

01.

Pre-Bid Query Reply for Request for Proposal (RFP) for Design, Development, and Implementation of Corporate Social Responsibility (CSR) Portal for Bihar



Finance Department, Government of Bihar

Old Secretariat, Govt. of Bihar, Patna – 800015

Website: - <https://state.bihar.gov.in/finance>

Email – instfin-bih@gov.in

Pre-Bid Query Reply (Tender Reference No.- NIT-2024-13)

Date:- 01-01-2025

S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Protean e-Gov Technologies Limited				
1	Technical Qualification (TQ) Marking Criteria #2 - Technical Capability Page# 26	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years a) 1 project- 0 Marks b) 2 Projects- 5 Marks c) 3 Projects - 10 Marks	To ensure that the project continues to engage with wider set of qualified (having at least 1 consulting project) bidders, we humbly request you to adjust the marking scheme for this clause. Proposed modified clause : <i>Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years</i> a) 1 project- 3 Marks b) 2 Projects- 4 Marks	Refer S.N. 5 of Corrigendum-01
2	Technical Qualification (TQ) Marking Criteria #2 - Technical Capability Page# 27	Bidder should have experience at PSU/ Government Departments in Bihar related to IT implementation / integration/ providing of Software with a value of 2 cr. or above during last 7 years.	We would like to humbly request the removal of the restriction of associated Project value with this clause as it will limit the qualified bidders who would have provided impactful solutions to Govt. Departments in Bihar. Thus, we propose the clause to be modified as follows: <i>Bidder should have experience of providing services related to IT implementation / integration of Software / software-based</i>	Refer S.N. 5 of Corrigendum-01

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			verification services at PSU/ Government Departments in Bihar .	
3	Technical Qualification (TQ) Marking Criteria #4 - CV of Project Manager Page# 27	<p>General experience such as academic qualification and the number of years of experience:</p> <ul style="list-style-type: none"> • M. Tech / M.E. with 7 years' experience – Mandatory Condition <p>Project related overall experience in managing design, development and implementation of IT systems</p> <ul style="list-style-type: none"> • Up to 1 Project- 05 Marks • More than 1 but up to 3 Projects – 08 Marks • More than 3 Projects- 10 Marks 	<p>For a Project Manager role, a B.E. degree can be just as good as an M.E. degree, especially when the person has significant experience, relevant certifications, and proven project management skills. The primary factors influencing success will likely be experience, leadership abilities, soft skills, and the ability to manage complex projects, regardless of the level of education. Thus, we humbly request you to include B.Tech/B.E as academic qualification along with M.Tech/M.E.</p>	Refer S.N. 5 & 6 of Corrigendum-01
4	Technical Qualification (TQ) Marking Criteria #5 - Manpower Strength (On roll) Page# 28	<ul style="list-style-type: none"> • 300 Employees - 0 Marks • More than 300 Employees up to 500 Employees – 1 Marks • More than 500 Employees - 2 Marks <p>3 marks additionally if >100 Employees (On roll) in the field of IT</p> <p>Supporting: Attach declaration on company letterhead signed by the authorized signatory/ Company HR</p>	<ul style="list-style-type: none"> • 300 Employees - 0 Marks • More than 300 Employees up to 500 Employees – 3 Marks • More than 500 Employees - 5 Marks <p>5 marks additionally if >300 Employees (On roll) in the field of IT</p> <p>Total Marks to be changed to 10.</p> <p>Supporting: Attach declaration on company letterhead signed by the authorized signatory/ Company HR</p>	Refer S.N. 5 of Corrigendum-01
5	Technical Qualification (TQ) Marking Criteria Page# 29	<p>Project Manager will sit in the Finance Department office and rest Portal Development Team will be in-house team of consultant and seat at consultant office and visit to Finance Department on intermittent basis for need assessment and reporting purposes</p>	<p>A Project Manager working in a hybrid mode (Offsite + Onsite) brings multiple benefits that enhance both their personal effectiveness and the overall success of the project. Flexibility, increased productivity, cost savings, and access to project team on daily basis thus resulting into more effective coordination are some of the key advantages.</p>	Refer S.N. 7 of Corrigendum-01

			<p>Further, During the Key stages of the Implementation such as Project-Kick-off, Requirement gathering And UAT, Deployment & Go-Live, the Key personnels From the Project would work from The Finance Department Office.</p> <p>Thus, we propose to have Project Manager in Hybrid Mode i.e. S/He will sit at consultant's office and visit the Finance department on regular/periodic basis as well as on need basis.</p>	
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S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Dev Information Technology Limited				
1	17. Evaluation Criteria: Method of Selection: Least Cost Selection (LCS) method Pre-Qualification (PQ) Eligibility Criteria Page 25	Point 4: Technical Capacity Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	Request to amend the clause as "Bidder should have experience of successful completion of at least 1 consulting /PMU/Manpower Deployment projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years"	Refer S.N. 2 of Corrigendum-01
2	17. Evaluation Criteria: Method of Selection: Least Cost Selection (LCS) method Pre-Qualification (PQ) Eligibility Criteria Page 26	Point 8: Presence in Bihar Bidders should have operational office or Project Office in Bihar or Declaration to Open Project Office in Bihar within 15 Days of allotment of work order.	Request to amend the clause as" Bidders should have operational office or Project Office in Bihar or Declaration to Open Project Office in Bihar within 45 Days of allotment of work order."	Refer S.N. 4 of Corrigendum-01
3	Technical Qualification (TQ) Marking Criteria	Point 2. Technical Capability Bidder should have experience of successful completion of at least 1	Request to amend the clause as "Bidder should have experience of successful completion of at least 1 consulting /PMU/Manpower Deployment projects in	Refer S.N. 5 of Corrigendum-01

	Page 26	consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	PSU/ Government Departments across India with a value of 4 cr. or above during last 7 years a) 1 project- 0 Marks b) 2 Projects- 5 Marks c) 3 Projects - 10 Marks"	
4	Technical Qualification (TQ) Marking Criteria Page 27	Bidder should have experience of at least 1 project/ assignment at PSU/ Government Departments across India related to IT implementation / integration/ providing of Software with a value of 2 cr. or above during last 7 years. Note: Projects provide in above category shall not be count here	Request to amend the clause as "The clause to be amended as "Bidder should have experience of at least 1 project/ assignment at PSU/ Government Departments across India related to IT implementation / integration/ providing of Software with a value of 1 cr. or above during last 7 years"	It shall remain as per RFP
5	Technical Qualification (TQ) Marking Criteria Page 28	Bidder should have experience at PSU/ Government Departments in Bihar related to IT implementation / integration/ providing of Software with a value of 2 cr. or above during last 7 years. Note: Projects provide in any of the above category shall not be count here.	Request to remove specific Government Experience in Bihar related to IT implementation for better participation of bidder instead please amend the clause as "Bidder should have experience at PSU/ Government Departments related to IT implementation / integration/ providing of Software with a value of 2 cr. or above during last 7 years"	Refer S.N. 5 of Corrigendum-01

03.

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S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Trigyn Technologies Limited				
1	Evaluation Criteria SNO: 4 Technical Capacity Page No 25	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	We would request you to kindly amend the clause as below: Bidder should have experience of successful completion of at least 1 consulting <u>IIT/ITES Projects</u> in PSU/ Government Departments across India with a value of <u>10CR.</u> or above during last 7 years	Refer S.N. 2 of Corrigendum-01
2	Technical Qualification (TQ) Marking Criteria SNO: 2 Technical Capacity Page NO 26	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	We would request you to kindly amend the clause as below: Bidder should have experience of successful completion of at least 1 consulting <u>IIT/ITES Projects</u> in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	Refer S.N. 5 of Corrigendum-01

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S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Cyfuture India Pvt. Ltd				
1	Clause 17,4 Page-25	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	In alignment with the typical criteria specified within RFPs, consulting project experience, encompassing engagements where, viz. a viz., Website Development/Web Portal Development/Cloud/IT Manpower provisions were integral, is respectfully requested to be taken into consideration by the department as applicable experience in this context.	Refer S.N. 2 of Corrigendum-01
2	Section: Fact Sheet Page- 03	Last Date & Time for Receipt (Submission) of Bids (Technical & Financial) Date: 02/01/2025 Time: 15:00 Hours At https://eproc2.bihar.gov.in/ only	Request you to extend the bid submission deadline by 7 to 10 days to allow for a more comprehensive and high-quality submission.	Refer S.N. 1 of Corrigendum-01

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S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Diginuity				
1		User Roles and Permissions	What roles and access levels are expected in the system? Examples: Administrator, Corporate Users, NGOs, General Public. Can users have multiple roles or restricted access based on their activity type?	It shall remain as per RFP
		User Registration and Approval	Should users self-register, or will pre-registration by the government be required? Will there be a manual or automated approval process for corporates and NGOs? What validations are necessary during registration? (e.g., PAN, GSTIN, legal documents).	
		Project Submission Workflow	What key information should be captured during CSR project submissions? Examples: Description, location, budget, timeline, objectives, and uploaded documents. Is there a multistage approval process for projects? If so, how many levels are required? Should users have the ability to revise their submissions?	
		Fund Management and Reporting	Should the portal track CSR fund allocation and utilization in real-time? Are there predefined templates or formats for financial reports? Should fund transfers be handled through the portal or updated manually by administrators?	
		Notifications and Alerts	What events should trigger notifications (e.g., approvals, reminders, pending actions)?	

			Should notifications be sent via email, SMS, or both?	
		Dashboard and Analytics	<p>What key performance indicators (KPIs) should be highlighted on dashboards for:</p> <p>Corporates</p> <p>NGOs</p> <p>Administrators?</p> <p>Should dashboards be customizable with filters and data visualization tools?</p>	
		Integration Requirements	<p>Are there any government databases or APIs that the portal must integrate with (e.g., NGO Darpan, MCA portal)?</p> <p>Are specific payment gateways preferred for CSR fund transfers?</p>	
		Project Monitoring	<p>Should corporates and NGOs update project statuses periodically?</p> <p>Are progress reports and milestone tracking required?</p> <p>Should the portal include features to alert users for milestone delays?</p>	
		Data Security and Compliance	<p>What security protocols and compliance standards should the portal adhere to?</p> <p>Examples: CERT-IN guidelines, data encryption, and audit trails.</p> <p>Should an audit trail of user actions be maintained?</p>	
		Maintenance and Scalability	<p>What is the expected number of users and CSR projects in the first year?</p> <p>Should the system be scalable for future expansion?</p> <p>Should ongoing maintenance include regular updates, patches, and new feature additions?</p>	
		Training and Documentation	<p>Are training sessions required for end users?</p> <p>If yes, should they be in-person, virtual, or self-paced (e.g., training videos)?</p> <p>Should detailed user manuals and FAQs be provided?</p>	
		Language and Accessibility	Should the portal support multiple languages (e.g., Hindi, English)?	

			Should accessibility standards (e.g., WCAG compliance) be implemented for differently-abled users?	
		Feedback and Grievance Redressal	Should the portal include features for users to provide feedback? Is a grievance redressal mechanism required for corporates, NGOs, or citizens?	
		Other Clarifications	Are there specific milestones for project delivery, such as soft launches or pilot tests? Should the portal include features for dynamic content management (e.g., updating policies, FAQs)? Is there a preference for a particular technology stack for development?	

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S.N.	Section & Page No.	Content of RFP Requiring Clarification(s)	Point of Clarification by Agency	Clarification by Department
Agency Name: Luminous Infoways Pvt. Ltd.				
1	PRE- QUALIFICATION CRITERIA Point no. 4 Page No. 25	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years	Dear Sir, looking at the scope of the project, since it is a development project requesting you to kindly allow experience of at least 1 Design, Development, Implementation of e-Governance Projects in Govt Departments/ PSUs across India with a value of 5 cr. or above during last 7 years	Refer S.N. 2 of Corrigendum-01
2	PRE-QUALIFICATION CRITERIA Point no. 11 Page No. 26	Bidders shall submit the EMD in through online mode with a value of Rs. 5 Lakh For Online/ NEFT/ RTGS/ BG: A/c No.: A/c holder: Bank Name: Branch Name: IFSC Code:	Dear Sir, requesting you to kindly allow exemption for Tender fee and EMD for MSE bidders registered with their state NSIC. Also bidders should submit their valid exemption certificates like NSIC/UDYAM/UDYOG to claim their exemptions, as per Manual of Procurement of Consultancy and Other Services, 2022 issued by the Ministry of Finance, Government of India.	It shall remain as per RFP
3	TECHNICAL QUALIFICATION 1- Financial Capability Page No. 26	Turnover of the Bidder Average Annual Turnover of the bidder should be more than 25 Crore in the FY 2021-22, 2022-23 and 2023-24 a) Up to 25 Crores- 0 Marks b) More than 25 but up to 50 Cr- 5 Marks c) More than 50 but up to 100 Cr- 8 Marks	Dear Sir, requesting you to kindly change this clause to a) Up to 25 -30 Crores- 5 Marks b) More than 30 but up to 35 Cr- 5 Marks c) More than 35 Crore - 10 Marks	Refer S.N. 5 of Corrigendum-01

		d) More than 100 Crore - 10 Marks		
4	TECHNICAL QUALIFICATION 2- Technical Capability Page No. 26	Bidder should have experience of successful completion of at least 1 consulting projects in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years a) 1 project- 0 Marks b) 2 Projects- 5 Marks c) 3 Projects - 10 Marks	Dear Sir, As per the scope of work we are requesting you to kindly change this clause to Bidder should have experience of successful completion of at least 1 projects of e-governance/ Software/ Roll out support related project in PSU/ Government Departments across India with a value of 5 cr. or above during last 7 years a) 1 project- 0 Marks b) 2 Projects- 5 Marks c) 3 Projects - 10 Marks	Refer S.N. 5 of Corrigendum-01
5	TECHNICAL QUALIFICATION 2- Technical Capability Page No. 27	Bidder should have experience at PSU/ Government Departments in Bihar related to IT implementation / integration/ providing of Software with a value of 2 cr. or above during last 7 years. Note: Projects provide in any of the above category shall not be count here.	Dear Sir, requesting you to kindly change this clause to Bidder should have experience at PSU/ Government Departments in Bihar related to IT implementation / integration/ providing of Software during last 7 years.	Refer S.N. 5 of Corrigendum-01
6	TECHNICAL QUALIFICATION 5- Manpower Strength (On roll) Page No. 28	<ul style="list-style-type: none"> • 300 Employees - 0 Marks • More than 300 Employees up to 500 Employees – 1 Marks • More than 500 Employees - 2 Marks 3 marks additionally if >100 Employees (On roll) in the field of IT Supporting: Attach declaration on company letterhead signed by the authorized signatory/ Company HR	<ul style="list-style-type: none"> • 100 Employees - 0 Marks • More than 100 Employees up to 200 • Employees – 1 Marks • More than 200 Employees - 2 Marks 3 marks additionally if >50 Employees (On roll) in the field of IT Supporting: Attach declaration on company letterhead signed by the authorized signatory/ Company HR	Refer S.N. 5 of Corrigendum-01
7	Section: Fact Sheet Page- 03	Last Date & Time for Receipt (Submission) of Bids (Technical & Financial) Date: 02/01/2025	• Request you to extend the last date of submission of bid for at least-10 days.	Refer S.N. 1 of Corrigendum-01

		Time: 15:00 Hours • At https://eproc2.bihar.gov.in/ only		
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Joint Secretary (Institutional Finance)

Finance Department
Govt. of Bihar