)” Re-Tender**

**Ref. No. 57/2019 Dated : 22/01/2019**

**Date: 29/01/ 2019**

Sl. No.	Reference Section	Clause No.	Queries	Suggestion	Response
1.	Maintenance and Handholding	Page No.33 Point - 3	Availability row of the Support table Full support: 7 days a week during 10:00 to 18:00 hrs	On Sunday there will be offshore or onsite support?	<b>RFP Clause Prevails</b> (As per requirement)
2.	Tax and Revenue	3.7 -Page #26	Tax and Revenue This module assists in overall taxation management of the revenue generated through online/offline processes. It provides configuration of different types of taxes, generation of separate reports for each taxes in xls/pdf format.  Please clarify on offline tax collection tracking. Is it to be uploaded by excel sheet or data entry will be done thru system	Upload of Offline Collection using Excel	<b>RFP Clause Prevails</b>
3.	3.12 Affiliation and Approval	3.12 -Page #26	3.12 Affiliation and Approval Please explain in detail about the process involved		<b>RFP Clause Prevails</b> (Forms available in the Website)
4.	Maintenance & Support of Hardware and other Infrastructure:	5.7 - Page #29	Maintenance & Support of Hardware and other Infrastructure: SI has to do maintenance and support of Hardware Peripherals and LAN Setup at JTDCL		<b>RFP Clause Prevails</b>  Mentioned systems are available at JTDCL

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			Kindly clarify whether the mentioned systems are available at JTDCL or to be provided and maintained by SI.		
5.	Technical Bid Short listing Criterion	7.1.6 - Page #37	7.1.6 The bidder should have an average annual turnover of at least INR 10,00,00,000/- (Rs.Ten Crore only) in IT / ITES sector during last three Financial Years. (i.e. 2015-16, 2016-17 and 2017-18). Submit audited balance sheet/certificate from chartered accountant. Request to Consider average Average Turnover of 5 Crores or 10 Crore Turn Over in 2017-18		<b>Please refer Corrigendum - I</b>
6.	BID SUBMISSION	3.4 - Page # 10 BID SUBMISSION	All bids must be accompanied by a non-refundable Bid fee/Tender Cost INR Rs. 2,240/- (Two Thousand Two Hundred Forty only) in form of Bank Draft and Earnest Money Deposit (EMD) of INR 50,000 /- (Fifty thousand only) in the form of Bank Guarantee valid for period of 3 months drawn or in the form of Demand Draft from a scheduled bank in favour of Managing Director, Jharkhand Tourism Development Corporation Limited. Bid's not accompanied by earnest Money and Bid fee/Tender Cost or or incomplete in any respect will be rejected outright	Exemption for NSIC/ MSME Registered Members as per Govt. norms	<b>RFP Clause Prevails</b>
7.	Technical Bid	Technical Bid	Bidder's experience in Implementing e-	We request you to kindly	<b>RFP Clause Prevails</b>

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	Evaluation Criterion	Evaluation Criterion S.L. No. 3 Page No. 38	Governance project. e-Governance projects would include development application software and roll out of application with minimum work order value of Rs.1 Crore (Rs. One Crore) for any Government Department/PSU/Authority in India.	consider and change the project value from Rs. 1 Crore to Rs. 25 lakhs. This will ensure the maximum participation of bidders in the bid process.	
8.	Technical Bid Evaluation Criterion	Technical Bid Evaluation Criterion S.L. No. 3 Page No. 38	Bidder's experience in Implementing e-Governance project. e-Governance projects would include development application software and roll out of application with minimum work order value of Rs.1 Crore (Rs. One Crore) for any Government Department/PSU/Authority in India.	We request you to include Private organizations as bidder's experience other than Government Department/PSU/Authority in India.	<b>RFP Clause Prevails</b>
9.	General	General	Joint Venture / Consortium	We are very much interested to take part in the project as the scope of work involves and require varied nature, it would give quality submission and competitiveness of the bid in collaboration with a partner or Joint Venture. So, we request you to consider and allow for Consortium or Joint Venture	<b>RFP Clause Prevails</b>
10.	Financial Bid	4.38 Payment Terms, Page no.- 22	Quarterly payment will be made towards PMU after each quarter on submission of bill/invoice along with monthly	In RFP at page no.- 22 it is written quarterly payment shall be made.	<b>RFP Clause Prevails</b>

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		and 9.8 Annexure -8 Financial Bid, Page no.- 57	attendance report and leave status and We are pleased to quote our Total Service Fee of Rs. _____ (Rupees _____ Only “Yearly”) (The “Yearly Service Fee”) for undertaking the above mentioned Assignment and inclusive of all costs associated with providing the services specified in Schedule A of the RFP Document. The Service Fee is exclusive of GST and all other applicable taxes.	But in financial bid page no.- 57 it is written to quote our total service fee . What client is supposed to pay quarterly?	(Quarterly payment will be calculated based on quoted price)
11.	Capacity Building & Training	5.4 Capacity Building & Training, Page no.- 28	Detailed Training to all Users, 'Key/Core' Users and to the higher authorities of JTDCL in various aspects of procured software solution and its offered features. Training to IT Staff of JTDCL / Dept. of Tourism in different phases for best use of the application software. The SI will put all the training materials in the JTDCL website for downloading.	Kindly specify how many number of training sessions shall be conducted and the number of users who will attend each training session.	<b>RFP Clause Prevails</b>  (JTDCL Staff will be the user and it will be finalize based on requirement)
12.	Application Security Audit	5.5 Application Security Audit, Page no.- 28	SI will also perform the security audit as per policy guidelines and best practices adopted for State Data Centre, Ministry of Electronics and Information Technology, Government of India.	Kindly specify as to who shall bear the cost of security audit.	<b>RFP Clause Prevails</b>  (Selected agency will bear all cost for security audit)
13.	SSL Certificate	5.6 SSL Certificate, Page no.- 29	System integrator will provide the SSL certificate for Jharkhand Tourism Website and Web based application for Two Years of validity with any trusted agency. SI will also responsible for Installation of SSL Certificate	Kindly clarify who shall bear the cost of SSL Certificate.	<b>RFP Clause Prevails</b>  (Selected agency will bear all cost for SSL Certificate.)

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			at server level.		
14.	IT Infrastructure	5.8 IT Infrastructure Project Management Unit (IT Cell), Page no.- 31 and 9.7 Annexure -7 Format for Particulars of Key Personnel, Page no.- 55	System Integrator is required to submit the CVs of the resources at the time of deployment.	Kindly clarify if the SI has to provide the CVs at the time of proposal submission or at the time of the deployment. If CVs are to be provided at the time of deployment then kindly clarify what is Annexure 7 format for.	<b>RFP Clause Prevails</b>  (Selected agency submit at the time of proposal submission)
15.	Performance Bank Guarantee	8.13 Performance Bank Guarantee, Page no.-43	The successful bidder shall require to make a Security Deposit towards Performance Guarantee in the form of a Bank Guarantee i.e. 10% of the total work order value. The PBG should be valid for 48 months (4 year) from the date of the contract signed.	We request to kindly modify the clause as- The successful bidder shall require to make a Security Deposit towards Performance Guarantee in the form of a Bank Guarantee i.e. 5% of the total work order value. This PBG shall be given initially for 1 year and shall be renewed yearly till end of contract.	<b>Please refer Corrigendum - I</b>