

**National Mission for Clean Ganga (NMCG)
Department of Water Resources, River Development & Ganga Rejuvenation
Ministry of Jal Shakti**

Tender No.: IT-17/6/2023-IT NMCG
GEM Bid No. GEM/2023/B/4126143

Dated: 22 November 2023

Responses to Pre Proposal/Bid Queries

Sub: Request for Proposal for Selection of Consultant Firm for Technical and Operational Support for Project Monitoring Tool (PMT)

S.No.	Subject/RFP Clause	Bidder's Query	Response
1.	2.1.4. Key Personnel, Sr. No. 1 Project Manager: • Educational Qualification and Expertise required: — M.Tech/M.E/MS in Computer Science/IT/Electronics Course with more than 8 years of relevant work experience	We request you to consider MCA/MBA (IT) also as valid educational qualification in order to make the resource more diverse and inclusive.	MBA/M.Tech/M.E/MS in Computer Science/IT/Electronics Course with more than 8 years of relevant work experience
2.	2.2. Conditions of Eligibility of Bidders	Additional criteria We also request you to include the following clause to ensure better participation of experienced firms: “Bidder must have atleast 3 projects (each of 2 crores or above) of providing consultancy services for IT projects for Centre/State Govt or PSUs.”	As per RFP document.

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3.	<p>2.2. Conditions of Eligibility of Bidders Sr. No. 2.2.2 (A) Technical Capacity:</p> <ul style="list-style-type: none"> • The Bidder shall have, over the past 7 (seven) years preceding one (1) month of the Proposal Due Date (PDD), has completed a minimum of 5 (Five) Eligible Assignments in similar nature as described in clause 3.1.4. 	<p>As per the technical evaluation criteria, bidder having more than 2 projects of value more than 2 crores will get full marks. Therefore, we request you to reduce amend this clause as below:</p> <ul style="list-style-type: none"> • The Bidder shall have, over the past 7 (seven) years preceding one (1) month of the Proposal Due Date (PDD), has completed a minimum of 3(Three) Eligible Assignments in similar nature as described in clause 3.1.4. 	<p>Please refer corrigendum no.1</p> <p>2.2.2 (A) - Technical Capacity: The Bidder shall have, over the past 7 (seven) years preceding one (1) month of the Proposal Due Date (PDD), has completed a minimum of 3 (three) Eligible Assignments in similar nature as described in clause 3.1.4. However ongoing projects will be considered for evaluation only if the Bidder has received 80% of the professional fees /assignment value for the project.</p>
4.	<p>3.1 Evaluation of Technical Proposals Sr. No. 4 (5) Relevant Experience of the Key Personnel</p> <ul style="list-style-type: none"> • Operational Support Engineer — No Marking, but Bidder shall submit CVs as required 	<p>Since their CVs are not included in marking criteria and also these profiles are for operational support. Therefore, we request you consider omitting the CV submission of “Operational Support Engineer” at the time of bid submission</p>	<p>As per RFP document.</p>
5.	-	<p>Additional Clause-Confidentiality</p> <p>Request you to add below clause: The confidentiality obligations shall survive the termination of this Contract / completion of services for a period of two (2) year.</p>	<p>As per RFP document.</p>
6.	-	<p>Additional Clause-Intellectual Property rights (IPR)</p>	<p>As per RFP document.</p>

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		<p>Request you to add below clause: "Notwithstanding the foregoing, DTTILLP retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that DTTILLP may use or develop in connection with this Contract. DTTILLP is not responsible if the client infringes the IPR by modifying the deliverables submitted by DTTILLP"</p>	
7.	-	<p>Additional Clause-Limitation of Liability Request you to add below clause: Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder / Consultant shall not be liable to Client, for any losses, claims, damages, liabilities, cost or expenses ("Losses") of any nature whatsoever, for an aggregate amount in excess of the fee paid under the contract for the services provided under the contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder / Consultant. In no event shall the Vendor/ Bidder / Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract</p>	As per RFP document.
8.	Proposal Submission	Last Date and time for submission of bid	As per RFP document.

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	Date	We request you to give at least 2 weeks' time for bid submission from the date of releasing clarifications/ corrigendum.	
9.	Key Personnel - Section 2.1.4 Educational Qualification and expertise required - Project Manager	The criteria mentioned "M.Tech/M.E/MS in Computer Science/IT/Electronics Course with more than 8 years of relevant work experience". It is proposed to include the post-graduation degree, MBA in any field in the given criteria.	Refer reply to s.no.1
10.	Key Personnel - Section 2.1.4 Educational Qualification and expertise required - Deputy Project Coordinator	The criteria mentioned "B.Tech/M.Tech/ in Computer Science/IT with more than 4 years of relevant work experience" which may be restrictive in nature. We suggest that the criteria shall be "Master's Degree/ Engineering degree in any related field"	The Project work require expertise in the filed of Computer Science and IT
11.	Section 2.2 Conditions of Eligibility of Bidders Technical Capacity - Point 2.2.2 (A)	The minimum technical eligibility criteria for the bid evaluation specifies the completion of atleast 5 similar project by the bidder. Is there any criteria for minimum project cost/ assignment value for such projects?	Please refer Clause 3.1.4 and marking table provided at Clause 3.1.3, s.no.1
12.	Section 2.2 Conditions of Eligibility of Bidders Technical Capacity - Point 2.2.2 (A)	The clause mentioned that ongoing projects will be considered for evaluation only if the Bidder has received 80% of the professional fees /assignment value for the project. This may be restrictive in nature and we suggest that evaluation of the Bidder shall be done if the payment is received on the pro-rata basis of the actual physical progress of the project.	As per RFP document.
13.	Section 2.2 Conditions of Eligibility of	Please clarify which documentary proofs will	Please refer foot note s.no.2 provided at

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	Bidders Technical Capacity - Point 2.2.2 (A)	be required for similar project experience. Kindly confirm if any of these mentioned documents (Work order/Contract letter/Completion certificate/Phase completion certificate/Client Certificate/ Self certification) shall suffice	Appendix-I, Form-8 of the RFP document.
14.	Section 2.2 Conditions of Eligibility of Bidders Financial Capacity - Point 2.2.2 (B)	The minimum financial eligibility for the bid evaluation specifies annual turnover of Rs 10 crores. It is suggested to increase the minimum annual turnover to Rs 100 crores as it shall enable serious players to bid and achieve the desired project outcome.	As per RFP document.
15.	Evaluation of Technical Proposal - General	The number of IT development resources (Sr. Programmer & Database Admin) mentioned in the RFP for operations and further development shall not suffice for the given scope of work and may require revision	As per existing team
16.	Section 3.1 - Evaluation of Technical Proposals Relevant experience of key personnel - Point 3.1.3	For the evaluation of key personnel, a flat score is proposed for the minimum requirements. It may be proposed to break up the scoring per resource in terms of experience & qualification.	As per RFP document.
17.	Terms of Reference – Section 2 - Existing System – Point I	The RFP mentions a brief description of existing dashboard. It is requested to provide the details of functionalities for better formulating the technical & financial proposal	Link provided in RFP
18.	Terms of Reference – Section 2 - Existing System – Point I	It is requested to provide details on the user management (type of user groups and their roles & privileges) on the dashboard.	Link provided in RFP

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19.	Terms of Reference – Section 2 - Existing System – Point I	Please specify the potential number of users of the PMT dashboard. Also, elaborate on the data sources and stakeholders that provide data for the PMT Dashboard?	Available in public domain, linked with NMCG website. Data provided by state agencies,
20.	Terms of Reference – Section 2 - Existing System – Point I	It is requested to provide screenshots/ access to the existing dashboard for formulating the proposal accordingly.	Link provided in RFP
21.	Terms of Reference – Section 2 - Existing System – Point I – b (ii)	Is there any requirement of fund management through the platform to track the financial progress of the project?	Not Applicable
22.	Terms of Reference – Section 2 - Existing System – Point I – b (ii), (iii)	Please clarify if the system also captures images/documentary proofs/videos while updating the progress of the project?	Images related to project progress
23.	Terms of Reference – Section 2 - Existing System – Point I – b (iii)	Please provide more details on how does the dashboard captures the physical progress of the projects (against task/activity/milestone).	Through data submitted by State, few images and based on activities weightage.
24.	Terms of Reference – Section 2 - Existing System – Point I – b (iv), (viii)	For report generation and dashboard visualization, kindly provide more details on what level of customization is required for different user groups.	Link provided in RFP
25.	Terms of Reference – Section 2 - Existing System – Point I – b (ix)	Kindly specify, If any third party services being used for the PMT dashboard?	NO
26.	Terms of Reference – Section 2 - Existing System – Point II	The RFP does not specify the requirements for PMT Lite Dashboard. Please specify the details of the functional requirement.	Not required
27.	Terms of Reference – Section 2 - Existing System – Point V	Please elaborate on the current technical stack and existing features of dashboard linked	Link provided in RFP

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		mobile app.	
28.	Terms of Reference – Section 2 - Existing System – Point V	It is requested to provide a brief on the requirements for maintenance of the mobile app. Does it include any tech stack upgradation or new feature development ?	New development required as per the future requirements.
29.	Terms of Reference – Section 3 - Objective of the assignment -Point (i)	Kindly provide the current high-level details / architecture of the PMT dashboard and mobile app.	The PMT application developed on .net with telerik platform, and database MSSQL server.
30.	Terms of Reference – Section 3 - Objective of the assignment -Point (vii)	It is requested to provide a brief overview on what kind of new features shall be required as a part of enhancement to the existing dashboard. This will help us in better understanding of the scope.	Based for future requirement
31.	Terms of Reference – Section 3 - Objective of the assignment -Point (ix)	The scope mentions introduction of feedback mechanism in the existing dashboard. Does it include user feedback/survey on usability and experience of the dashboard? Please clarify.	Not applicable
32.	Terms of Reference – Section 3 - Objective of the assignment -Point (x)	For data analysis mechanism, kindly specify the details of the functional requirement.	As per RFP Document.
33.	Terms of Reference – Section 3 - Objective of the assignment -Point (xi)	Kindly provide an approximate number of ministries/departments that requires API linkages with existing dashboard for data sharing. Also specify the data sharing requirements and its frequency.	Based for future requirement

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34.	Terms of Reference – Section 3 - Objective of the assignment -Point (xii)	Are there any pre-defined data validation rules in the existing dashboard?	It is available on as per current requirements it may be change or redevelop based for future requirement
35.	Terms of Reference – Section 3 - Objective of the assignment -Point (xii)	Please specify if there is an approval mechanism which triggers while updating the data on the dashboard for data quality assessment	only approved by competent authority data upload in dashboard.
36.	Terms of Reference – Section 3 - Objective of the assignment - Important Compliance Point 3.1 (iii)	The clause specifies conducting security audits by vendors. It is understood that these audits are conducted by third party vendors. Please clarify. Also, how frequently such security audits are conducted for PMT dashboard.	Security Audit done by NIC empanelled agencies on yearly basis, to be bare by vendor.
37.	Terms of Reference – Section 3 - Objective of the assignment Operational Support - Point (vii)	Kindly specify the training requirements for end-user, mode of training, and frequency of such trainings.	As per NMCG requirement.
38.	Terms of Reference – Section 4 - Key Deliverables	What all license costs shall be associated in the delivery of this assignment i.e., tech infrastructure cost, software licenses, server cost etc. Please clarify who will bear all these costs. Also, what are the existing licenses associated with the assignment.	PMT Dashboard and database server hosted in NIC cloud.
39.	Terms of Reference – Section 4 - Key Deliverables - Point 4.2 (ii)	Please confirm if any third party software is required for GIS tagging and clarify if the cost of any software integration shall be borne by bidder.	Not applicable
40.	Terms of Reference – Section 4 - Key Deliverables - Point 4.2 (xiii)	Kindly specify what are the existing data security features adopted by NMCG for PMT dashboard	As per NIC norms.

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41.	Terms of Reference – Section 4 - Key Deliverables - Point 4.5	The clause mentions "Modification / addition of new features in existing PMT to be performed by the developers own staging server/machines". Does NMCG have any existing staging environment that can be used by the developers for modification/addition of new features	Not applicable (To be decided by the vendor)
42.	Terms of Reference – Section 5 - Project duration: Technical & Maintenance support for PMT	The clause in section 5 mentions consultant will be responsible for data migration. Please clarify if there is any data migration requirement? If so, what are the entities and how much data is expected to be migrated?	As per RFP.
43.	Substitution of Key Personnel - Section 4.4 -	It is proposed that substitution of key personnel shall be allowed for any circumstances and may not be limited to reasons related to incapacity, resignation or due to health. However, the bidder will ensure to provide equally or better qualified and experienced personnel as replacement.	RFP clause is self-explanatory. Substitutions due to reasons other than incapacity, resignation or due to health, a deduction will apply as detailed in the referred clause. Substitution due to resignation also attract deduction beyond the limit specified in the clause.
44.	Schedule 2 Agreement - Section 7.2 Liquidated Damages, Liquidated Damages for error/variation - Point 7.2.1	The clause mentioned the liquidated damages for error/variation is limited to maximum 20% of the agreement value. It is proposed that the liquidated damages for error/variation may be limited to 10% of the agreement value.	As per RFP document.
45.	Schedule 2 Agreement - Section 7.2 Liquidated Damages, Liquidated Damages for delay - Point 7.2.2	The clause mentioned the liquidated damages for delay is limited to maximum 10% of the agreement value. It is proposed that the liquidated damages for delay may be limited to	As per RFP document.

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		5% of the agreement value.	
46.	Section 1.8 Schedule of Selection Process - 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	As per RFP document.