

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI

F.No. CPAO/Admn./Manpower Support/2017-18/365

Dated: 27/10/2017

Sub: Reply to the queries raised by vendors during the pre bid meeting held at 03:00 PM on 12.10.2017 and received on e-mail.

Kindly refer to NIT No.CPAO/Admn./Manpower Support/2017-18/327 dated 05/10/2017 for hiring of IT Professionals floated by Central Pension Accounting Office. A pre bid meeting was held on 12/10/2017 at 03:00 PM in CPAO. Representatives of 05 firms participated in the pre bid meeting. The queries and its clarifications are as under :-

M/s Silver Touch Technologies Ltd.

Sr. No.	Points Of Clarification	Replies from CPAO
1.	Please provide technology stack of below applications. - PARAS - E-scroll project - E-PPO Project - E-revision - NPS-AR module - Grievances Handling Mechanism - CPAO-Portal/Website	Explained in Pre bid meeting.
2.	To get more participation we suggest below change in this clause. Please consider. 2.1.3.The bidders must have themselves developed / Customized / implemented / supported at least one software project of value more than Rs.1,00,00,000 (Rs One Crore only) each in each of the above referenced years. Copies of Purchase orders / completion certificate from the clients can be submitted as supporting documents and Information, on the total three projects in three years, may be furnished as per Annexure 'II'. Projects, where the bidders have supplied manpower for software development work, will not be considered.	Explained in Pre bid meeting.
3.	Which database is currently being used by each of the applications? i.e. Oracle or MS SQL Server or MY SQL or any other	Explained in Pre bid meeting.
4.	1. We assume that resources need to be deployed ON	In CPAO at Delhi only.

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	<p>SITE. Kindly confirm.</p> <p>2. Please also specify Location(s) for onsite deployment.</p>	
5.	1. What will be the minimum required marks to qualify technically?	Procedure explained in Pre bid meeting. Marks will be decided by the Technical bid evaluation committee.
6.	<p>1. There seems to be type error in formula. It should be as below. Please correct.</p> <p>Total points = T(w)xT(s) + F(w)xF(s)</p>	Corrigendum issued
7.	1. 10 Days for deployment of resources are too short. Looking to the variety and quantity of resources we suggest to give atleast 30 days time to the bidder to deploy resources and after 30 days penalty should be counted. Kindly amend accordingly.	Procedure explained in Pre bid meeting.
8.	1. What will be the maximum liability of the bidder?	Explained in Pre bid meeting.
9.	1. What will be the minimum replacement time?	Explained in Pre bid meeting.
10.	1. This clause says that number of resources may vary as per the CPAO requirement. Can you please confirm what will be the expected deviation (maximum) in the resources requirement in terms of number of engagement?	Explained in Pre bid meeting.
11.	<p>1. Do we need to submit Annexure I for 100% (19 Resources) resources?</p> <p>2. We didn't find any markings or weightage for Resource Details. Can you please confirm that Resources Quality will not have any weightage in marking?</p> <p>3. If markings or weightage is to be considered then please provide breakup of marking / weightage for each line item of Annexure I and each type of resource.</p>	<p>1. Not required</p> <p>2. Explained in Pre bid meeting.</p> <p>3. Explained in Pre bid meeting.</p>
12.	1. What kind of supporting document is required here? Please specify.	Explained in Pre bid meeting.
13.	1. What is referred to " Prescribed Amount "? Kindly clarify.	Explained in Pre bid meeting.
14.	As per industry standard maximum penalty should be 10%	Not Considered

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	<p>only. Request you to amend this clause as below.</p> <p><i>4.1 If the Supplier fails to maintain, any or all of the equipment or software within the time period specified in the Contract, the Purchaser may at its sole discretion without prejudice to its other remedies under the Contract, deduct from the Contract price as liquidated damages, a sum equivalent to 2.0% (two percent) of price of the delayed services for each week or part thereof, of delay until actual performance, up to a maximum deduction of 10% (ten percent) of the delayed services of the Contract price. Once the maximum is reached, the Purchaser may consider termination of the Contract.</i></p>	
15.	<p>1. Does bidder need to submit CV along with Annexure I? If yes then...</p> <p>2. Please provide format for CV to be submitted.</p>	As in 11 (1).

M/s MotherSumi Infotech and Designs Ltd.

Sr. No.	Points Of Clarification	Replies from CPAO
1.	<p>We request change in the existing clause as following: The bidder must have themselves developed/customized/implemented/supported at least one software project of value more than Rs. 1,00,00,000 (Rs. One Crore only) or above of the above referenced 3 years. Copies of Purchase orders and completion certificate from the clients can be submitted as the supporting document and information, on the total three projects in three years, may be furnished as per Annexure 'II'. Projects, where the bidders have supplied manpower for software development work, will not be considered.</p>	Not Considered
2.	<p>As we understand CMM Level 3 is a non-existent certification now, its CMMi Level 3, we request you to change this to CMMi Level 5, this will ensure participation from the much more proven bidders</p>	Not Considered
3.	<p>We request change in the existing clause as following: The bidder firm should have atleast 250 IT professionals on their payrolls, this will ensure participation from the more large and experienced bidders</p>	Not Considered
4.	<p>We request change in the existing clause as following: Details of major previous IT/ITES outsourcing contract executed during the last three years and details of</p>	Not Considered

R. Y. Jaiswal

	providing such manpower to the Govt./Semi-Govt. /Universities/Institutes/Autonomous bodies/ Private Enterprises/Large Enterprises	
5.	We request change in the existing clause as following: Minimum 3 years of experience in providing IT/ITES outsourcing contract executed during the last three years and details of providing such manpower to the Govt./Semi-Govt. /Universities/Institutes/Autonomous bodies/ Private Enterprises/Large Enterprises	Not Considered
6.	We request change in the existing clause as following: Satisfactory performance certificates from previous/current major clients (Central/State for the last three consecutive yearsGovt./Ministries/Departments/PSU/Autonomous Bodies/ Private Enterprises/Large Enterprises)	Not Considered
7.	We request change in the existing clause as following: Details of major previous IT/ITES outsourcing contract executed during the last three years and details of providing such manpower to the Govt./Semi-Govt. /Universities/Institutes/Autonomous bodies/ Private Enterprises/Large Enterprises	Not Considered
8.	What kind of certificate is required. To best of our understanding there is no competent authority which gives such certificate only for outsourcing where as Article of Association Also while registering the company with the Registrar/Ministry of Corporate Affairs/Shop and establishment, entity needs declare the kind of business the entity wants to deal into, and outsourcing business is part of that.confirms the kind of business the entity is into. Apart from this we are also part of NASSCOMM, CII etc.	If no certificate is required for running this service, then there is no need to submit.
9.	It can be tough to segregate the turnover from outsourcing services, where as it is suggested to ask for turnover from services all together	Explained in Pre bid meeting.

M/s Pravidhi India

Sr. No.	Points Of Clarification	Replies from CPAO
1.	Please allow ISO 9001 Certificate or CMM Level 3 company.	Not Considered
2.	Please provide exemption in Tender Fee and EMD to NSIC	Will be dealt with as per rules

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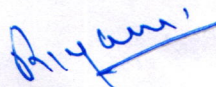
	and UAM registered companies. So, this will definitely help in low cost bidding with high quality output.	/ orders of Government of India in this regard.
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M/s C-Net Infotech Pvt. Ltd.

Sr. No.	Points Of Clarification	Replies from CPAO
1.	Which databases are in use at CPAO?	PARAS : ORACLE E-scroll project : MS SQL, DOT NET E-PPO project : MS SQL, DOT NET, ORACLE E-revision : MS SQL, DOT NET, ORACLE NPS-AR module : PHP, ORACLE Grievances Handling Mechanism : PHP, ORACLE CPAO-Portal/Website : PHP, ORACLE
2.	We are registered with NSIC/MSME and according to the Guideline we request you for exemption in EMD & Tender Fee.	Will be dealt with as per rules / orders of Government of India in this regard.

M/s Precise Automation and Robotics

Sr. No.	Points Of Clarification	Replies from CPAO
1.	The bidders must be agencies offering total ITIITES solutions and services, for at least three years. The bidders average turnover from total IT solutions and services should be more than Rs.5,00,00,000/- (Rupees Five Crores) in preceding three years viz. 2014-15, 2015-16 and 2016-17. A certificate, in original, from a chartered accountant on the turnover from total IT solutions for the reference years may be submitted.	Not Considered
2.	Please allow consortium so that we can provide you the best and most experienced resources for this tender.	Not Considered


 (Rajesh Kumar Jain)
Sr. Accounts Officer(Admn.)