

**SELECTION OF STATE LEVEL AGENCY FOR SUPPLY OF MANPOWER TO MAINTAIN ERONET ALONG WITH ASSOCIATED ACTIVITIES TOWARDS CONDUCT OF ELECTIONS AND ANNUAL MAINTENANCE OF RELATED HARDWARE EQUIPMENT IN TAMIL NADU**

**PRE BID QUERIES**

**Bidder 1**

<b>Sl. No.</b>	<b>Sec. No</b>	<b>Clause No.</b>	<b>Page No.</b>	<b>Content in Tender document / conditions as per Tender</b>	<b>Query Clarification sought / modification requested with reason / changes required / clause to be considered</b>	<b>Remarks</b>
1	3.	3.1.3 List B	19	In List B : DEO office 2. Programmer @ 1 Per District is 36	There are total 37 Districts in the list mentioned in Appendix 1, List - B. Kindly confirm cost should be quoted for 36 or 37?	1 No. of Programmer will be deployed in each DEO office. However, in respect of Chennai district, the Post of Programmer has been modified as Senior Programmer. Hence tender condition confirmed.
2	3.	3.1.5	28	External Software, Licenses, and Source Code Issues	It is assumed that all the necessary Software with Licenses will be provide by Department.	If the department requires development of software, the SLA shall provide the solutions. The actual cost for the development of software will be borne by the department based on the market rate. Tender condition confirmed.
3	5.Eligibility Criteria	5.3	49	The Bidder or the Lead Member of a JV/ consortium must have an annual turnover of Indian Rupees Seventy five Crores for each of the past four audited Accounting Years (2016-17,2017-18, 2018-19 and 2019-20).	Considering the yearly contract value may be less than 24 Crores, Request to change the annual turnover to 45 Crores	Tender condition confirmed.
4	5.Eligibility Criteria	5.6	49	The Bidder or the Lead Member of a JV/ consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year)	Request to change the clause to 400 persons instead of 1500	Tender condition confirmed.

5	5 Eligibility Criteria	5.10	50	The Bidder or the Lead Member of the consortium should have executed at least one contract with a single client (Private or Public Companies) with more than 500 employees outsourcing in last five years. Please attach the relevant project citation, the value of contract, the contract duration, the number of personnel deployed and project work order / completion certificates.	Request to change the clause to The Bidder or any one Member of a JV/consortium should have executed	Tender condition confirmed.
6	5. Eligibility Criteria	5.12	50	Bidder or any one member of the consortium / JV should have more than 15 years experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and affiliation either directly or through partnership.	Request to remove this clause - As this project doesn't have major scope for training and this is predominantly the resourcing engagement.	Tender condition confirmed.
<u>Bidder 2</u>						
1		3.1.3	19	Programmer @ 1per district : 36 Contact Centre Agents for District Contact Centre 2 per district : 74 Assistant Programmer : 108	As per Wikipedia Tamil Nadu has total 38 districts. If we go by this data, total number of the given resources to be deployed could change as follows. Programmer @ 1per district : 38 Contact Centre Agents for District Contact Centre 2 per district : 76 (38*2) Assistant Programmer : 114 (38*3) Please review and update us.	Tender has been floated based on the actual districts in force. (i.e.37 office of District Election Officers ). Tender condition confirmed.
2		3.1.3	20	There may be increase / decrease / modification in designation depending upon the requirement in the office of CEO/DEOs. The SLA would have to supply any additional number of persons or lesser number of persons in each category depending on the administrative requirement.	We understand the cost for supplying additional manpower will be given to the agency separately, based on the rate finalised after mutual discussion. Please confirm.	If the SLA supplies additional manpower based on the request of office of CEO, the salary fixed in the RFP shall be applicable. Tender condition confirmed.
3		3.1.8.1	31	Database Administrator - 45,000 per month	Taking the market value into account, It is difficult to get DBA with at least 6 years of experience for a remuneration of 45,000 per month. Please increase it to at least 60,000 per month.	Tender condition confirmed.

4		3.2.1	37	III. The agency should provide a web based application for managing the Assets covered under AMC.	Please let us know the features/ functionalities required in the Asset management software ?	Tender condition confirmed.
5		3.2.8	40	Modes of logging complaints shall be Online (through a software application as developed / utilized by the Agency) / through E-mail or through a Telephone to a Toll free number (Toll free number to be procured by the Agency).	Should the helpdesk via Telephone be available 24/7 ? Or only during government working days and working hours?	During government working days and working hours. Tender condition confirmed.
Bidder 3						
1.	5	5.1	49/137	Registered Company for at least the past 15 years	Hitherto, no Government Tenders in Tamil Nadu had stipulated such conditions and not essential also. Hence it is requested to be modified as 05 years, like previous similar Tender No.2 / 10636/Public(ELE- 11/2014-3; dated 24.10.2014	<b>The words “15 years” will be substituted by “5 years”. Corrigendum will be issued.</b>
2.		5.2	49/137	Office in Chennai	It is requested that Bidder or the Lead Member of a JV must have office in Chennai or undertake to set up an office within 15 days of signing of contract.	<b>The successful bidder should set up an office in Chennai within 15 days of signing of contract. Corrigendum will be issued</b>
3.		5.6	49/137	1500 persons on current payroll.	Total manpower required for the current project does not exceed 500. Hence it is requested to modify this condition as at least 300 persons in current payroll, as specified in similar Tender- 2014	Tender condition confirmed.
4.		5.10	50/137	One contract with client (Private or PSU) with more than 500 employees outsourcing in last five years.	It is requested that one contract with a single client with more than 300 employees outsourcing in last five years, due to recession in industrial activities past five years. Besides it is requested that one contract with a single client has to be with either Government or any PSU and no Government Tenders accept private contracts.	Tender condition confirmed.
5.		5.11	50/137	Bidder or the Lead Member should have worked with minimum 5 large size IT Corporate companies in the past 10 years.	It is requested that working experience with 2 large size IT Corporate companies in the last 5 years (instead of 10 years) may kindly be considered,	<b>The words “the Lead Member” will be substituted by “any one member”. Corrigendum will be issued.</b>

					since Vendors from South India may not have access with other Corporates in Northern India.	
6.		5.12	50/137	15 years' experience in providing skill training with minimum of 1000 candidates in last 3 years.	The Government is encouraging nowadays new start up MSME Entrepreneurs. Considering this, it is requested that the experience may be limited to 5 years with 500 candidates, that too , in the last 5 years.	Tender condition confirmed.
7.		5.14	51/137	Bidder/any one Member of a JV/Consortium should have minimum of 5 OEM Partnership on association in last 5 years.	This will pave way to OEM Companies only towards participation in future and Entrepreneurs with required eligibility may be losing further business opportunities in future. Besides OEM Companies are supplying the infra/equipment only, whereas, the entire project is executed by Entrepreneurs. Hence it is requested to eliminate OEM   participation in general.	Tender condition confirmed.
Bidder 4						
1	5.Eligibility Criteria	5.8	50	The last five years that require AMC for at least 300 devices such as Computers, Printers at the same time, with at least one project having at least 150 devices. Please attach relevant project citations mentioning the project title, the value of the contract, the contract duration, the number of personnel deployed, and project work order /completion certificates. If the project is in continuation, it should have started at least 1 year ago and a certificate with this regard from the organization for whom the service was offered should be attached.	Please consider to change this point to either 300 or 150 devices for AMC	Tender condition confirmed.
2		5.9	50	The Bidder or the Lead Member of a JV/ consortium should have ISO 9000 series certification or higher. Please attach copy of certificate highlighting the expiry date of the certificate.	Please consider CMMI level 3 also apart from ISO 9000 series.	Tender condition confirmed.
3		5.10	50	Contract with a single client (Private or Public Companies) with more than 500 employees	Please consider overall 500 employees for 2 clients.	Tender condition confirmed.

				outsourcing in last five years. Please attach the relevant project citation, the value of contract, the contract duration, the number of personnel deployed and project work order/ completion certificates.		
4		5.12	50-51	experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and affiliation either directly or through partnership. Please attach document to prove 15 years experience in providing skill training besides copy of partnership certificate with Central or state government certification and affiliation either directly or through partnership.	Please consider 5 years experience instead of more than 15 yrs.	Tender condition confirmed.
5		5.13	51	The Bidder/any one of the consortium partner should have worked minimum 10 Government/ PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate	Please change this to 4 companies and remove Tamil Nadu so that it allows Pan India	Tender condition confirmed.
6		5.14	51	The Bidder or any one Member of a JV/ consortium should have minimum 5 OEM Partnership on association in last 5 years. Please attach relevant certificate	Please consider Change this to 2 OEM Partnership instead of 5 OEM	Tender condition confirmed.
Bidder 5						
1.	5. Eligibility Criteria (Technical Eligibility)	5.3	49	Condition No- 3 The Bidder or the Lead Member of a JV/consortium must have an annual turnover of Indian Rupees Seventy five Crores for each of the past four audited Accounting Years (2016-17, 2017-18, 2018-19 and 2019-20).	In the previous SLA tender the required annual turnover for bidders was Indian Rupees Hundred Crores for each of the past three audited Accounting Years. But in the present SLA tender the annual turnover is reduced to Seventy Five Crores from Hundred Crores. We would request to know whether the requirement of no. of manpower is less or it will be reduced in future.	Not relevant. Tender condition confirmed
2.		5.11	50	Condition No - 11	Since ourself is an IT company, we request to change the criteria to no. of IT projects executed by	This query is as same as in Sl. No.5 of the Bidder 3. The

				The Bidder or the Lead Member should have worked with minimum 5 large size IT corporate companies in past 10 years.	the bidder than association with larger Corporate IT companies.	reply furnished therein is applicable.
3.		5.13	51	Condition No.13 The Bidder/any one of the consortium partner should have worked minimum 10 Government/ PSU projects in Tamil Nadu for AMC of Computers.	Bidding company be allowed to submit AMC of computers in 10 Government Departments/ PSU projects anywhere in India or any State. (b). CMM Level-3 or above and ISO 9000 series certification may be considered for complying this specific eligibility condition no-13 since CMM Level 3 defines that organization's engineering processes are defined for process areas such as Decision Analysis and Resolution, Integrated Project Management, Organizational Process Definition, Organizational Training, etc. Hence would request you to make changes as above.	Tender condition confirmed.
Bidder 6						
1.	5.Eligibility Criteria	5.1	49	Be a registered company (under the Indian Companies Act) operating in India for at least the past 15 years. Please attach a copy of the Registration Certificate.	Many upcoming companies offer cost effective and quality technology services in the current day and age. Hence, we request you to please reduce the minimum age of the company to 8 years.	This query is as same as in Sl. No.1 of the Bidder 3. The reply furnished therein is applicable.
2.		5.6	49	The Bidder or the Lead Member of a JV/ consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year)	Mid-sized organizations with a strength of 600 – 700 persons would definitely be eager to execute this with top notch quality. So we request you to please either reduce the minimum payroll strength to 700 personnel for the Lead Member of a JV/Consortium or consider a collective strength of 1500 personnel from all the partners in the JV/consortium.	Tender condition confirmed.
3.		5.11	50	The Bidder or the Lead Member should have worked with minimum 5 large size IT corporate companies in past 10 years. Please attach copy of project details done in past 10 years.	Mid-sized organizations with well-defined processes, practices and a focus on quality will definitely be very keen to execute this successfully. This clause would limit the reach of the tender to such organizations and thus discourage such organizations in the TN IT ecosystem. It'd be really nice if this clause can be reconsidered.	This query is as same as in Sl. No.5 of the Bidder 3. The reply furnished therein is applicable.

4.		5.12	50-51	Bidder or any one member of the consortium / JV should have more than 15 years of experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and affiliation either directly or through partnership.	From our assessment of the project scope, we've noticed that the training requirements are minimal and can definitely be managed by mid-sized organizations. Hence we request you to please reconsider this clause and if possible remove this clause from the eligibility criteria.	Tender condition confirmed.
5.		5.13	51	The Bidder/any one of the consortium partner should have worked minimum 10 Government/PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate.	Mid-sized organizations have a successful track record for the supply and maintenance of Computers in the past. This clause would limit the reach of the tender from such organizations that deliver value to the Govt. Hence we request you to please reconsider this clause and either reduce the number of Government/PSU projects to a minimum of 2 projects executed pan India (including Government/PSU projects executed outside of Tamil Nadu) or if possible exclude this from the eligibility criteria altogether.	Tender condition confirmed.
6.		5.14	51	The Bidder or any one Member of a JV/ consortium should have minimum 5 OEM Partnership on association in last 5 years. Please attach relevant certificate.	Based on our understanding of the scope, we noticed that the scope does not involve any procurement of hardware/software from OEMs. Hence we request you to please exclude this clause from the eligibility criteria.	Tender condition confirmed.
7.				Request for Clarification regarding salaries of personnel	Kindly clarify if the salaries to the deployed personnel can be disbursed by any of the partners in the JV/ consortium?	The payment will be given to the Lead bidder.

Bidder 7

1.	5. Eligibility Criteria	5.1	49	Registered company (under the Indian Companies Act) operating in India for at least the past 15 years. Please attach a copy of the Registration Certificate.	General requirement would be 5 Years in tenders, we request you to consider to reduce the no of years.	This query is as same as in Sl. No.1 of the Bidder 3. The reply furnished therein is applicable.
2.		5.6	49	The Bidder or the Lead Member of a JV/ consortium should have at least 1500 persons on its current payroll. Please attach a PF, ESI, of Employees for last three months of this year)	we would request to reduce the employee count to 500 nos as to provide fair opportunity to many	Tender condition confirmed.

3.		5.10	50	The Bidder or the lead Member of the consortium should have executed at least one contract with a single client (private or public companies) with more than 500 employees outsourcing in last five years.	we would request to reconsider this condition as it is limiting the opportunity to medium size companies.	Tender condition confirmed.
4.		5.11	50	The Bidder or the Lead Member should have worked with minimum 5 large size IT corporate companies in past 10 years. Please attach a copy of project details done in the past 10 years.	we would request to reconsider this condition as it is limiting the opportunity to medium size companies.	This query is as same as in Sl. No.5 of the Bidder 3. The reply furnished therein is applicable.
5.		5.12	50-51	Bidder or any one member of the consortium / JV should have more than 15 years' experience in providing skill training and trained minimum 1000 candidates in last 3 years with Central or State Government certification and affiliation either directly or through partnership.	we would request to remove this condition as this is not much relevant to the scope and limiting the opportunity to midsize companies.	Tender condition confirmed.
6.		5.13	51	The Bidder/any one of the consortium partners should have worked minimum 10 Government/ PSU projects in Tamil Nadu for AMC of Computers. Please attach relevant certificate.	we would request to remove this condition as this is not much relevant to the scope and limiting the opportunity to midsize companies.	Tender condition confirmed.
7.		5.14	51	The Bidder or any one Member of a JV/ consortium should have minimum 5 OEM Partnership on association in last 5 years. Please attach relevant certificate.	We would request you to reconsider this condition as not much scope for hardware in this tender.	Tender condition confirmed.