

Tender for empanelment of agencies for software solution provider for various Government Organizations

Ref Tender No: ITG-IT/SW/0676/EMP-SOFT/2020

| Sr no | Tender Document Page No. | Tender Document Clause No | Clause Details | Query/Suggestion/ Clarification | Reply From ITG |
|--------------|---------------------------------|--|---|---|---|
| 1 | 12 | ELIGIBILITY CRITERIA FOR BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER: Point number 8 | Technical Solution & on ground implementation: Bidder should successfully submit proposed solution (like Methodology, project management and execution approach, technology skill set, recourse strength with qualification & experience, Out of box innovations) with details of on ground implementation. | Request to specify the document need to be submitted as it is understood that Documents like Methodology, project management and execution approach, technology skill set, recourse strength with qualification & experience, Out of box innovations related to particular Project cannot be submitted due to NDA. Will Work Order and brief about the scope of Project suffice? Please confirm | The methodology, project management and execution approach, technology skill set, recourse strength with qualification & experience, Out of box innovations need to be presented as a case study. |
| 2 | 33 | 1. Procedure for selection of Agencies as "ITG's Empanelled Agency for software Solution providers for various Government Organizations of Goa". | The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG. Enlistment of the agencies for providing software solutions in various Tiers. | 1)Please confirm all the vendor satisfying the Eligibility Clause will be Empanelled 2)If no, please specify the further Process 3)Total number of vendor envisaged to be empanelled? | 1. Yes, vendor satisfying the Eligibility Clause will be Empanelled 2. Not Applicable 3. There is no upper limit for number of empanel agencies |
| 3 | 33 | 1. Procedure for selection of Agencies as "ITG's Empanelled Agency for software Solution providers for various Government Organizations of Goa". | The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG. Enlistment of the agencies for providing software solutions in various Tiers. | 1)Will there be Rate Contract ? 2)How will be the rate contract for each Empanelment will be Finalised? 3)Will there be separate rate contract for each Tier? 4)Request you share the Format for Rate Contract | Yes, ITG will invite closed quotation among the eligible agencies with respect to rate as per man power, project duration and other charges after completion of technical empanelment |

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| 4 | 33 | 2. Procedure for placement of work order for various activities of providing software solutions: | <p>ITG will gather and prepare requirement document on its own and then will invite closed quotations (by circulating scope document) among empanelled listed agencies of the specific Tiers based on the value of work, nature of work/ complexity involved.</p> <p>No General bid evaluation is required. ITG will clearly mention about the selection criteria where it will mention that agency will be selected based on L1.</p> | Request to consider the evaluation of Bid of Empanelled vendor on QCBS to attract Quality Vendor for Client of ITG | In present empanelment there is no commercial bid and hence the evaluation based on QCBS cannot be considered |
| 5 | General | | | <p>Is Capability Presentation expected from the bidder?</p> <p>When and How it will be scheduled?</p> | ITG will inform well in advance to agency before schedule of bidding process |
| 6 | 36 | Terms of Payment | Payments will be released subject to receipt of funds from the Client Organisations and completion certification issued by the Officials of the Client Organisations. Completion Certificate will be issued based on satisfactory by the Client Organisation. | Request to kindly have direct payment to be made to agency or have an escrow account for the same. In case of any delays from Purchaser in release of payments to ITG, the bidder should be liable to claim the same from ITG in given time frame. | No change. As per details mentioned in the topic chapter "Terms of Payment" of tender document |
| 7 | 36 | Terms of Payment | All payments will be released within 60 days to the empanelled agency after receipt of payment invoice(s) with all necessary supporting documents(including phase completion certificate from the Officials of Client Organisation), further subject to receipt of funds from Client Organisation | Request to kindly reduce the payments release timeline to 30 days. | No change. As per details mentioned in the topic chapter "Terms of Payment" of tender document |
| 8 | 13 | VALUE OF WORK: The empanelment will be done based on the estimated value of the work as follows:- | Tier I, II, III, IV | <p>We understand that the TIER selection will be done based on the agency Turnover and past project experience order values.</p> <p>However, does it also mean that the respective TIER will have chance of getting new projects of similar value as the TIER?</p> <p>If NOT, Kindly suggest what is the privilege of respective TIER?</p> | After completion of the empanelment process agencies listed in respected Tier for categories of work, Further if any client organization intends to undertake work, may select among the empanelled listed agencies |

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| 9 | 14 | Followings are the types of Jobs (not limited) for which empanelment is sought by ITG. Single agency can register for multiple type of jobs while registration. | Table B | Request you to also kindly included SaaS solutions which can be directly supplied by agency without need for bespoke development on per unit basis. | Refer Corrigendum I |
| 10 | 11 | Point No. 4 of Eligibility Criteria | Bidder must select and submit the categories/Job as indicated in TABLE-B it intends to be empanelled for. Each bidder can apply for multiple categories/Jobs. | If a bidder wants to apply for all categories than what will be amount of tender fee & EMD. | Tender document fees and EMD to be paid only once even in the case when the bidder wants apply for al the categories |
| 11 | 15 | Point No. iv of EMD section | Bidders shall submit, an Earnest Money Deposit (E.M.D.) of Rs. 25,000/- (Rupees Twenty Five thousand only) should be provided by the bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. The tenders without Earnest Money Deposit or Valid MSME/NSIC certificate for exemption of EMD will be summarily rejected. | Kindly let us know that only EMD is exempted for MSMEs or tender fee is exempted as well? | Only EMD is exempted |
| 12 | 14 | Table - B | Type of Jobs for which Empanelment is sought | It has been mentioned in the Tender document (page no. 17) that the selected agencies will be on ITG empanelled list, which shall be valid for a period of three (03) years from the date of finalizing / approval of Empanelled list of agencies. <u>In Table-B, there are 9 type of Jobs are indicated.</u> Please indicate the tentative project requirement for various government organizations of Goa and estimated break-up value of all types of jobs listed, for each year. | Details cannot be provided at present |
| 13 | 33 | CHAPTER 9 | Selection of Empanelled Agencies | We request the authority to kindly clarify the process of floating of tenders for each department. | This is a technical empanelment and not specific for any client organization or any work in hand. Bids will be invited for the project as and when project is invited by client organization |
| 14 | 23 | CHAPTER 6 | Scope of Work | We request the authority to kindly clarify on Hosting of the website on the Goa-State Data Center or any other infrastructure provided by Client Organization. | Developed application will be hosted either on Goa State Data Center/Cloud environment or any other infrastructure provided by the client organization |