1. **BEAS Consultancy and Services Pvt. Ltd.**

Sl. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks/ Suggestions
1	2	12	Jute Smart	On which technology the application is built on? As we have to up-grad and reengineering the same, we need to know the background. What is technology preference for the new software? Can we user hybrid technology for mobile app development?	The application is built using Oracle APEX for front-end and Oracle Db 12C. The reports have been developed using APEX and Birt report. The new software is expected to be built on a modern open-source platform, which is able to meet the delivery requirements as defined in the SLAs including the security requirements and may be hosted on NICSI cloud service. The bidder may refer to the NICSI offerings for pre-configured servers.
2	2	12	Hosting of entire Jute Smart infrastructure on JC chosen cloud infrastructure (e.g. NICSI)	Who will pay for it?	The O/o Jute Commissioner shall bear the cost of the cloud service.
3	2	12	Integration of Jute Smart 2.0 to third party application for different kind of data exchange e.g. integration with SPA Agency, Railway System, Container Corporation of India (CONCOR), Banks, JCI etc	How many such APIs needs to be implemented?	The estimated number of third-party stakeholders has already been indicated; however, the actual number of such agencies shall be specified during the actual BPR. Each stakeholder may offer different APIs for meeting the functional requirements. The stakeholders which will be integrated shall be banks, Concor, Railway, JCI, SPAs etc.
4	2	12	Redesign of the Jute Commissioner Office website in English and Hindi and maintenance of website. The website is to be designed in conformity with GIGW standards	What is scope of website redesign? GIGW audit is required? If yes, then who will pay for it? Who will pay for security audit?	The website must be redesigned to conform to GIGW standards and must be bilingual. The exact design shall be decided by o/o Jute Commissioner and the Implementing Agency after consultation. The cost of the GIGW Audit and security audit shall be borne by the vendor.

| 5 | 6 | 40 | The bidder should have an annual turnover of at least Rs 5 Crores from software development and/ or software services in each of the last three financial years (FY 2020-21, 2021-22 and 2022 23) | Our average turnover for last 3 FY (till FY 2023-24) is Rs. 4.82 Cr and our net worth is also positive till this time. We are MSME vendor can we participate? | The rules applicable for the MSME as per the Government of India Public Procurement Policy for the MSEs shall be applicable. The exemption from Turnover for MSEs has been provided in the GeM conditions. |
| 6 | 6 | 40 | The bidder should have successfully completed (until Go- Live Stage) a software development/implementation project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last three financial years (2021-22, 2022-23 and 2023-24) meeting any one of the following criteria | can we produce PO from any international client/private company? | The criterion is self-explanatory. Projects undertaken for international client/private company is not barred from consideration. |

2. **Gaia Smart Cities Solution Pvt. Ltd**

Sl. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks/ Suggestions
1	6.3 Pre-Qualification Criteria	40	The bidder should have successfully completed (until Go- Live Stage) a software development/implementation project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last 3 FY (2021-22, 2022-23 and 2023-24) meeting any one of the following criteria. 1. Minimum one project of amount equal to or more than INR 4.8 Cr Or 2. Minimum two projects each of amount equal to or more than INR 3 Cr. Or	**Request for Amendment:** Please allow ongoing software maintenance projects as well. The bidder should have successfully completed (until Go- Live Stage) or Ongoing projects in a software development/implementation project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last 3 FY (2021-22, 2022-23 and 2023-24) meeting any one of the following criteria. 1. Minimum one project of amount equal to or more than INR 4.8 Cr Or	The pre-qualification criteria is self-explanatory. Only completed projects (until Go-Live stage) would be considered.

				3. Minimum three projects each of amount equal to or more than INR 2.4 Cr	2. Minimum two projects each of amount equal to or more than INR 3 Cr. Or 3. Minimum three projects each of amount equal to or more than INR 2.4 Cr	
2	6.4 Technical Evaluation Criteria with Marks	42		Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/M.Tech) on the bidder's payroll as on 31.03.2024. 1. More than or equal to 300: [15marks] 2. More than or equal to 200 less than 300: [12marks] 3. More than or equal to 100 less than 200: [9marks] 4. More than or equal to 50 less than 100: [6marks]	**Request for Amendment:** Please allow below stated marks: Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/M.Tech) on the bidder's payroll as on 31.03.2024. 1. More than or equal to 300: [15 marks] 2. More than or equal to 200 less than 300: [14 marks] 3. More than or equal to 100 less than 200: [12 marks] 4. More than or equal to 50 less than 100: [10 marks]	Request for change is disallowed.
3	6.4 Technical Evaluation Criteria with Marks	43		Project Size: Bidder has developed at least software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2021-22, 2022-23, 2023-24). Marks for the submitted project will be awarded as per the following project value (INR) criteria: 1. Total value of projects more than Rs 15 Cr: [7.5 marks] 2. Total value of projects more than Rs 7.2 Cr less than Rs 15 Cr : [5 marks] 3. Total value of projects more than Rs 4.8Cr less than Rs. 7.2Cr : [2.5 marks]	**Request for Amendment:** Project Size: Bidder has developed or ongoing software Maintenance project at least a software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2021-22, 2022-23, 2023-24). Marks for the submitted project will be awarded as per the following project value (INR) criteria: 1. Total value of projects more than Rs 6 Cr: [7.5 marks] 2. Total value of projects more than Rs 3 Cr less than Rs 5 Cr : [5 marks] 3. Total value of projects more than Rs 1 Cr less than Rs. 2 Cr : [2.5 marks]	Request for change is disallowed.
4	3.8.2 O&M Support Structure and Strength	27		Minimum one person must be deployed full time onsite at JC office for functional clarification, interaction with JC executive and co-ordinate with SP offsite team. The onsite person will	**Request for Amendment:** Please allow to work in hybrid mode. We will present as or when required for meetings.	Request for change is disallowed.

			be Single Point of Contact for JC to any interaction.		

3. **KPMG**

Sl. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks/ Suggestions
1	Section 4.4	29	Last date for receipt of proposals in response to RFP notice is 20-Aug-2024	In view of the fact that a new RFP has been issued, we request you to extend the submission date by at least 2 weeks, so that we can prepare a quality proposal and also comply with all our internal processes.	Last date for receipt of proposals in response to RFP notice is revised to Bid Date Extension up to **2nd September 2024**.
2	Section 6.4 Point No. 3.	43	Profitability: The average of Profit After Taxes as % of Total Turnover of the bidder during last three financial years FY 2020-21, 2021-22, 2022-23.	We request you to kindly remove the profitability criteria in its entirety as it profitability of a firm has no relevance in selecting the most capable technology partner for Jute SMART 2.0.	Request for change is disallowed.
3	Section 7.1.1	49	Six key roles (1.01 to 1.06) have been specified to execute and deliver the scope described in Section 3 and does not includes O&M Project Manager	Kindly clarify if bidders can add more roles to complement the key ones in case it is discovered that additional skills are required to meet the demands of the project.

 kindly clarify where to quote the price for O&M Project Manager since the six key roles (1.01 to 1.06) mentioned does not includes O&M Project Manager, however, in Section 6.4 – Technical Evaluation Criteria with Marks, three key profiles have been requested (Solution Architect, Functional Lead and O&M Project Manager). | As discussed in the pre-bid meeting, the roles may be added. However, the key roles remain unchanged. It may be ensured by the bidder that the total cost is consistent with the break-up provided in the financial tables.

The O&M Project Manager is mentioned at para 7.1.2 and 7.1.3 at point 2.01 and 3.01 in the tables. |
| 4 | | | | As requested in the pre-bid meeting: The following sentence can be added in the RFP, if the Jute Commissioner desires Enterprise Support for the DB and/or | The bidder is expected to meet the delivery requirements as defined in the SLAs. The development is required on open-source platform. In case it is deemed necessary by the |

	other underlying software:"All Applications, Database, Application Servers along with applicable licenses for hosting the solution shall be provided by the bidder and in the name of JC. Bidder must have back to back arrangement with all the OEMs (DB, Application Server) for Enterprise Support. All such licenses/subscriptions should be valid till the contract period including O&M period. Any bidder not providing the same shall be disqualified."	bidder that in order to meet the SLAs for development and O&M, they require the Enterprise Support, they may do so at their own cost. Any disruption/non adherence to the SLAs shall invite the penalty defined therein.		

4. **Conacent Consulting Pvt. Ltd**

Sl. No	Bidding Document Section	Bidding Document Reference Page Number	Content of the RFP requiring clarification	Points of clarification	Remarks/ Suggestions
1	Similar project criteria :Section 6.3 – Sr. No 9 in table point 2		The Project must be of medium to large scale deployment meeting the condition that the Software deployed is used by minimum 10,000 users accessing the application.	We would request that the number of 10,000 be removed. The Jute smart application is quite complex, but the number of users, though unknown, is very unlikely to reach 10,000 as there are finite number of stakeholders.	Request for change is disallowed.
2	Section 6.4	Sr. No. 1 in the table	Number of Software developers : If higher than 300, highest point = 15	We would request that highest points be given if Number of software developers is Higher than "100" instead of "300" on the date of Submission. As mentioned in your project, the number of developers will be few more than 6, hence a company with 100 developers number can easily provide the necessary skills for your project. The next stages can be graded upto 50 as desired.	Request for change is disallowed.

		Sr. No. 2 in the table		Average Turnover: If higher than Rs. 25 Cr , highest point = 15	We would request that this clause be removed for MSME companies, as it is mentioned in GEM that turnover criteria is not required for Qualification for MSMEs. As turnover criteria is removed in one place, and then added again for marks system later, it will create a lot of difference. As an MSME bidder, we humbly request that this clause be removed for MSMEs.	Request for change is disallowed.
		Sr. No. 3 in the table		Profitability : If higher than 10% , highest point = 5 marks	We would request that this clause be changed to If higher than 5%, highest point = 5 marks, and then graded downwards accordingly.	Request for change is disallowed.
		Sr. No. 4 in the table		i) Project size: If higher than Rs 15 Cr, highest point = 7.5 marks; If higher than Rs 4.8 Cr, lowest point = 2.5 marks. Projects for 3 years only considered. ii) Project Experience Projects for 3 years only considered	We would request that this project sizes be reduced in the points award system, If higher than Rs 4.8 Cr, highest point = 7.5 marks .If higher than Rs 1 Cr, lowest point = 2.5 marks.We would request that projects for past 7 years be considered. We would request that projects for past 7 years be considered.	Request for change is disallowed.

		Sr. No. 7 in the table		Operation and Maintenance Experience Projects for 3 years only considered.	We would request that projects for past 7 years be considered. We would also request that Large private sector organizations experience be also added for experience.	Request for change is disallowed.
		Sr. No. 9 in the table		Key profile – Functional Lead	We would request that an MBA qualification be added here as they are needed for Business Analyst Role. Also we suggest that Functional Lead role to be fully onsite in addition to the Implementation Team Project Manager, and 1 technical person during the implementation period only, as he needs to speak to various agencies and stakeholders locally.	Request for change is disallowed.
3	Section 7.2: Score calculation mechanism				We again request the QCBS be structured so that the Commercial (Price) benefit for TMAX is not more than 25-30 % than any other qualified bidder, which is justified for all bidders. It will also help in getting competitive quotes for JCO. This benefit is upto 800% for TMAX now, wherein a lower point bidder can lose even if he quotes a price upto 1/8 th of TMAX.	Request for change is disallowed.
4	Section 3.1: Solution Guideline			i) Micro-Architecture Development: Jute Smart 2.0 must be built using micro-architecture technology development, support containerization. ii) Project Experience Projects for 3 years only considered.	i) We understand it is meant to be Micro-service based architecture. ii) We would request that projects for past 7 years be considered.	Yes, it means micro-service based architecture. Request for change is disallowed.
5	Section 3.5.1:Software				The technology platform should be mentioned so that comparison should be clear. It can be a microservice based with Java as the backend, and Angular/Node in the frontend. Latest versions of Java and Angular/Node should be used. Native versions for	Specifying the Technology Platform is not required, as long as the SLAs are met by the vendor.

				Mobility can be suggested.	
6	Section 3.6 and 3.7: Delivery Management and Key Deliverables		The users shall be given at least 7 working days to complete each UAT cycle. And Go-live at T0+28 weeks	As there are several business cycles in the application, the UAT itself will take a lot of time. We will request that the Go-live date be at least 28 weeks after Milestone 03 – viz FRS sign off from JC instead of Contract signing date.	Request for change is disallowed.
7	Section 7.1.1	49	A table in page 49 of 65 has allocated manpower in a tabular format, and the pricing has to be done as per the table. However number of developers will vary and will be more depending on stage of project.	We would therefore suggest that this mode is removed for calculating project bid value. As this is fixed cost project, this kind of tabular approach will be confusing for bidders to fill up.	The table has been provided to obtain the unit cost for each type of resource. The bidder may estimate the type and number of resources and quote the same. However, the key profiles as mentioned in the RFP shall have to be included compulsorily.
8	Section 7.1.2 and 7.1.3			The buyer may not need so many resources all the time for support. 4 persons have been assumed to be dedicated for such assignment for 5 years, and the bidder has to bid as per the formula. This will increase the cost of support for the Office of Jute commissioner.	The minimum requirements of resources have been specified for O&M phase. The bidder shall have to provide for requisite resources.
9	Section 7.3.6		Application performance	It will depend on cloud service provider also. Since the cloud service provider is not part of the bid, the application provider cannot guarantee 5 seconds page refresh and other criteria.	The Implementing Agency shall have to meet the SLAs. In case of failure to meet the SLAs due to any lapse on cloud service provider, same has to be substantiated by the Service Provide with relevant evidence.
10	Section 3.7			The Go-live should only be calculated from the time of availability of hardware as per Milestone 2 and Sign off as per milestone 3, instead of being calculated from the date of signing the contract. In case availability of hardware, or sign off is delayed, development will be delayed. Hence	In case of delay in availability of hardware or sign-off not solely attributable to the Implementing Agency, the same shall not be liable for penalty.Whether the delay is solely attributable to the implementing agency shall be solely decided by the o/o Jute Commissioner after taking into account the relevant facts of the case.

				the milestone for Go-live should be linked to these 2 factors instead of date of signing the contract, to avoid any penalty.	
11	Section 6.4: Sr. No. 4 and 5 in the table			Project experience over past 3 years only being considered : We would request that the time for projects be increased to "8" years instead of the mentioned 3 years in this clause so that span of projects of appropriate values be considered.	Request for change is disallowed.