

**PROJECT TITLE – TECHNOLOGY CENTER SYSTEMS PROGRAM (TSCP) –
Enhancing the Global Competitiveness of MSMEs**

**Request for Expression of Interest (REoi)
for
Selection of MSME National Portal Service Provider**

Authorities Response to Queries

No.	Page Number, Clause Reference	Reference in the REoi/Draft ToR	Query / Suggestion	Response
1	Page 5, Form 1, Clause 2	The consultants must have minimum average annual turnover of USD 50 million from its IT Business (which includes system integration services, Software development services, hardware supply, installation, commissioning, and facilities management services), over the last three years	The consultant must have minimum average annual turnover of INR 250 crores from its business (which includes system integration services, Software development services, hardware supply, installation, commissioning, and facilities management services), over the last three years	No change is considered necessary
2	General query	Not in PQ	The consultants should have been making profits in last three years	No change is considered necessary
3	Page 6, Form 1, Clause 6	The consultant must of prior relevant experience of IT or Managed services in each of the following areas, with minimum average annual revenue or contract value from each of these services of USD 2 million over last three years a) e-Recruitment b) e-learning c) B2B/B2C Marketplace	The consultant must of prior relevant experience of IT or Managed services in any two of the three following areas, with minimum average annual revenue or contract value from each of these services of INR 10 crores over last three years a) e-Recruitment b) e-learning c) B2B/B2C Marketplace	No change is considered necessary


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No.	Page Number, Clause Reference	Reference in the REol/Draft ToR	Query / Suggestion	Response
4	Page 5, Form 1, Clause 2 of REol	<p>The consultants must have minimum average annual turnover of USD 50 million from its IT business (which includes system integration services, software development services, hardware supply, installation, commissioning, and facilities management services), over the last 3 years.</p> <p>a) The annual turnover quoted must be the annual turnover of the respondent and not its parent/child company</p> <p>b) Statutory auditor's certificate is mandatory. Providing Balance sheet or financial statements is not sufficient for this requirement</p>	It is requested that the sub clause (a) shall be removed	No change is considered necessary



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5	Page 6, Annexure 1, Eligibility criteria 6	The consultants must have prior relevant experience of IT or managed services in each of the following areas, with minimum average annual revenue or contract value from each of these services of USD 2 million over last 3 years. a) E-recruitment b) E-learning c) B2B/B2C marketplace	We request that a cumulative value in a mix of services rendered in the 3 areas be considered as USD 6 Mn over a period of 3 years as most of the large projects do not segregate the value of the line items as listed below. a) E-recruitment b) E-learning c) B2B/B2C marketplace	No change is considered necessary
6	Page 6, Annexure 1, Eligibility Criteria (Note for pts. 4,5,6)	Note: a. This Criteria has to fulfilled by lead partner in case of Jt Venture b. The experience sighted under this criteria must have been executed by the respondent and not its child/parent entity. c. The consultant may showcase completed experience or ongoing experience where 50% of contract value has been received	Most of the global organisation have work experience in different geographies and the deliveries are effectuated from delivery centres spread across the world. In case MSME wishes to leverage upon the expertise / capability of global organisations then reference from other entities of the same organisation should be allowed. The applicant operates various legal companies in India and other parts of the world which are 100% owned subsidiary of the applicant's parent company registered in USA. The prime bidder in this Eoi would be applicant's company registered in India which is wholly owned subsidiary of applicant's parent company registered in USA. References / Qualifications of applicant's other owned subsidiary may be allowed.	No change is considered necessary


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7	Page 6, Annexure 1, Eligibility Criteria (Note for pts. 4,5,6)	Note: a. This Criteria has to fulfilled by lead partner or any other partner in the JV/Sub consultancy b. The experience sighted under this criteria must have been executed by the respondent and not its child/parent entity. c. The consultant may showcase completed experience or ongoing experience where 50% of contract value has been received.	The note governing Pt 4,5, 6 of the eligibility criteria also mentions that JV/Sub consultancy arrangements are allowed .Our interpretation is that we can meet the experience criteria either solely by ourselves or through our partners . Request if you can confirm that this a pure experience (past /ongoing) criteria or would you need anything beyond that at the EOI stage?	Please refer to Form 1, Eligibility criteria mentioned in REOI
8	Page 5, Eligibility Criteria 3	CMM Level 5	Most of the global organisation have work experience in different geographies and the deliveries are effectuated from delivery centres spread across the world. The Delivery centre owned by the bidders parent company may be a different legal entity. We request that the bidder be allowed to use its delivery centre in India owned by its parent company with the requisite CMM assessment. An undertaking from the bidder to deliver through the same delivery centre may be accepted as eligibility criteria.	Please refer to Form 1, Eligibility criteria mentioned in REOI

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No.	Page Number, Clause Reference	Reference in the REoi/Draft ToR	Query / Suggestion	Response
9	Page 5, Annexure 1, Eligibility criteria 5	The consultants must have prior relevant experience of IT services in the area of e-governance with minimum average annual revenue or contract value of USD 2 million in the last 3 years.	We understood that the contract value asked for IT services in the area of e-governance is the total contract value of USD 2 million and the Project go –live date is within last 3 years. Request to clarify.	For eligibility criteria, please refer Form 1 of the REoi. The query on project Go-Live date pertains to draft TOR. This would be addressed (as necessary) in final ToR at RFP stage and would be shared with the shortlisted applicants
10	Page 8, Section 2, Form 2 of REoi	We have a query from Section 2 on page 8 of the EOI document which states that "EOI Respondent firm needs to mention its core business areas and any other relevant details / experience of the EOI Respondent form in a descriptive format. EOI Respondent firm needs to mention its Technical and managerial capability for executing each component of the indicative scope of services including components."	Please elaborate the expectation from this point and what all you would require the respondent to mention here.	Please refer to the Eoi document and respond accordingly

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No.	Page Number, Clause Reference	Reference in the REOI/Draft ToR	Query / Suggestion	Response
11	General query	General query	Please also confirm if there will be a pre-bid for this EOI or any date extensions.	A Pre-EOI conference is scheduled for 4 February, 2015. The last date for submission has been extended from 23 January, 2015 to 10 February, 2015. Please refer to http://www.dcmsme.gov.in/tcsp/npsp.html However, Pre-Proposal conference will be held after issue of RFP to shortlisted consultants in a suitable date which will be mentioned in the RFP
12	General query	General query	Can the university be the lead partner for the project with one of our IT partner as joint venture as we are having specialization courses of cloud and others and we are also running many projects with our IT partner and other organizations.	The lead bidder should qualify the criteria mentioned in the REOI. Please refer to eligibility criteria mentioned in Form 1 of the REOI
13	General query	General query	Can date of submission of proposal can be extended further as there is some formalities that need some time.	The last date for submission has been extended from 23 January, 2015 to 10 February, 2015. Please refer to http://www.dcmsme.gov.in/tcsp/npsp.html
14	General query	General query	Can we get some advantage because we are taking this project as Research and Development with the industry collaboration?	No change is considered necessary
15	Page 3, REOI, Eligibility Criteria	The consultants must be a registered legal entity in India.	Lead partner/Any	No change is considered necessary


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16	Page 3, REOI, Eligibility Criteria	The consultants must have minimum average annual turnover of USD 50 Million (Rs. 300 Cr.) from its IT business (which includes system integration services, software development services, hardware supply, installation, commissioning and facilities management services) over the last 3 years.	Lead partner/Any Partner	No change is considered necessary
17	Page 3, REOI, Eligibility Criteria	The consultants must have valid SEI CMM Level 5 certificate	Lead partner/Any Partner	No change is considered necessary
18	Page 3, REOI, Eligibility Criteria	The consultants must have demonstrated experience of creating market linkages using technology, promoting services and on boarding ecosystem players on to a multi-service technology platform over a large geographical region.	Lead partner or any other member of Joint Venture / Sub Consultancy	Please refer eligibility criteria mentioned in REOI
19	Page 3, REOI, Eligibility Criteria	The consultants must have prior relevant experience of IT services in the area of e-governance with minimum average annual revenue or contract value from said services of USD 2 Million in the last 3 years.	Lead partner/Any Partner	No change is considered necessary

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20	Page 3, REOI, Eligibility Criteria	The consultants must have prior relevant experience of IT or managed services in each of the following areas, with minimum average annual revenue or contract value from each of these services of USD 2 Million over last 3 years. a. e-Recruitment b. e-Learning c. B2B/B2C Marketplace	Lead partner or any other member of Joint Venture / Sub Consultancy	Please refer eligibility criteria mentioned in REOI
21	Page 3, EOI: Shortlisting criterion: No 6	The consultants must have prior experience of IT or managed service in each of following areas, with minimum average annual revenue or contract value from each of these services of USD 2 million over last 3 years a. e-Recruitment b. e-learning c. B2B/B2C marketplace	Usually industry implementation of e-learning solution is below 2 million dollar(annual revenue),which is restrictive to niche players in this field	No change is considered necessary
22	General	General	Since terms and conditions of tender are not finalized as of now, prime bidder should have the flexibility to change partner/firms, and should not be locked with a sub consultancy at Eoi stage itself	Not acceptable


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