

RESPONSE TO QUERIES

SELECTION OF SYSTEM INTEGRATOR (SI) FOR ANNUAL MAINTENANCE & SUPPORT OF JHARKHAND TOURISM WEBSITE & WEB BASED APPLICATION FOR JHARKHAND TOURISM DEVELOPMENT CORPORATION LIMITED (JTDCL)”

Ref. No. 1122/2018 Dated : 19/12/2018

Date: 28th December, 2018

Sl. No.	Reference Section	Clause No.	Queries		Response
1.	Maintenance and Handholding	Page No.33 Point - 3	# Availability row of the Support table Full support: 7 days a week during 10:00 to 18:00 hrs	On Sunday there will be offshore or onsite support?	RFP Clause Prevails (Based on the requirement of the project bidder has to manage)
2.	Maintenance and Handholding	Page No.33 Point - 3	# Initial Response row of the Support table Immediate response and support for usage related and other minor problems.etc. Onsite support within 24 hours for major problems and immediate support in case of emergency.	Response over mail/call or resolution of the problem within said hour?	RFP Clause Prevails (Based on the requirement of the project bidder has to manage)
3.	Technical Bid	Page No.36 Point - 7	#7.1.2 - The bidder must possess ISO 9001:2008, Certification by the date of publication of this RFP.	Request to modify the clause as follows: #7.1.2 -The bidder must possess ISO 9001 Certification by the date of publication of this RFP	RFP Clause Prevails (Bidder must have either 9001:2008 certification or higher)
4.	Technical Bid	Page No.36 Point - 7	#7.1.4 - The bidder must have CMMi level certificate and copy of such certificate shall be enclosed as a proof.	Request to modify the clause as follows: #7.1.4 -The bidder must have CMMi level or any equivalent certificate and copy of such certificate shall be enclosed as a proof.	RFP Clause Prevails

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5.	Technical Bid Evaluation Criterion	Page No.38 Point - 7	Point #2 of Table #7.2 Bidder must have executed at least two Government/PSU's Projects in IT / ITES sector. Copy of work order/completion certificate should be submitted along with bid document.	Request to modify the clause as follows: point #2 of table in section #7.2 Bidder must have executed at least two Projects in IT / ITES sector. Copy of work order/completion certificate should be submitted along with bid document. RFP Clause Prevails
6.	Technical Bid Short listing Criterion	Page No.36 Point - 7	#7.1.1 - No Consortium or Joint Venture is allowed to participate in the Selection Process	Request to modify the clause as follows of #7.1.1: Note: 1. Consortium or Joint Venture of maximum two companies is allowed to participate in the Selection Process but each of the partner must have valid ISO 9001 certificate RFP Clause Prevails (No Consortium or Joint Venture is allowed to participate in the Selection Process)