

Govt. Of Rajasthan
Directorate Mines & Geology Department
 Khanij Bhawan, Shastri Circle, Udaipur
 Email: dmgoms.uda.mg@rajasthan.gov.in

SID - DMG / DMGOMS / Project / 2022 / 644

Dated - 30.03.2022

Committee Recommendation & Final decision on Queries received from Prospective Bidders in and after Pre-Bid meeting Dated 22-03-2022

PRE-BID QUERIES for Selection of Agency for Design Development, Customization, Implementation, Operation and Maintenance of Raj Mines .
 Tender Reference Number: DMG/F-5(36)2021-22/1168 dated 14-03-2022; e-Tender Notice No. 14/2021-22

Name of Company/Firm: CSM Technology Pvt. Ltd.

S.No	RFP Page No	RFP Rule No	Rule Detail	Query/ Suggestion/ Clarification	Committee Recommendation & Final decision
1	11	section 1: Invitation for Bid & Notice inviting Bid	Bid Evaluation criteria (Selection method)- Least cost Bases selection(LCBS) L1	We suggest to change the selection procedure to QCBS (80:20), inorder to get qualitative bidder	No Need to Change.
2	18	Section 2.3: Functionality of various stakeholders	Switch to other accounts	Is their a provision Lease holder, RCC/ERCC, STP Holder, dealer to create multiple accounts, Kindly confirm?	A stack holder can hold a Lease, RCC/ERCC contract, STP, Dealership at the same time so using this functionality it can switch to another User Profile. There is no different account.
3	18	Section 2.3: Functionality of various stakeholders	STP Holder	Kindly provide more details about STP holder? What are the fuctions to be performed by STP holder?	Apart from the Lease any type of Short Term Permit (STP) for mineral excavation comes under STP. Same as Lease Holder the STP Holder can pay Online/ Generate Rawanna.
4	23	Section 3.1 Pre-qualification, 2 financial turnover from IT/ITeS And Section 3.2 Technical Qualification, 1.1	Bidder's Average Turn Over from IT/ITeS (Excluding IT Hardware/ Networking/Pure Manpower Supply) for the last four financial years (ie. FY 2017-18, 2018-19, 2019-20 and 2020-21)	We request you to change the clause as " Bidder's Average Turnover from IT/ITeS (Excluding IT Hardware/ Networking/Pure Manpower Supply) for the last three financial years (ie. FY 2018-19, 2019-20 and 2020-21)"	No Need to Change.

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5	35	Section 4.4 Integration with other application	Integration with existing application and other application/system	We assume that API's for intigration shall be provided the client, Kinldy confirm?	All necessary administrative permission regarding APIs/Web Services access for integration will be provided by the Department & bidder has to coordinate with the concerning department for required integration and implementation. If concerning department/ RISL doesn't own the APIs or unable to develop/provide due to certain limitations then API need to be developed by the bidder but all required access, support and inputs will be provided by both the department for development & deployment.
6	40	Section 4.9,B : Testing of developed modules/ functionalities (Performance testing)	Minimum Hardware which shall be provided for the performance testing is given below: *Application/Web Server 16 cores,64 GB RAM *Database server- 16	We assume that the following hardware shall be provided by the department. Kindly Clarify?	Yes at state data center, jaipur
7	43	Section 4.14 Data Migration	Selected Bidder shall coordinate with the field locations/ administrative department wings for migrating legacy data from the old/existing online application.	We assume that all the legacy data are available in electronic format. The selected bidder will share a template to all the field offices for getting legacy data. Field visit for getting the legacy data shall not be under the responsibility of selcted bidder. Kindly Confirm?	Ok
8	43	Section 4.14 Data Migration	Data migration	Please provide the volume of data and format of the data to be migrated?	Most of legacy data has been migrated to new online system. Now its depend upon the future requirements and interdependency in new development. So it will be identify during SRS phase.
9	33	4.3 Design & Development/Enhancement of modules/Sub modules of application, XXVII	Wherever required, data migration from any existing systems shall be done with cleansing of data	We understand that the data migration with cleansing of data shall be done only once during implementation, post the implementaion timeline the bidder is not responsible for migrating any new data into the system. Kindly confirm?	Legacy data migration with cleansing of data will be done only once during implementation. But in case of Server shifting/ upgradation/ migration or any Data Center acitivity, Selected bidder has to complete the Data migration acivities during any stage of contract period.

10	45	Section 4.16: Training and capacity building	General	Kindly confirm the number of users to be trained?	The online training will be conducted after development of each module from Head-Office. Onsite hands-on training will be conducted for each SME level(Around 9 locations) after completion of each phase. Batch size for training may vary from 50 to 150 members. DMG may ask any time for additional Online/Onsite training as & when required.
11	51	section 4.18 Help Desk Support	Additional cost of the usage of toll free number, same can be paid by the selected bidder at actual	We assume that the client shall provide IT and Non-IT cost required for setting up Helpdesk including Tollfree number.	Department will provide the seating arrangement, Internet connectivity and Toll Free number along with one-time cost for setting up the Helpdesk support but it will be completely managed and maintained by selected bidder with ensuring required IT & Non- IT support during complete contract period.
12	109	Section 7.2 A Penalty for non availability and non accessibility of application	Penalty for non availability and non accessibility of application	We assume that, Penalty will not be imposed, for non availability and non accessibility of application arising due to any hardware fault, network issue, or any issues that is not attributable to the selected bidder. Kindly confirm?	Ok
13	109	Section 7.2 B Penalty on delay in completion of assigned tasks in sprint/ Issue/Bug sheet	Penalty on delay in completion of assigned tasks in sprint/ Issue/Bug sheet	We assume that penalty shall not be imposed for the delay that arises due to non availability of DMG officials for discussion, approvals which may impact the implementation process.	No Need to Change, May refer Section/Clause 7.1 (H) on page no. 106.
14	109	Section 7.2 B Penalty on delay in completion of assigned tasks in sprint/ Issue/Bug sheet	In case delay in implementation of required changes/ new deployment, the delay shall be counted from the end of the decided timelines for completion of the changes	We request to modify the clause as, "In case delay in implementation of required changes/ new deployment, the delay shall be counted from the end of the mutually agreed timelines for completion of the changes". The delay shall be counted from the end of the mutually agreed timelines for completion of changes.	Change made as following: "In case of delay in implementation of required changes/ new deployment, the delay shall be counted by the department in the following manner. If mutually agreed then From the end of the mutually agreed timelines for completion of the changes. else From the end of the decided timelines for completion of the changes."

15	110	Section 7.2 C Penalty for non-timely performing software support service like Update Content Management on RajMines/Defect fixing/Change Management (Application software)	Penalty for non-timely performing software support service like Update Content Management on RajMines/Defect fixing/Change Management (Application software)	we understand that, Penalty will be imposed as per the mentioned clause for the delay which shall be counted from the end of the mutually agreed timelines Kindly confirm	Following note added to section 7.2 C "In case of delay in performing software support service, the delay shall be counted by the department in the following manner. If mutually agreed then From the end of the mutually agreed timelines for completion of the support service. else From the end of the decided timelines for completion of the support service."
16	110	section 7.2, D penalty for replacement/ exit of resource	The replacement of resource by bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer.	As we all know that Continuation / discontinuation of a resource with an employer is purely based on their personal choice. So We request the client to modified the clause as The replacement of resource by bidder will be allowed (without penalty) only in case, the resource leaves the organization by submitting resignation with the present employer.	No Need to Change.
17	110	section 7.2, D penalty for replacement/ exit of resource	Penalty for attrition of key resources during project duration	We request you to reduce the penalty charges for replacement of resouces as per following: 1. Senior resource : Rs. 5000 on second change and thereafter on every change 2. Junior resource: Rs.3000 on second change and thereafter on every change 3. Help Desk/Support Team: Rs.1500 on second change and thereafter on every change	No Need to Change.
18	111	section 7.2, E penalty on absence resources	Penalty on absence resources	We request you to reduce the penalty charges for absense of resources as per following: 1. Senior resource : Rs. 750 2. Junior resource:Rs. 350 3. Help Desk/Support Team: Rs.150	No Need to Change.

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Name of Company/Firm: e-Connect Solution Pvt. Ltd.

S.No	RFP Page No	RFP Rule No	Rule Detail	Query/ Suggestion/ Clarification	Committee Recommendation & Final decision
19	21	2.4 Need and expected benefits of IT Enablement	GIS Based system for scrutiny of applications received for lease.	Currently the existing system is integrated with RajDhara and for online scrutiny process, bidder will require access to RajDhara GIS Server. We understand that the department will provide the same.	Ok, but if it is required to develop any API or middleware for integration then it will be in bidder's scope.
20	21	2.4 Need and expected benefits of IT Enablement	Online payment deposit for all kind of users.	We understand that the department will provide the required payment gateway.	Ok
21	36	4.4 Integration with other applications/modules	New modules shall be designed and developed considering integration possibilities of RajMines with the following tentative list of third party applications/ systems in DMG/DOIT&C/ RISL and shall do the integration as per DMG	We understand that the department will provide the required APIs/Web Services for integration with third party applications as mentioned in RFP.	All necessary administrative permission regarding APIs/Web Services access for integration will be provided by the Department & bidder has to coordinate with the concerning department for required integration and implementation. If concerning department/ RISL doesn't own the APIs or unable to develop/provide due to certain limitations then API need to be developed by the bidder but all required access, support and inputs will be provided by both the department for development & deployment.
22	42	4.11 Deployment & Configuration	Deployment & Configuration	We understand that the department will provide the remote access of staging server at DMG HO to bidder during the entire project period for deployment and configuration of application.	Ok but resource may have to visit State Data Center, Jaipur in case of technical glitch, matter of urgency, avoiding delays in delivery etc.
23	45	4.16 Training and Capacity Building	The training locations in Rajasthan, Batch size, mode of training (Onsite/Offsite), duration etc will be decided with the DMG, Rajasthan as and when	Requirement not clear. Kindly elaborate the requirement for better understanding and efforts estimation.	The online training will be conducted after development of each module from Head-Office. Onsite hands-on training will be conducted for each SME level(Around 9 locations) after completion of each phase. Batch size for training may vary from 50 to 150 members. DMG may ask any time for additional Online/Onsite training as & when required.

24	106	7.1 Payment Terms & Schedule	Amount will be equally spread over 30 months payable half yearly. Note: O&M Cost will be paid half-yearly after making adjustments for penalties as per SLA/Performance	We request you to amend the clause as under: Amount will be equally spread over 30 months payable quarterly. Note: O&M Cost will be paid quarterly after making adjustments for penalties as per SLA/Performance	No Need to Change.
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Name of Company/Firm: Shaurya Technosoft Pvt. Ltd.

S.No	RFP Page No	RFP Rule No	Rule Detail	Query/ Suggestion/ Clarification	Committee Recommendation & Final decision
25	22	3.1 Prequalification Criteria 2. Financial Turnover from IT/ITeS	Average annual Turnover of at least Rs 15 Crores from IT/ITes Business (Excluding IT-Hardware/Networking/Pure Manpower Supply) during the last four financial years (FY's 2017-18, 2018-19, 2019 - 20, 2020-21) as per the last audited balance sheet or statements.	Could DMG consider including FY 2021-22 in average valuation ?	No Need to Change.
26	23	3.1 Prequalification Criteria 2. Certification	The bidder must possess at the time of bidding a valid CMMi Level 5 Certification	ISO ISO 27001:2013 & ISO 9001:2008 certification should also be considered as ISO and CMMi both are collection of best practices, though they have a different model however they have a higher degree of similarities in process development model. Example: Technical Evaluation Criteria for Chhattishgarh Tender (Tender no. 93691/RFP/ VTS 2nd Call/2022/ Dated 24/02/2022) I. ISO 9001:2008 = 5 Marks II. ISO 27001:2013 or CMMI Level 3 or above = 10 Marks	No Need to Change.

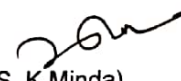
27	63	6.4 Joint Venture, Consortium and Association	For this contract joint venture, consortium, or association is NOT allowed	Could DMG allow Consortium as it will enable us to have a capable ally which will make the team stronger and we will be able to serve DMG / project better	No Need to Change.
28	33	4.3 Design and Development/Enhancement if modules/sub modules of Application	Pt. XXIX: The Existing Development Stack for Design / Development, Customization, and development of the solution already available in RSDC are given below.	We understand that, apart from the mentioned list of components if any other Components/Software is required during the development or support phase then it will be provided by RISL/ RSDC/ DoIT&C/DMG, or do the charges have to be borne by the SI?	Components/Softwares apart from the mentioned list(Clause 4.3 XXIX) will be in the scope of SI/Bidder.
29	108	7.2 Service Level Standards / Requirements / Agreement	g. Penalty Clause : A. Penalty on Non Availability / Non Accessibility of the Application B. Penalty on Delay in completion of Assigned Tasks in SPRINT/ ISSUE/ Bug Sheet C. Penalty for non-timely performing software support services like update content management on Rajmines/ Defect fixing/ Change Management D. Penalty for Replacement / Exit of a Resource E. Penaly on Absence of Resources	The percentage assigned to each penalty is relatively high. We would request the DGM to consider lowering the penalty percentage in the respective clauses.	No Need to Change.

Name of Company/Firm: XtraNet Technologies Private Limited

S.No	RFP Page No	RFP Rule No	Rule Detail	Query/ Suggestion/ Clarification	Committee Recommendation & Final decision
30	11	Bid security and mode of Payment	Mode of Payment- Banker's Cheque or Demand Draft of a scheduled Bank or through e-grass challan	As maximum department is allow bid security in Bank Guarntee form, pleas amend this clause as under- Mode of Payment-Banker's Cheque or Demand Draft of a scheduled Bank or Bank Guarntee or through e-grass challan	Suggestion accepted and added in the bid document.
31	23	3.2 Technical Evaluation criteria	Bidders experience in application development for Mines & Geology department or any mineral development corporation for any central Govt./State Govt. in India (At least one project should be more than the amount Rs. 1 Crores)- >=2 Project-10 Marks 1 project - 5 Marks	As this clause is restructuring to many bidders to participate in bid, please amend this clause as under so that department can get more competitive bids. Bidders experience in application development for any central Govt./State Govt. in India (At least one project should be more than the amount Rs. 1 Crores)- >=2 Project-10 Marks 1 project - 5 Marks	No Need to Change.
32	48	4.17 Provide Operation & Maintenance Services	The Selected bidder has to deploy the minimum following technical Manpower of required experience and qualification at onsite as	We request to allow that bidder can deploy the technical manpower of required experience and qualification at bidder premises for better coordination between team members and fast development.	No Need to Change.
33		General	Technology	Please confirm can bidder propose any new technology/digital plateform for development of new modules.	Bidder can proposed but subject to approval of DMG

34	110	D. Penalty for replacement/ Exit of a resources	<p>Senior Resource- 50, 000/- on second change and thereafter on every change.</p> <p>Junior resource-30,000/- on second change and thereafter on every change.</p> <p>Help desk support team- 15000/- on second change and thereafter on every change.</p>	<p>Imposed penalty is too high, please reduce penalty as under: Senior Resource- 20, 000/- on second change and thereafter on every change.</p> <p>Junior resource-10,000/- on second change and thereafter on every change.</p> <p>Help desk support team- 5000/- on second change and thereafter on every change.</p>	No Need to Change.
35	111	Penalty on absence of Resources	<p>Senior Resource- 7500/- Junior resource-3500/- support resource- 1500/-</p>	<p>Imposed penalty is too high, please reduce penalty as under: Senior Resource- 3000/- Junior resource-1500/- support resource- 500/-</p>	No Need to Change.


(Giriraj Katheeria)
System Analyst (Joint
Director)


(S. K Minda)
Addl Director (Geology)


(P.R. Ameta)
Addl. Director Mines (E&D)
& Nodal Officer DMGOMS


(Mahesh Mathur)
Addl. Director Mines (HQ)


(N.K. Kothari)
Addl. Director Mines (Vig)


(Girish Kachchara)
Financial Advisor

Corrigendum #1

The Pre-bid meeting of RFP DMG/F-5(36)2021-22/1168 dated 14-03-2022 "Selection of Agency for Design, Development, Customization, Implementation, Operation and Maintenance of RajMines (DMG Online Monitoring System)" was held on 24th March 2022 at Directorate Mines & Geology, Udaipur. Though most of the queries submitted by prospective bidders were clarified and following Corrigendum is hereby issued for the above RFP Documents for some crucial queries -

Sno.	Section/Clause No.	Page No.	Earlier	Revision
1	7.2 (B) ii Penalty on delay in completion of assigned tasks in sprint/ Issue/Bug sheet	109	Note: In case of delay in implementation of required changes/ new deployment, the delay shall be counted from the end of the decided timelines for completion of the changes.	Note: In case of delay in implementation of required changes/ new deployment, the delay shall be counted by the department in the following manner. If mutually agreed then From the end of the mutually agreed timelines for completion of the changes. else From the end of the decided timelines for completion of the changes.
2	7.2 (C) Penalty for non-timely performing software support service like Update Content Management on RajMines/Defect fixing/Change Management (Application software)	109		Following note added to section 7.2 C "In case of delay in performing software support service, the delay shall be counted by the department in the following manner. If mutually agreed then From the end of the mutually agreed timelines for completion of the support service. else From the end of the decided timelines for completion of the support service."
3	NIB- (Note point-02)	11	In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to as mentioned in NIB, its Bid shall not be considered. The Banker's Cheque/	In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft/Bank Guarantee for Tender Fee, Bid Security, and RISL Processing Fee up to as mentioned in NIB, its Bid shall not be considered. The Banker's Cheque/ Demand Draft/ Bank Guarantee for Bidding document fee and Bid

			Demand Draft for Bidding document fee and Bid Security should be drawn in favour of "Additional Director Administration" payable at "Udaipur" from any Scheduled Commercial Bank and RISL Processing fee should be drawn in favour of "MD, RISL".	Security should be drawn in favour of "Additional Director Administration, Department of Mines and Geology." payable at "Udaipur" from any Scheduled Commercial Bank and RISL Processing fee should be drawn in favour of "MD, RISL".
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(Dr. K.B. Pandya) IAS
Director