

RFP for Operation & Maintenance (O&M) of 'Pehchan/Self Service Kiosk', for Government of Rajasthan

Reference No. F4.9 (1107)/RISL/Tech/Misc./2024/24054004 Dated: 23-02-2024

S. No.	Bid Document Page	Rule No.	Rule Details	Query/Suggestion/Clarification sought by the bidders	Response by RISL
M/s Raminfo Limited, Hyderabad					
1	8 and 9	S.No.5	Technical Capability Bidder should have experience in installed/ maintained/ managed the Electronics / IT / Networking Items at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions, during the last 3 years. The cumulative order(s)/ work(s)* amount of such should be of at least Rs. 2.5 crore. *Each Work Order/ Purchase Order should consist minimum of 500 items.	Request to consider Experience in installed/ maintained/ managed the IOT devices also at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions, during the last 3 years.	Revised Clause: Bidder should have experience in installed/ maintained/ managed the Electronics / IT /Networking Items at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions, during the last 5 years . The cumulative order(s)/work(s)* amount of such should be of at least Rs. 2.5 crore. *Each Work Order/ Purchase Order should consist minimum of 500 items. Note: - 1. The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2018 . 2. Work Order/ Purchase Order, which have been partially completed/executed for a minimum period of one quarter by the bidder and meets the above criteria, will be accepted as the relevant experience of the bidders.
				Request to consider Cumulative order(s) should consist minimum of 500 items instead of each Work Order/ Purchase Order	No Change
2	9	S.No.5	The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2020.	Request to consider Projects which are awarded before 01.04.2020 and which are still ongoing.	Revised Clause: The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2018
3	74	ANNEXURE -11	MANUFACTURER'S AUTHORIZATION FORM (MAF)	Request to remove this form as this tender is purely O&M Services.	Amended. Please refer Chapter – 7 for payment terms and associated SLAs.
4	-	-	General	Who will pay the Electricity charges machines?	As per RFP

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5	-	-	General	Who will pay the Internet billing charges?	As per RFP
6			General	During the survey if we found any material theft from e-Mitra Plus M/c, do we replace entire items with in the Maintenance cost or do we get any Capex pls clarify	No Change All machines are covered under O&M contract, except scrap machines.
M/s E-Connect Solutions Pvt. Ltd.					
1	8	3. QUALIFICATION/ ELIGIBILITY CRITERIA	<p>Bidder should have experience in installed/ maintained/ managed the Electronics / IT /Networking Items at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions, during the last 3 years. The cumulative order(s)/work(s)* amount of such should be of at least Rs. 2.5 crore. *Each Work Order/ Purchase Order should consist minimum of 500 items.</p> <p>Note: - 1. The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2020. 2. Work Order/ Purchase Order, which have been partially completed/executed for a minimum period of one quarter by the bidder and meets the above criteria, will be accepted as the relevant experience of the bidders.</p>	<p>We request you to amend the clause as under: Bidder should have experience in installed/ maintained/ managed the Electronics / IT /Networking Items at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions/Companies, during the last 5 years. The cumulative order(s)/work(s)* amount of such should be of at least Rs. 2.5 crore. *Cumulative Work Order/ Purchase Orders should consist minimum of 500 items.</p> <p>Note: - 1. The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2018. 2. Work Order/ Purchase Order, which have been partially completed/executed for a minimum period of one quarter by the bidder and meets the above criteria, will be accepted as the relevant experience of the bidders.</p>	<p>Revised Clause: Bidder should have experience in installed/ maintained/ managed the Electronics / IT /Networking Items at multiple locations for any State Government/ Central Government/ PSU/ Listed commercial institutions, during the last 5 years. The cumulative order(s)/work(s)* amount of such should be of at least Rs. 2.5 crore. *Each Work Order/ Purchase Order should consist minimum of 500 items.</p> <p>Note: - 1. The date of Work order(s)/ Purchase Order(s) / Go-Live / commissioning should be of date after 01.04.2018. 2. Work Order/ Purchase Order, which have been partially completed/executed for a minimum period of one quarter by the bidder and meets the above criteria, will be accepted as the relevant experience of the bidders.</p>

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2	13	B. Complaint Management System	e) Payment towards a successful resolution of the complaint (subject to its closure on CRN) shall be paid to the selected bidder based on the rate quoted in the financial bid and agreed by the purchaser.	Since, Financial bid is not based on CRN, hence this clause is not relevant. Kindly amend the clause accordingly.	Amended.
3	47	1) Payment Terms and Schedule	k) Total penalty for a quarter will be limited to 25% of the Quarterly payment (QP) excluding penalties on non-deployment of manpower.	Most of the government organizations consider maximum penalty capping at 10%. Hence, request you to keep maximum penalty to 10% of the quarterly payment.	No Change
4	48	2) Service Level Standards/ Requirements/ Agreement	Manpower / support staff to be deployed in districts within T+15 days, where T is the date of signing of Agreement between RISL and Service Provider	15 days are very short time to deploy the resources at multiple location. Hence, please amend the clause as under: Manpower / support staff to be deployed in districts within T+30 days , where T is the date of signing of Agreement between RISL and Service Provider	Revised Clause: Manpower / support staff to be deployed in districts within T+30 days, where T is the date of signing of Agreement between RISL and Service Provider
5	48	2) Service Level Standards/ Requirements/ Agreement	Within 3 working days excluding the day of complaining	SSK/PSK kiosk are installed at GP level and it's very remote sites. The resolution time of 3 working days is very small. The resolution time should be increased to 5 working days.	No Change
6	48	2) Service Level Standards/ Requirements/ Agreement	Within 5 working days excluding the day of complaining and standby hardware is not provided, or the standby hardware/item/component provision period (max 15 working days)	1. SSK/PSK kiosk are installed at GP level and it's very remote sites. The resolution time of 5 working days is very small. The resolution time should be increased to 7 working days. 2. Pls confirm that downtimes related to Power failure /UPS failure, Power Not available at Site, Non-Availability of Internet Connectivity at Site, Burnouts due to power fluctuations would not be included in the SLA calculations.	No Change

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7	13	B. Complaint Management System	The selected bidder shall onsite attend the complaint and resolve it within SLA timelines. After resolving the complaint, the selected bidder shall submit the 'complaint closure request' on CRN.	We request you to amend the clause as under: The selected bidder shall onsite/remotely attend the complaint and resolve it within SLA timelines. After resolving the complaint, the selected bidder shall submit the 'complaint closure request' on CRN.	Revised Clause: The selected bidder shall onsite/remotely attend the complaint and resolve it within SLA timelines. After resolving the complaint, the selected bidder shall submit the 'complaint closure request' on CRN.
8	13	B. Complaint Management System	The selected bidder shall onsite attend the complaint and resolve it within SLA timelines. After resolving the complaint, the selected bidder shall submit the 'complaint closure request' on CRN.	Not mentioned in RFP for Re-Open CRNs. Kindly clarify for the same.	As per RFP
9	12	A. Operation & Maintenance (O&M)	The selected bidder shall bear all the expenses for any kind of damages in all SSK/PSK except in case of theft or occurrence of natural disasters (earthquake, flood, landslide etc.).	Burnout due to High voltage, Damages due to improper earthing, Damages due to Vandalism, Damages due to Rats etc. should not be under the scope of bidder.	No Change
10	11	A. Operation & Maintenance (O&M)	During the entire contract period, the selected bidder shall ensure that services of professionally qualified personnel's are available for providing comprehensive on-site maintenance of the SSK & PSK machines installed at various urban and rural (up to GP level) locations.	It has been observed that deputed man power pressurised by local authority for transaction in kiosk machines kindly ensure that deputed manpower will only used for Hardware /software related crns only.	As per RFP
11	11	A. Operation & Maintenance (O&M)	The Service Level Agreement (SLA) will apply to the non-operational machines outlined in Annexure-06, which are to be repaired by the selected bidder, after the initial one-month period from the signing of the Agreement.	Machines are being installed at remote locations so it should be 45 working days after signing of the agreement	As per RFP

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Pratap Globezone Technologies Pvt Ltd.					
1	11	b)	The selected Bidder shall undertake the comprehensive onsite Operation & Maintenance (O&M) of all SSK & PSK machines and its associated hardware/software/items/components including OS, drivers of components/ firmware/ Software Development Kit, biometric (RD services) Middleware etc., during the entire contract period.	In case hardware equipment like laser printer, PVC printer are using externally by kiosk and empty the printer toner/ cartage by kiosk without doing transaction on e-Mitra plus machine then who will responsible for arrange new toner/ cartage.	No Change
2				Payment mechanism should be monthly basis.	No Change
3	52 - 62	ANNEXURE-03:	ANNEXURE-03: TECHNICAL SPECIFICATIONS	We want to know what is the cost of each component assembled in E-Mitra Plus machines. Kindly share estimated cost list.	No Change
4	17 78-82 & 86	8 ANNEXURE-15: ANNEXURE-18:	Every bidder shall submit the "Form of Bid Securing Declaration" as per Annexure-18. ANNEXURE-15: BANK GUARANTEE FORMAT {to be submitted by the bidder's bank} BANK GUARANTEE FORMAT – BID SECURITY ANNEXURE-18: FORM OF BID SECURITY DECLARATION (on Rs 50/- stamp paper	Two formats are available for declaration BID Security like Annexure 15 and Annexure 18, please clear on it How much amount of BID security in the project When do submit the bid security amount to be deposit.	Amended Annexure-18 removed from RFP
5	13	p)	The selected bidder shall supply the one (1) thermal paper roll per machine at its associated BLO (Block level office) in each quarter for all SSK/PSK machines during the entire contract period without extra cost to the purchaser and shall obtain the online receipt of such supply from BLO. The Block Level Officers of DoIT&C will have to promptly acknowledge the receipt of paper rolls in the online CRN system, which will	Is the thermal paper roll will provide us by BLO/DLO in each quarter? If the paper would be arranged from our side, then can we take free from any vendor, Please clarify about online receipt	As per RFP

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	48	3	be developed by RISL. Supplying and installing consumables such as paper rolls		
6	13	e)	Payment towards a successful resolution of the complaint (subject to its closure on CRN) shall be paid to the selected bidder based on the rate quoted in the financial bid and agreed by the purchaser	If some CRN remains pending (in 5 working days or the standby in 15 working days) at the time of quarterly payment bill, will the payment for that machine be received or not? If not, when will that payment be received?	As per RFP
7	38	c)	After successful inspection, it will be supplier's/ selected bidder's responsibility to dispatch and install the equipment at respective locations without any financial liability to the Purchaser. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the specification.	What will mechanism of e-Mitra plus machine inspection in quarterly basis?	Amended. Clause removed from RFP
8	11	4	Few of the machines are running under warranty. The detail of the warranty for all SSK/PSK machines is given in Annexure-01	Are the such types of machines will count in our scop..?	As per RFP

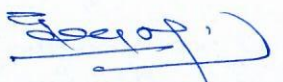

(Rakesh Meena)
ACP (Dy. Dir.)



(Sudarshan Singh Deora)
SA (Joint Director)

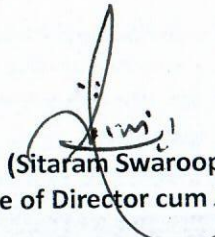

(R K Sharma)
Technical Director



(Y K Jain)
Technical Director


(Poonam Choudhary)
CAO, DoIT&C


(Vradhi Chand Bunkar)
Director (F)


(Anil Kumar Singh)
Director (T), RISL


(Sitaram Swaroop)
JD & Representative of Director cum Joint Secretary, (DES)


(Inderjeet Singh)
MD, RISL