

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
1	Clause 3.1	5	Who will Integrate our System with JIMMS?	System Integrator will have to integrate system with JIMMS. API will be provided by the JIMMS
2	3.2.1	8	Real time Tracking and navigating of mineral transporting vehicles from Source to Destination using GPS technology as per challan issued.	Project objectives remain.
3	Clause 3.2.1	5	How will GPS provide Navigation?We can provide Real time Tracking.	The VTS application should support integration with different types of Maps, GIS Maps and the required maps for route navigation have to be provided by the successful bidder.
4	Clause 3.2.2	5	How will GPS provide Details for Offloading?We can provide Offloading Location details.	The VTS application should support integration with different types of Maps.
5	Clause 3.2.3	5	How can GPS provide Variation in Qauntity Of Minerals?	This is contingent to VTD providing the requisite data on the same.
6	3.3 (3) Application Integration	6	a) Please confirm that the credentials for studying JIMMS portal will be provided by you.	Details of Point of Contact from JIMMS will be provided to support in the integration. API for integration will be provide by JIMMS.
7	3.3 (3) Application Integration	6	b) Please also state the Point of Contact who will show and explain the JIMMS application	Details will be shared with successful bidder

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8	3.3 (3) Application Integration	6	c) Please clarify that the costs (if any) asked by the service provider to integrate the JIMMS application with VTS portal will be paid by whom. Ideally since the application is hosted on JH State Data Centre existing vendor should not asks for any additional costs for mere transferring the data from one server to other. Please clarify?	System integrator will bear the cost, if any.
9	Clause 3.3 Table Point 5	6	Plz Explain a bit more about Management Dashboard & Analytics.	Details are provided in Section 3.4, including reporting requirements.
10	3.3.1.2 & 3.3.1.5	6	Bidders may not be willing to transfer the Source code to DMG as it is confidential/ copyright information, and may charge a premium for the same. Hence we suggest that this is not made mandatory. If this is nor agreeable, then when is the Source code required to be transferred to DMG?	Department will have the properitary ownership of source code
11	Clause 3.3.2	7	What Sort of IT infrastrusture is JIMMS expecting?	IT infrastructure set up is required for SI to develop and operate / maintain its application as per the tender requirements.

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12	3.3.2 IT Infrastructure Setup	7	As per our understanding IT Infrastructure like server storage, Database, etc will be arrange by bidder to host the VTS application either in physical or cloud environment upto GO-Live phase and then migrate to SDC IT Infrastructure facility provided by DMG with no cost to further successful bidder. Please confirm and clarify	The required hardware/Computing infrastructure will be provided at the SDC after Go Live phase by DMG. However, the SI is supposed to maintain server and other necessary infrastructure for development, testing and other purposes during project operations and maintainence.
13	3.3.3 Application Integration	7	Is integration of VTS application with JIMMS software is done during demonstration or after GO-Live when VTS application is hosted at the SDC. Please clarify	Before the Go-Live phase.

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14	3.3.4 Operations & Maintenance	7	<p>Request you to kindly confirm which all component will be provided @ SDC for hosting the application -</p> <ol style="list-style-type: none"> 1) Servers / Networking equipments including cabling, switches etc 2) IS with static Ips to connect the field devices and other interfaces 3) HW / SW licenses for application security including Firewall, antivirus 4) OS and DB licenses 5) Server monitoring / back-up services 6) SMS gateway 7) E-MAIL gateway <p>A clarify in scope will help us to price it properly</p>	Section 3.3.3, 3.3.4 and 3.7 of Tender details the same.
15	3.3.4 Operations & Maintenance	7	Please clarify who will take of care the operation & Maintenance of the IT Infrastructure which will be provided by DMG at the SDC	SDC will maintain the same.
16	3.3.1.5	7	It is mentioned that “whenever any major changes are made in the solution during the life time of project, SI must provide all the updated documents to DMG.” Kindly clarify whether lifetime means the 3/ 5 years during which the SI will run the project.	3 Years

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17	3.3.2	7	Kindly elaborate the IT infrastructure required for the Operations Control Center (OCC) at facility provided by DMG. Also clarify the meaning of the line “The bidder shall also be responsible to provide the IT infrastructure up to Go Live phase to meet the functional requirement mentioned in the document.”	Section 3.3.3, 3.3.4 and 3.7 of Tender details the same.
18	3.3.4	7	We request DMG to specify the mentioned “Key Performance Indicators for service levels” in advance. Also, we suggest that the desired specification of hardware/ infrastructure and quantity are provided by DMG in advance, so that correct comparisons of bids can be made.	KPIs have been mentioned the Annexure 9
19	3.3.2 : IT Infrastructure Setup	7	What kind of control center infrastructure required? Please provide list of required control center infrastructure.	Section 3.3.3, 3.3.4 and 3.7 of Tender details the same.
20	3.3.3 : Application Integration	7	We assume that web services will be provided by the DMG for integration of JIMMS application with VTMS application	System integrator will be responsible for integration of JIMMS with the VTS
21	Clause 3.3.4	8	Why is Video wall required?71 inch TV is proposed.	Video wall is required to track VTD carrying vehicles.

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22	3.3.4 Operations & Maintenance	8	We understand that the bidder has to propose infrastructure specifications as per the SLA requirement. However, in case any other infrastructure is required during the project tenure)which don't have impact on SLA requirements) shall be charged to JM on actuals. Please confirm.	All cost has to be included in project. Department will only provide office space and no separate payment will be made for infrastructure.
23	3.3.4 Operations & Maintenance	71	We understand that office setup including furniture and other necessary requirements such as tables, chairs, lights, fans, AC etc. will be provided. Please confirm	Department will provide only space.
24	3.3.6 Training	8	Please provide the number of staff whom training to be provided and also please specify the number of district office where training will be provided	Number of staff will depend on roles of officers responsible for same. Directorate is divided into 6 Circle offices, with 2-3 districts under each circle office.
25	3.3.7 : Manpower Deployment	8	Requesting you to please clarify this manpower will require for operation and maintenance support? Then can we provide our current resources CV and after the getting the order we will recruit the same profile manpower at Jharkhand location. So maximum bidder can be participated.	Manpower will be required onsite for O & M support. Please, deploy your current resources on the project in case of getting the order.

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26	3.3.7 : Manpower Deployment	8	Kindly give relaxation in the basic qualification criteria of project manager as follows, Basic Qualification- BE/ B. Tech or equivalent with at least 10 years of experience	Tender conditions prevail.
27	3.3.7	9	We understand that one technical resource to be made available for onsite support as and when required. Please confirm.	6 Resources as mentioned in the clause 3.3.7 has to be onsite.
28	3.3.8	9	What would be location for conducting the pilot? How many vehicles needs to be involved for pilot?	Pilot will be conducted on 100 Vehicles identified by DMG in Jharkhand
29	3.3.8	9	What would be the duration of the pilot?	Pilot will be conducted so that SI is able to design & customize the application with basic features to demonstrate the same satisfactorily.

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30	3.3.8 Pilot Demonstration	9	<p>As per clause 3.5 Functional testing of VTS on page no. 23 Pt No. C, the successful bidder has to fit 100 GPS device to demonstrate the application and timeline given for this activity is 2 weeks only which seem very difficult to conduct a pilot demonstration in the given timeline. So requesting with the department to extend this timeline to 4 weeks</p> <p>Alternately the quantity for pilot can be reduced from 100 nos.</p> <p>Kindly confirm that vehicles would be made available by the department in one mining area to complete the installation faster</p>	<p>Tender conditions prevail.</p> <p>Department will identify the vehicles for pilot demonstration.</p>
31	3.3.8	25	<p>It is mentioned in the RFQ that demonstration is to be made in 2 weeks' time from award of contract. We request for more time for providing this demonstration. Further, kindly clarify whether DMG will provide the 100 no of vehicles required for demonstration purpose.</p>	<p>Department will identify 100 vehicles for pilot demonstration.</p>
32	Clause 3.3.8 Point 2	10	<p>Pilot Tracking of 100 Vehicles Very high,Propose to reduce to 50.</p>	<p>Tender conditions prevail.</p>

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33	Cluase 3.4 a	10	Is GIS mapping Mandatory?	Tender conditions prevail.
34	Point 38	14	Kindly clarify the total number of mines and geo-fence areas wherein entry and exit alerts would be required.	This will be as per the actual operating mines at any point of time within the State.

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35	3.4 e)	15	<p>Functional Requirements for Vehicle Tracking Solution</p> <p>e) GIS System and Map Data</p> <p>GIS System consists of map related data and a rendering software, which would search and pick the map data and presents in a viewable format, with sufficient informational field. Following are the main requirements from the GIS System:</p> <p>We understand that the requirement stated is of GIS Engine which is used in core GIS Projects not Tracking Projects. Further, the given “GIS System and Map Data” section & other sections has mixed the features /requirements of GIS Map & AVLS (automatic vehicle locating system) wherein these are two different components which are integrated for a complete solution. We request to include GIS System contains comprehensive Interactive Map APIs with geospatial capabilities like geocoding, reverse geocoding, routing, driving distance, autosuggest, nearby POI etc. to support the AVLS Platform</p>	Tender conditions prevail.

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36	3.4 , e) Point 41	16	<p>Map Scale 1:50,000 are very high scale which are not able to provide location and distance accuracy .</p> <p>We therefore request you to kindly include GISMap Data at 1:10000 (for urban) and 1:25000 (for Rural) approximately. Map Data OEM should be owning the copyright on Spatial database of India and should follow a regular map updation process.</p>	Tender conditions prevail.
37	3.4 , e) Point 43	16	<p>Tracking & Monitoring of vehicle on map are core and essential components.</p> <p>Therefore we suggest & recommend to kindly include GIS Map processed into Map tiles, easily integratable to the AVLS Platform as Map API and integrated with Bhuvan. Map APIs with geospatial capabilities like geocoding, reverse geocoding, routing, driving distance, autosuggest, nearby POI etc. to support the AVLS Platform.</p>	Tender conditions prevail.

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#	Clause	Page No	Query	Response
38	3.4 , e) Point 44	16	As we understand Map server is used only in core GIS Projects. Therefore, we suggest and recommend to mention: Map server should support rendering of Maps as Service, API or any other OGC (Open Geospatial Consortium) compliant service like WMS, WFS, WMTS etc. to be deployed onsite in premise as well as Service on cloud.	Tender conditions prevail.
39	3.4 , e) Point 45	16	As we understand Map server is used only in core GIS Projects and layer selection is not required in AVLS platform. Therefore, we suggest and recommend to mention: Map server should support rendering of Maps as Service, API or any other OGC (Open Geospatial Consortium) compliant service like WMS, WFS, WMTS etc. to be deployed onsite in premise as well as Service on cloud.	Tender conditions prevail.

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40	3.4 , e) Point 46,47	16	Map Server functionality are related to tiling/ catching , rendering of Map data. Therefore request to modify this as Map Server should support rendering of Map APIs with geospatial capabilities like geocoding, reverse geocoding, routing, driving distance, autosuggest, nearby POI etc. and support the AVLS Platform for tracking and monitoring purpose.	Tender conditions prevail.
41	3.4 , e) Point 48	17	We request you to kindly remove company specific make & model from the technical specifications. Therefore, request you to incorporate the following: Should have facility to import routes from shape files, data mines, KML etc.	Error will be corrected.
42	Point 83	21	Kindly clarify who all (stakeholders) will consist of the Change Control Committee. Also please clarify on who will bear cost of changes?	DMG will constitute Change Control Committee. There will not be any additional payments for changes as per the project scope.
43	Clause 3.4 m Point 96	22	Kindly provide more details for "OTHER SYSTEM" in HELPDESK REQUIREMENT.	Requirement to provide interface to other systems will be evaluated and finalized.
44	Clause 3.4 n Point 101	23	Kindly throw some light on Other upcoming Systems	Requirement for integration with other upcoming systems such as CM dashboard, Transport department's portal will be evaluated.

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45	3.5: Functional testing of VTS	23	a) Since the installation of GPS devices is in the scope of other parties will the Software service provider has to supply the 100 devices or the devices supplied by already empanelled agencies can be tested.	Devices have to be procured by the System Integrator and in line with the specifications mentioned in EoI.
46	3.5: Functional testing of VTS	23	b) Will the devices be taken back by the SSP after the functional testing is completed?	SI may take their devices back after completion of testing.
47	3.5: Functional testing of VTS	23	c) We strongly recommend to test the devices of empanelled agencies as in future the application has to support their devices not the devices supplied by the software vendor.	Devices have to be procured by the System Integrator for functional testing and in line with the specifications mentioned in EoI.
48	3.5: Functional testing of VTS	23	d) Point No. 3.5 should be changed to – 20/25 devices of each empanelled agency for VTD devices will be tested for functional testing.	Tender conditions prevail.
49	3.5, C)	24	Kindly clarify on the outcome if the demonstration by the 1 st best bidder is not successful. Will the 2 nd best bidder be considered for providing demonstration?	Yes
50	3.7-Others	8	Our VTS Application is scalable to integrate GIS Maps but We assume that GIS Maps will be provided by DMG.	DMF will not be providing any GIS map

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51	Point (n)	23	Kindly clarify what are these other systems in the following statement - "System should be able to import the master data corresponding to the vehicles which are tracked by any other system in the State."	They may be JIMMS or Transport department's portal.
52	3.7, a)	24	: It is mentioned in RFQ that "All licenses required for installation and operation of the system shall be procured in the name of DMG by bidder." Please list out names of the licenses. Will DMG pay for these licenses to the supplier, or pay separately to the bidder?	Refer Section 4.3.2 {The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. User level Operating System and database other software required). The prices shall be inclusive of licensing cost during the maintenance period also.}
53	3.7e	24	Handover of software and hardware is to be done after how many years (3 or 5 years)?	After completion of the project.
54	3.7f	24	What kind of support is required after contract expires, and for what time period?	Knowledge Transfer and Migration Support
55	3.7i	24	Kindly elaborate on the STQC norms for such applications. 2 months period for security audit completion by STQC is too low, and we suggest increase in the period.	Tender conditions prevail.
56	3.7j	24	1 month period for certification by STQC for any changes in the application is too low, and we suggest increase in the period.	Tender conditions prevail.

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57	3.8.1 Role of DMG	25	We understand setting up of control center is in bidders scope. Also please confirm the control room will be provided by DMG after due civil & interior & furniture work with uninterrupted power supply. In case any of these are to be provided by the bidder, please specify exact scope	Department will provide only space. Bidder will have to arrange for power backup through UPS and furniture for the control center
58	3.8.2 Role of System Integrator	25	After Pilot Phase the used 100 GPS devices will be handed over to the DMG or it will be the property of Successful bidder	It will be property of the Successful Bidder
59	3.8.1d	25	Kindly clarify meaning of this point. What are the Govt. approved VTDs?	VTDs emapneled by Government of Jharkhand
60	3.8.1	25	There is some numbering error in the serial numbers (a) to (f), where (a) to (d) numbers are appearing twice with different contents.	Error, if any will be corrected.
61	3.8.1-2 nd (a)	25	Will dept. of DMG enter all these details in system?	System Integrator has to enter the details
62	3.8.2 (c)	25	Kind clarify on what are the "other applications" which are to be integrated.	Requirement for integration with other upcoming systems such as CM dashboard, Transport department's potal will be evaluated.
63	3.8.1 (e)	25	Will dept. of DMG set up the Control Centre?	System integrator has to set up the control center in the space pprovided by DMG
64	Cluase 3.8.3 point d	26	What sort of Commercial or Other Arrangements does the RFP imply on with roles of Vehicle Owners towards SI?	This clause is applicable for vehicle owners with the device suppliers.

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65	3.8.2i	26	Kindly clarify on how DMG expects System Integrator to redress disputes related to the VTDs, i.e. the devices, to be supplied by various empaneled vendors.	SI will establish the mechanism and DMG will facilitate in its addressal.
66	4.1.2	28	Language of documents asked for is English. However certain documents like testimonials may be in other language, and should be acceptable to DMG.	It will be acceptable. The bidder should also provide a notarized version of translation.
67	4.2.1- Pre-Bid Conference	28	DMG have provided date of PBC is 14th Aug 2018, 11.00 AM in NIT but DMG have mentioned that time and venue to be informed separately in RFP So, Kindly confirm the same and provide confirmed date and time of PBC	14th Aug 2018
68	4.3- Document Comprising the Bidder's Proposal	29	DMG have not provided any annexure of power of attorney So, Kindly provide the same otherwise we will submit the power of attorney in our defined format	The bidder must submit a Board Resolution / notarized power of attorney authorizing the authorized signatory to act in all matters concerning the RFP and the consequent offer, if any.

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69	4.3.1f	30	It is always possible that a person whose CV is given resigns from the company after bid submission. Hence this should be acceptable to DMG. To address this, should the bidders provide some alternate CVs also?	The bidder shall provide with a replacement as per conditions of the RfP.
70	4.3.2b (ii)	30	What are the “other application” modules are to be integrated?	Requirement for integration with other upcoming systems such as CM dashboard, Transport department's portal will be evaluated.
71	Clause 4.3.2b (iii) & (v)	30	Bidders may not be willing to transfer the IPR/ application ownership/ Source code to DMG as it is confidential/ copyright information/ licenses, and may charge a premium for the same. Hence we suggest that ownership of all these lie with the System Integrator.	Department will have the proprietary ownership of source code

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72	4.3.4 Bid Security/ EMD	32	<p>All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs. 5,00,000 only</p> <p>We are registered with NSIC and MSME for the items asked in the tender document i.e. GPS Vehicle Tracking System Software. We are registered under Single Point Registration Scheme. The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012.</p> <ul style="list-style-type: none"> • Issue of the Tender Sets free of cost; • Exemption from payment of Earnest Money Deposit (EMD), <p>Same can be found on http://www.nsic.co.in/Schemes/Single-Point-Registration.aspx. Hence the firms registered with NSIC and MSME should be exempted from paying</p>	<p>It will be as per applicable policy. If the applicant is confident about the applicability of the policy, the bid may be submitted without EMD. However, final decision will be taken by the evaluation committee and same will be binding.</p>

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73	4.3.4- Bid Security/EMD	32	Kindly allow EMD exemption for MSME/NSIC registered vendors.	EMD will as per applicable policy. If the applicant is confident about the applicability of the policy, the bid may be submitted without EMD. However, final decision will be taken by the evaluation committee and same will be binding.

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74	4.3.5- Power of Attorney	32	<p>9 Page No.-32 4.3.5- Power of Attorney The bidder must submit a Board Resolution / notarized power of attorney authorizing the authorized signatory to act in all matters concerning the RFP and the consequent offer, if any. DMG have not provided any annexure of power of attorney So, Kindly provide the same otherwise we will submit the power of attorney in our defined format</p> <p>10 Page No.-34 5.1.1- Pre-Qualification (PQ) Criteria 2- Bidder must be a Company registered under the Indian Companies Act, 1956 or 2013 and have their registered offices with legal presence in India and should be in the field of GPS based vehicle tracking for at least 3 (three) years as on date of submission of the bid. Any kind of consortium is not permitted to participate in this tender. DMG have mentioned, Documents to be submitted as proof: 1- Copy of Company Registration Certificate</p>	<p>The Power of Attorney shall be complete as required in the Tender.</p> <p>Certificate of Incorporation</p>

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75	Clause no. 5	34	In Pre-qualification (PQ) Criteria it is mentioned CMMI Level 3 certification During Technical Evaluation Criteria CMMI Level 5 is mentioned - We request you to amend the to CMMI level 5 Certificate.	CMMI Level 3 certification is pre-qualification criteria whereas CMMI Level 5 certification is for scoring.

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76	Clause no. 5	35	<p>Maximum Score in Technical Evaluation Criteria- The company with <25 Cr. turnover will be marked "0" score.</p> <p>The project is quite challenging but the yearly turnover of a company exorbitant.for. However we request you to allow the companys with <25 Cr. Turnover for the last 3 financial years which will give an opportunity to participate. As oer the pre qualification creteia : Bidder shold have turnover minn 23 Cr .. If bidder qualified with minimum scoring of 60 without 25 cr turnover still can he particpate?</p> <p>As the tender specify that any kind of consortium is not permitted to participate in this tender - we request to consider the consortium to participate or bidder with less then 25 cr can also particpate ...please clarify..</p>	<p>Request for revising turnover criteria may be considered.</p> <p>Bidders shall fulfill requirements as per pre-qualification criteria.</p>

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77	5.1.1.: Pre- Qualification Criteria	34	<p>Point 3 – Turnover Criteria of at-least 25 crores</p> <p>What is the estimated value of the tender ?</p> <p>We believe that the limit of 25 crores is extremely high and the value of work put together in 3 years timeframe is much less than the overall turnover requirement. This is in strong contradiction against the CVC guidelines which limits the financial turnover criteria as 30% of the estimated cost. This is published on 17/12/2012 wide notification no. 12-02-1-CTE-6</p> <p>Hence, the estimated cost of the tender for the three years work be published and accordingly turnover criteria be decided.</p> <p>Also it is given that 6 marks to be given to firms having turnover of more than 75 Crores (Point 6 on page 36)</p>	<p>Request for revising turnover criteria may be considered.</p> <p>CVC notification no 12-02-1-CTE-6, published on 17-12-2002, mentions, "Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost" in case of only Civil / Electrical Works and it provides for minimum annual turnover only.</p> <p>For all other contracts, department is competent to fix pre-qualification criteria.</p>

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78	5.1.1: Pre-qualification criteria	34	<p>CMMI level 3 certification</p> <p>Please confirm that other equivalent certificates are also acceptable like IS15504. Putting these conditions seriously limits the participation.</p> <p>We request you to kindly consider equivalent certifications of similar qualifications and issued by equivalent organizations.</p>	Request for considering IS15504 may be considered.
79	Clause 5.1.1 point No. 2	34	<p>Since our Prime Minister is very much promoting NSIC/MSME firms,request you to bring down the turnover to 2 Crore as it will be very difficult for a GPS provider to furnish this kind of Turnover.Also the consortium not permitted.</p>	Request for revising turnover criteria may be considered.

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80	5.1.1: Pre-Qualification Criteria	34	<p>Bidder should be a profitable company and should have an annual financial turnover of at least INR 25 Crore in each of the last three fiscal years (FY15, FY16, and FY17). Estimated Cost of Tender is generally 1 % to 2% of the Project Cost. With the same it seems that (EMD is 5 Lakh) the Maximum Estimated Project Cost is 5 Crore. As per the CVC Guidelines, Eligibility Criteria Requirement: Bidder should have an Average annual financial turnover of at least INR 30 % of the Maximum Estimated Project Cost in last three fiscal years (FY15, FY16, and FY17).</p> <p>Suggested Clause: Bidder should have an Average annual financial turnover of at least INR 5 CR in last three fiscal years (FY15, FY16, and FY17). Enabling to all the competitive parties can participate and department will get the best techno commercial proposal for the betterment of Common Public of Jharkhand</p>	<p>Request for revising turnover criteria may be considered.</p> <p>CVC notification no 12-02-1-CTE-6, published on 17-12-2002, mentions, "Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost" in case of only Civil / Electrical Works, and it provides for minimum annual turnover only.</p> <p>For all other contracts, department is competent to fix pre-qualification criteria.</p>
81	5.1.1	34	Kindly allow at-least 2 consortium partner	Request may be considered.

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82	5.1.1.: Pre-Qualification Criteria	34	Please reduce the annual financial turnover to maximum INR 10 Cr for each of the last three fiscal years (FY15, 16 and 17)	Request for revising turnover criteria may be considered.
83	5.1.1 Pre-Qualification (PQ) Criteria	34	We suggest that “consortium” for a maximum is permitted to participate in the tender, so that the tender does not turn out to be restrictive. A restrictive tender would lead to limited number of bidder participation, which can lead to higher and unviable servicing cost for DMG. For this reason, majority of the Govt./ PSU tenders allow consortiums to participate. Further, a format of a proper Consortium Agreement may be provided in advance by DMG, as per their requirement.	Tender conditions prevail.
84	5.1.1 Pre-Qualification (PQ) Criteria	34	: Copy of work order has been asked for as document of proof of work experience. We suggest that certificates/ testimonials from clients should also be acceptable as a document of proof towards work experience.	Tender conditions prevail.

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88	5.1.1- Pre- Qualification (PQ) Criteria	34	Requesting you to relax consortium participation so that maximum bidder can be participated.	Tender conditions prevail.
89	5.1.1.: Pre- Qualification Criteria	34	Allowing Consortium will increase competitiveness of the Tendering Process	Tender conditions prevail.
90	5.1.1.: Pre- Qualification Criteria	34	Request to relax this condition to Annual turnover of 15 Crore in each year for last three fiscal years - as per many other similar projects of the same scale and size	Request for revising turnover criteria may be considered.
91	5.1.1.: Pre- Qualification Criteria	34	CMMI Level 3 Certification requirement Request to allow Companies with ISO 27001 Certificate to participate for this tender. As ISO 27001 certificate is issued for Companies following Guidelines related to Information Security for Transportation Sector	Suggestion may be considered.
92	Clause 5.1.1 Point 4	34	For Net worth calculations, we suggest that Audited Balance Sheets and Profit and Loss statement for last three financial years should also additionally be asked for as documentary proof.	Suggestion may considered.

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93	5.1.1- Pre-Qualification (PQ) Criteria	35	DMG have not provided any annexure for declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization at the time of submission of the bid. So, Kindly provide the same otherwise we will submit in our defined format	The declaration shall be complete as required in the Tender.
94	5.1.2: Evaluation of Technical Proposals (Point 1 of Technical Evaluation Criteria Table)	36	Please clarify that projects executed before 3 years but are also operational today should also be considered as we are providing services to them also. Also the projects completed in the last 3 years but PO is of a date before 3 years should also be included.	Will be considered if the experience certificate mentions completion date within 3 years.

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#	Clause	Page No	Query	Response
95	5.1.2: Evaluation of Technical Proposals	36	<p>Experience of Vehicle Tracking Solution in Government / Public Sector Undertakings/ Private Sector Companies in India in last 3 years (as of proposal due date) which shall have at least 5000 vehicles in multiple projects</p> <ul style="list-style-type: none"> • 5,000-7,500 vehicles 10000 to15000 = 20 marks • 7,500-10,000 15001 to 20000 vehicles=25 marks • 20,001 or more= 30 	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
96	5.1.2: Evaluation of Technical Proposals	36	<p>Past experience in integrating multiple type of GPS devices.</p> <p>Suggestion: It should be noted that only AIS140 approved GPS devices are to be integrated with the VTMS software solutions, where the data protocol is defined by AIS140 standard. Hence there is change or challenge in VTMS software protocol in integrating GPS devices of different makes and models when they are AIS140 compliant. Hence, we feel this scoring parameter is redundant. Instead, we suggest, the weightage should be given to overall experience of the bidder in GPS industry as below:</p> <p>3 Overall experience of the bidder in GPS industry (To be supported by PO of the old date and latest date)</p> <ul style="list-style-type: none"> • 3 to 8 years -1 • 9 to 14 years -3 • More than 15 years -5 	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
97	5.1.2: Evaluation of Technical Proposals	36	<ul style="list-style-type: none"> • 4 instead of 2 Mark for ISO 27001 • 2 instead of 4 Marks for (SEC) CMMI Level 3 or Higher Certification <p>Suggestion: The SI (system integrators) are software solution providers and it is more important to have ISO27001 certification. The CMMI L3 certification is more than sufficient for SI's and hence we feel the ISO27001 certification should attract 4 marks and CMMI L3 or higher should attract 2 marks</p>	Tender conditions prevail.
98	Technical Evaluation Criteria	36	Request you to kindly relax the requirement of PMP/ Prince2 Certification and consider the marking score in the year of experience - with at least 15 years of experiences, out of which at least 5 years in VTS application, DC & CCC in all aspects of project handling. Should have excellent project management skills and should be able to communicate effectively in English and Hindi.	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
99	Technical Evaluation Criteria	36	Please consider CMMI Level 3 Certification and request you to change the marking scoring criteria as 2 Mark for ISO 27001 4 Marks for (SEC) CMMI Level 3 Certification	Tender conditions prevail.
100	5.1.2.: Evaluation of Technical Proposal, 6	36	Please change as <ul style="list-style-type: none"> • < 10 crores – 0 • > 10 to 15 crores - 2 • > 15 to 20 crores - 4 • More than 20 crores -6 	Request for revising turnover criteria may be considered.
101	Technical Evaluation Criteria Point No 3	36	It has been mentioned that based on 'Past experience in integrating multiple type of GPS devices' scoring would be done. Clarification is required on how the integration of multiple devices can be proved. Also please clarify whether the requirement is integration of multiple type of devices in single project or in multiple projects. We suggest that this clause be removed in view of ambiguity	Appropriate certificate / testimonial of the client for integration with multiple devices across multiple projects.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
102	5.1.2- Technical Evaluation Criteria	36	xRequesting you to relax criteria as follows, Proposed Team Strength Project Manager <ul style="list-style-type: none"> • 1 Marks for MBA • 1 Marks for PMP/ Prince2 Certification • 2 Marks for each project experience in implementation of VTS application and maximum of 3 projects will be counted. 	Tender conditions prevail.
103	5.1.2- Technical Evaluation Criteria	36	Requesting you to relax criteria as follows, Additional Certification: <ul style="list-style-type: none"> • ISO 27001 • (SEI) CMMI Level 3 Certification • 2 Mark for ISO 27001 • 4 Marks for (SEC) CMMI Level 3 Certification 	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
104	5.1.2- Technical Evaluation Criteria	36	<p>Requesting you to relax criteria as follows, Average annual turnover by Indian Entity in last 3 Financial Years (in INR) (Standalone turnover of the bidder from Indian entity would be considered)</p> <p><25 crores – 0</p> <ul style="list-style-type: none"> • >25 to 35 crores - 2 • >35 to 45 crores - 4 • More than 45 crores -6 	Request for revising turnover criteria may be considered.
105	5.1.2: Technical Evaluation Criteria	36	<p>Experience in Integrating multiple type of GPS devices:</p> <p>Kindly provide clarity whether the evaluation will be considered for experience in single project with multiple-type of GPS devices integration or multiple project with multiple-type of GPS Devices integration. In our opinion, this should be considered as a capability criterion and not scoring parameter.</p>	Multiple project with multiple type of GPS devices.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
106	5.1.2: Evaluation of Technical Proposals	39	<p>4 Marks for (SEC) CMMI Level 5 Certification</p> <p>IN GPS Software tender, From Security Point of View or From Software development Side CMMI Level III Certification is considered as the Highest Certification. Generally in the Tender Department will provide the maximum No. on the CMMI Level III Certification. You are kindly requested to please consider CMMI Level III or CMMI Level V. Suggested Clause: 4 Marks for (SEC) CMMI Level 5 Certification OR CMMI Level 3 Certification</p>	Tender conditions prevail.
107	5.1.2: Technical Evaluation, Point No 7	37	<p>Technical Presentation and Demonstration of similar work: We request you to include the other work experience such as public transport, tracking solution provided to private clients/cab segments in large scale etc other than mining projects.</p>	These will be considered as similar work experience.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
108	5.1.2: Evaluation of Technical Proposals	39	<p>Current Criteria: Average annual turnover by Indian Entity in last 3 Financial Years (in INR) (Standalone turnover of the bidder from Indian Entity Would be considered.</p> <ul style="list-style-type: none"> • <25 crores – 0 • >25 to 50 crores - 2 • >50 to 75 crores - 4 • More than 75 crores -6 <p>As per the CVC Guidelines, Eligibility Criteria Requirement:, Bidder should have an Average annual financial turnover of at least INR 30 % of the Maximum Estimated Project Cost in last three fiscal years (FY15, FY16, and FY17).</p> <p>Suggested Clause:</p> <ul style="list-style-type: none"> • <5 crores – 0 • >7 to 10 crores - 2 • >10 to 12 crores - 4 • More than 12 crores -6 <p>Enabling to all the competitive parties can participate and department will get the best techno commercial proposal for the betterment of Common Public of Jharkhand</p>	<p>Request for revising turnover criteria may be considered.</p> <p>CVC notification no 12-02-1-CTE-6, published on 17-12-2002, mentions, "Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost" in case of only Civil / Electrical Works, and it provides for minimum annual turnover only.</p> <p>For all other contracts, department is competent to fix pre-qualification criteria.</p>

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
109	5.1.3 vii	38	We suggest that price negotiation should not be done by DMG after finalization of the successful bidder, and hence this clause be removed. Otherwise bidders may not give their best (lowest possible) prices in the tender as they would expect negotiation to always happen later on.	Tender conditions prevail as DMG reserves the right to negotiate with the successful bidder(s).
110	Clause 5.2	38	We suggest addition of one more reason towards forfeiture of EMD: EMD should be forfeited and bidder penalized/ blacklisted if false claims are made by the bidder in their bid response, or if facts are suppressed/ misrepresented by the bidder.	Suggestion may considered.
111	5.4	39	There is no mention about whether and when the Bid Security/ EMD of the successful bidder would be returned. We request you to make mention of the same.	Refer 4.3.4. e) :The Bid Security/ EMD of successful bidder would be returned upon submission of Performance Bank Guarantee.
112	5.4	40	Since fixed price is to be quoted in this tender, we suggest that DMG should pay additionally to System Integrator at mutually acceptable prices, if DMG increases the quantity of any item in the Scope of Work defined in the RFP.	The commercial Proposal shall include the total price for all services and/or products. There will not be any additional payments for changes as per the project scope.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
113	6.2 Project Schedule	40	Since the OEM will take 5-6 weeks to deliver the Infrastructure like video wall, computer, printer and etc. So the given timeline is not sufficient to deliver the project on time. Hence we requesting you to please extend the overall timeline to 90 days	Tender conditions prevail.
114	6.2 (2)	41	Pilot implementation at bidder's own infrastructure is to start in 7 days' time from award of contract. We suggest that this period be substantially increased, to make it practical. Also please elaborate meaning of "bidder's own infrastructure" here.	Tender conditions prevail. All IT infrastructure before Go Live phase has to be provided by the bidder.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
115	6.2: Project Schedule	42	<p>This deadline is contingent on two most important external factors not under the control of vendor</p> <ol style="list-style-type: none"> 1. Permission to integrate with JIMMS and the development effort required from the JIMMS end. Please clarify that the vendor should not be penalized for delays occurring due to late integration on part of JIMMS team to share the data and related APIs for integration 2. The application will be hosted on infrastructure provided by SDC. Hence if the servers, leased lines, etc are not provided in time by the SDC this project is bound to miss its deadlines. Vendor should not be held accountable for delays beyond his control 3. VTD shall commence installation from T1+21 days. If the VTD empanelled vendors could not install the devices or the contract for empanelment is not finalized payment for vendor should be released irrespective of the no of VTD installed in vehicles 	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
116	6.3	42	<p>We have the following comments/ suggestions to make:</p> <p>Clause 6.3.1: Go live date of 45 days may please be increased, to make it practically possible.</p> <p>Clause 6.3.2(i): Please clarify the following - weekly penalty 0.5% is on what amount? This is very high and impractical, and may please be relaxed/ revised.</p> <p>Clause 6.3.2(ii): Penalties should not be linked to / imposed on SLAs. However, periodic review meetings may be held to review actuals against SLA targets.</p> <p>Clause 6.3.3: Any increase in Govt. duties, taxes, surcharge, etc. should be paid by DMG to SI.</p>	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
117	6.3.1 Payment Milestone	41	<p>Project has mainly two component CAPEX and OPEX. Major portion of the capital investment will be required during the Go-Live Phase in Development, Customization and integration of VTS application, IT Infrastructure required to host VTS application upto Go-Live, required Infrastructure like Videowall, Workstations/ computers, printer, EPBX/IVR, ups, etc to setup Operations control center, arrangement and fitting of 100 GPS device for Pilot Phase demonstration and other. While during Operation phase deployment of Manpower and application support is required.</p> <p>So requesting you to kindly amend the payment term in such a way that 90% of the payment will release at the time of Go-LIVE and remaining 10% on Operation and Maintenance</p>	Tender conditions prevail.
118	6.4.4	44	Service is to be commenced in 7 days' time from award of contract. We suggest that this period be substantially increased, to make it practical	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
119	6.5.3	46	: Kindly clarify whether this clause means that work can be sub-contracted with DMG approval?	The bidder shall obtain DMG's prior approval in writing before entering into a subcontract for the performance of any part of the Services.
120	6.5.6a	46	We suggest that change of personnel should be allowed even for reasons like "resignation from company," etc.	This is for any reason beyond the reasonable control of the bidder.
121	Annexure 8: Commercial Bid Format	62	Please change as: * - A cannot be more than 50% of D, i.e. total payment at Go Live will be less than or equal to 50% of the project value.	Tender conditions prevail.
122	Annexure 8	62	The commercial bid format is not very clear. Kindly clarify why A cannot be more than 10% of D? Does "A" stand for price, or payment at go live? Also why the OPEX calculation is for 11.5 quarters?	Total payment at Go Live will be less than or equal to 10% of the project value. 0.5 Quarter is for development phase wheeas 11.5 Quarters is for operation and maintainenace phase.
123	Annexure 9	64	The penalties are very high and impractical, and may please be relaxed/ revised. We suggest that penalties should not be linked to / imposed on SLAs. However, periodic review meetings may be held to review actuals against SLA targets.	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
124	General	-	Would vehicle tracking be required beyond the state of Jharkhand? What if purchaser's delivery location (destination) is outside the state of Jharkhand?	End to End tracking of mineral carrying vehicle is required
125	General	General	It is not clear from the NIT what is the last date & time of submitting the proposal in soft copy and where it has to be uploaded and the procedure for the same is not given in NIT Please clarify if the soft copy of the documents have to be uploaded on some government website or how it has to be submitted?	Last date is mentioned in the published NIT. It may be revised as per the corrigendums issued, if any. Soft copy of the documents are not required to be uploaded.
126	General	General	Please also clarify if commercial bid has to be given in soft format also ?	No

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
127	General	General	<p>Estimated No. of Vehicles to run on application</p> <p>No where the RFP talks about the estimated no. of vehicles that the application will have to host. Please provide us with the estimated no. of vehicles as it is required to determine the count of manpower, infrastructure requirement at OCC to meet SLA obligations.</p>	Currently 90,000 - 1,00,000 vehicles are in the State and the number is expected increase in future.
128	General	General	<p>Frequency at which data will be send from VTD</p> <p>Please mention the time interval at which the data from the VTD will be send to the application</p>	As per EoI for empanelment of vendors to enlist VTD devices, its technical specifications require data polling and sending frequency capability of less than or equal to 20 sec.
129	General	General	<p>Specification of VTD Units: Please specify the technical specifications and the communication protocol that the application be integrated with</p>	API will be provided by JIMMS for integration
130	General	General	<p>AIS 140 Certificate mandatory - As the specification is quite desriptive which corelates to AIS 140 standard implemented by ARAI - we request you add AIS 140 Certificate too.</p>	Tender conditions prevail.

Pre-Bid Queries Response - RFP

#	Clause	Page No	Query	Response
131	General	General	Kindly let us know the total No. of Vehicles uploaded or will be track through the same software.	Currently 90,000 - 1,00,000 Vehicle are in the State and the number is expected increase in future.
132	General	General	In case of Black out zones in mining areas the network will not work. The real time data will not be available at such times. Could you please let us know more on the available connectivity.	Connectivity varies across the state.
133	General	General	For sizing of IT Infrastructure to host VTS application please provide the number of vehicle in which we need to implement the VTS application in initial state and what will be the increase in the number of vehicle during the entire contract period of 3 years.	Currently 90,000 - 1,00,000 Vehicle are in the State and the number is expected increase in future.
134	General	General	The statements mention the word “successful bidder(s).” Kindly clarify whether there would be only 1 successful bidder, or there can be multiple successful bidders.	Only One Successful bidder
135	General	General	As this tender is for complete state and all major mineral we strongly recommend consortium to be allowed We would like to recommend to bring Hard ware and software together	Tender conditions prevail.