

**Government of India  
Ministry of Textiles**

\*\*\*\*

Pre-bid conference in connection with RFP for selection of Project Management Unit (PMU) under the Scheme for Capacity Building in Textile Sector (Samarth) held on 28.12.2020 at 11.00 AM through Video Conferencing.

**Clarification to the points/issues raised by the participants**

S.No	RFP document reference/ Section	Content of RFP requiring clarification	Points of Clarifications	MoT Remarks
1	Critical Data Sheet	Submission of Proposal	The general standard practice for responding to an RFP requires a minimum of 45 days since its publication. Whereas in this it is only 21 days. You will appreciate that it's been the year end and festive season so resource availability will remain a challenge. We therefore request you to please allow extension to the bid submission date by minimum 14 business days, i.e. to change the 8 <sup>th</sup> January 2021 to 28 <sup>th</sup> January 2021.	No Change (The timeline of 21 days is consistent with extant rule)
2	Section 2.1 Management of Scheme Objective & Scope of the Proposal	(vii) Evaluation and Analysis of the project reports of Implementing Partners such as DPR Evaluation, Funds release request of subsequent instalments withdrawal request, closure proposals and any other tasks under Samarth as per the direction of Ministry from time to time (viii) Close monitoring of head wise fund utilization by Implementing Partners vis-à-vis progress of training programme and detailed evaluation of proposal for fund	Given the nature of the referred activities, the bidder requests the client to consider for including a Finance Expert as a part of the PMU team to be deployed.	No Change

		releases including scrutiny of Utilization Certificates. (ix) Accounts and financial advisory services. (x) Budget proposals, wherever required as per the direction of Ministry.		
3	Section 2.2 Monitoring of Scheme	Monitor the report of placements and placement tracking report of skilled trainees submitted by the Implementing Partners and verifying the genuineness of claims of placements	Clarification is requested, whether placement monitoring and tracking will include document verification and employer site visits on the part of the PMU activities. If yes, would request to please provide the details of documents to be verified and the volume in terms of number of candidates for the same.	Placement letter and post placement tracker to be uploaded by training partner in MIS. Verification of documents uploaded to be verified online by the team involved in project management. Site visit may be planned based on the requirement and approval of the Ministry..
4	Section 2.3 Management Information System (MIS), Call Centre, Mobile App and other IT	Web based Management Information System (MIS), Customized dashboards, Call Centers and Mobile App has already been developed for the Scheme. Therefore, there is no need for de novo development of	i) The bidder requests the client to share details on technology stack like programming language, database, integration points, hosting details etc. of the existing web-based Management Information System and mobile app. ii) Also kindly suggest, if any user/process manual is available for public access. It will help us to	Details of features of MIS modules, Call Centre and other aspects are attached as in <b>Annexure.</b>

	solutions	<p>these IT solutions. However, as the scheme is dynamic in nature, the firm which will be awarded contract as PMU has complete responsibility to take over IT solutions/applications from the existing PMU, maintain these solutions for smooth implementation of scheme and most significantly develop and improve existing solutions and new customized solutions from time to time as per the following requirement of scheme:</p>	<p>understand existing system in bit detail.</p> <p>iii) Please provide additional details on the call centre scope of work, pertaining to the expected quantum of work to be performed by the call centre, in terms of the volume of inbound and outbound calls anticipated to be executed, the nature and frequency of reporting required from call centre, etc.</p> <p>iii)As the MIS Customized dashboards, Call Centers and Mobile App have already been developed, we understand that the agency will be provided with all the necessary software, hardware for smooth operations and no additional cost related to software licensing, hardware, networking equipment etc. to be borne by the agency except the manpower cost for smooth operation of the applications. Further, we understand that the Ministry of Textiles will reimburse the expenses related to purchase of software and hardware etc. to carry out any new development in the existing applications. Request your kind confirmation.</p>	
--	-----------	--	--	--

5	Section 2.3	<p>(j) Development, maintenance and improvement of customized mobile application for physical verification of new training centers proposed by Implementing Partners, with geo-tagging and timestamps on each upload. (k) Development, maintenance and improvement of customized mobile application for random physical verification of existing training centers where training is under progress, with geotagging and timestamps on each upload. (l) Development, maintenance and improvement of customized mobile application for use by Implementing Partners/Training Centres to upload and view daily geo-tagged time-stamped photographs of each running batch. (m) Development, maintenance and improvement of customized mobile application for submission and tracking of grievances by all stakeholders</p>	<p>We understand that the mobile application has already been developed. The agency will be only responsible for maintenance and improvement of the said application. Request your kind confirmation.</p>	<p>Mobile app developed by the existing agency, however new development in mobile app is a continuous process</p>
---	-------------	--	---	---

6	Section 2.3	(n): Setting up and running of dedicated call centre having toll-free helpline number in minimum 8 Indian languages covering all sections of country's geography (North/South/East/West)	<p>(i) In order to set up a call center in minimum 8 languages, 3-6 resources with proficiency in the regional language will be required. We understand that requirement of these 3-6 resources is over and above the minimum requirement of 8 manpower mentioned in the RFP. Kindly confirm.</p> <p>We further request to clarify below Sr. No. Clause/ Section of the RFP Page No. Query/ Suggestion points:</p> <p>(ii) Whether the call center executives need to be deployed in the Ministry of Textiles (MoT)?</p> <p>(iii) Whether the required infrastructure like space, desktop, landline phone with call recording, ticketing software, networking equipment, etc. will be provided by MoT? In order to optimize cost as well as resources, we request to allow outsourcing of the call center operation to the third party.</p>	<p>(i) Yes. (ii) No (iii) No</p>
7	Section 2.4	Key Personnel for the PMU	Bidder requests clarification, whether the Project Director mentioned in the referenced RFP excerpt is also to be evaluated as part of the evaluation process and request the client to provide Minimum Qualifications & Experience criteria for the Project Director position	<p>CV of Project Director is not required,</p> <p>In respect of Senior Management Expert (Textiles Domain) - Fashion Technology will also be considered as Textiles Domain</p>

8	Section 3 Deliverables of the PMU	The agency will submit a consolidated and key personnel wise monthly achievement report at the end of every month	i) Pls. clarify the expectations from the monthly achievement report of the key personnel deployed. ii)The deliverables of the PMU are also dependent on various other operational factors which may be beyond the control of us leading to some unforeseen delays. In view of the same, we request that the clause may be modified as follows – The agency will deliver all the work as mentioned in para 2 above in time bound manner without any deviation subject to mutual discussion.	No change
9	Section 4	Terms and Conditions of the RFP The contract will be open for extension depending upon the performance of the agency on the same terms and conditions	i) The bidder seeks clarification, that in the case of contract extension, will there be a provision for rate revision for inflation adjustment ii) Kindly include a clause allowing for cost escalation on mutual consent, to allow for cost inflation and retention of resources.	No change
10	Section 4.1	The contract with the selected agency will be initially valid for a period of one year from the date of award of contract subject to extension of scheme by Competent Authority. The selected agency has to perform the functions efficiently to the satisfaction of the Ministry during the contract period and shall not be allowed to withdraw from the contract till its expiry under any circumstances. The contract will be open for extension depending	We request to define the liability on agency in case it withdraws from the contract due to any unfavorable and unforeseeable circumstances. The liability of the agency is up to the total professional fees paid to the agency. We expect that the terms and conditions will be similar to the contract signed by our company with Ministry of Textiles and it will be mutually agreed at the contract stage. Please let us know if our understanding is correct.	Agency is liable to be debarred /blacklisted and BG may be forfeited in case of withdrawal from the project during the contract period.

		upon the performance of the agency on the same terms and conditions.		
11	Section 4 Sub section 4.4.1 (Payment Terms)	Payment will be made to the agency after every quarter on achievement of deliverables as mentioned in para 2 & 3 above and compliance of terms and conditions of contract.	The selected agency would have to deploy requisite manpower from day one and will have to meet its fixed commitments in terms of salary paid to personnel deployed for the project. In this regard, we request the authorities to consider monthly payment to the agency for the services rendered. Post acceptance of this request the clause may read like: <i>Payment will be made to the agency after every month on achievement of deliverables as mentioned in para 2 &amp; 3 above and compliance of terms and conditions of contract.</i>	No change
12	Section 4 Sub section 4.4.3 (Incidental Expenditure)	The maximum ten single visits will be out of the contract amount. Beyond ten (10) visits, reimbursements of economy airfare/ taxi/rail fare for visit of personnel to the project site for inspection/ monitoring, lodging/ boarding on actual basis (on production of tickets/ bills) will be made by the Ministry.	As per the clause to the RFP, all the visits/ tour program by the agency has to be pre-approved by the Ministry of Textiles. Hence, we request the Authorities to consider keeping all the visits on re-imburements basis, as per the approval/cost norms of the Ministry of Textiles	No change
13	Section 4.4.3	The company and its affiliates would not engage in consulting or other activities that conflict with the interest of Ministry of Textiles under this Agreement.	It is requested to elaborate on potential conflict of interest of MoT beyond the ones elaborated in terms 4.14.1 and 4.14.2.	No Change

14	Section 4.4.5 Penalty	During execution of the project, shortcomings/ deficiencies over the agreed terms, if any, are found, then a penalty 0.5% of the contract value per week(subject to maximum of 5% ) may be imposed by the Ministry.	A) The consultants request the client to reconsider this deduction approach over shortcomings/deficiencies on the agreed terms. As this will involve a mutual understanding between both the parties. B)We request you to lower penalty as suggested below: i. Penalty of 0.1% of the contract value Sr. No. Clause/ Section of the RFP Page No. Query/ Suggestion week (subject to maximum of 5%) may be imposed by the Ministry. per week in place of 0.5% ii. 2% maximum penalty in place of 5%	No Change
15	Section 4.4.5 Taxes	During execution of the project, shortcomings/deficiencies over the agreed terms, if any, are found, then a penalty of 0.5% of the contract value per week (subject to maximum of 5%) may be imposed by the Ministry	The clause w.r.t. penalty for exit/replacement of resource is clearly defined in Page 14, clause 10 of RFP which is also on a higher side as per industry norms and inclusion of penalty w.r.t shortcoming/deficiencies over agreed terms will make penalty quite high. So, It is requested to revise the clause considering both the penalties to make one clause.	No change
16	Section 4.4.6	Prices quoted shall be inclusive of all taxes.	It is mentioned that the bid price must be inclusive of all taxes. Please clarify if the GST will be in addition to bid price or will have to include in the same	All prices will be inclusive of taxes.
17	Section 4.7	Performance Guarantee	We request you to please reduce the amount of Performance Guarantee from 10% of the Contract Amount to 5% of the Contract Amount. This is in line with the standard industry practices	No Change
18	Section 4.9	4.9 The agency shall not assign, transfer, pledge or sub contract the work to any other agency.	Kindly permit subcontracting with the Ministry's prior approval, in order for the agency to cater to the variety of scope items pertaining to IT-based deliverables. The accountability and responsibility for implementation of the project/assignment may remain with the selected agency.	No Change



19	Section 4.12	Right to termination	There are no rights given to the PMU for terminating the contract in the event of breach on part of the Ministry including non-payment of legitimate dues.	No Change
20	Section 4.14.2 Conflict of Interest	The PMU will not undertake the consultancy or assignment of any Implementing Partner/other consultants of any component under Ministry of Textiles. The PMU or its partner organization would not be permitted to participate as IP in the Scheme or other consultants.	We agree that the PMU undertaking consultancy for Implementing Partners may create a conflict of interest, however please consider removing the restriction on the PMU's participation as a consultant for other components under Ministry of Textiles.	No Change
21	Section 6.2.8 The Criteria for evaluating the Technical Bids	The agency must obtain 60 marks out of 100 marks in the marking system	It is suggested to increase the minimum marks in technical bids to at-least 70 marks to ensure better quality of the bid.	No Change
		Firm's Experience as Project Management Consultant in implementation of Government Projects	Considering the importance and magnitude of the project, it might be essential to have an agency who in the past have handled project with similar magnitude and complexities. Therefore, having a threshold value for projects would be ideal. In view of this, it is suggested that the following clauses maybe modified as mentioned below (i)"Experience as Project Management Consultant in implementation of Government Projects (period of experience will be counted from the date of award of first contract by State or Central Govts. To 31.12.2020)" Revised as (i)"Experience as Project Management Consultant in implementation of Government Projects (period of experience will be counted from the date of award of first contract by State or Central Govts. To 31.12.2020)" • Value >=1 cr will get 2 marks each • Value of < 1 cr will get 1.5 marks each	No Change

	Firm's Experience in providing management consultancy to Skilling and HRD projects funded by Government (Central and State Govts.)	Proven and demonstrable experience, expertise and resources in providing management consultancy to Skilling and HRD project funded by Government (Central and State Govts.) of last 10 years with cut-off date 31.12.2020. Revised as Proven and demonstrable experience, expertise and resources in providing management consultancy to Skilling and HRD project funded by Government (Central and State Govts.) of last 10 years with cut-off date 31.12.2020. • Value >=2 cr will get 2 marks each • Value of >1-2 cr will get 1.5 marks each • Value of upto 1 cr will get 1 mark each	No Change
	Firm's Experience in providing IT management solutions/ development of MIS/dashboard/ mobile applications for government schemes	Experience in providing IT management solutions/ development of MIS/dashboard/ mobile applications for government schemes of last 10 years Revised as Experience in providing IT management solutions/ development of MIS/dashboard/ mobile applications for government schemes of last 10 years • Value >=2 cr will get 2 marks each • Value of >1-2 cr will get 1.5 marks each • Value of upto 1 cr will get 1 mark each	No Change
	Turnover of the Company	In order to ensure selection of bidders with management consultancy experience, , it is requested that the following clause Average turnover during last 3 years (in INR crores) • More than 100 crores = 10 • 75-100 crores = 8 • 50-75 crores = 6 • 25- 50 crores = 4 • 10-25 crores = 2 • Up to 10 crores = 0 May be revised as follows: Average turnover from only consultancy assignments during last 3 years (in INR crores). Also, pls. confirm that the last 3 years means 2016-17, 2017-18 and 2018-19.	No Change

		Key Personnel	The marking system proposed for key personnel is not clear. It is requested to provide role wise detailed break-up of marks especially for 10 marks allocated towards Qualification & experience of key personnel	Clarified in Clause 2.4 and 6.2.8 of the RFP
		Presentation on the proposal	Please confirm whether the presentation is required to be uploaded with the Technical Proposal	Technical presentation is not to be uploaded along with the proposal.
22	Section 6.2.8 (Sr. No 1)	Firm's Experience: Experience as Project Management Consultant in implementation of Government Projects (period of experience will be counted from the date of award of first contract by State or Central Govts. To 31.12.2020)	We have more than 10 years of experience as Project Management Consultants in various Government projects. In order to establish this criterion, we understand that we need to showcase only one assignment with date of award earlier to 31 December 2010. Kindly confirm our understanding.	Yes.
23	Section 6.2.6	Consortiums / tieups of two or more firms and agencies already working under Samarth Schemes are NOT permitted to bid in the project	As per the scope of work mentioned in clause 2.3 of the RFP, the selected project management Unit would also be responsible for development and maintenance of Web/IT based solutions and callcentres for smooth functioning of the project. It is to note that, this include significant involvement of IT manpower and IT experts for development/modifications/ maintenance of LMS/MIS and other IT solutions of the Ministry under the Samarth Scheme. In this regard, we request the authorities to allow consortium/ sub-letting, specifically for the services related to web/IT management and call center for expert services and smooth functioning of the project. This would ensure focused manpower/ team on the subject matter will adequate knowledge and knowhow to execute the tasks with effectiveness and	No Change

			efficiency.	
24	Section 6.2.9	The agency has to submit all necessary documents to support the claims made in para 6.2 such as: (3) Certified list of employees (4) Certified copies of work orders in respect of firm's experience (7) CV of key personnel and supporting documents as proof of educational Qualification & experience	The bidder requests the client to clarify i) For (3): If an HR certificate validating firm strength of 50+ employees will be an acceptable document proof for this eligibility criteria ii) For (4) : please clarify if selfcertification by the bidder firm will address this requirement. iii) For (7) : List of desirable documents that will be considered proof/supporting documents for educational qualification and experience	Any documents which will establish educational qualification and experience claimed.
25	Section 8 Evaluation of Financial Bid	The selection of the Consultant shall be based on a Quality and Cost Based Selection (QCBS) system – 70:30 (technical score: financial score) and procedures as described in this RFP.	It is suggested to consider 80:20 QCBS in line with some of the recent tenders floated by other ministries such as MoMA and MSDE.	No Change
26	Section 10 Penalty for exit/replacement	The penalty per personnel would be imposed if a personnel who has resigned or is removed from the project by the bidding agency	i) Resignation of any professionals is outside the power of any firm/ organization. Hence, we request the Authorities to consider removing resignation of deployed employee as one of the reasons for imposing penalty. Post acceptance of this request, the clause may read like: <i>The penalty per personnel would be imposed if any personnel is removed from the project by the bidding agency without any unavoidable circumstances.</i> ii) <i>The bidder requests the client for consideration to remove the penalty on replacement/removal of a resource on account of unforeseen / unavoidable circumstances – resignation, medical emergency and such incidents which maybe beyond the bidder's control</i>	No Change

27	Section 10 Penalty for exit/replacement	The penalty per personnel would be imposed if a personnel who has resigned or is removed from the project by the bidding agency. (i) If removed within 6 Months: Rs. 10, 00,000/- (Rupees Ten Lacs) (ii) From 6 months to 12 Months- Rs. 5,00,000/- (Rupees FiveLacs) (iii) Beyond 12 months - Rs. 3,00,000/- (Rupees three Lacs)	We would request to reduce the penalty for replacement to maximum one month of person month rate for the personnel reducing proportionately with duration of the project.	No Change
28	Annexure II:	Format for Financial Bid	i) As development/modifications/ maintenance of IT systems is one of the major scopes under the RFP and is also one of the financial bid criteria, we request the authorities to provide details and current status of the existing IT systems under the schemes or better understanding and cost estimation for financial bid. ii) Clarification is requested, whether the bidder will be required to deploy additional manpower for the MIS component in addition to the MIS Expert/Business Analyst as per the PMU provisions. This will enable the bidder to ascertain the financial quote for MIS component as a part of the financial proposal	(i) Clarified as above in Sr. No. 4. (ii) One MIS expert will be deployed in the Ministry as per RFP.
29	Annexure-II Format of Financial bid (Sub section ii)	Details of emoluments including man days of the key personnel (8) to be deployed as part of the PMU.	i) The Point 2 of the financial bid format needs the bidder to provide man days of the experts, however no format has been provided in the RFP. ii) Additionally, please clarify if the bidder needs to provide monthly rates for each resource or a lump sum for entire PMU.	(i) Financial bid as per Annexure - II of RFP. (ii) It is to be clarified that lump sum amount to be quoted for key personnel.

30		Draft contract and general terms and conditions	<p>i) In the absence of a draft contract, clarification is sought, whether post selection, the bidder can use their own contract format or the same will be provided by MoT.</p> <p>ii) Additionally, request MoT to provide detailed terms and conditions to help the bidder understand the entailments of critical financial and legal clauses</p>	Draft agreement and BG format will be provided by the Ministry post selection of the agency
31	EProcurement portal	Uploading financial bid in xlsx format	As per the eProcurement portal, bidders are required to submit their financial bids in xlsx format as well as pdf format. Please confirm if any prescribed BOQ format will be provided for the financial bid.	Financial bid to be uploaded in xlsx format and pdf format of the same separately (seal and signed by authorized signatory) by the bidder in the format given in Annexure II of RFP.

**Brief Note on SAMARTH – MANAGEMENT INFORMATION SYSTEM (MIS)& Call Centre**

MIS of Samarth integrates various management/monitoring modules and user friendly interfaces in a single digital platform with large number of users. Samarth MIS has various sections and features as follows:

- **Empanelment Module:** This module provides end to end solutions for online empanelment process beginning from Applicant registration to evaluation of proposals with Digital signature certificate (DSCs). This module has separate login for PMU, Ministry officials and Physical Verification Agency. This module has different section for variants of scheme i.e. Entry level, Upskilling, MSME Association and Technical Textiles. Modifications in this module to be done as per requirement and directions from the Ministry.
- **AEBAS (Aadhar Enabled Biometric Attendance System):** MIS is integrated with AEBAS portal (designed by Central NIC) through API with separate domain registration to fetch attendance of trainees, trainers, Assessors etc. on a daily basis.
- **MIS Module:**
  - This MIS covers entire lifecycle of training beginning from AEBAS enrolment, mobilization of trainees to placement and post placement tracking of trainees.
  - This module has separate login for stakeholders (PMU, Implementing Partner, Training Centre, Assessment Agency, RSA).
  - It provides features of uploading of photos with Geo-tagged and time stamp, capturing of AEBAS attendance, Online certificate generation with QR code scan feature, placement details and post placement tracking.
  - All the information w.r.t candidate's registration, uploading of documents and data entry to be done by Training centres and Implementing Partners.
  - A different module has been developed for training in J&K region. Modifications in MIS is a continuous process and done as per directions from Ministry and requirements from various stakeholders.

- Monitoring of entire lifecycle of training programme in MIS is lie with PMU management team along with maintenance & development of MIS.
- **Mobile App:** Separate mobile app has been developed by the agency for different purposes as below:
  - Mobile app for physical verification of new training centres and live training centres.
  - Mobile app for Uploading of daily batch photos
  - Mobile app for Beneficiary Registration.
  - Samarth Sampark APP – Industry linkages data (To be revised and launched as per direction)

These applications have features like geo-tagged and time-stamped photos needs to be uploaded on server regularly.

Modifications in these mobile applications is a regular process as per suggestions by PVAs and other stakeholders.

- **Assessment Module:**
  - An assessment module has been developed in which separate login is provided to RSA (Assessment & Certification) and Assessment Agencies for continuous monitoring of assessment. RSA empanels assessment agency and integrations of these agencies is done in this module.
  - This module covers entire process of addition of Assessors, Allocation of batches, verification of Assessors etc. This entire module is updated on a regular basis after due deliberations with RSA.
  - Post Training assessment module to be developed.
- **DBT Bharat Portal:** MIS is integrated with DBT Bharat portal and data is updated on this portal every month.
- **UMANG Portal:** Currently MIS is not integrated with this portal. API to be developed after due deliberation with UMANG team.
- **Skill India Portal:** Currently MIS is not integrated with this portal. API and Integration with skill India portal is pending.
- **Users:** This entire system has been developed to train 10 lakh beneficiaries and comprises of other users which includes Training centres (different levels for approvals), Implementing Partners (State Agencies, Sectoral Organizations, Textiles Industries/Associations), Ministry officials, Textile committee officials, Assessment Agencies, Physical verification agencies etc.
- **ISDS MIS and Public Dashboard:** MIS and Public Dashboard of ISDS scheme to be maintained for fetching of data and closure of projects.



- **Call Centre** - Call centre is multilingual and as of now 8 languages are covered. In future, it should be broad based and more languages may be added as training programme is PAN India basis. Call Centre operationalization and all costing related to Infrastructure, calling to trainees, Manpower costing, ERP software, recording facility, equipment will be borne by the agency itself.

Samarth MIS has following technical features:

1. **Architecture:** MIS is based on MVC (Model View Controller) architecture and hosted in NIC server.
2. **Database:** It is based on MySQL version 5.0
3. **Technical Platform:** MIS is based on PHP codeigniter framework version 3.0 and using JSON, jQuery etc.
4. **Web security:** Application and data server both are hosted on NIC server.