

Pre-Bid Query and Clarification

S. No.	Relevant Section / Annexure of Eol	Eol Page No.	Relevant Content from Eol	Query	Reply	
1.	Eol Scope 2.2(a)	3	(a) All rights on customised software/solutions developed by ASPs in response to TRAI requirements would be vested with TRAI. The ASP shall be fully responsible for the quality of implementation and services for his implementation	Kindly confirm whether the bidder can propose its COTS solution if applicable for the requirement. And if yes, the IP rights/source code will remain with the bidder and cannot be handed over to TRAI- kindly confirm.	No change in clause. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions.	
2.	Section 2 Eol Scope 2.2(c)	3	(c) For maintaining the existing solutions (app/portal), the ASP(s) may configure, change the solution as per the TRAI's requirement. The ASP(s) shall report the new changes/features of the solution to TRAI. The ASP shall be responsible for bug-fixing, updates and next release of the software.	We understand that the required source code for existing solutions shall be provided by TRAI as per requirement. Kindly confirm whether the bidder can maintain the existing applications remotely or there is any requirement to provide minimum resources onsite at TRAI office.	No change in clause. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions.	
3.	Eol Scope 2.2 (g)	3	(g) 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 shall 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	<p>1. The devices may require proprietary and 3rd party software/licenses for management/operations etc. and there may be requirement to supply the required software/licenses, accordingly, kindly confirm whether the understanding is correct and also confirm that the Intellectual Property rights/source code etc. cannot be handed over to TRAI. Also we request to suggest, how the cost will be evaluated & finalized for such kind of turnkey solution requirement.</p> <p>2. Kindly clarify if any hardware is provided by TRAI, necessary ports & installing monitoring/managing software permission/access will be provided by TRAI</p>	<p>No change in clause.</p> <p>1. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions.</p> <p>2. The details for managing the hardware, if any, shall be shared with the vendor.</p>	
4.	Eol Scope 2.2 (i)	3	(i) The ASP may be required to depute the developer/support/monitoring team at TRAI along with their own IT resources or need to provide support from its own office.	<p>1. Are there any prequalification for these resources? What would be the duration?</p> <p>2. Kindly confirm whether its mandatory to have onsite resources or the bidder can manage remotely and whether there is any minimum number of resources expected by TRAI to be onsite. Kindly also confirm whether the bidder has to provide the onsite manpower on monthly chargeable basis or as part of the turnkey solution delivery. Kindly also confirm whether the manpower rates mentioned in annexure-ii are final and same shall be applicable for onsite resources.</p>	No change in clause. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions.	
5.	Section Eol Scope 2.2(j)	2	3	(j) The ASP may be required to establish project management unit as a project.	Kindly share more details on this requirement.	No change in clause. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions.
6.	Section Eol Scope 2.3(c)	2	4	(c) In response to the RFP issued by TRAI to empanel ASPs, they shall have to submit project cost in terms of detailed manpower cost. Prior to publishing RFP, for estimation of the project cost TRAI shall use NICS Tier-II empanelment manpower rates. The empanelment rates are published on NICS website from time to time. For reference, the prevalent detailed manpower costing (designation-wise) of NICS Tier-II empanelled vendors is given at Annexure-II.	We understand that TRAI requirement is for turnkey solutions to be developed and delivered in accordance with the requirements. Since the bidder will own the complete end-to-end turnkey solution, how will the manpower rates provided in Annexure-ii work as these are specifically for resource-based manpower projects. We urge you to kindly check and amend the model to determine project costing considering the overall solution efforts instead of a resource-based costing.	No change in clause. For project cost estimation man month rates shall be considered. After empanelment RFPs for project, if any, shall be issued. RFP shall have scope of work along with relevant Terms & Conditions. Financial bid will be obtained as per requirements of the RFP.
7.	Section Eol Scope 2.3(d)	2	4	(d) Upon selection in response to RFP, the ASP shall be required to sign a project specific agreement. During the validity period of the signed agreement, the manpower rates shall not be revised.		
8.	Eligibility Conditions 4.1.1(a)	7	(a) The bidders shall submit Rs.5,000/- towards processing fees.	Please allow Exemption for MSME & NSIC Companies.	No change in clause. Exemption as per GFR/Govt. order shall be allowed.	
9.	Eligibility Conditions 4.1.1.(c)(i)	7	(i) The bidder must have successfully implemented ICT based turnkey solutions/projects (mere supply of technical manpower and/or IT hardware/equipment will not be considered as experience). For the purpose of evaluation, projects executed in last five years of value Rs.25 lakh or above shall be considered.	As the rates are fixed by TRAI so rather than asking exp of 25 lac only, we suggest below change in this clause. The bidder must have successfully implemented ICT based turnkey solutions/projects (mere supply of technical manpower and/or IT hardware/equipment will not be considered as experience). For the purpose of evaluation, projects executed in last five years of value Rs. 1 Crore or above	1. No change in the clause.	

10.	Eligibility Conditions 4.1.1.(c)(ii)	7	ii. Here it is clarified that orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/enhancement orders of the same project over the time shall also be considered as part of the same project for evaluation. Preference will be given to those who have prior experience in the telecom/broadcasting domain (Project completion certificates, along with a copy of work order/ contract/ agreement/ sanction orders/payment receipt from the client to be submitted).	shall be considered. 2. Sir, we are a startup organization and have completed many international projects related to website, web portal, Mobile application, ERP's etc. but as you already know that we didn't get any workorder for those. So we request you to please guide us on this that which document is suitable to consider. 3. We request you to please give us relaxation under Startup by DIPP/ MSME, please give us fair chance to participate in this bid. 4. Request you to kindly confirm us what nature of Projects are being accepted by TRAI, we are assuming the State Wide Rollout of Govt. Application/IT Projects under each Districts and/or FMS and Maintenance Support Services for various IT Assets and/or Operational and Helpdesk Support Services for Govt. Solution/ Project and/or Software Development, Maintenance and Rollout Services of e-Gov Application can be considered under ICT Project. Please confirm. Further please confirm the total number of projects required for value above 25 Lakhs under EOI Eligibility. Secondly, please confirm if there has been multiple Projects Extension Work orders issued the Value can be considered Cumulative or Individual order Value shall be considered by TRAI 5. i. Request if Project/solution value threshold can be changed to Rs. 2 Lakhs. ii. Request if in-house application can be included with more than 10k downloads.	2. Documents to be submitted are mentioned in the EOI. Documents for international projects experience shall be considered as well. 3. Relaxation as per GFR has been provided in the EOI. 4. Requisite clarification has already been included in EOI. Bidders can submit the documents which they consider deemed to be fit as per EOI requirement. Annexure-I (Part B & Part C) may be referred. As mentioned in EOI, work order of same project over time shall be considered as one project for evaluation. 5. No change in clause.
11.	Eligibility Conditions 4.1.1(d)	7	(d) The bidder must have a minimum average annual turnover of Rs.5 Crores in ICT based solutions (excluding supply of technical manpower and/or IT hardware/ equipment supply) during last 5 years (Certificate by CA to be submitted). The turnover details of each year during last five years shall be submitted by the bidder.	1. Please amend this clause - bidder must have a minimum average annual turnover of Rs. 4 Crores in ICT based solutions (excluding supply of technical manpower and/or IT hardware/ equipment supply) during last 3 years (Certificate by CA to be submitted). The turnover details of each year during last five years shall be submitted by the bidder. 2. As rates are considered as per NICS Tier 2 empanelment, turnover should also be match with NICS Tier 2 empanelment. We therefore suggest below change in this clause. (d) The bidder must have a minimum average annual turnover of Rs.50 Crores in ICT based solutions (excluding supply of technical manpower and/or IT hardware/ equipment supply) during last 5 years (Certificate by CA to be submitted). The turnover details of each year during last five years shall be submitted by the bidder.	1. No change in the clause. 2. No change in the clause.
12.	Eligibility Conditions 4.1.1 (e)	7	The bidder must have a positive net worth in any of the three financial years out of last 5 years (Copy of the same certified by CA to be submitted).	1. For a positive net worth, in any of the 3 financial years out of 5, kindly confirm if net worth for the current financial year, as at Dec 31, 2021, can also be considered? Basis the unaudited financial statements for April 2021 - Dec 2021, reviewed by an independent CA. 2. We are incorporated in 2018. We have an average turnover of around 8 for IT/ITES Services. We request you to please provide us the relaxation on this point and consider the only 3 years old organization	1. Positive net worth certified by CA is to be submitted for the period as mentioned in the RFP. 2. No change in the clause.
13.	Eligibility Conditions 4.1.1	7	Additional Clause	As this is a big empanelment and will have many big and complex projects, we suggest you to add below additional condition to get bids from quality bidders. Bidder should have minimum CMMi Level 3 Certificate.	No change in the clause. Eligibility conditions shall be as per EOI.
14.	Documents to be enclosed with EoI 4.7. (c)	10	(c) Details of payment of Rs.50,000/- as bid security or bid securing declaration by eligible bidders registered as Micro/ Small/Startup with NSIC/MSME/ DIPP alongwith self-attested relevant certificates and documentary proofs for claiming the exemption.	Will the bid security be converted in case of EOI getting converted to RFP?	No. Clause No. 4.3.2 at page no. 9 may be referred.

15.	Section Empanelment Process 6.1.4	6	14	6.1.4. After scrutinizing the documents submitted by the bidders, they may be asked for a technical presentation which will include understanding of the present IT solutions of TRAI and their proposed solution, evaluation, futuristic plan, roadmap, technology upgradation, innovative solution for improvements & enhancements, if any. and future planning & road map for executing the services. A write-up on the futuristic approach, around 250 words, shall be provided along with the bids.	Kindly suggest about the details to be covered in the futuristic approach document to be submitted with bid, like whether we need to cover roadmap for executing the services for existing solution or in terms of latest technology/solution as well.	The evaluation shall be done on the write-up submitted along with the bid. Bidder to include sufficient details as per the clause no. 6.1.4.
16.	Performance Bank Guarantee (PBG): 6.3.3		15	6.3.3 The empanelled bidder shall also submit a bank guarantee equal to 3% 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 empanelled bidder. TRAI shall reserve the right to encash the PBG in case of unsatisfactory execution and delivery of the work.	Will the bank Guarantee of 3% be deducted from the earlier paid Bid security?	No adjustments shall be done. Separate PBG has to be submitted by the selected empanelled vendor for each project.
17.	Annexure (Part B) Point a-6		19	The bidder must have successfully completed /provided ICT based turnkey solutions/projects in the last five years of the value Rs.25 lakh or above (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience)	i. Request if Project/solution value threshold can be changed to Rs. 2 Lakhs. ii. Request if in-house application can be included with more than 10k downloads	No change in the clause.
18.	Technical Evaluation Criteria/Annexure-I (Part C) - Experience of the Bidder Sl.No.1.		22	Experience of the bidder Past experience of design/development/ implementation/ maintenance etc. (mere supply of technical manpower and/or IT hardware/ equipment supply will not be considered as experience) for Apps/Portals/Websites/ Analytics during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/ Enhancement order of same project over time shall be considered as one project for evaluation.):	1. Is there any cut-off marks for qualifying bidder? ii. Will this marks considered for selection of the bidder? If yes, then please let us know how it will be factored? 2. i. We hereby request to consider project from last 7 years. ii. Can we submit project from a private entity/organisation for relevant section of experience. iii. The first part (i) contains the 35 marks in total out of 50, we hereby request to explain that how many projects required to showcase for obtaining maximum marks. Whether we required to submit project against each section i.e. a,b,c or under c section we will get full 35 marks.	1. TRAI intends to empanel upto 10 ASPs through this EoI (refer clause 2.2 (I)). Bids shall be evaluated based on marks obtained by the bidder as per Evaluation criteria (refer Annexure-I Part C). As such no cut off marks has been prescribed. 2. (i) No change in the clause. (ii) As per EOI there is no restriction. (iii) Separate work orders for consideration under S.No.1(i)(a), (b) & (c) of Part C of Annexure-I are to be submitted by the bidder. As per EOI only minimum limit for work order value has been prescribed.
19.	Technical Evaluation Criteria/Annexure-I (Part C) - Experience of the Bidder Sl.No.1(i)(a)		22	a. No of Projects having value more than Rs.25 lakh each (@ 1 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 4 projects can be considered)	1. We suggest to keep telecom / broadcasting project separate rather than keeping it along with the software development projects. We therefore suggest below change in this clause. a. No of Projects having value more than Rs.25 lakh each (@ 3 mark for each Project. Maximum 2 projects can be considered) ... 6 Marks 2. We request you to please remove "(@ 1 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/ broadcasting, maximum 4 projects can be considered)" 3. i. Request if Project/solution value threshold can be changed to Rs. 2 Lakhs ii. Request if in-house application can be included with more than 10k downloads	No change in the clause.
20.	Technical Evaluation Criteria/Annexure-I (Part C) - Experience of the Bidder Sl.No.1(i)(b)		22	b. No of Projects having value more than Rs.50 lakh each (@ 2 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 5 projects can be considered)	1. We suggest to keep telecom / broadcasting project separate rather than keeping it along with the software development projects. We therefore suggest below change in this clause. b. No of Projects having value more than Rs.50 lakh each (@ 4 mark for each Project. Maximum 2 projects can be considered) ... 8 Marks 2. We request you to please remove "(@ 1 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/ broadcasting, maximum 4 projects can be considered)" 3. I. Request if Project/solution value threshold can be changed to Rs. 5 Lakhs ii. Request if in-house application can be included with more than 20k downloads	No change in the clause.

21.	Technical Evaluation Criteria/Annexure-I (Part C) - Experience of the Bidder Sl.No.1(i)(c)	22	c. No of Projects having value more than Rs.2 Cr each (@ 3 mark for each Project, Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 3 projects can be considered)	1. We suggest to keep telecom / broadcasting project separate rather than keeping it along with the software development projects. We therefore suggest below change in this clause. c. No of Projects having value more than Rs.2 Cr each (@ 5 mark for each Project. Maximum 2 projects can be considered) ... 10 Marks 2. We request you to please remove "(@ 1 mark for each Project. Additional 1 mark shall be given if the project is related to telecom/broadcasting, maximum 4 projects can be considered)" 3. i. Request if Project/solution value threshold can be changed to Rs. 10 Lakhs. ii. Request if in-house application can be included with more than 50k downloads. iii. Request if we can include CSR Projects.	No change in the clause.
22.	Annexure-I (Part C) - Experience of the Bidder	22	For points i, ii & iii above, individual project would be considered in only one category.	Can we consider projects with demarcated scope of work in all relevant category.	No change in the clause.
23.	Annexure-I (Part C) Technical Evaluation Criteria Sl.No.1(ii)	22	Past experience of design/development/implementation/maintenance etc. (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience) for Apps/Portals/Websites/ Analytics for government sector during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/ Enhancement Order of same project over time shall be considered as one project for evaluation.): 1 mark per project (maximum 5 marks)	To match with above suggestion, we also suggest below changes in this clause. ii. Past experience of design / development / implementation / maintenance etc. (mere supply of technical manpower and/or IT hardware/equipment supply will not be considered as experience) for Apps / Portals / Websites / Analytics for government sector during the last 5 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/ Enhancement Order of same project over time shall be considered as one project for evaluation.): 2 marks per project (maximum 10 marks)	No change in the clause.
24.	Annexure-I (Part C) Technical Evaluation Criteria Sl.No.1(iii)	22	Past experience of successful development / implementation of Apps / Portals / Websites involving Artificial Intelligence / Machine Learning/Data Analytics tool with Visualization / Chatbots / Surveys during the last 5 years: 2 marks per project (maximum 10 marks)	1. To match with above suggestion, we also suggest below changes in this clause. iii. Past experience of successful development / implementation of Apps / Portals / Websites involving Artificial Intelligence / Machine Learning/Data Analytics tool with Visualization / Chatbots / Surveys during the last 5 years: 5 marks per project (maximum 10 marks) 2. Sir, we are a startup organization and have completed many international projects related to website, web portal, Mobile application, ERP's etc. but as you already know that we didn't get any workorder for those. So, we request you to please guide us on this that which document is suitable to consider. 3. Request if in-house application can be included with more than 10k downloads	1. No change in the clause as per query. 2. Documents to be submitted are mentioned in the EOI. Documents for international projects experience shall be considered as well. 3. No change in the clause as per query.
25.	Annexure-I (Part C) Technical Evaluation Criteria Sl.No.2	22	Manpower strength No. of technically qualified professionals: More than 100 professionals – 5 marks 75-100 professionals – 3 marks 25-75 professionals – 2 marks	Kindly clarify self-declaration signed by Authorised signatory & HR signature can be attached as a Manpower strength Proof.	Self-declaration to be submitted.
26.	Annexure-I (Part C) Technical Evaluation Criteria S.No.3	23	3. Overall strength of the bidder in terms of turnover, profitability and cash flow Average Turnover figure for last three years: More than 20 Crores – 10 marks Between 10 - 20 Crores – 6 marks Between 5-10 Crores – 3 marks	1. To match with the NICSI Tier III level, we suggest below changes. Please consider. 3. Overall strength of the bidder in terms of turnover, profitability and cash flow Average Turnover figure for last three years: More than 100 Crores – 20 marks Between 75 - 100 Crores – 10 marks Between 50 - 75 Crores – 5 marks 2. We are incorporated in 2018. We have an average turnover of around 8 for IT/ITES Services. We request you to please provide us the relaxation on this point and consider the only 3 years old organization. Please also decrease the marking scheme in the turnover criteria.	1&2. No change in the clause.
27.	Annexure-I (Part C) S.No.5	23	Write-up & presentation on the futuristic approach (provided of around 250 words)	This is subjective marks and 30 marks are very high. We therefore request you to keep it 20 marks. Our above suggestions will adjust these 10 marks. Please consider.	No change in the clause.

28.	Annexure-I (Part C)	22	Additional Clause	<p>Past experience of projects related telecom / broadcasting for design / development / implementation / maintenance etc. (mere supply of technical manpower and / or IT hardware / equipment supply will not be considered as experience) for Apps / Portals / Websites / Analytics during the last 10 years (Orders which include development and maintenance of the same project for any individual organization shall be considered as one project for evaluation. Maintenance/ Enhancement order of same project over time shall be considered as one project for evaluation.)</p> <p>a. No of Projects (@ 3 mark for each Project, maximum 2 projects can be considered) ... 6 Marks</p>	No change in the clause.
29.	General	General	General	<p>Sir, We request you to please add some startup clause in the EOI..so that the startup can also participate in the bld. As you already nowadays or the other government organizations are giving the chance to startups to work with them. We also want you to chance or add some exemption points in the EOI so that the startups can participate and can get a chance to work with you.</p>	No change in the clause.