

RESPONSE TO QUERIES – RFP for Technical Support and Services for National Open Access Registry (NOAR) Platform

RFP issue date: April 19, 2021

RFP closing date: May 17, 2021 (18:00 IST)

SI No	RFP reference	Bidder's query	Clarification
1	Eligibility	Please confirm, Is consortium allowed?	Yes. Already mentioned in the RFP document under clause IV. Proposal Content - 'Minimum Eligibility'.
2	Eligibility	If consortium is not allowed, We would like to request you to please allow consortium so that, IT Project management along with Subject Matter expertise on power sector may be demonstrated jointly.	The bidder can propose a consortium.
3	General	Please confirm 1. It is understood from the RFP that the selected bidder shall work under the guidance of USAID/India and USEA, it will be stationed in New Delhi only? 2. Selected bidder shall work from their respective offices or they need to be stationed at Sannam/USAID office?	The selected bidder will work from its own place of work under the guidance of SAREH. There could be local travel to POSOCO/Delhi when needed, but only if travel is permissible under COVID restrictions.
4	General	Please provide details on Liquidated damages (LD)	There will be no LD, but the contract amount may get amended if there is a foreclosure of the contract due to deficiency on contractor's part.
5	General	Please provide details on Penalties.	The contract amount may get amended if there is a foreclosure of the contract due to deficiency on contractor's part. The extent of deduction will depend on the activities delivered and pending till the point of contract closure.
6	General	It is understood from the scope of RFP that the selected bidder is not required to travel outside New Delhi. If in case	Travel may be required within Delhi-NCR; not outside of Delhi-NCR. The expense towards local travel has to be included in the

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		the bidder need to be travelled, kindly confirm that all the cost incurred shall be reimbursed upon submission of actual bills for round trip per member.	financial offer. The offer should be firm and with no provision of reimbursement.
7	Capacity Building,	From the requirement, please confirm that all arrangements and expenses for the workshops shall be arranged by SI only and selected bidder shall only support in scheduling and delivery of trainings without incurring any cost for workshops.	Yes. Bidder will NOT have to bear the cost of the workshop such as the cost towards physical venue, audio visual, refreshment for attendees. However, the Bidder will have to provide the training material. If conducted online, then the bidder may have to arrange and host the online platform.
8	Schedule of Activities	<p>Since the scope of SI against the scope of selected bidder is independent, there is huge risk for selected bidder as the timelines are open ended i.e. 4 months.</p> <p>It is suggested to change this clause as</p> <p>"initial duration of contract - 4 months, No cost extension for additional 1 month, if in case the duration exceeds beyond 5 months due to any reason, selected bidder shall be paid on quoted man-day price for the mobilized resources at that point of time based on mutual discussions with stakeholders".</p>	"The project has an expected duration of 4 months with an option of no-cost extension for an additional 1 month keeping all other terms and conditions same. However, in case all the activities are not achieved within this timeline due to delay at POSOCO end and if need arises for any further extension beyond 5 months (4+1 month), then the terms of extension, including the fee, timeline and conditions shall be mutually discussed and finalised. Any delay on the part of the bidder will have to be agreed unconditionally within the original fee and terms and conditions of the agreement".
9	Clause IV	Consortium shall be allowed so that the Technical Expertise of both the firms i.e. for IT Project management and Power Sector expertise can be considered cumulatively	Consortium is allowed.
10	Annexure-A,	It is understood from RFP that the selected bidder shall have a contract with Sannam S4. Please clarify, all payments shall also be made by Sannam S4 or it will be directly from USAID/USEA. Request you to please clarify the	Yes. the winning bidder will sign a contract with Sannam S4. USEA/USAID Special Terms and Conditions as provided in the RFP document will also apply as flow down conditions. Invoice will be raised to Sannam S4.

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		overall flow for the bidder payment realization including whom to raise the Invoice.	
11	Annexure-B,	<p>it is observed that payment details are missing, request you to kindly clarify and detail the payment terms,</p> <p>1. Will it be on monthly basis, if yes, details for payment realization, like, will it be on attendance basis?.</p> <p>2. If it will be against individual deliverable, please provide the detailed break up of payment in % against each deliverable.</p>	<p>Payment Schedule:</p> <ul style="list-style-type: none"> - Submission and acceptance of Inception report - 10% - Submission and acceptance of all Verification reports - 25% - Completion of two stakeholder trainings and submission of training materials and recordings - 25% - Submission and acceptance of Monitoring report on performance - 20% - Submission and acceptance of Report on framework for change management, Project completion report - 20%.
12	Annexure-B	Here the company is Sannam S4, please confirm. If not, request you to please provide further details	Yes. the winning bidder will sign a contract with Sannam S4. USEA/USAID Special Terms and Conditions as provided in the RFP document will also apply as flow down conditions. Invoice will be raised to Sannam S4.
13	Clause II: Scope of Work (Point 2)	We understand that this phase of support will require extensive training and capacity building support. Given the current context of pandemic, Request that such trainings shall be conducted exclusively through virtual mode to the targeted participants.	Trainings and capacity building activities can be conducted online. However, physical trainings and meetings may be required if requested by POSOCO. Bidder may have to travel to POSOCO's office in Delhi NCR if there are no travel restrictions from the government.
14	Deliverables (Page 4)	We request to merge this deliverable Implementation risk and its mitigation plan as a separate section in Bi-monthly report on Program management support. Hence, request to drop this as a separate deliverable and merge as separate section in Bi- monthly report.	Report on NOAR implementation risks and mitigation plans can be included in the Bi-monthly reports.

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15	Schedule of Activities	<p>Due to current pandemic situation, the supply of hardware and team deployment is a challenge. Request to modify this clause as per below:-</p> <p>“The project has an expected duration of 4 months to ensure completeness of the activities as mentioned in the scope of work. However, in case all the activities are not achieved within this timeline and need arises for any further extension beyond 4 months it shall be mutually discussed and finalised on similar commercial terms.”</p>	<p>Hardware delivery at CtrlS Datacentre and POSOCO NDR site have been completed. Supply of hardware is not in scope of the bidder.</p> <p>Under the scope of this RFP, bidder shall provide verification and validation of installed hardware delivered with requirement, as approved under the finalized bill of quantities (BoQ) and as per the Infrastructure and Business Continuity Plan Report.</p>
16	Clause V: Evaluation Criteria	<p>It is a good practice to have QCBS assessment for bid evaluation as it takes into account the quality of the proposal and the cost of the services in the selection of the successful firm.</p> <p>The weight associated with Quality i.e. Technical Proposal may be kept as 90% and that associated with cost i.e. Financial Proposal may be kept as 10%. Similar weightages are being applied by the likes of the World Bank Group, USAID, Asian Development Bank, etc. in most of their selection process for consultancy awards.</p> <p>Acknowledging the criticality of the project (it is of national importance), we strongly believe that the selection process for appointment of the consultant should be weighed high towards technical competency.</p> <p>Requesting you to kindly review the present evaluation criteria (weightages) in line with the above submission.</p>	No change.
17	Annexure B Master Services Agreement	Existing IPR of company will still be with the company.	This will be included in the contract.

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18	Annexure B Master Services Agreement	Based on the recent experience of signing similar contracts with USEA, it is assumed and requested that the contracting firm's liability shall be limited to the contract value.	This will be included in the contract.
19	Scope of Work, Clause 1,	What is the type of Functionality validating is expected. Whether it's a Manual application Testing or Automated Testing on the FRS and SRS.	Bidder is required to validate the NOAR platform by manual testing of the functional process flow as specified by POSOCO.
20	Program Management Support, Point 3	As it involves IT Tools for testing of the application and varies depending upon the application framework like JAVA or .NET or PHP , etc. So, please share the technology & Architecture in which the application is developed.	Angular, JWT, .net Core, Redis, Kafka, Oracle, Cassandra.
21	Scope of Work, Clause 1,	Who is responsible for the preparation of the test cases, the system integrator or the consultant hired or both?	Preparation of test cases is not in the scope of the bidder. However, checking comprehensiveness of test scenarios submitted by system integrator (SI) and validation of test cases is in the scope of the bidder.
22	Program Management Support, Point 4 & 5	Please provide the size of the application (i.e. Lines of Codes OR No of Web Forms & Formats, Reports etc)	Approximately 100 nos. of forms.
23	Scope of Work, Clause 1,	Is site visit required for validation of the cloud infrastructure delivered at CtrlS & POSOCO disaster recovery centres?	Site visit to these centres would be required if remote validation/verification suggests so.
24	Program Management Support, Point 4 & 5	Will POSOCO share the bill of quantities (BoQ) and Infrastructure and Business Continuity Plan Report?	The same will be shared with the successful bidder after onboarding.
25	Page 3, 1st para, point 5	Will remote server access will be provided for verification & validation?	Yes, remote server access may be provided by POSOCO, depending upon necessity.

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26	Deliverables	"The training materials and recordings should be provided to POSOCO so that these are available "on-demand" post-training" what is the meaning of on-demand post-training.?	Bidder has to share the training materials and recording with POSOCO and SAREH in a downloadable format without any restriction or access control. POSOCO and SAREH may then plan to use these materials as they find fit. "On-demand" means user has the flexibility to view/download the materials and recording as per their convenience.
27	Hypercare Support	Is there any Help / Training Modules within NOAR platform where these training & documents needs to be uploaded? Or these material needs to be uploaded to SAREH online Platform?	Yes, there is a separate help dashboard / module. However, the bidder has to simply share these materials with POSOCO and SAREH. They need not worry about the upload part.
28	Deliverables, Point 5, Page 4	Does POSOCO expects Physical training or Virtual training can be proposed?	Trainings and capacity building activities can be conducted online. However, physical trainings and meetings may be required if requested by POSOCO and if possible, under COVID restrictions.
29	Scope of work, clause 2,	Is there any online issues/ticketing software available within NOAR Platform?	Yes, it's in the scope of the system integrator (SI). The details shall be provided after on boarding and once its shared by the SI.
30	Hypercare Support, Point 2	How the issues are being tracked and Maintained?	Online issues/ticketing is in the scope of the system integrator (SI). The details shall be provided after on boarding and once its shared by SI.
31	Deliverables, Point 5, Page 6	Elaborate the meaning of performance of NOAR. Is it application performance or Cloud hardware performance like the Service Level Agreement (SLA)?	Its Service Level Agreement (SLA). Bidder will have to also refer to the Functional Requirement Specification (FRS) and System Requirement Specification (SRS) documents and any other POSOCO suggested requirement related to NOAR to monitor and document the performance.