

BECIL's response to the questions received by various vendors regarding the tender: **Ref. No. BECIL/DPD/CIM/02/2016 - "Computerization of Inventory Management and Other Business Processes of DPD"**

Sr. No.	Vendor Query/Question	BECIL's Response/Comments
1.	<p>As per the guideline of Department of Electronics &amp; Information Technology &amp; GFR-2005 it states that "To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender inquiry, <b>Bid Security (also known as Earnest Money) is to be obtained from the bidders except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.</b>"</p> <p>Moreover, the units registered under Single Point Registration Scheme of NSIC are eligible to get the following benefits under "Public Procurement Policy for <b>Micro &amp; Small Enterprises (MSEs) Order 2012</b>" as notified by the Government of India, <b>Ministry of Micro Small &amp; Medium Enterprises, New Delhi</b> vide Gazette Notification dated 23.03.2012.</p> <ul style="list-style-type: none"> <li>• Issue of the Tender Sets free of cost;</li> <li>• Exemption from payment of Earnest Money Deposit (EMD).</li> </ul> <p><b>So we request you for Exemption from remittance of tender document fees /EMD for the units holding SSI/NSIC Registration.</b></p>	<p>The tender document fee and EMD will be exempted for the units holding SSI/NSIC Registration as per the latest policy.</p> <p>The proof of this registration should be provided along with the proposal submission.</p> <p>However, BECIL may get back to you if there are any changes in the policy.</p>
2.	<p>Please provide the list and address of locations against the RFP point 4.1.9 where in it have been mentioned END user training to be provided office personnel at different locations in order to work out best proposal.</p>	<p>On an average, 4-5 persons will have to be trained at the locations mentioned in section 3.2 "Wings of Publications Division" in the RFP for all the locations of Sales Emporia and Yojana Offices. And for the Head office including all the Wings, the number of users that needs training will be up to 150.</p>

3.	Please clarify & confirm if BECIL will be paying for SMS Gateway and cost of sending SMS messages against the RFP point no 4.2.10.	BECIL will NOT be paying for SMS Gateway and Cost of Sending SMS messages. Please mention this as separate line item in your Financial Bid
4.	Please refer RFP S. No 4.3.1 about the Cloud hosting requirements. We request you to kindly confirm if you will be either providing the Cloud Servers or if it has to be managed by Bidder.	It has to be managed by the Bidder. However, the Server/Platform has to be approved by BECIL/DPD.
5.	Please refer RFP S. No 4.5 sub-point 5, we request you to provide us the list of “Intended departments and locations of DPD” where software will be implemented.	Please refer section 3.2 Wings of Publications Division for Intended Departments, as well as for locations including Sales Emporia and Yojana Offices
6.	Please refer RFP point 4.5 sub-point 6, kindly let us know after Implementation for how long (in no. of weeks or days) will be the “INITIAL PERIOD” be for providing Bug-fixing and issue resolution.	It could be between 3 months to 6 months as per your plan and schedule towards bug-fixing and issue resolution, and for any miscellaneous training.
7.	Please refer RFP point 4.5 sub-point 9, kindly let us know by specifying the quantity and duration of other activities. For e.g. Data Conversion, Data Migration, Bar-coding, etc.	These supporting activities will not be major, and may consume anywhere between 6 to 8 man-months of effort.
8.	<p>Please refer RFP point 5.6.2 of part A, Since it is a multi-location deployment we request you to kindly clarify / explain what all is to be taken care of / covered in below mentioned components of RFP by bidder and who shall take care of the cost arising from the following components so that all bidders are kept at par for bidding:</p> <ul style="list-style-type: none"> <li>- Hardware module cost</li> <li>- Software module cost</li> <li>- Software License cost</li> <li>- SOFTWARE License COST</li> <li>- Conversion Cost</li> <li>- Upgrade Cost</li> </ul>	<p>Please mention <u>all the costs</u> that are <u>applicable as per your solution</u>, in the Financial Bid.</p> <p>If there are any assumptions, please mention as part of your assumptions section in your Technical and/or Financial Bid.</p>

	<ul style="list-style-type: none"> <li>- Disaster Recovery and Backup Costs</li> <li>- Support Cost</li> <li>- Travel cost</li> <li>- Hosting cost</li> </ul>	
9.	Please confirm if consortium bidding is allowed.	Consortium bidding is NOT allowed.
10.	In point 4.2.14 sub point 1 you have mentioned Digital Content Management should be available. Please provide details of your expectations from the same.	Your solution should facilitate complete Content Management platform features including Digital Rights Management features to protect the uploaded Digital content through this platform.
11.	WHAT IS THE WARRANTY PERIOD? WHAT IS THE EXPECTATION DURING THAT PERIOD?	Refer Sr. No. 6 above
12.	In point 5.6.2 PART A Please explain what is to be covered in below mentioned COST components so that we can bid accordingly.	Please mention all the components with their respective costs that are applicable as per your solution, in the Financial Bid.
13.	<p>5.1 VENDOR QUALIFICATIONS</p> <p>Point No. b)</p> <p>Page No. 44 - The bidder shall have in-house software development capability and facility in India, with a valid ISO 9001 or 27001 and CMMi Level 3 or Six Sigma Quality Certifications. Documentary proof should be submitted.</p> <p>We would request you to change this clause as:</p> <p>The bidder shall have valid ISO or CMMI Certification.</p>	Change NOT allowed.
14.	<p>VENDOR QUALIFICATIONS</p> <p>Point No. f)</p> <p>Page No. 44</p> <p>The Bidder must have direct presence in India with technical manpower and 24 x 7 maintenance support in</p>	Change NOT allowed.

	<p>multiple locations in India, and with a collective staff size of at least 100. Break-up details should be submitted as part of Vendor Profile. Please refer Appendix-II.</p> <p>We would request you to change this clause as:</p> <p>The Bidder must have direct presence in India with technical manpower and 24 x 7 maintenance support in multiple locations in India, and with a collective staff size of at least 40. Break-up details should be submitted as part of Vendor Profile. Please refer Appendix-II.</p>	
15.	<p>Please refer to pg-44 of the RFP document, Pre-qualification criteria:</p> <p><b>Refer b) The bidder shall have in-house software development capability and facility in India, with a valid ISO 9001 or 27001 and CMMi Level 3 or Six Sigma Quality Certifications. Documentary proof should be submitted-</b></p> <p>We request you to consider CMMi Level 3 certificate only.</p>	Cannot be considered.
16.	<p>Please refer to pg-44 of the RFP document, Pre-qualification criteria:</p> <p><b>Refer c) Bidder should have sound financial position in the market and should have turnover of INR 500 Lacs for each of the past 3 financial years (2012-13, 2013-14, and 2014-15). Copy of audited financial statements (annual accounts) should be submitted for the mentioned 3 years</b></p> <p>We request you to consider "Average Annual Turnover" (last 3 years) of 200 Lacs INR.</p>	Cannot be considered.