Selection of Service Provider for Design, Development/upgradation, Customization, Integration, Implementation, Capacity Building, and Operations & Maintenance of Multi–level Artificial Intelligence (AI) enhanced Vidya Samiksha Kendra (VSK 2.0) (GeM Bid No: GEM/2023/B/4177815 Dated: 06-11-2023
Repsonse to Pre-bid Queries

S.No	RFP Document Reference (Volume,)	Section No./ Clause No.	RFP Page No.	Content of the RFP requiring clarification	Clarification Sought	Response
Grant Thornton Bharat LLP						
1	Section I	Clause 1.2	Page 5	Last date and time for submission of proposals- 27/11/2023 up to 1500 hours	We kindly request for an extension in bid submission deadline by at least two weeks considering festival season.	As per bid
2	Section II	Clause 2.3.4 Bid Opening and Evaluation of Bids	Page 13	Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. **Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet.**	The price bid format provided along with this RFP requires to quote rates on lumpsum basis, however the subject clause is related to quoting rates for separate components in scope of works. Please clarify whether break up is required for lump sum quote provided in financial bid.	The succesfull bidder shall be responsible to provide break up of quoted lump sum amount for Item No-1 along with the Financial Bid.
3	Section II	Clause 2.2.3 Experience in handling large data sets and user base for IT Application Development / Data Analytics projects in the e-Governance domain	Page 14	Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years – 1.>=7.5 Cr. to <=12.5 Cr. – 5 Points 2.>12.5 Cr. to <=17.5 Cr. – 7.5 points 3.>17.5 Cr. to <=22.5 Cr.- 10 Points 4. >22.5 Cr.- 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above:	Request you to kindly modify the clause to : Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years – 1.>=2.5 Cr. to <= 5 Cr. – 5 Points 2.> 5 Cr. to <=7.5 Cr. – 7.5 points 3.>7.5 Cr. to <=10 Cr.- 10 4.>10 Cr.- 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above:	As per bid
4	Section IV	Scope ofWorks	Page 26	The teams deployed in the first phase be responsible for implementing and customizing the software, data analytics, and driving change	As most of the resources deployed for the project is for development stage kindly provide us details of resources required to be deployed during operations and maintenance stage.	The resources mentioned in the bid shall be deployed throughout the contract period.
5	Section V	Project Milestones and Payment Terms	Page 38	Total Rollout of Application & Total Go Live- 30% of Financial Bid Item No. 1	Around 30 % payment for Item No 1 of price bid will be released after completion of final milestone. This will severely affect our cash flows. Kindly request to withheld only 10% of payment for Roll out stage and release remaining 20% payment in preceding milestones	As per bid
Madras Security Printers Private Limited						
6	Consortium				**Request you to kindly allow consortium for this opportunity** **Justification- Looking at the complexity and comprehensiveness involved at different phases of the project along with the competence, capabilities and skillsets of the resources/professionals to deliver this initiatives and align with the objectives of the Education Department, it is suggested that consortium may be allowed (to a maximum of 1 consortium member) along with the Lead bidder. Also, request you to articulate the consortium criteria in the clarification/corrigendum document.**	No Change
7	Technical Evaluation Criteria	A. Bidder Relevant Project Experience	14-15	**A 2.** The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points	**Request you to kindly modify the clause below:** The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <= 50000 Users = 7.5 Points 2. > 50000 and <= 75000 Users = 10 Points 3. > 75000 and <= 100000 Users = 12.5 Points 4. > 100000 Users = 15 Points	As per bid
8	Technical Evaluation Criteria	A. Bidder Relevant Project Experience	15	A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points	**Request you to kindly modify the clause below:** The experience shall include successful implementation of registry creation and deployment/ Integration with real-time data lake creation and deployment/ development/ Integration with State level Command and Control Center / Integrated Command and Control Center/ Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points	The Clause to be read as under:: *"A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards* *One Project = 6 Points* *Two Projects = 12 Points* *Three or more Projects = 20 Points* *in IT / ITES, ICT & e Governance Projects / VSK / Command and Control Center/ Learning Management System from Central Government / State Government / ULBs / PSUs*
9	2. Job Title: Tech Project Manag	Qualifications	55	• B.E./ B.Tech/ MCA/MSc in IT/CE/CS AND M.E./M.Tech/MBA in relevant field	**Request you to kindly modify the clause below:** • B.E./ B.Tech/ MCA/MSc in IT/CE/CS or relevant Field AND M.E./M.Tech/MBA in relevant field	As per bid
10	3. Job Title: Prompt Engineer	Qualifications	56	• Proficiency in programming languages commonly used in NLP, such as Python.	**Request you to kindly modify the clause below** : • Proficiency in programming languages commonly used in NLP, such as Python/ Java/ SQL/ C++	As per bid

S.No	RFP Document Reference (Volume,)	Section No./ Clause No.	RFP Page No.	Content of the RFP requiring clarification	Clarification Sought	Response
11	Solution Architect				Request you please introduce the **Solution Architect** in the resources profile for the below mention qualification: **• B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field** **• Total 5 years of experience required with Bachelor's Degree OR Total 3 years of experience required with Master's degree** **• Proficiency in Solution Design/ Application Design/SRS/FRS.** **• Strong analytical and problem-solving skills.** **• Excellent communication and teamwork abilities**	As per bid
12	Cyber Security Consultant				Request you please introduce the **Cyber Security Consultant** in the resources profile for the below mention qualification: **• B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field** **• Total 5 years of experience required with Bachelor's Degree OR Total 3 years of experience required with Master's degree** **• Proficiency in Cyber Security Audit/Application Audit/ Data Centre Audit.** **• Strong analytical and problem-solving skills.** **• Excellent communication and teamwork abilities** **• Any Cyber Security Audit Certification will preferred**	As per bid
13					Kindly clarify the following things: 1. Format for Bank Guarantee is not available in the tender document; we request you to provide the same. 2. Please provide Bank details & PAN for obtaining online BG 3. Format for CV (resources) not available in the tender document; we request you to provide the same.	Please note that 1.EMD to be submitted as per format speicified by GeM 2. EMD to be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee as per clause 1.4 of RFP Document 3. CV (Resources) shall cover the details as mentioned in Annexure IV: Required Team Profiles of RFP document
Mazars India						
14	Consortium				**Request you to kindly allow consortium for this opportunity** **Justification- Looking at the complexity and comprehensiveness involved at different phases of the project along with the competence, capabilities and skillsets of the resources/professionals to deliver this initiatives and align with the objectives of the Education Department, it is suggested that consortium may be allowed (to a maximum of 1 consortium member) along with the Lead bidder. Also, request you to articulate the consortium criteria in the clarification/corrigendum document.**	No Change
15	Section II: Instruction to Bidders				**Request to kindly add this clause:** We would request you to consider the Conflict of Interest clause as the bidder must not be involved in any way to prepare/ design/ implement any work related to this particular RFP with Gujarat Council of School Education - Samagra Shiksha (GCSE-SS), Education Department, Government of Gujarat.	As per bid
16	Technical Evaluation Criteria	A. Bidder Relevant Project Experience	14-15	**A 2.** The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points	**Request you to kindly modify the clause below:** The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <= 50000 Users = 7.5 Points 2. > 50000 and <= 75000 Users = 10 Points 3. > 75000 and <= 50000 Users = 12.5 Points 4. > 50000 Users = 15 Points	As per bid
17	Technical Evaluation Criteria	A. Bidder Relevant Project Experience	15	A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points	**Request you to kindly modify the clause below:** The experience shall include successful implementation of registry creation and deployment/ Integration with real-time data lake creation and deployment/ development/ Integration with State level Command and Control Center / Integrated Command and Control Center/ Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points	The Clause to be read as under:: *"A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards* *One Project = 6 Points* *Two Projects = 12 Points* *Three or more Projects = 20 Points* *in IT / ITES, ICT & e Governance Projects / VSK / Command and Control Center/ Learning Management System from Central Government / State Government / ULBs / PSUs*
18	2. Job Title: Tech Project Manager	Qualifications	55	• B.E./ B.Tech/ MCA/MSc in IT/CE/CS AND M.E./M.Tech/MBA in relevant field	**Request you to kindly modify the clause below:** • B.E./ B.Tech/ MCA/MSc in IT/CE/CS or relevant Field AND M.E./M.Tech/MBA in relevant field	As per bid
19	3. Job Title: Prompt Engineer	Qualifications	56	• Proficiency in programming languages commonly used in NLP, such as Python.	**Request you to kindly modify the clause below** : • Proficiency in programming languages commonly used in NLP, such as Python/ Java/ SQL/ C++	As per bid

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21	Cyber Security Consultant				Request you please introduce the **Cyber Security Consultant** in the resources profile for the below mention qualification: **• B.E./ B.Tech/ MCA/MSc/M.E./M.Tech/MBA in IT/CE/CS or relevant Field** **• Total 5 years of experience required with Bachelor's Degree OR Total 3 years of experience required with Master's degree** **• Proficiency in Cyber Security Audit/Application Audit/ Data Centre Audit.** **• Strong analytical and problem-solving skills.** **• Excellent communication and teamwork abilities** **• Any Cyber Security Audit Certification will preferred**	As per bid
22				Penalty Term 0.25% of Financial Bid Item No. 1 per Week in case of delay	Kindly clarify. It will be considered as per pro rata basis and what is the maximum caping for total penalty	As per bid
23				Extension of Bid submission date	We would request an extension of Bid submission date by 2 weeks from the date of release of Corrigendum/Clarification document by your esteemed organisation	As per bid
Additional Clauses for inclusion						
24	Indemnity			Tenderer shall indemnify and hold harmless the bidder for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Bidder.		As per bid
25	Limitation of the Bidder's Liability towards the Purchaser			Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive, or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. Tenderer (and any others for whom Services are provided) shall not recover from the Supplier, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services		As per bid
26	Non-solicitation			Bidder shall not hire employees of Tenderer or solicit or accept solicitation (either directly, indirectly, or through a third party) from employees of Tenderer directly involved in this contract during the period of the contract and one year thereafter.		As per bid
27	Force Majeure			1) Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. 2) For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. 3) Unless otherwise directed by Tenderer in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. 4) In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, Tenderer and the bidder shall hold consultations in an endeavour to find a solution to the problem. 5) Notwithstanding above, the decision of Tenderer shall be final and binding on the bidder regarding termination of contract or otherwise		As per bid
28	Termination for Convenience			1) In case of termination, Tenderer shall pay the bidder for all work-in progress, Services already performed, and expenses incurred by the bidder up to and including the effective date of the termination of this Agreement. 2) Tenderer shall be entitled to terminate/cancel the purchase order at any time for the balance order quantity which is within the delivery schedule with no liability on either side and without assigning any reason thereof. However, the purchase order for the quantity which has already been offered for inspection shall not be cancelled and supply of the same shall be availed in due course of time. 3) Bidder may terminate/cancel the contract by giving a written notice of 30 days in case: a) Its invoices are not paid on time b) If Tenderer fails to comply with the terms of agreement		As per bid
29	Retention of copies			On payment of all bidder fees in connection with the Contract, Tenderer shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. bidder retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that bidder may use or develop in connection with the Contract.		As per bid
30	Non-Exclusivity			It is agreed that the services are being rendered on a non-exclusive basis and the bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.		As per bid
Probit Plus Pvt Ltd						

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31	RFP	1.2.12	5/70	Earnest Money Deposit: INR 45,00,000/- (In the form of Demand Draft or Bank Guarantee in favor of State Project Director, Samagra Shiksha, Gandhinagar	**Request:** Kindly exempt MSME's and please accept Undertaking instead of EMD as per guidelines of Govt of India or Exempt for MSME. **Justification:** Kindly offer relaxation in submission of EMD with reference to the Memorandum issued by Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India Notification no: F/9/4/2020-PPD dated 30.12.2021 & 12.11.2020, that allows bidder to submit bid without EMD/Bid security with undertaking for the same. Hence, it is requested to kindly waive off EMD and allow to submit undertaking.	As per bid, kindly refer GeM GTC for exemption of EMD
32	RFP	1.2.14	5/70	Performance Bank Guarantee: 5% of the Total Contract Value	**Request:** Reduce the Bank Guarantee to 3% of the total contract value. **Justification:** As per below mentioned Govt. of India Guidelines, implementing agencies are asked to submit BG of 3% amount to enable liquidity in post pandemic low economy in market. Kindly refer the attached guidelines and also the reference tenders as well. Reference: 1. Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India Notification no: F/9/4/2020-PPD dated 30.12.2021 & 12.11.2020. 2. Memorandum issued by Department of Public Enterprises, Ministry of Heavy Industries & Public Enterprises, Govt. of India (No. DPE/7(4)/2017-Fin. (Part-I) dated: 19.11.2020).	As per bid
33	RFP	TQ_A1		Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years - 1. >=7.5 Cr. to <=12.5 Cr. – 5 Points 2. >12.5 Cr. to <=17.5 Cr. – 7.5 points 3. >17.5 Cr. to <=22.5 Cr. - 10 Points 4. >22.5 Cr. - 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above	**Request:** A. Please relax the Criteria for MSME & allow with Average 5 Cr or Allow Exemption to MSME with: Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years – 1. >=5 Cr. to <=6.5 Cr. – 5 Points 2. >6.5 Cr. to <=8 Cr. – 7.5 points 3. >8 Cr. to <=10 Cr. - 10 Points 4. >10 Cr. - 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above or B. Please allow to participate with Cumulative Turnover of Prime Bidder & Consortium Partner Allowing consortium with owing the responsibility by lead bidder is the best alternative for such bids. State Govt, Central Govt, Municipal Corporations, Smart Cities has allowed One Consortium and resulted in to successful bid too. On Demand can share Tenders & their results for reference.	As per bid
34		TQ_A2		The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points Live Dashboards clearly showing the number of users	**Request:** Please update the criteria as The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points Live Dashboards clearly showing the number of total till date users served in entire tenure for particular client. **Justification:** Large data handling is a relative term, technology in today's time enables large data with very small efforts. Total number of users of same project in several sessions with desired con currency will serve the purpose of ensuring experience in data handling. Asking for live users on dashboard shall narrow down the participation and bidders from Education domain with relevant experience will be deprived of participating in this bid. Our recommended data size is sufficient to ensure the bidder's competency in data handling. This will allow more participation	As per bid
35		TQ_A3		The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points Copies of Contract signed and Work Orders / Completion Certificate	**Request:** Please update the criteria as "The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development or Integration of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects/ICT Projects/Smart Classroom Projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points Copies of Contract signed and Work Orders / Completion Certificate". **Justification:** Experience for Deployment and Integration with state level CCC is same as expected in this criterion. Smart Education providers may also be considered since they carriers of Digital Education and VSK is part of the said ecosystem. This will enable more participation without compromising on the expected competency from bidder.	The Clause to be read as under:: *"A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards* *One Project = 6 Points* *Two Projects = 12 Points* *Three or more Projects = 20 Points* *in IT / ITES, ICT & e Governance Projects / VSK / Command and Control Center/ Learning Management System from Central Government / State Government / ULBs / PSUs*
Raygain Technologies Pvt Ltd						
36	RFP	1.2.12	5	Earnest Money Deposit: INR 45,00,000/- (In the form of Demand Draft or Bank Guarantee in favor of State Project Director, Samagra Shiksha, Gandhinagar	**Request:** Kindly exempt MSME's and please accept Undertaking instead of EMD as per guidelines of Govt of India or Exempt for MSME. **Justification:** Kindly offer relaxation in submission of EMD with reference to the Memorandum issued by Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India Notification no: F/9/4/2020-PPD dated 30.12.2021 & 12.11.2020, that allows bidder to submit bid without EMD/Bid security with undertaking for the same. Hence, it is requested to kindly waive off EMD and allow to submit undertaking.	As per bid, kindly refer GeM GTC for exemption of EMD

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37	RFP	1.2.14	5	Performance Bank Guarantee: 5% of the Total Contract Value	**Request:** Reduce the Bank Guarantee to 3% of the total contract value. **Justification:** As per below mentioned Govt. of India Guidelines, implementing agencies are asked to submit BG of 3% amount to enable liquidity in post pandemic low economy in market. Kindly refer the attached guidelines and also the reference tenders as well. **Reference:** 1. Department of Expenditure, Procurement Policy Division, Ministry of Finance, Govt. of India Notification no: F/9/4/2020-PPD dated 30.12.2021 & 12.11.2020. 2. Memorandum issued by Department of Public Enterprises, Ministry of Heavy Industries & Public Enterprises, Govt. of India (No. DPE/7(4)/2017-Fin. (Part-I) dated: 19.11.2020).	As per bid
38	RFP	TQ_A1	14	Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years - 1. >=7.5 Cr. to <=12.5 Cr. – 5 Points 2. >12.5 Cr. to <=17.5 Cr. – 7.5 points 3. >17.5 Cr. to <=22.5 Cr. - 10 Points 4. >22.5 Cr. - 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above	**Request:** A. Please relax the Criteria for MSME & allow with Average 5 Cr or Allow Exemption to MSME with: Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years – 1. >=5 Cr. to <=6.5 Cr. – 5 Points 2. >6.5 Cr. to <=8 Cr. – 7.5 points 3. >8 Cr. to <=10 Cr. - 10 Points 4. >10 Cr. - 15 Points Copy of CA Certificate specifying the total annual turnover for the specified years in Technology domain as mentioned above **or** B. Please allow to participate with Cumulative Turnover of Prime Bidder & Consortium Partner Allowing consortium with owing the responsibility by lead bidder is the best alternative for such bids. State Govt, Central Govt, Municipal Corporations, Smart Cities has allowed One Consortium and resulted in to successful bid too. On Demand can share Tenders & their results for reference.	As per bid
39	RFP	TQ_A2	14 & 15	The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points Live Dashboards clearly showing the number of users	**Request:** Please update the criteria as The bidder should have experience in handling large data sets and user base for distinct IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State/ District Government / Local bodies/ PSUs 1. <=1 Lakh Users = 7.5 Points 2. >1 Lakh and <=15 Lakh Users = 10 Points 3. >15 Lakh and <=25 Lakh Users = 12.5 Points 4. >25 Lakh Users = 15 Points Live Dashboards clearly showing the number of total till date users served in entire tenure for particular client. **Justification:** Large data handling is a relative term, technology in today's time enables large data with very small efforts. Total number of users of same project in several sessions with desired con currency will serve the purpose of ensuring experience in data handling. Asking for live users on dashboard shall narrow down the participation and bidders from Education domain with relevant experience will be deprived of participating in this bid. Our recommended data size is sufficient to ensure the bidder's competency in data handling. This will allow more participation and fair competition too among the competent bidders.	As per bid
40	RFP	TQ_A3	15	The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points Copies of Contract signed and Work Orders / Completion Certificate	**Request:** Please update the criteria as "The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development or Integration of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects/ICT Projects/Smart Classroom Projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points Copies of Contract signed and Work Orders / Completion Certificate". **Justification:** Experience for Deployment and Integration with state level CCC is same as expected in this criterion. Smart Education providers may also be considered since they carriers of Digital Education and VSK is part of the said ecosystem. This will enable more participation without compromising on the expected competency from bidder.	The Clause to be read as under:: *"A 3. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards* *One Project = 6 Points* *Two Projects = 12 Points* *Three or more Projects = 20 Points* *in IT / ITES, ICT & e Governance Projects / VSK / Command and Control Center/ Learning Management System from Central Government / State Government / ULBs / PSUs*
TCS						
41	RFP for GeM Bid No: GEM/2023/B/4177815	2.3.4 /A3/ Experience with Implementation and Deployment of Command and Control Center / Vidya Samiksha Kendra (VSK) projects.	15	Experience with Implementation and Deployment of Command and Control Center / Vidya Samiksha Kendra (VSK) projects. The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards.	Can the bidder share experience in other geographies apart from India? In case the bidder is bound by Non Disclosure Agreement, can the bidder share the Self Certificate on company's letter head signed by Competent authority along with the relevant Case Study?	As per bid
42	RFP for GeM Bid No: GEM/2023/B/4177815	2.1/ Point 7/ Pre-Qualification Criteria	8	Mandatory Undertaking for Blacklisting - Notarized Undertaking by the authorized signatory of Bidder.	Requst for acceptance of Self Certificate on company's letter head signed by Competent authority	As per bid
43	RFP for GeM Bid No: GEM/2023/B/4177815	2.1/ Point 5/ Pre-Qualification Criteria	8	Latest Return filed with the Provident Fund department clearly showing the number of full-time employees	Requst for acceptance of Self Certificate on complany's letter head signed by Competent authority	As per bid
44	RFP for GeM Bid No: GEM/2023/B/4177815	General			Can you please share details of the existing VSK implementation's technical stack?	The technology stack of majority existing applications are as under: Development Framework: MVC, ASP.Net, C#, PHP, Angular JS, Ionic Angular, Flutter (REST API), Angular with API etc. Database: MS SQL, My SQL etc. Data Visulisation Tool: Power BI etc.

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45	RFP for GeM Bid No: GEM/2023/B/4177815	2.3.4 BID OPENING AND EVALUATION OF BIDS	14	A2 Experience in handling large data sets and user base for IT Application Development / Data Analytics projects in the e-Governance domain for any Central / State / District Government / Local bodies / PSUs *Live Dashboards clearly showing the number of users*	Can the bidder share experience in other geographies apart from India? In case the bidder is bound by Non Disclosure Agreement, instead of live dashboard, can the bidder share the Self Certificate on company's letter head signed by Competent authority along with the relevant Case Study?	As per bid
46	RFP for GeM Bid No: GEM/2023/B/4177815	2.3.4 BID OPENING AND EVALUATION OF BIDS	15	B1 Approach & Methodology LLM (Large Language Model) that can be hosted on State data center (Use cases to be showed through live implementation)	Can you please clarify what is meant by live implementation? Can we present specific Proof of Concept (PoC) created for VSK use cases?	As per bid
47					I am writing to request an extension of the submission date by 3 weeks to Gujarat VSK, having GeM Bid No: GEM/2023/B/4177815.	As per bid
Additional Queries						
48	Generic	Acceptance of Deliverables		BUYER will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.		As per bid
49	Generic	Payment of Invoices/Bills		All invoices and bills for the Application Software will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation.. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by BUYER and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.		As per bid
50	Generic	Intellectual property rights		All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder's proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customisation, enhancement, interface development etc. shall remain the exclusive property of Bidder and Buyer shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder shall however grant in favour of Buyer the right and non exclusive, non transferable, perpetual and irrevocable license to use the software for the purposes agreed hereunder. The foregoing license does not authorizes Buyer to (a) separate Bidder pre-existing IP from the deliverable/software in which they are incorporated for creating a stand alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder pre- existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Bidder in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder pre-existing IP.All the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and Buyer shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Supplier shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the Deliverables being provided hereunder for the Customer, for any other client or Customer of the Supplier (including without limitation any affiliate, competitor or potential competitor of the Customer). Nothing contained in this Section shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.		As per bid
51	Generic	Warranty		Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by the BUYER or three (3) months after the delivery of the software, whichever is earlier.		As per bid
52	Generic	Liability		Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total cumulative liability of either party arising from or relating to this Agreement shall not exceed the total amount paid to Bidder by the BUYER in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).		As per bid
53	Generic	General Indemnity		The BUYER will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.		As per bid
54	Generic	Indemnity for infringement of intellectual property rights		The BUYER warrants that all software, information, data, materials and other assistance provided by it under this proposal shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Bidder harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.		As per bid
55	Generic	Penalty		Liquidated damages shall be 0.5% of the value of delayed goods/ services subject to a limit of 5% of the value of the delayed goods/ services and shall be levied only if the delay is for reasons solely and entirely attributable to TCS and not for delay due to reasons attributable to Client and/or its other vendors or due to reasons of Force Meajure		As per bid
Silver Touch Technologies Ltd						
56	1699275302	Section II / 2.1	7	**Sr.No.:** 2 **Basic Requirement:** Financial Turnover **Eligibility Criteria:** The Bidder shall have an **average annual turnover of INR 7.50 Crores** in any three of the last five financial years (2018-19, 2019-20, 2020-21, 2021- 22 and 2022-23).	1. Looking to the size of the project, required annual turnover of bidder is quite low, so we request you keep it as per below to get quality participations. *"The Bidder shall have an **average annual turnover of INR 50 Crores** in any three of the last five financial years (2018-19, 2019-20, 2020-21, 2021- 22 and 2022-23).".* Please consider.	As per bid
57	1699275302	Section II / 2.1	8	**Sr.No.:** **Basic Requirement:** Employees on Payroll **Eligibility Criteria:** The bidder should have **more than 60** Full-time employees in the organization.	1. Looking to the size of the project, required annual turnover of bidder is quite low, so we request you keep it as per below to get quality participations. *"The bidder should have **more than 250** Full-time employees in the organization.".* Please consider.	As per bid

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58	1699275302	Section II / 2.2.2	11	o The prices quoted shall be inclusive of license software required for actual running of applicatations developed (i.e. Operating System, databases and any other software required till the tenure of contract). o The price quoted shall be inclusive of development of software and operation & maintenance support for the period of contract with **required number of copies of the licensed version used/proposed** for the purpose. This shall also include the cost of integration with applicable modules of integrated solutions.	1. As discussed in prebid meeting, we assume that all the required licenses (i.e. Operating system, Database, Backup software and other required software) with hosting infrastructure will be provided by department. Please confirm	*As per the technical & functional scope of work, inclusive of all the cost such as one-time cost of software/ application, OS, Database licenses or any other softwares' for the entire contract duration.* The Successful Bidder is responsible for hosting the applications on the Hosting Infrastructure provided by the Department.
59	1699275302	Section II / 2.3.4	14	**Sr.No.:** A1 **Technical Evaluation Criteria:** Average Annual Financial Turnover of any three of the last five years (2018-19, 2019-20, 2020-21, 2021- 22 and 2022-23) from business in technology domain **Technical Evaluation Parameter:** Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years - 1. >=7.5 Cr. to <=12.5 Cr. – 5 Points 2. >12.5 Cr. to <=17.5 Cr. – 7.5 points 3. >17.5 Cr. to <=22.5 Cr. - 10 Points 4. >22.5 Cr. - 15 Points	1. We request you to amend the Technical Evaluation Parameter of Average Annual Finanical Turnover of bidder as per below to make it inline with above proposed prequalification criteria. "***Technical Evaluation Parameter:*** *Average Annual Financial Turnover (in INR) of bidder in technology domain for Central/ State / District Government/ Local Bodies/ PSUs of cumulative value in the last three years -* *1. >=50 Cr. to <=75 Cr. – 5 Points* *2. >75 Cr. to <=100 Cr. – 7.5 points* *3. >100 Cr. to <=125 Cr. - 10 Points* *4. >125 Cr. - 15 Points"* Please consider.	As per bid
60	1699275302	Section II / 2.3.4	15	**Sr.No.:** A3 **Technical Evaluation Criteria:** Experience with Implementation and Deployment of Command and Control Center / Vidya Samiksha Kendra (VSK) projects. **Technical Evaluation Parameter:** The experience shall include successful implementation of registry creation and deployment, real-time data lake creation and deployment, development of State level Command and Control Center / Vidya Samiksha Kendra (VSK) projects including applications and successful implementation of live visualizations for the different data sources on common dashboards. One Project = 6 Points Two Projects = 12 Points Three or more Projects = 20 Points Copies of Contract signed and Work Orders / Completion Certificate	1. This technical criteria limits new bidders to participate and give more advantage to existing vendor. Hence we request you to amend the Technical Evaluation Parameter for Project Experience and keep it consistent with **PQ_3** of bidder as per below to receive more participations from bidders. "***Technical Evaluation Parameter:*** *The experience shall include successful implementation of IT / ITES / ICT & e-Governance Projects / Vidya Samiksha Kendra (VSK).* *TWO Projects = 6 Points* *THREE Projects = 12 Points* *FOUR or more Projects = 20 Points* *Copies of Contract signed and Work Orders / Completion Certificate"* Please consider.	As per bid
61	1699275302	Section II / 2.3.4	15	**Sr.No.:** A4 **Technical Evaluation Criteria:**Employees on Payroll **Technical Evaluation Parameter:** Full-time employees in the organization: >=60 to < 100 = 7.5 Points >=100 to < 140 = 10 Points >=140 = 15 Points	1. We request you to amend the Technical Evaluation Parameter of Employee on Payroll of bidder as per below to make inline with above proposed prequalification criteria. "***Technical Evaluation Parameter:*** *Full-time employees in the organization:* *>=250 to < 500 = 7.5 Points* *>=500 to < 750 = 10 Points* *>=750 = 15 Points"* Please consider.	As per bid
62	1699275302	Section III	22	As part of decentralizing the VSK model, a large part of the reforms will be to integrate Artificial Intelligence, data science, precision engineering, conversational AI and Generative AI in predictive decision making at every level. In line with the above, SPD, Samagra Shiksha invites bids from AI-based Technology Service Providers ("AITSP") for decentralization, upgradation, and development of Vidya Samiksha Kendra 2.0 (VSK 2.0).	1. Please share all use cases details that needs to reform using AI, Data Science, precision engineering, conversational AI and Generating AI.	As per bid
63	1699275302	Section IV	23	Gujarat is now **looking to further innovate, upgrade and transform the existing VSK systems including its functionality and architecture**. The purpose of this project is to transform VSK to a decentralized whole School transformation model where data is created, interpretated at every level of decentralization and decision making is assisted by the use of artificial intelligence in prioritization, guidance and assistance of every hierarchy in the Gujarat educational ecosystem.	1. Please provide below details related with existing VSK systems & other related applications. 1.1 Technology Stack 1.2 System Architecture & Hosting Environment 1.3 Service Provider who has developed and providing the support and maintenance. 1.4 Project cost 1.5 Resouce wise number of months utilized to develop the system 1.6 Source code availability	The technology stack of majority existing applications are as under: Development Framework: MVC, ASP.Net, C#, PHP, Angular JS, Ionic Angular, Flutter (REST API), Angular with API etc. Database: MS SQL, My SQL etc. Data Visulisation Tool: Power BI etc. Further details will be shared by Department to successful bidder.
64	1699275302	Section IV	25	The State is now **looking to decentralize the power of VSK and to enhance the same through AI and ML** for data analytics and predictive modeling. The purpose of this RFP is to extend the Vidya Samiksha Kendra (VSK) platform to multiple levels such as Districts and Blocks through a comprehensive deployment of specialized applications and manpower, software customization, and the integration of Artificial Intelligence (AI) and Machine Learning (ML) technologies. The goal is to create an advanced, data-driven decentralized VSK that empowers administrators and educators, enabling them to make data-backed decisions, optimize resource allocation, and improve educational outcomes across all tiers of governance. The broad objectives of implementation of VSK 2.0 are as follows:	1. Please arrange the complete demo session to throughly understand and review the existing VSK system with all its supported applications. This will help bidder to understand and estimate the level of work required to upgrage the VSK 1.0 to VSK 2.0.	The complete demo session was done during Pre-bid meeting held on 17/11/2023.

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65		Section V:	39	Payment Terms for Operations and Maintenance Phase: 3. During the project period, in case of any changes in the project deliverables and/or milestones shall be discussed and mutually agreed. Accordingly, the selected agency shall be required to deploy additional resources onsite / offsite as required to achieve and deliver the agreed milestones, **without any additional cost**.	1. Please suggest how many hours/days of work, bidder needs to consider as part of change request work during the project period.	As per bid
66		Section VIII	61	11.7 Change Request Orders During the development and operation and maintenance phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	1. Please suggest how many hours/days of work, bidder needs to consider as part of change request work during the project period.	As per bid
67	General			Extension	1. We request you to provide at least 2 weeks time to all the bidders to prepare and submit their bids and presentation after you publish responses of the bidder's queries.	As per bid