

RFP is E-Governance

Aadhaar-Related RFP

Question: What is the main objective of the project?

Answer: The primary goal of the project outlined in the document is for the bidders to follow the specified requirements and proposed solutions closely when filling up the RFP. Any deviations from these will be considered as incapability of the respective agency and will not be considered for the final evaluation process. The document also notes that the information provided is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

Page Number: 2

Question: Are there specific goals or outcomes the client is aiming to achieve?

Answer: The client emphasizes the importance of considering each party's investment objectives, financial situation, and particular needs while reading or using the RFP. They also caution that the assumptions, assessments, statements, and information in the RFP may not be complete, accurate, adequate, or correct. Therefore, each bidder is encouraged to conduct their own surveys, analysis, and obtain independent advice. Based on the provided context, it is not clear what specific goals or outcomes the client hopes to achieve through the project as outlined in the document.

Source: Consultants to consider the investment objectives, financial situation and particular need of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own surveys and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice

Page Number: 2

Question: What is the expected timeline for the project?

Answer: The RFP document does not provide information about the estimated project duration or timeline. The focus of the document is on the technical requirements, testing procedures, and performance standards for the ordered product and services.

Source: standards as mentioned in the RFP are available to TENDERER and its user organizations. The uptime will be calculated as follows: "Total time in a quarter (in minutes) less total Service Down time (in minutes) in the quarter" 41. "User Acceptance Test (UAT) " means the User Acceptance Testing of the ordered product and services on completion of installation and commissioning as per the requirement. 42. "% Uptime" means ratio of 'up time' (in minutes) in a quarter to Total time in the quarter (in minutes) multiplied by 100.

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Question: What are the specific tasks or activities outlined in the scope of work?

Answer: Based on the information provided on page 30 of the document, the Bidder's tasks or activities during the contract include coordinating and approaching various departments, sub■departments, boards, and corporations. The Bidder is also responsible for maintaining documentation on the progress of the work and updating it regularly, as per the guidelines issued by the TENDERER. Lastly, TENDERER shall provide office space to the operational consultants in its own premises.

Source: Page 30 of 48 5.28.5. The Bidder will need to coordinate and approach various departments/Sub ■ departments /Boards/Corporations during this contract. 5.28.6. The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guidelines issued by TENDERER from time ■to■time . 5.28.7. TENDERER shall provide office space to the operational consultants in its own premise

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Question: Are there any deliverables expected at different project milestones?

Answer: I'm unable to provide a specific answer based on the information given in the RFP document as it does not detail the project milestones and their corresponding deliverables. The document emphasizes the importance of adhering to the specified requirements and obtaining necessary information from appropriate sources before filling out the RFP. However, it does not provide an exhaustive list of project milestones or deliverables.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

Page Number: 2

Question: What are the key requirements for the solution or service being requested?

Answer: The essential requirement for the solution or service is for the consultants to consider the investment objectives, financial situation, and particular needs of each party who reads or uses the RFP. The consultants should conduct their own surveys and analysis, check the accuracy and completeness of the assumptions, assessments, statements, and information contained in the RFP, and obtain independent advice. The assumptions, assessments, statements, and information in the RFP may not be complete, accurate, adequate, or correct.

Source: Consultants to consider the investment objectives, financial situation and particular need of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own surveys and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice

Page Number: 2

Question: Are there any specific technical specifications or standards that must be met?

Answer: According to the provided context, the bidder must ensure that their solution/development/modifications do not disrupt the GSDC operations and affect other GSDC infrastructure in terms of performance and security. They also need to prepare Standard Operating Procedures (SoPs) and get them approved by the TENDERER for the smooth operations on boarding of new departments/Organizations/Corporations/Institutes. However, there is no mention of specific technical standards or specifications that the solution or service must adhere to in the given context.

Source: rigorously . The Bidder should regularly keep track of such notifications , and intimate concerned authority at GSDC and the TENDERER immediately. ii. Bidder must ensure that the solution/development/modifications to be deployed does not disrupt the GSDC operations and affect other GSDC infrastructure in terms of performance and security. iii. The bidder needs to prepare Standard Operating Procedure(SoP 's), and get it approved from TENDERER , which is to be used for the smooth Operations, on – boarding of new departments/Organizations/Corporations/Institutes,

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Question: How will the proposals be evaluated and scored?

Answer: The RFP document states that only qualified bids will be opened and evaluated financially to determine the lowest bidder. If a bid contains conditional terms or major deviations from the RFP requirements, the tenderer has the discretion to reject it and not consider it for further evaluation. There is no information provided in the text regarding how the proposals will be scored or evaluated other than the financial evaluation of the lowest bidder.

Source: Page 24 of 48 submit the bid security and non-refundable bid processing fee as per this RFP document, the Bid shall be out rightly rejected. 5.14.3. Financial Bid Evaluation The Financial Bid s of qualified bidders only would be opened and evaluated to determine the L1 (lowest) bidder . In case of conditional bid or major deviations from the RFP requirements, the TENDERER may at its discretion reject the respective bid and will not be considered for further evaluation process. 5.15. Award of Contract 5.15.1 Award Criteria:

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Question: Are there any specific criteria or factors that hold more weight in the evaluation process?

Answer: Based on the provided text, the pre-qualification evaluation appears to be the initial step in the proposal evaluation process. During this stage, bidders are required to submit a valid EMD and non-refundable bid processing fee to be considered for further evaluation. The text does not provide specific information about the factors that carry more weight in the proposal evaluation process. It does mention that the TENDERER may ask bidders for clarification of their proposals during the evaluation process. Therefore, it is unclear from the provided text which factors carry more weight in the proposal evaluation process.

Source: Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

5.14. Bid Evaluation Process 5.14.1. The TENDERER will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, the TENDERER, may, at its discretion, ask the bidders for clarification of their Proposals. 5.14.2.

Pre-qualification evaluation: 5.14.2.1 Bidders who have submitted the valid EMD and non-refundable bid processing fee shall be considered for further evaluation. If bidders fail to

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Question: Is there a budget range specified for the project?

Answer: The document does not specify a budget range for the project. It states that all other expenses related to transportation, consumables, stationary, printing, scanning, telephone, food, snacks, etc. must be completely borne by the bidder as part of the contract agreement. It also states that the bidder shall maintain sufficient manpower, resources, and facilities to provide the services in a workmanlike manner on a timely basis, and pool additional resources if required to ensure completion within the defined time frame with no additional cost. Therefore, the budget for these items is not stated or inferred in the document.

Source: during project period. All other expenses related to transportation, consumables, stationary, printing, scanning, telephone, food, snacks, etc. in case required, must be completely borne by the Bidder as part of Contract Agreement. 5.28.8. Since the need of the project is of 24x7 support the bidder shall always maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis. If required, the bidder shall pool additional resources to ensure that work is completed within defined time frame with no additional cost to

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Question: Are there any specific cost breakdowns required in the proposal?

Answer: According to the given context, there is a section called "Cost of Bidding" (Section 5.2) which likely outlines the specific cost breakdowns that the proposal must include. However, without directly accessing the contents of that section, it's impossible to provide an exact answer.

Source: 4.3. Payments Terms	18
SECTION ■ 5 Instructions to Bidders	20
5.1. General Instruction to Bidders	20
5.2. Cost of Bidding	20

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Question: What is the deadline for submitting the proposal?

Answer: The bids should be uploaded on <https://www.gil.nprocure.com> and the sealed envelope with the bid security and non-refundable bid processing fees should be sent to the GIL office on or before the BID DUE DATE.

Source: Page 1 of 48 SECTION – 1 1.1 Information Regarding RFP Proposal in the form of BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines. i. Bidder shall upload their bids on <https://www.gil.nprocure.com> ii. The Bid Security and non-refundable bid processing fees in a separate sealed envelope superscribed with the bid document number to GIL office. iii. Bids complete in all respects should be uploaded on or before the BID DUE DATE.

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Question: Are there specific formats or templates to follow when preparing the proposal?

Answer: The specific proposal formats or templates that bidders should follow are provided in Formats IV and V. Format IV is for the technical proposal, and Format V is for the financial proposal. Bidders are required to upload their audited financial statements or audited annual reports for the last three financial years. They should also provide details of their past experience in Form VI.

Source: Page 41 of 48 Format V Financial Details of the Bidder Turnover (In Lakh) 2014 – 15 2015 – 16 2016 – 17 Note: 1. Upload the audited financial statement/ audited annual report of the last three financial years. Name: Designation: Signature of the Authorized Signatory (with seal): Form at VI Bidder's Experience DETAILS OF PAST EXPERIENCE Sr # Client Name & Address Project Name Contact details (Name, Designation, Phone No., Email ID) 1 2 3 Note:

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Question: What are the expected contract terms and duration?

Answer: The contract duration is not explicitly stated in the provided text. However, the selected bidder must provide a Performance Bank Guarantee, and the Tenderer has the right to terminate the contract within 30 calendar days from the date of expiry of the Performance Bank Guarantee. This suggests that the Performance Bank Guarantee is likely a performance bond that is required to ensure the selected bidder completes the work satisfactorily. The Tenderer's right to terminate the contract within 30 days of the expiry of the Performance Bank Guarantee indicates that the contract may have a time limit, but the exact duration is not specified in the provided text.

Source: successful bidder within 30 calendar days from the date of expiry of the Performance Bank Guarantee. 5.24. Termination Clause 5.24.1. Termination by the TENDERER:

Page Number: 32

Question: Are there any specific legal or compliance requirements that need to be addressed?

Answer: The RFP document emphasizes the importance of using appropriate sources to ensure compliance with all legal and regulatory requirements. Any deviation from the specification or proposed solutions will not be considered in the final evaluation process. The information provided in the document is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Therefore, it is crucial for proposers to conduct thorough research and ensure full compliance with all relevant laws and regulations before submitting their proposals.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

Page Number: 2

Question: What are the client's expectations regarding communication and reporting?

Answer: The client, referred to as TENDERER in the context, expects the Bidder to coordinate and approach various departments, sub-departments, Boards, and Corporations during the contract. The Bidder is responsible for maintaining documentation on the progress of the work and updating it regularly. The Bidder will have to submit progress reports according to the guidelines issued by the client from time to time. Additionally, the client will provide office space to the operational consultants in its own premises.

Source: Page 30 of 48 5.28.5. The Bidder will need to coordinate and approach various departments/Sub ■ departments /Boards/Corporations during this contract. 5.28.6. The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guidelines issued by TENDERER from time ■to■time . 5.28.7. TENDERER shall provide office space to the operational consultants in its own premise

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Question: Are there any specific performance metrics that need to be addressed in the proposal?

Answer: The RFP emphasizes the importance of the adequacy, correctness, completeness, delay, and reliability of the RFP and any related information. Therefore, bidders should address these performance metrics in their proposals, ensuring they can meet the specified requirements in these areas.

Source: adequacy, correctness, completeness, delay or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding process.

Page Number: 2

Question: What qualifications or experience does the client seek in a potential bidder?

Answer: The bid evaluation process, as mentioned in section 5.14, is likely where the client specifies their requirements for potential bidders' qualifications or experience. Therefore, it would be best to refer to that section for the most accurate information.

Source: 5.11. Bid Validity 23
5.12. Contacting the Tenderer 23 5.13.
Rejection of Bids 23 5.14. Bid
Evaluation Process 23

Page Number: 3

Question: Are there any specific certifications or industry standards that bidders should meet?

Answer: According to the text, bidders are required to ensure they have filled up the RFP from appropriate sources and that there is no deviation in the specification or proposed solutions. However, the text does not mention any specific certifications or industry standards that bidders must meet to be eligible for the project.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

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Question: Is there a requirement to provide references or case studies of similar projects?

Answer: Based on the provided text, there is no mention of a requirement for bidders to provide references or case studies of similar projects they have completed. The text focuses on confidentiality and the use of documents and information provided by the tenderer.

Source: furnished by or on behalf of TENDERER in connection therewith to any person other than the person employed by the Bidder in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only as far as may be necessary for such performance. ii.) The Bidder shall not without prior written consent of TENDERER make use of any document or information made available for the project except for purposes of performing the Agreement. iii.) All project related documents issued by TENDERER other than the Agreement itself shall

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Question: Are there any identified risks associated with the project, and how should they be addressed in the proposal?

Answer: In response to the identified risks associated with the project, the proposal should outline the following measures: 1. Compliance with Specifications: The proposal should ensure that all specifications provided by the TENDERER are strictly adhered to, with no deviations that could lead to potential risks. 2. Legal Compliance: The proposal should demonstrate a clear understanding of the relevant statutory requirements and ensure that all proposed solutions are in compliance with the law. 3. Risk Assessment and Mitigation: The proposal should conduct a thorough risk assessment of the project and outline measures to mitigate identified risks, including contingency plans and backup systems. 4. Quality Control: The proposal should outline a robust quality control process to ensure that all deliverables meet the required standards and minimize the risk of defects or errors. 5. Communication: The proposal should outline effective communication channels to ensure that all stakeholders are kept informed of project progress, risks, and mitigation measures. 6. Training and Development: The proposal should include a plan for training and developing staff to ensure that they have the necessary skills and knowledge to effectively manage and mitigate risks. 7. Contingency Planning: The proposal should outline contingency plans to address potential risks, including financial, operational, and reputational risks. 8. Regular Reporting: The proposal should outline a regular reporting schedule to keep the TENDERER informed of project progress, risks, and mitigation measures. 9. Continuous Improvement: The proposal should demonstrate a commitment to continuous improvement, with regular reviews of risk management processes and the implementation of new best practices. It's important to note that the specific measures outlined in the proposal may vary depending on the nature and complexity of the project, as well as the identified risks. However, the above measures provide a good starting point for addressing risks associated with a project.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

Page Number: 2

Question: Is there an opportunity to propose innovative solutions or additional value beyond the minimum requirements?

Answer: Yes, bidders can propose innovative solutions or additional value beyond the minimum requirements outlined in the document, as long as they do not deviate from the specification provided in the RFP. The TENDERER accepts that the information provided is not exhaustive and that bidders may have expertise or knowledge that can add value to the project. However, any deviation from the specification will result in the bid being deemed incapable and not considered for final evaluation.

Source: from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no

Page Number: 2