

Prebid queries in reference to NIB no. F4.9(969)RISL/Tech/Misc/2022/3053 Dated: 24-07-2023

S.No.	RFP Page No.	RFP Rule No.	Category	Rule according to RFP	Query/ Suggestion/ Clarification	Response
1	16	3.1	Pre- Qualification Eligibility Criteria: Financial-I Turnover	Average annual turnover of bidder should be at least Rs 30 crores from IT / ITES/ e-commerce Business during the last three financial years (FY's 2018 -19, 2019-20, 2020-21 or during FY's 2019-20, 2020-21, 2021-22) as per last audited balance sheets or statements.	Request you to kindly consider, the Average annual turnover of bidder at least Rs 5 crores from IT / ITES/ e-commerce Business during the last three financial years (FY's 2018 -19, 2019-20, 2020-21 or during FY's 2019-20, 2020-21, 2021-22). Or allow the exemption for the MSME companies	No Change.
2	16-17	3.1.	Pre- Qualification Eligibility Criteria: Technical Capability	The bidder must be engaged in any of the following activities since April 2020 to last date of bid submission in any geography: 1.Design, Development and maintenance e-commerce / e-marketplace portal or portal of similar nature	The bidder must be engaged in any of the following activities since April 2020 to last date of bid submission in any geography: 1.Design, Development and maintenance e-commerce / e-marketplace portal or portal of similar nature or implementation and O&M of Web-Portal/ Application based Software Application	Please refer updated RFP.
3	16-17	3.1.	Pre- Qualification Eligibility Criteria: Technical Capability	The bidder must be engaged in any of the following activities since April 2020 to last date of bid submission in any geography: 1.Design, Development and maintenance e-commerce / e-marketplace portal or portal of similar nature	The bidder must be engaged in any of the following activities since April 2020 to last date of bid submission in any geography: 1. Design, Development and maintenance e-commerce / e-marketplace portal or portal of similar nature such as procurement/ e-auction portal	Please refer updated RFP.
4	18-19	3.3.	Technical Evaluation Criteria:	Details of any one project executed (Mentioned in bid) with the key features of the project on the following aspects: • Solution/ Services Provided	Details of any one project executed (Mentioned in bid) with the key features of the project on the following aspects:	No Change.

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				(Design & Development of e-Commerce Portal=5 marks) (Maintenance Services of Ecommerce Portal=4 marks)	• Solution/ Services Provided (Design & Development of e-Commerce Portal/ implementation and O&M of Web-Portal/ Application based Software Application=5 marks) (Maintenance Services of Ecommerce Porta=4 marks)	
5	37	4.1.8.1.	Facility Management Services	The selected bidder has to achieve following quarterly targets for end to end successfully delivered number of orders (without cancellation, return & delay in delivery) on e-bazaar 2.0 portal during the period of O&M: Year-1: Quarter-1: Minimum 5000 orders Quarter-2: Minimum 7000 orders or 40% growth on previous Quarter's orders whichever is higher Quarter-3: Minimum 10000 orders or 45% Growth on previous quarter's orders whichever is higher Quarter-4: Mimimum15000 orders or 50% growth on previous quarter' orders whichever is higher Year-2:	Are the targets for B2G/ G2C/ B2C orders of any product for any delivery location and can % growth be removed as this may led confusion and more pressure.	Please refer updated RFP.

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				<p>Quarter-1: Minimum 15800 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-2: Minimum 16600 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-3: Minimum 17500 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-4: Minimum 18400 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Year-2:</p> <p>Quarter-1: Minimum 19400 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-2: Minimum 20400 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-3: Minimum 21500 orders or 5% growth on previous quarter' orders whichever is higher</p> <p>Quarter-4: Minimum 22600 orders or 5% growth on previous quarter' orders whichever is higher</p>		
6	40	4.3.	Resource Deployment	Quantity Phase I- 11 Resources (Onsite)	I have One Small Request to decrease On Site resources we will provide the project manager and coordinators onsite	Please refer updated RFP.

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				Phase II- 17 Resources (Onsite)		
7	40	4.3	Resource Deployment:	Quantity Phase I- 11 Resources (Onsite) Phase II- 17 Resources (Onsite)	Request you to kindly reduce onsite resources for phase I & Phase II, And only deploy major resources onsite Like Project Manager, Associate Project Manager ,Project Coordinator cum Technical Support and other resources on offline mode	Please refer updated RFP.
8	40	4.3	Resource Deployment	T Quantity Phase I- 11 Resources (Onsite) Phase II- 17 Resources (Onsite)	This is suggested to reduce the onsite manpower to only Program manager and Technical Project manager for interaction and project execution at site. Rest resources either required for back end operations. Many companies has their own setup and their core team who are at thier premises. Onsite resources are quite expensive which cant be managed in this project cost.	Please refer updated RFP.
9	61	6.4.	Joint Venture, Consortium or Association	Joint venture/ consortium/ association is not allowed.	Request you to kindly allow, Joint venture/ consortium/ association,	No Change.
10	61	6.4.	Joint Venture, Consortium or Association	Joint venture/ consortium/ association is not allowed.	Looking at complex nature of the project, may we kindly request you to allow consortium of 3 members (including Lead Member)?	No Change.
11	72	8.1.	Payment Terms & Schedules	Services for Phase-1 as per Scope → Time Schedule: T2 = T1+ 60 Days	It is kindly requested to provide atleast 6 month timeline and some payment on document submission after study to smooth roll out.	Please refer updated RFP.
12	74	8.2.1.	Penalty on Non Availability/ Non	> 12 Hrs/ 1 Day PBH- 10% and additional 10%	Request you to kindly allow, Maximum capping of 10% as penalty instead of 50%	No Change.



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			Accessibility of the application	per additional 12 Hrs/ 1 Day downtime (subject to max 50%) NPBH- 9% per day and additional 9% per additional 12 Hrs/ 1 Day downtime (subject to max 50%)		
13	74	8.2.3	Penalty on Growth in placed orders	Growth in end to end successfully delivered number of orders (without cancellation, return & delay in delivery)	It is requested to relax SLAs as growth in orders will take time	No Change.
14	75	8.2.3	Penalty on Growth in placed orders:	Growth in end to end successfully delivered number of orders (without cancellation, return & delay in delivery)	Request you to kindly reduce Penalty in % of the quarterly payable amount	No Change.
15	75	8.2.3	Penalty on Growth in placed orders:	Growth in end to end successfully delivered number of orders (without cancellation, return & delay in delivery) More than 75% to less than 100% of the set target of end to end successfully delivered number of orders (without cancellation, return & delay in delivery) during a Quarter	No penalty should be charged,	No Change.
16	75	8.2.2	Penalty on Delay in Completion of Assigned Tasks in SPRINT/ Issue/ Bug Sheet:	Delay in implementation of Required Changes in the Software/ Application/ Delay in accomplishment of tasks mentioned in SPRINT/Issue/Bug Sheet in a Quarter > 5 Days - 10% and additional 10% per additional 12 Hrs/ 1 Day delay (subject to max 50%)	Request you to kindly allow, Maximum capping of 10% as penalty instead of 50%	No Change.
17	76	8.2.4	Penalty on Delay in Pickup/Delivery of Product:	Delivery/Pick Up from Seller's/Logistic store/warehouse Partner's to	100% logistics service penalty seems unrealistic, As this penalty will directly impact the bid pricing	No Change.



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				customer's address or other logistic services* a) 3 % of logistic service* value per day till 7 days after estimated delivery time. b) 100% of logistic service value after 7th day after estimated delivery time		
18	114	1.4.15	Customer Support/ Grievance Management Module:	Customer support will handle all the queries related to the products, orders, seller information, store information, refund initiation process, handling the customer accounts, payment management, policies of the e-Bazaar etc. and may escalate the issues or the suggestion to the upper level in the defined escalation metrics for required action to ensure the customer satisfaction	Do we need Customer Support executives here, if yes, please share the count of executives required to manage this?	As per scope & SLA of the RFP, the selected bidder will deploy requisite manpower.



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