

Reply/ Clarification to the queries raised in Pre-bid Meetings held on 01.02.2018 & 19.02.2018, for Invitation of Expression of Interest (EOI) for Empanelment of Application Service Providers for Providing Various ICT Based Solutions to TRAI

S.No.	Clauses as per EOI	Points referred in Eoi	Query / Comments of Bidders	Reply/Justification
1	Page No 4, Section 2 point 2	Development of solution will be on open source platforms and source code of all such development(s) will be provided to TRAI and stored at the designated location indicated by TRAI.	Regarding source code to be stored in a designated location. We hope this does not mean transfer of ownership of the Platform IP and that one can use the Escrow only in case of non-ability to support from a vendor	The development of ICT System/Solution will preferably be done in Open Source Technologies and the ownership of the complete source code will remain with TRAI. For any specific requirement if proprietary solution is being used, the same need to be prior approved by TRAI.
2	Page No 4, Section 2 point 5	The ASP should be capable of requirement gathering, preparing technical documents, solution designing, developing, testing, implementing, maintenance and exploring new techniques/processes/methodologies. Handling of staging environment, production environment, cloud administration.	Will cloud Hardware installation, configuration and commissioning also be part of the scope that ASPs will have to provide resources for?	Yes, if as per RFP/Proposal, system/solution requires so.
3	Page No 4, Section 2 point 7	The E-Governance, M-Governance and M2M solutions generally involve devices also that need to be managed (provision, de-provision, suspend, control, trouble shoot, test, map to a Connection ID etc). Thus the ASP will be responsible for providing the hardware as well as software apart from all such devices wherever required. The ASP shall have to do all operation and management of the hardware devices.	Will the ASP need to provide resources for Hardware design, manufacture and deployment? The devices/Hardware for any testing will be part of solution deployment and will be paid by TRAI or we just need to provide our devices for testing purpose?	Yes, if as per RFP/Proposal, system/solution requires so.
4	Page No 4, Section 2 point 9	The ASP may be required to depute developer/support/monitoring team at TRAI along with their own IT resources or need to provide support from vendor's own office.	Will the ASPs also be required to provide resources with software platforms, laptops, 3rd party software like Microsoft office etc. within the cost of the resources? We suppose this is not mandatory and will be as per requirement basis for limited time period. Which all locations are to be considered for deployment of resources	Yes, if as per RFP/Proposal, system/solution requires so.

S.No.	Clauses as per EOI	Points referred in Eoi	Query / Comments of Bidders	Reply/Justification
5	Page No 8, Section 4.1, Point 1	The bidder should be a corporate entity duly incorporated in India under the relevant laws and engaged in the business of providing E-GOV, M-GOV, M2M and IOT solutions. (Copies of MOU, Article of Association, Certificate of incorporation to be submitted).	Our company is established under Companies act 1956. MoU refers to IT solutions. As TRAI is looking for IT Solution Provider/Application Service Provider, so please add IT Solutions also in this clause	EOI aims to identify and empanel competitive ASPs who have experience of providing ICT (Information & Communication Technology) based solutions. Application Service Providers (ASP)/IT Solution Providers shall be referred interchangeably. Refer page 3 of EOI.
6	Page No 8, Section 4.1, Point 3	Bidders should also have undertaken design/development/implementation etc. for Apps /Portals /Website /Analytics in telecom/broadcasting domain and need to submit necessary supporting documents.	<p>As it's not always necessary that the firms who have good experience in providing ICT based solutions must have experience in telecom industry. So we request you to please exempt this primary condition for bidders.</p> <p>We request you to consider the experience/capability in the field of Egovernance as well.</p> <p>Work order with completion certificate or payment realization from Bank or Chartered Accountant & please add Central/State Govt.also instead of broadcast domain.</p> <p>Does TRAI have any prescribed formats for submitting documents that cover the vendors capabilities on design/ development/ implementation of past projects.</p> <p>For how many projects are the supporting documents, for design/ development/ implementation, to be submitted.</p> <p>Are submissions to be only in physical form. Is electronic submission via e-procurement portal allowed.</p>	<p>May be Read as:</p> <p>Bidders who have undertaken design/development/implementation etc. for Apps /Portals /Website /Analytics for corporate customer/ Govt Dept./Organisation/PSU/ Govt recognized Autonomous or Statutory bodies. However, preference will be given to those who have prior experience in telecom/broadcasting domain. Supporting documents to be submitted in enclosed format, Refer Annexure 'A' for the mentioned projects.</p>
7	Page No 9, Section 4.1 point 9	The bidder should submit a self-declaration that they are ready to undertake a pilot project at his own cost if so desired by TRAI	<p>What will be cost of such project?Will it be a boundation to undertake such project?</p> <p>The pilot is for the evaluation of EOI/bidders or the declaration is for pilot to be undertaken after empanelment.</p> <p>Does TRAI needs the self-declaration documents to have any specific format?</p>	In case of projects related to Innovative/ New emerging technologies/ Complex solution, there may be need to take up the Simulation model/ Pilot Project. The detailed requirement, if any, to undertake the model/pilot will be elaborated in RFP of the concerned project.
8	Page 9, Section 4.1 point 10	The bidder will be required to provide detailed manpower costing (designation-wise) which should not be greater than the manpower costs of NICSI III-tier empanelled vendor (refer: www.nicsi.com). The NICSI III-tier manpower costs will be treated as upper limit for short listing of vendors.	<p>1. Please specify the type (designations) of the manpower resources that ASPs should provide the costing for.</p> <p>2. Does it include manpower resources for solution designing/ architecture and testing?</p> <p>As per given statement bidder need to submit Manpower Costing with the submission of EOI response. Can you please specify exactly about the designations for which we need to quote.</p> <p>We understood from the clause that we need to provide separate manpower costing as per categories and rates available/mentioned in NICSI portal i.e. called NICSI rates for TIER 3 Empanelled vendors under Envelope A. Please clarify.</p> <p>DO we need to provide CTC of our key identified resources? It may be greater than NICSI Cost</p>	<p>The references of the designations and costing shall be taken up from NICSI III-tier empanelment, but not limited to.If the vendor has roles other than specified in NICSI, they are expected to provide mapping of their all roles at par with NICSI III-tier empanelment.</p> <p>At EOI stage only Technical bids are invited. The financial bids shall be called at the RFP stage of Project.</p> <p>In EOI, it is being clarified that at RFP stage the role-wise manpower costing of bidder can not exceed NICSI-III tier rates.</p>

S.No.	Clauses as per EOI	Points referred in Eoi	Query / Comments of Bidders	Reply/Justification
9	Page No 9, Section 4.2 Page No 10, Section 4.7.2	<p>The bidder needs to submit refundable caution deposit of Rs. 50,000/- in the form of Demand Draft (DD) in the name of Telecom Regulatory Authority of India (TRAI), New Delhi" along with EOI.</p> <p>Envelope B: It should contain processing fees. The outer cover should mention "Envelope B- Processing Fees". This envelope must contain a Demand Draft in favour of TRAI for Rs. 2000/- which will be considered as processing Fees. Bids received without processing will be rejected straightway. No bank guarantee will be acceptable in lieu of Demand Draft.</p>	<p>Government store purchase programme has been a stated policy of Government of India (Circular no. CL/78-BPE/MM dt. 12th January 1978, Circular no. 21 (1) 2000-EP&M Dt. 28/08/2000 may be referred among others). Through circulars different ministry/Departments were advised to provide below major benefits to units registered with NSIC.</p> <p>1) Issue of tender/EOI/Processing Charge free of cost. 2) Exemption from payment of Earnest Money/Security Deposit/Caution Deposit.</p> <p>We are registered with NSIC under S.S.I (please find attached copy of the same) and hence exempted from paying EMD/Security, tender fees etc.</p> <p>Please let us know if we can submit our EOI response with NSIC registration for exemption against Processing fee as well as Caution Security.</p> <p>Is there any exemption for NSIC or MSME registered vendors? If no then we request you to please allow exemption to MSME/ NSIC registered bidders.</p> <p>Under NSIC we are eligible for EMD exemption. Is the exemption under NSIC applicable?</p> <p>Need clarification if companies having NSIC registration for exemption of tender fees would be exempted for the above mentioned caution deposit or is it mandatory to pay the Caution deposit.</p> <p>Referring to policy Circular No 1(2)1/2016-MA issued by the Ministry of Micro, Mini and Small Enterprises and OM No 20/2/2014-PPD(Pt.) dated 25th July 2017 issued by the Ministry of Finance, Government of India has sought to relax conditions of prior turnover & prior experience and waive of Bid Security/Earnest Money Deposit with respect to Startups respectively.</p> <p>There is no clause/entry criteria for the Startup/new-venture organisation. Due to the strict criteria in EOI, it is not possible for new/startup companies to meet eligibility criteria.</p>	<p>EOI Processing Fees- No exemption Caution Deposit-Exemption of caution deposit can be considered for eligible NSIC/MSME/DIPP etc, however , bidders themselves have to ensure that they are eligible for this and submit self attested relevant certificates and documentary proofs. TRAI reserves right to reject any non-compliant bid on account of deficiency with relevant document submitted against EOI requirement.</p> <p>Experience and Turnover- No Exemption</p>
10	Page No 9, Section 4.2	<p>The bidder should have a minimum experience of 3 years and have provided, during consecutive last three years, ICT based solutions to at least 1 corporate customer or Govt Dept./Organisation, PSU & Autonomous/Statutory bodies and have successfully executed work of minimum cost of Rs. 5 lakh per year (The Project completion certificates, along with a copy of work order/contract/agreement from the client/owner to be submitted).</p>	<p>We are having VAS experience for more than 10 years. We have been providing various solutions under to Telecom Service Providers and fall under ICT. Please add Telecom Operator Experience also in this clause. With many organisations we have agreements and work is in progress, please allow to submit such agreements against Completion Certificate. With many organisations we have agreements and cost is not mentioned in agreement, please allow to submit Invoices in support of value of contract</p> <p>As the objective of this empanelment process is to empanel application service providers/IT solution Providers/IT infrastructure maintenance/Cloud Management we request you to consider prospective bidders rendering it's services in the field of E-governance/ providing ICT based solutions.</p>	<p>Supporting documents to be submitted as per annexure 'A'.</p> <p>Refer Reply as mentioned at Pt. No. 3 of this document.</p>

S.No.	Clauses as per EOI	Points referred in Eol	Query / Comments of Bidders	Reply/Justification
11	Page No.14, Clause 5.1.5	To provide support for project(s) and for smooth functioning of work and coordination, the selected Vendor needs to have local office in Delhi/NCR.	Is this a mandatory requirement? Does TRAI have any specific requirements for the empanelled vendor's local office in Delhi/NCR.	Yes, it is an mandatory requirement for smooth coordination.
12	Page No.14 Clause 5.1.6	Preference will be given to the vendors who comply industry standards like CMMI/ISO etc.	What is the weightage that TRAI gives to this qualification. Many smaller companies / start-up companies will not be compliant to this point.	As mentioned in EOI preference will be given to the vendors who comply industry standards like CMMI/ISO etc.
13	Page No 15, Clause No. 5.3	Performance Bank Guarantee (PBG): The ASP shall submit a Bank guarantee of 5% of the total cost of the project (i.e. amount quoted against RFP) to TRAI after award of work. PBG shall be valid for the entire duration of project assignment and deliverables with ASP. TRAI shall reserve the right to encash the BG in case of unsatisfactory execution and delivery of the work. Under no circumstances ASP can withdraw or refuse to execute the work, partly or fully, as mentioned in the RFP or proposal submitted (against RFP) by ASP after award of work. In case of any refusal or withdrawal, ASP will be liable to pay liquidated damage to TRAI to the tune of Rs. 5000/- per day from the date of submission of proposal against RFP.	This is Eol, are we required to submit any PBG if we are successful in this Eol or is it for reference purpose and will be applicable later in case of closed group RFP for empanelled vendors?	PBG shall be submitted after award of work by empanelled vendor(s) only.