Directorate of Technical Education
4th floor, Block 3, Indravati Bhawan Naya Raipur

Pre Bid Response from Directorate of Technical Education for
Tender No. DTE/01/Admission counseling/2016 Dated January, 2016, Pre-bid Meeting on 12th February 2016

SN	Contents of Tender Document	Page no and Section	Clarification required/ Suggestion	DTE Stand / Clarification
1	The software should be capable of accepting and integrating the data relating to the various entrance tests furnished by VYAPAM Chhattisgarh, Chhattisgarh Board of Secondary Education, Central Board of Secondary Education etc.	Page 5, II. Specifications and Scope of Work clause-7	What will be scope of Integration and with whom the Agency will be required to coordinate for integration?	Scope of integration means integration of data obtained from various examination bodies like VYAPAM Chhattisgarh, Chhattisgarh Board of Secondary Education, Central Board of Secondary Education, ICSE Board etc. The agency has to coordinate with these boards, to verify the results of candidates.
2	The agency should provide training in all the modules to stakeholders and designated officials for its operative aspects.	Page 6, II. Specifications and Scope of Work clause-13	What is estimated number of persons to be trained and what will be venue and duration of training?	The estimated number of persons to be trained is 100, the venue of training will be at Raipur and duration may be 7-10 days
3	The agency should provide at least 5 dedicated phone helpline on all week days to assist the candidates for any queries related to counseling between 10:00 am to 6:00 pm.	Page 6, II. Specifications and Scope of Work clause-15	We understand that the infrastructure required for helpdesk like furniture, computer will be provided by DTE and the agency is required to provide manpower for helpdesk. Please confirm Who will pay the installation charge and phone bill?	It is to clarify that necessary space and furniture will be provided by DTE (if required). The agency has to provide manpower and toll free telephone lines on their own cost including telephone bills and running cost. Tender is modified and Addendum is issued
4	The agency should have the facility to send bulk SMS for intimating the updates to the students and provisions to overcome the blockade set by DND users.	Page 6, II. Specifications and Scope of Work clause-17	Who will provide SMS gateway & server etc for this facility? What is meant by overcoming the blockade set by DND users?	Agency shall provide bulk SMS and candidate should provide their mobile number which is not DND. Tender is modified and Addendum is issued
5	(iii) The bidder must hold Security and Software Quality Certification ISO 27001(Mandatory). However, bidders holding CMM level 3 or CMM level 5 certification shall be given additional weightage in the technical evaluation.	III. Eligibility/Qualifyi ng Criteria:,Page 7 clause-(iii)	It is suggested that CMMi level 3 should be one of the minimum eligibility criteria.	As per Tender documents.

6	1)The bidder must have proven capacity of conducting of Online Counseling of minimum 25,000 candidates at a time conducted in last 3-Years. 2)Experience of the agency in providing Counseling / allotment/admission (for at least 25,000 candidates per counseling) 3)Expertise of agency in counseling, allotment and admission for professional courses in technical education (for at least 25000 candidates per counseling)	III. Eligibility/Qualifyi ng Criteria:,Page 7, clause-(v) Page 13, EVALUATION OF THE BIDS Point-2 & 3	We suggest that the word Counseling / allotment/admission should be used in all the three clauses of Eligibility/Qualifying Criteria(Page 7) and EVALUATION OF THE BIDS section to make it consistent.	It is to clarify that where ever words counseling/ allotment/ admission appears it should be treated as counseling only
7	The Technical Bid should contain all the relevant information and desired enclosures in the prescribed format along with an Earnest Money Deposit (EMD) of Rs. 2,00,000/- in the form of Demand Draft drawn in favour of Directorate of Technical Education and payable at Raipur.	Page 9, IV. Submission of Bids and Tender Evaluation: clause-(f)	It is requested that the bidders may be allowed to submit the EMD in the form of Bank guarantee also.	As per Tender documents.
8	Bidders are not allowed to sub-contract any part or whole of this contract.	Page 10, IV. Submission of Bids and Tender, Evaluation: clause-(n)	We request you to allow sub contracting for non core activity like helpdesk.	Sub contracting is allowed only for *Help Desk with prior permission of DTE, Chhattisgarh.* Tender is modified and Addendum is issued
9	Liability: The RFP is silent on this issue.	Query out of Tender	It is requested that the following clause be added with respect to Limitation of Liability "Notwithstanding anything contained in this Agreement or the RFP: (a) PwC shall not be liable for loss of profit, goodwill, business opportunity, anticipated savings or benefits or any indirect or consequential loss; and (b) PwC' total liability for all claims connected with the services or this Agreement, whether in tort, contract, statute or otherwise, is limited to the professional fees paid for the services to PwC."	Tender is modified and draft Agreement Form is attached with the Tender document as Annexure -A. Tender is modified and Addendum is issued

10	Confidentiality:	Clause VI, page 11	We assume that confidentiality obligations under the contract will not apply to information already in the public domain or available to us independently	As per Tender Document
11	Disputes:	Clause VII, page 12	Please clarify that a dispute shall be resolved through arbitration by a mutually appointed sole arbitrator.	As per Tender Document
12	There is a requirement on Bidder to submit a declaration regarding blacklisting as given under page (28, 24) and confirmation as to no legal actions are pending against us under page 29 (affidavit)	page 24, 28 and 29	Since no format for blacklisting and no Pending legal action is mentioned in tender document we suggest following format for declarations: 1) Declaration for blacklisting: “The bidding entity for this engagement is PricewaterhouseCoopers Private Limited (“PwCPL” or “we”). PwCPL is a private limited company registered under the Companies Act, 1956, and we are engaged in providing the professional services in the areas of tax, consulting and business advisory. I, _____, Partner of PwCPL, do hereby declare to the best of our knowledge and information available with us as on date, that to the best of our knowledge and information available with us, we certify that in the last three years: (i) we have not come across any written directive by the central government, any state government, a statutory body or any public sector undertaking in India, blacklisting PwCPL against providing such professional services as mentioned in the tender.” 2) Declaration - No pending legal actions: "The bidding entity for this engagement is PricewaterhouseCoopers Private Limited ("PwCPL" or "we"). PwCPL is a private limited company registered under the Companies Act, 1956, and we are engaged in providing the professional services in the areas of tax, consulting and business advisory.	As per Tender Document

13	The bidder should have CMMI Level 3/ CMMI Level 5 certification	Page 13, EVALUATION OF THE BIDS Point-4	Organization with CMMi Level 5 should be given more marks than organization with CMMi 3. We request to allot 5 marks to CMMI 3 Organization and 10 Marks to CMMi 5 organization	As per Tender documents.
14	List of on-roll and regular /Contractual employees of the agency with their qualification, date of joining etc.	Technical Bid page 24 Enclosure no. 2	We understand that if we provide details of 150 employees then we would be getting full marks as per evaluation criteria.	As per Tender documents
15	The Price quoted is inclusive of all taxes, duties and charges and shall be firm till the completion of the Contract including the period of extension, if any.	Page 26, Financial Bid	Since GST may be introduced in near future so we suggest that provision be kept for revising service tax/GST component in case of any such changes.	As per Tender Document
16	Financial Bid format	Page 26, Financial Bid	a) There can be multiple round of counseling and if in case candidate appears for multiple round of counseling will the quoted price will be considered. for each round or quoted price will be paid per candidate irrespective of the number of rounds that candidate appears in. b) In Financial bid on page 26 they have mentioned lump sump rat and rate per candidate both. How shall we quote ? c) How do you pay us. On the basis of seats filled through counseling or on the basis of applicant who has paid fee.	The price quoted should be based on no. of candidates confirmed after each round in all DVC centers irrespective of number of rounds of counseling. The Financial Bid format is replaced by new format as “Modified Financial Bid”. Tender is modified and Addendum is issued
17		Query out of Tender	Hosting Infrastructure We request that the bidder should be allowed to take hosting facility of renowned data centre service provider or in State Data Centre.	It is to clarify that hosting facility should be owned by the agency and safe and secure, if agency is not having own data center he should get data center of National repute.

18		Query out of Tender	How many rounds? On an avg.	It is to clarify that generally counseling is to be done in 3 to 5 rounds for each course but it may vary as per directive of the competent authority.
19	The Software should be capable of accepting and integrating the data relating to the various entrance test furnished by VYAPAM Chhattisgarh, Chhattisgarh Board of Secondary Education, Central Board of Secondary Education etc.	Page 5 , Specifications and Scope of Work. Clause -7	Is software capable of accepting & integrating data of various tests by different boards in Chhattisgarh?	As per Tender documents.
20	The portal should not require any proprietary software for installation at the user's end, and if such software is required, the agency shall be responsible for providing the same free of cost.	Page 6 , Specifications and Scope of Work. Clause -14	Any software installation required at user's end?	As per Tender documents
21	Organization should own the complete source code of the software being used for conducting the counseling.	Page16, Software Ownership Clause (i)	Do we own the source code/copyright used for conducting counseling?	As per Tender documents
22	Broad Criteria for Technical Bid	Page 1 4, Clause-4	Availability of test centers?	As per Tender documents
23	**Registration**	Page 4, Specification and Scope of Work, clause-6(i)	a) Can vendor charge fees to candidates for against online application form filling/option form filling/re-application of form/cancellation of option form? If yes, then how shall be the commercials be decided? b) In whose account the One time registration fee shall be deposited? (Service provider or department)	No, It is to clarify that the application fee received via online/ offline mode shall directly be deposited to DTE bank account by the candidates directly.

24	Important Instructions	Page 18, Clause -(v)	Will the application process, allocation rules remain the same as decided in the scope? **If there are last minute changes in the rules/logic or admission process flow how will the commercials be amended?**	As per Tender documents
25		Query out of Tender	NSIC Exemption	It is to clarify that EMD and Tender Document cost will be exempted, if the agency is registered with NSIC. Security Deposit is essential.
26		Query out of Tender	a) We would like to know the no. of seats and courses on which the admission are to be done through this counseling. It is not mentioned in the tender b) How many application were there in the past years	Number of candidates who confirmed their DVC (course wise) in the Academic year 2015-16 is attached with the Tender document as Annexure - B. Tender is modified and Addendum is issued
27	Evaluation of Bid	Page no.13 Evaluation of Bid Point-2	1- Reference page no. 13, Evaluation of bids point no. 2 Experience of agency in providers counseling/allotment-1-3 clients Kindly do read the term "client" as one successfully completed "Project"	This is to clarify that one successful project will be considered as one client.
28	Evaluation of Bid	Page no.13 Evaluation of Bid Point-3	2- Reference page no. 13, Evaluation of bids point no. 3- Expertise in counseling of agency in counseling – 1-3 clients (6 marks) Kindly do read the term "client" as one successfully completed "Project"	This is to clarify that one successful project will be considered as one client.

29	Evaluation of Bid	Page no.13 Evaluation of Bid Point-4	3- Reference page no. 13, Evaluation of bids point no. 4- Kindly provide grading system with adequate weightage for ISO 27001/CMM-3/CMM-5 etc 2- There is mentioned in the tender bidder having CMM level 3 or CMM level 5 certified shall be given additional weight age. In our view, this works do not require particular CMM level 3 or CMM level 5 certified. Generally, a standalone application is benefited by CMMi defined presses for its adequate development, however, a well designed ERP platform with structured processes does not require the inflexible mechanism set forth by CMM level 3 or level 5	As per Tender documents.
30	Terms & conditions-I	Page no.16 Terms & conditions- Clause (I)	1- In the Tender document, page no 16 term and conditions : There is mentioned in the tender document, the bidder should not have incurred loss during last 5 years ending 31-03-2015. As per CVC guideline, being a Govt. of India, Public sector unit, we may be exempted from profitability clause.	As per Tender documents.
31	Tender Abstract	Page No. 2 Tender Abstract	3- Being a central PSU, it requires more time to finalize the consortium partner as we have to follow the PSU procedures. We request you to extend the due date of bid submission further by two weeks. we have been doing the same works including University management package in the Guru Ghasidas Viswavidyalaya, Bilaspur and their other Esteem Universities all over India.	As per Tender documents.