

RESPONSE TO PRE-BID QUERIES

SELECTION OF SYSTEM INTEGRATOR FOR IMPLEMENTATION OF DIGITAL MANAGEMENT SYSTEM WITH CASH LESS, CARD BASED ATTENDANCE AND HOSPITALITY SERVICES FOR HOTEL/RESORTS/RESTAURANT AND OTHER SERVICES ACROSS STATE OF JHARKHAND

Ref. No.:- 143/2021, Ranchi/Dated:- 23/02/2021

Dated: 05/03/2021

| Sl. No. | Reference Section | Clause No. | Queries | Response |
|---------|-------------------|-----------------------------|--|---|
| 1. | Page no.17 | 3.2.4 | Will there be one smart card for attendance and the same for accessing rooms by employees or will there be different cards for attendance and different one for room access? | There will be two smart card for attendance and for Hotel or Resort |
| 2. | Page no. 18 | 3.2.5 | It is understood that People who are working in Canteen would not have access to other places in the entity. Also other employees would not have access to canteen. | The staff can only access Hotel/Resort where they are working |
| 3. | Page no. 18 | 3.2.6 | Scenarios required when are Alarms required? | Alarm will be for the wrong use or the unauthorised card access |
| 4. | Page no. 18 | 3.2.7 | What are the components of Guest house management system? Attendance Management -- Is there a possibility of temporary staffing. Will employees from one guest house be transferred to other location? Will they use their own card or other temporary cards? | See the RFP |
| 5. | Page no. 18 | 3.2.8 | Hope all centers would be analyses with the help of data. Are there CCTV cameras also required? | CCTV cameras is not in scope |
| 6. | Page no. 17 | 3.2.3 | Where will the central server be located? Will all the monitoring take place at one place or each individual Guest house would have a server each? | Will be monitored by central server |
| 7. | Page no. 7 | Pre-Qualification Checklist | Would like to request to please amend this clause as below "The Average annual Turnover (TO) for Tenderer from all or any of E-governance/ Data Centre/ Command and Control Centre/ Networking/ IT and ITES business/ Software and Application Development Access | Experience from IT/ITES Projects shall be considered wherein |

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|----------------|-------------------|--|--|---|----------------|----------------|-----------|-----------|-----------|--|
| | | | Control and/ Or Attendance management system during last Three (3) Financial years i.e. up to 31.03.2020 shall be at least Rs.25 Crore & shall be profit making. | projects should be having Access Control and/or Attendance as part of Overall Project Requirement RFP clause prevails | | | | | | |
| 8. | Page no. 36 | 5.3.1 Detailed Point System Point No.1.1 | <p>Would like to request to please amend this clause as below " No of years of experience of the bidder in E-governance/ Data Centre/ Command and Control Centre/ Networking/ IT and ITES business/ Software and Application Development Attendance management project based on biometric credentials.</p> <table border="1"> <tr> <td>2 years</td> <td>2 to 3 years</td> <td>3 to 5 years</td> </tr> <tr> <td>(3 marks)</td> <td>(4 marks)</td> <td>(5 marks)</td> </tr> </table> | 2 years | 2 to 3 years | 3 to 5 years | (3 marks) | (4 marks) | (5 marks) | Experience from IT/ITES Projects shall be considered wherein projects should be having Access Control and/or Attendance as part of Overall Project Requirement RFP clause prevails |
| 2 years | 2 to 3 years | 3 to 5 years | | | | | | | | |
| (3 marks) | (4 marks) | (5 marks) | | | | | | | | |
| 9. | Page no. 36 | 5.3.1 Detailed Point System Point No.1.2 | <p>Would like to request to please amend this clause as below " Annual average turnover of bidder in INR or currency equivalent during the last 3 financial years, i.e. 2017-2018, 2018-2019 & 2019-2020 from E-governance/ Data Centre/ Command and Control Centre/ Networking/ IT and ITES business/ Software and Application Development/Access Control System/ Attendance Management System.</p> <table border="1"> <tr> <td>25.0 – 30.0 Cr</td> <td>30.0 – 35.0 Cr</td> <td>More the 35 Cr</td> </tr> <tr> <td>(2 mark)</td> <td>(3 marks)</td> <td>(5 marks)</td> </tr> </table> | 25.0 – 30.0 Cr | 30.0 – 35.0 Cr | More the 35 Cr | (2 mark) | (3 marks) | (5 marks) | Experience from IT/ITES Projects shall be considered wherein projects should be having Access Control and/or Attendance as part of Overall Project Requirement RFP clause prevails |
| 25.0 – 30.0 Cr | 30.0 – 35.0 Cr | More the 35 Cr | | | | | | | | |
| (2 mark) | (3 marks) | (5 marks) | | | | | | | | |
| 10. | Page no. 37 | 5.3.1 Detailed Point System Point No 2 | <p>kindly request you to please give some relaxation for MSME bidder as per government guidelines.</p> <p>Would like to request to please amend this clause as below "projects under category(2.1 to 2.2) shall be considered both so, that more</p> | RFP clause prevails | | | | | | |

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|-----------|--------------------|--|--|---|-----------|-------------------|----------|-----------|------------|---|
| | | | company can Participate. | | | | | | | |
| 11. | Page no. 37 | 5.3.1 Detailed Point System Point No 2.1 | <p>Would like to request to please amend this clause as below " Design, deployment, implementation and deployment of Time & Attendance IT and ITES/Command and control/Data Centre / Faculty Management / Workforce Management/ Access Control Management based for any Central/ State Government department / PSU/ Listed Enterprise in India . Each project should have been completed/ongoing in last 5 year and should have valued not less than INR 5 Crores. For all works including physical infrastructure works, Equipment & Integration of Services.</p> <table border="1"> <tr> <td>1 Project</td> <td>2 Project</td> <td>3 or more Project</td> </tr> <tr> <td>(7 mark)</td> <td>(8 marks)</td> <td>(10 marks)</td> </tr> </table> | 1 Project | 2 Project | 3 or more Project | (7 mark) | (8 marks) | (10 marks) | <p>Experience from IT/ITES Projects shall be considered wherein projects should be having Access Control and/or Attendance as part of Overall Project Requirement</p> <p>RFP clause prevails</p> |
| 1 Project | 2 Project | 3 or more Project | | | | | | | | |
| (7 mark) | (8 marks) | (10 marks) | | | | | | | | |
| 12. | Page no. 37 | 5.3.1 Detailed Point System Point No 2.2 | <p>Would like to request to please amend this clause as below "Ongoing IT and ITES/Command and control/Data Centre/ Access cum Attendance/ Security Automation related Projects in last 5 years & current year. The value of implementation of each project should be more than 5 Crores. Bidder to provide copy of LoA from client.</p> <table border="1"> <tr> <td>1 Project</td> <td>2 Project</td> <td>3 or more Project</td> </tr> <tr> <td>(7 mark)</td> <td>(8 marks)</td> <td>(10 marks)</td> </tr> </table> | 1 Project | 2 Project | 3 or more Project | (7 mark) | (8 marks) | (10 marks) | <p>Experience from IT/ITES Projects shall be considered wherein projects should be having Access Control and/or Attendance as part of Overall Project Requirement</p> <p>RFP clause prevails</p> |
| 1 Project | 2 Project | 3 or more Project | | | | | | | | |
| (7 mark) | (8 marks) | (10 marks) | | | | | | | | |
| 13. | Financial Turnover | | <p>For a project that is less than 30-50L in value, why is turnover criterion 25Cr. Govt of India and Jharkhand procurement rules state it should be 3 times the project value., Request change Turnover criterion to be changed to 3Cr only max.</p> | <p>Experience from IT/ITES Projects shall be considered wherein projects should be having Access Control and/or Attendance as part of Overall Project Requirement</p> | | | | | | |

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| | | | | Requirement RFP clause prevails |
| 14. | Financial: Net Worth & Profit Making | | Govt of India rules state Positive Networth. It does not mandate Profit making for 3 years. Innovative startups would then become disqualified. Please remove Profit making clause or reduce it down to one or 2 years only. | RFP clause prevails |
| 15. | Technical Capability for Project work | | For a project so small, why is it required to show 4 -5 projects of more than 5 Crs each. Once again Govt Rules should apply. Requested change: One project should be the size of the intended project (50lacs) or two project half the size of the intended project or three projects one third the size of the intended project. Please change the requirement to reflect the actual size of the project. | RFP clause prevails |
| 16. | Technical Capability of Original Equipment Manufacturer (OEM) | | OEM should be from any country. Points can be given to "Make in India". It cannot be a Qualifying Criterion. Why is 10 years in India required? Why is Biometric Terminal and Software required from same vendor? Innovative startups can create software using other people's Hardware terminal. This requirement seems to be tailored to ONE specific vendor and therefore is not in accordance with Govt of India GPR. | RFP clause prevails |
| 17. | Capability of OEM | | This cannot be made mandatory. Open standard hardware should be allowed so that it can be changed without hardware vendor lock-in. | RFP clause prevails |

**Sd/-
Managing Director**