

GOVERNMENT OF MADHYA PRADESH
DEPARTMENT OF PUBLIC SERVICE MANAGEMENT
State Agency for Public Services

No. 220/ 2016/SAPS

Bhopal, Dated 30th May, 2016

Clarification of Queries received from shortlisted consultant on RFP No. MPCARS/20/F-60/SAPS/2016

Request for proposal for Selection of consultancy firm to provide Project Management Support and consultants to MPSAPS has been invited by SAPS. The following clarification in the RFP is notified through this clarification. Please also refer corrigendum issued with this clarification for more details.

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E&Y					
1	22 Confidentiality	100	Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the	You are requested to kindly enhance this clause by adding following comments: "Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information/report/ advice provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement."	Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services. However, disclosure of such information is permitted to the extent that it:

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			course of, or as a result of, the Services.		(a) Is or becomes public other than through a breach of this Agreement. (d) Is disclosed as necessary to enforce rights under this Agreement. (e) Must be disclosed under applicable law or legal process.
2	25.1 Accounting, Inspection and Auditing	101	The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs	You are requested to kindly enhance this clause by adding following comments: "The audit conducted shall be restricted to the physical files of this Agreement only and shall be subject to client agreeing to maintain confidentiality of these documents. If any third parties are employed by the client to conduct audit, client shall ensure that such third parties are not be a competitor of EY and shall agree to confidential obligations with EY. Further the right to audit shall be available to the client during the period of this Agreement alone."	No Change
3	27.1 Proprietary Rights of the Client in Reports and Records	101	Unless otherwise indicated in the SCC, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records	You are requested to kindly enhance this clause by adding following comments: "Notwithstanding the above, it is agreed that nothing contained herein above shall be applicable to Consultant's pre-existing materials and working papers (i.e Materials owned by the Consultant which were created and developed prior to this Agreement without direct reference to the deliverables under this Agreement) which may now be incorporated by the Consultant into the final deliverables/reports or the like, supplied to the Client hereunder in the course of delivering the Services pursuant to this Agreement. However, in the	No Change

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			<p>or material compiled or prepared by the Consultant for the Client in the course of the Services shall be confidential and become and remain the absolute property of the Client. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client.</p>	<p>event any such preexisting material is used in the deliverables/reports provided to the Client by the Consultant, the Consultant hereby agrees to grant the Client an irrevocable, non-transferable, non-exclusive, paid-up, royalty free and perpetual license to use such pre-existing material as it exists in the deliverable/ reports prepared by the Consultant as a part of this Agreement."</p>	

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4	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 1 L1 Lead Project Manager - Relevant Assignment	26	public service delivery, public sector reform and monitoring and evaluation / Multilateral funding project experience (including World Bank, DFID, ADB) < 3 projects : 3 M => 3 projects to < 5 projects :5 M > 5 Projects : 7 M	Considering that these kind of reform projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested to kindly relax this criteria as following: 1 projects = 3 M 2 projects = 5 M 3 or more Projects = 7 M	Please see the corrigendum serial number 2.
5	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 2 L2 Governance / Public Service Delivery Specialist - Relevant Assignment	26 & 27	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) < 3 projects : 2 M => 3 projects to < 5 projects :3 M > 5 Projects : 5 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 2 M 2 projects = 3 M 3 or more Projects = 5M	Please see the corrigendum serial number 2.
6	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 3 L2 M&E Specialist – Experience	27	Experience in World Bank/ DFID/ ADB etc. funded project – 1 Marks	Request you to kindly give the option of experience in large e-Gov. project.	No Change
7	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 3 L2 M&E Specialist – Relevant Assignment	27	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) < 3 projects : 2 M => 3 projects to < 5 projects :3 M > 5 Projects : 5 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 2 M 2 projects = 3 M	Please see the corrigendum serial number 2.

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				3 or more Projects = 5M	
8	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 4 L2 Senior Data Analyst – Relevant Assignment	27	Relevant analytics project experience < 2 projects : 3 M => 2 projects to < 4 projects :4 M > 4 Projects : 6 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 3 M 2 projects = 4 M 3 or more Projects = 6 M	Please see the corrigendum serial number 2.
9	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 5 L2 e-Governance/ MIS Specialist – Relevant Assignment	27	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) < 3 projects : 2 M => 3 projects to < 5 projects :3 M > 5 Projects : 5 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 2 M 2 projects = 3 M 3 or more Projects = 5 M	Please see the corrigendum serial number 2.
10	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 6 L2 Procurement Specialist – Relevant Assignment	27 & 28	eGov Project/ Multilateral funding project experience (including World Bank, DFID, ADB) < 1 projects : 3 M => 2 projects to < 3 projects :4 M > 3 Projects : 5 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 3 M 2 projects = 4 M 3 or more Projects = 5 M	Please see the corrigendum serial number 2.
11	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 7 L2 Social Inclusion and Communication Specialist – Certification	28	Advertisement & Marketing / Communication /Journalism Certification – 1 Marks	Our Requirement You are requested to please clarify the certifications sought or it would be great if you please consider the relevant as qualification criteria.	Please see the corrigendum serial number 2.

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12	ITC 21.1 Evaluation Matrix of Key Expert Sr. No. 7 L2 Social Inclusion and Communication Specialist – Relevant Assignment	28	e-Gov Projects / Multilateral funding project experience (including World Bank, DFID, ADB) < 1 projects : 4 M => 2 projects to < 3 projects :5 M > 3 Projects : 6 M	Considering that these kind of reforms projects are big and of long duration (e-district- 3 years and the current one is of 5 years) experience in 5 projects leads to a long duration experience (5X3=15 or 5X5=25 years) and experience sought as per RFP is 10 years hence you are requested kindly relax this criteria as following: 1 projects = 4 M 2 projects = 5 M 3 or more Projects = 6 M	Please see the corrigendum serial number 2.
13	Section 3 Technical Proposal Sr. No.2	30	Form - Power of Attorney As per format	You are requested to kindly accept Power of Attorney in our format. Copy of Power of attorney is attached.	No Change
14	Section 3 Technical Proposal Submission Form (f)	32	Except as stated in the Data Sheet, Clause 12.1, we undertake to negotiate a Contract on the basis of the proposed Key Experts.	As we understand it is a competitive bid and the basis of selection is QCBS so there should not be any negotiation happening on commercial bidding at later stage.	No Change
15	Section 7 Term of Reference IV Scope of the assignment h)	56	PMC will be required to participate in various discussions / meetings / missions as may be called upon by the MPSAPS and provide required information/documents. These may require frequent travelling to New Delhi.	We request you to kindly clarify the cost of travel would be borne by SAPS or we have to incorporate in our commercial bid. If we have to incorporate then what will the the quantum of travel and for how many resources e.g monthly/quarterly for 2 resources?	SAPS shall generally bear the cost of travel of the resources for such meetings outside Bhopal.

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16	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 1 Q2 1. SD 2. IEC 3. M&E	67	Bid Documents / Evaluation of Bids/ Declaration of results to hire Application Development Agency of major component. - 6% (2% each for S. Dev., IEC & M&E)	We request you to kindly clarify: On Approval of Bid Document in case there is no hiring of Agency in define timeline, it will impact our payment/cash flows. You are requested to please set the payment condition fixed for specific deliverables. For example- For 1 Bid document/RFP there should be 100% payment after completion and approval of RFP.	Please see the corrigendum serial number 3.
17	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 1 Q2 Data Analytics	67	Creation of Data Analytics Cell. Procurement of necessary tools. First Report on Analytics on; <input type="checkbox"/> LSK <input type="checkbox"/> CM Helpline - 3%	It is our sincere request that: If there is a delay in Approval of Bid Document, there is no hiring of Agency in define timeline and it results into delay in approvals for purchasing BI/DA tools, it will impact the payments of PMC. Our Payment milestone may be fixed as preparation and approval of RFP/Bid document only. Approval authority may be ED, SAPS and Secretary, PSM.	There are separate payment milestone for preparation of RFP and onboarding of agency. Please refer corrigendum serial number 3.
18	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 1 Q3 GPR	67	1. Support in identification of 15 services yearly for GPR. 2. Preparation of GO, BPR, FRS, SRS <i>documents</i> . 3. Across the counter services 10 services yearly availability. 4. Support in mobile governance through identification of 10 services yearly for GPR. - 5%	Request you to kindly clarify: For point No. 3: We can assist on identifying across the counter services. Availability of across the counter services depends on development of service delivery platform (by SI) and approvals by Dept./Govt. This may causes delay and subsequently results into delay in payments. Request you to please keep the milestone only up to identification, GO drafting and FRS preparation.	Please see the corrigendum serial number 3. Identification of service and taking approval from the GPR committee: In case the department does not roll out services after that 75% payment would be released. It will be perceived that failure of department to roll out service implies inadequacies in the identification of service, design and consultation with the stakeholder.

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19	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 1 Q4 1. SD 2. IEC 3. M&E	67	Laisioning with agency to complete the pre-defined activities of major component - 3% (1% each for S. Dev., IEC & M&E)	Request you to kindly clarify: 1. What will be terms and condition of payment if these agencies are not hired in time. 2. PMC's responsibilities are laisioning and the actual output is not our deliverable so PMC cannot be held responsible for somebody else's deliverables. Request you to please change this payment condition. Request you to please set the payment condition.	Please see the corrigendum serial number 3.
20	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 1 Q4 1. SD 2. IEC 3. M&E	67	Contract Management of major component -	Request you to kindly clarify: What will be terms and condition of payment if these agencies are not hired in time.	Please see the corrigendum serial number 3.
21	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 2 Q2 Program Mgmt. (Others)	68	1. PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly. 2. Quality Assessment as per detailed scope of work. (Identify and establish service quality and KPI for LSKs, Implementing system for regularly monitoring of KPI of LSK.) 3. Project Management	Kindly clarify following: 1. We can only assist in setup of PSGA PoP 2. What about LSK Visits for assessment What will be terms and condition of payment if these agencies are not hired/not deliver in time.	Please see the corrigendum serial number 3.

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			Support for the entire period of project as per detailed scope of work. (Overall Responsibility of progress, reporting.) - 2%		
22	Section 7 Term of Reference XI Payment Schedule Payment Quarter – Year 2 Q4 IEC	69	Beneficiary Feedback: Conduct yearly survey through a third party agency. – 2%	PMC can only assist Third Party for doing survey. Cost of survey by third party will be bear by whom? Do we also have to make field visits and incorporate costs? Please clarify.	1. Please see the corrigendum serial number 3. 2. Field visits are not required.
23	Section 7 Term of Reference Note	60	2. Where the consultants has not been able to achieve a milestone as per timeframe given above, and MPSAPS agrees that the failure of consultant to achieve the same was due to reason beyond his control, an extension of timelines may be given with approval of the High Power Committee. In such cases imposition of penalty will start	You are requested to please incorporate the payment condition: The cases where consultant is not able to achieve the milestone and it is beyond of his control, the release of payments shall be done in each quarter on a pro-rata basis. Approval of ED, SAPS and Secretary, PSM may be taken as final approval for extension and payment.	No Change

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			after the extended timelines given.		
24	ITC E. Data Sheet ITC Clause Reference 17.4	25	The Proposals must be submitted online no later than: Date: 09-06-2016 Time: 15.00 hr India Standard Time (i.e. 3.00 PM)	You are requested to kindly extend the timelines for submission by 2 weeks.	Sufficient time will be given for submission of bids.
25	Section 7 Term of Reference XI Payment Schedule	67	GPR – 5%	You are requested to please clarify: Payment for GPR milestone will be made in Quarter 3 or Quarter 4?	No Change
26	Section 7 Term of Reference XI Payment Schedule	69		After adding the total payment it is amounting to 101%. Request you to please clarify.	Please see the corrigendum serial number 3.
27	Not Applicable	-	-	You are requested to please enhance the clause by adding following: Any information, advice, recommendations or other content of any reports, presentations or other communications we provide under this Agreement (“Reports”), other than Client Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and EY shall not be required to update its Final Report.	No Change
28	Not Applicable	-	-	You are requested to please enhance the clause by adding following: This Agreement shall be governed as per the Laws of India.	No Change
29	Not Applicable	-	-	You are requested to please enhance the clause by adding following: Either Party may terminate this Agreement immediately by giving notice to the other party. Upon termination EY shall be entitled to receive payments of the Services performed,	No Change

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				work in progress and expenses incurred by it, till the date of such termination.	
30	Annexure 1 Qualification and experience expected from Consultants Sr. No. 1: Lead Project Manager (L-1)	72	B.Tech./ B.E with Master's Degree in Business Administration.	Since the premier management institutions in India like IIMs, SP Jain do not provide the university degree because they hold the status of autonomous institutes under HRD ministry not as university recognized by UGC therefore you are requested to kindly consider the equivalent qualification as per below: B.Tech./ B.E with 2 year full time PGDM/PGP diploma program from such Institutes(IIMs etc.) as essential qualification.	2 year full time PGDM/PGP diploma program from premium institutes like IIM / IIT/ XLRI would be accepted against Master's Degree in Business Administration.
ECORYS					
1	Data Sheet 10.2	22	Statement of Undertaking is required	Please provide the format for the Statement of undertaking	As per Form Tech 1
2	Data Sheet 16.2	23	A price adjustment provision applies to remuneration rates: No	Given the long-term duration of the assignment (5+1 years) we request the Client to allow an annual price adjustment. It is observed that on page 65, the TOR allows for a 5 percent annual cost escalation for the additional staff that may be required on the Project. The same may also be applicable to the key experts to be proposed in the PMU.	As per 24.b of ITC of this RFP.
3	Data Sheet 27.1	29	The weights given to the Technical (T) and Financial (P) Proposals are: T = 70, and P = 30	Given the nature of the assignment and importance of proposing a high quality team and proposal, we request greater weightage to be assigned to the technical score, i.e. T = 80 and P = 20. This is also a standard ratio that is adopted on other WB funded assignments.	No Change
4	Section 3. Technical Proposal – Standard Forms	31	Page limit for TECH-6 is 60	Please clarify is there is any page limit for each individual CV	No Page Limit for each individual CV, However cumulative limit of page numbers for Tech-6 is now 80.
5	Form FIN-3 Breakup of costs	48		Form FIN-3 allows for costs of 12 experts to be included in the form. However, TECH-6 also allows for Non-Key	If proposed by the firm, costs of the Non-Key

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				Experts to be proposed by the Consultants. Please confirm whether or not is the costs of the Non-Key Experts is also to be reflected in Form FIN-3.	Experts shall also to be reflected in Form FIN-3.
6	Section 7. Terms of Reference Para 3	53	The Government of Madhya Pradesh to further strengthens and to meet the current challenges being faced by the LSKs is initiating MPCARS Project supported by the World Bank.	We request the Client to please elaborate on the current challenges being faced by LSKs is initiating MPCARS Project.	Please refer Annexure – B of this document.
7	Section 7. Terms of Reference Para V.8	61	Social Inclusion and Communication Specialist	The description for the Social Inclusion and Communication Specialist starts with “The Information Education and Communication Specialist will have a Master’s degree or an equivalent qualification...”. Please confirm the title of the position whether it is Social Inclusion and Communication Specialist or Information Education and Communication Specialist.	It is Social Inclusion and Communication Specialist. Please refer corrigendum serial number 5 for more information.
8	Section 7. Terms of Reference Para VII.11	65	Subsequent additions to the consultants deployed based on additional services, will be made at a rate determined on pro-rata basis. This covers all broad areas and levels of expertise required for MPSAPS.	We request the Client to please elaborate on what is meant by possibility of subsequent additions to the team based on additional services in the context of this RFP?	Please refer corrigendum serial number 15.
9	Section 7. Terms of Reference Para VII.11	65	The fee rates proposed in the	How are the consultants expected to present the rates for the additional experts?	Please refer corrigendum serial number 15.

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			offer, plus cost escalation @ 5% annually, will be used as the base rates for future additions to the consultants under similar categories and levels as per requirement for implementation.		
10	Section 7. Terms of Reference Para VII.12	65	Overall costs which include the costs of the Consultant's Core Team for providing the management services and the offered total fee for 60 months for the MPSAPS consultants will be considered for selection purposes.	Please clarify the two types of costs: (a) costs of the Consultant's Core Team for providing the management services; and the offered total fee for 60 months for the MPSAPS consultants	This clause stands deleted. Please refer corrigendum serial number 16.
11	Section 7. Terms of Reference Para VII.12	65	Payments to consultants will be done on quarterly basis.	Given the long-term nature of the contract, we request the Client to consider monthly payments instead of quarterly payments. In case this is not feasible then we request the Client to provide a 10% mobilisation advance.	No Change
12	Section 7. Terms of Reference Para XII A.b	70	First time deployment of all the resources within 15 days after the agreement is signed.	We request to revise this mobilisation period to 30 days after agreement is signed.	Accepted. Please see the corrigendum serial number 4.

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13	Section 7. Terms of Reference Para XII A.d	70	Replacement of resource is allowed for only one resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement after one replacement.	Long-term projects are dynamic in nature and encounter various situations/circumstances which cannot be planned from its inception. We request the client to remove the allowed limit for replacement of resources in one year. Also, we request the Client not to impose a penalty on replacements. It will be our endeavour to commit the entire team for the entire duration of the Project however we request the Client to keep have some flexibility in the Contract to address unforeseen circumstances which demand a replacement of the candidate.	Replacement of resource is allowed for only Two resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,00,000 Rs. Per resource for replacement after Two replacement.
14	Section 7. Terms of Reference Para XII B.f	70	If there is a delay in achieving milestones or submission of deliverables, penalty to consultant @ 25,000 Rs. Per deliverables per week may be imposed till the deliverables are submitted or milestone achieved.	We request this clause to be deleted. There may be many reasons for delay in achievement or a milestone which cannot be solely attributable to the Consultant alone.	No Change.
15	Section 7. Terms of Reference Para XIII	71	The PMU shall comprise of full time members and will be available for the full five-year period of project implementation. All members shall work from the	Please clarify the facilities to be provided by the Client including but not limited to Office space and its related expenses.	SAPS will provide following facilities. 1. Office Space. 2. Electricity. 3. Printing Arrangement. 4. Internet. Consultant Resources shall be equipped with:

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			MPSAPS office in Bhopal for the period of the project.		1. Laptop. 2. Data Card. 3. Mobile Phone.
16	Section 7. Terms of Reference Para XIII	71	Composition of the PMU	Kindly clarify whether CVs of following experts will be included in this bid or not. As there is no provision for marks against these positions are given in the RFPW : 1) L3-Junior Data Analyst-2 2) L3-Junior Data Analyst-3 3) L2-Finance Management Specialist 4) L2-Audit Specialist	CVs of all 12 resources shall be provided by consultant firm. However, the Key expert's CV will be evaluated for qualification.
17	Data Sheet 17.4	24	The Proposals must be submitted online no later than: Date: 09-06-2016 Time: 15.00 hr India Standard Time (i.e. 3.00 PM)	We request the Client to extend the deadline by an additional 2 weeks to ensure best team and proposal can be submitted to your office	Sufficient time will be given for submission of bids.
GT					
1	PART I, Section 1. Letter of Invitation, Point 3		This electronic Request for Proposals (RFP) has been addressed to the following shortlisted Consultants: 1.Accenture Services Pvt. Limited, 2.Deloitte Touche Tohmatsu India Private Limited,	As per the clause 3 of the Section 2. Instructions to Consultants and Data Sheet " <i>Conflict between consulting activities and procurement of goods, works or non-consulting services AND Conflict among consulting assignments: a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Client.</i> " We understand that the clause is for future assignments within the scope of the RFP, however, we understand that one of the shortlisted bidder is already engaged with the Department on e-District project and the fact that they are well aware about the processes, functionalities, fund availability etc gives them the inherent	None of the consultants are currently providing consulting services to SAPS. Apart from E&Y other consultants like Accenture and PwC who have been shortlisted have experience in eDistrict project. This project's scope is larger than eDistrict project as detailed in the RFP.

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			3. Ecorys Nederland BV 4. Ernst and Young LLP 5. Grant Thornton India LLP 6. Pricewaterhouse Coopers Private Limited	advantage. In our view point allowing existing Consultant in the current process creates a conflicting situation. The evaluation parameters are also inclined towards the firm which has done similar or e-district types of engagement and hence the current consultant i.e. E&Y are put at advantage by default. It is requested not to shortlist the consultant which is already providing consulting services to the Department in a similar project.	No other parameter (which favours a particular bidder) is specified and hence we cannot comment on the same. As stated by you and it is our opinion that there is no Conflict between consulting activities and procurement of goods, works or non-consulting services AND Conflict among consulting assignments, hence there is no ban on E&Y to participate in this bid as per the World Bank guidelines. Hence the request to disqualify E&Y from bidding cannot be accepted.
2	Section 2. Instructions to Consultants and Data Sheet Clause 6.1		The Bank permits consultants (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for Bank-financed projects.	The clause mentions that Joint ventures are allowed. However, as per clause 14.1.1 Shortlisted Consultants may NOT associate with either the shortlisted or the non-shortlisted consultants. Request clarification.	Any Kind of consortium, Joint Venture, Sub-consultancy is not allowed in this RFP.
3	General		General	As per the best practices in funded engagements 30 days are provided to the firms to submit its proposal post pre-bid date. It is requested to provide extension of two weeks for preparing a detailed proposal post issuance of clarifications of the pre-bid queries.	No Change

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4	III. Special Conditions of Contract - 45.1		Selection of Arbitrators. Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with Arbitration & Conciliation Act 1996, to the sole Arbitrator the Secretary Public Service Management Department Govt. of MP or an officer nominated by her/him shall be the arbitrator.	<p>As per the 1996 arbitration act, there has to be odd number of arbitrator, One from each of the parties and one mutually decided. Specifically, for Number of arbitrators. The parties are free to determine the number of arbitrators, provided that such number shall not be an even number. Further, the act states " <i>Failing any agreement referred to in sub-section above in an arbitration with three arbitrators, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator</i>"</p> <p>It is hence requested to have an arbitration as per the Arbitration & Conciliation Act 1996 and NOT to have sole arbitrator pre-appointed as the current case is.</p>	Please see the corrigendum serial number 19.
5	Section 7. Terms of Reference, XI. Payment Schedule	66	Payment Schedule	It is requested to provide 10% of the contract fee as advance mobilization. This is as per best practices and followed across various funded engagements.	No Change
6	Section 7. Terms of Reference, XI. Payment Schedule	66	Payment Schedule	The current payment schedule is linked with deliverables which in many of the cases might get delayed for reasons unattributable to the Consultants. There might be a scenario that even if one deliverable is not complete in a quarter because of certain unforeseen reasons or reasons unattributable to Consultants then the entire payment to Consultants gets withheld . The same is true for all quarterly payments. It is requested that atleast 50% of the quarterly payout should be fixed as resources are deployed and working on the project and the rest 50% should be linked to	<p>The payment for deliverable in a quarter is mentioned in the corrigendum serial number 2.</p> <p>In case one or more deliverables are not completed, payment would</p>

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				deliverable based as per the current payment schedule. This will help the Consulting firms to undertake proper planning and execution of the project. It is requested to consider the payment term revision in the best interest of the project for overall benefit of the project and the stakeholders involved.	be retained only for such work.
7	Section 7. Terms of Reference, XI. Payment Schedule	66	Payment Schedule	It is requested that the payment terms may be revised to Quarterly billing of resources and Pro-rate payment on achievement of milestones. i.e. section of SI, Software customization etc. [50 % of Total contract value should be Quarterly billing and 50 % on Achievement of milestones. It is requested to look at this clause in the interest of the overall project , as there will be fixed cost which will be incurred by the Consulting agency and for a deliverable not being completed, then the entire quarter payment may get affected. As the resources are deployed and there is fixed cost for deployment, it is requested to modify the current payment term to a fixed quarterly payment say 50% and the rest 50% may be linked to the deliverables based payments as per the existing payment schedule.	The payment for deliverable in a quarter is mentioned in the corrigendum serial number 3. In case one or more deliverables are not completed, payment would be retained only for such work.
8	Section 7. Terms of Reference, XII. Service Level Agreement (SLA)	70	a. If the resource proposed by the consultant in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement .b. First time deployment of all the resources within 15 days after the	We understand the concern which is needed to be addressed by having this clause. However, it works unfair to the organization as it gets very resource specific. The resources gets aware of the clause either during proposal submission / during engagement etc. and there may be situation in which the consulting agencies gets in a difficult situation especially being a fixed price contract. Further, there are ripple affects in which the resource during assignment may move and deliverable is affected and penalties are levied even if the deliverable may be accepted. Request you to incorporate that " <i>the intent of having Service Level is not to levy penalties and the same may or may not be applicable on case to case basis</i> ". It is requested to revisit the clause and accordingly may reduce the quantum of penalty. In light of the request, the following may be considered : a. If the resource proposed by the consultant in their bid for evaluation will be replaced during joining,	1. First time deployment is allowed on or before 30 days. 2. Please see the corrigendum for SLAs.

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
			<p>agreement is signed. Penalty of Rs. 5,000/- per day per resources if not deployed.c. Shortfall of attendance of resources deployed, if a resource is absent for 3 consecutive working days without any prior notice & approval, Penalty of Rs. 1000 per day per resource absent, starting from the 3rd day onwards.d. Replacement of resource is allowed for only one resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement after one replacement.e. The deployed resources should not be engaged in any activity other</p>	<p>MPSAPS may impose penalty to consultant @ 50,000 Rs. Per resource for replacement .b. First time deployment of all the resources within 15 days after the agreement is signed. Penalty of Rs. 5,000/- per day per resources if not deployed subject to maximum of Rs. 50,000c. Shortfall of attendance of resources deployed, if a resource is absent for 3 consecutive working days without any prior notice & approval, Penalty of Rs. 1000 per day per resource absent, starting from the 3rd day onwards.d. Replacement of resource is allowed for only one resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 50,000 Rs. Per resource for replacement after one replacement.e. The deployed resources should not be engaged in any activity other than MPCARS project. If it was found that deployed consultants is/are working in any other project, penalty to consultant @ 5,00,000 Rs. Per resource may be imposed.</p>	

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
			<p>than MPCARS project. If it was found that deployed consultants is/are working in any other project, penalty to consultant @ 5,00,000 Rs. Per resource may be imposed.</p>		
9	Section 7. Terms of Reference, XII. Service Level Agreement (SLA)	70	<p>a. If the resource proposed by the consultant in their bid for evaluation will be replaced during joining, MPSAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement .b. First time deployment of all the resources within 15 days after the agreement is signed. Penalty of Rs. 5,000/- per day per resources if not deployed.c. Shortfall of attendance of resources</p>	<p>The current penalty clause is very stringent. Resources exit cannot be predicted and it is unfair to levy penalty on that account on the Consulting firms. Request to revisit the clause.</p>	<p>Please see the corrigendum serial number 4.</p>

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
			<p>deployed, if a resource is absent for 3 consecutive working days without any prior notice & approval, Penalty of Rs. 1000 per day per resource absent, starting from the 3rd day onwards.d. Replacement of resource is allowed for only one resources in a year. If there is more replacement SAPS may impose penalty to consultant @ 2,50,000 Rs. Per resource for replacement after one replacement.e. The deployed resources should not be engaged in any activity other than MPCARS project. If it was found that deployed consultants is/are working in any other project, penalty to</p>		

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
			consultant @ 5,00,000 Rs. Per resource may be imposed.		
10	Evaluation Criteria 21.1[for STP]		Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference. Adequacy of approach : 10 Marks Adequacy of Methodology : 10 Marks Quality of Deliverables : 10 Marks Work Plan : 5 Marks Value addition : 5 Marks in achieving DLIs	It is requested to provide the break-up of 40 marks for preparing better response. The current criterion are very subjective and it is requested to define an objective based criteria for the evaluation. This will help in preparing proper and adequate response.	Please see the corrigendum serial number 1.
11	DATA SHEET, Point 21.1	25	Evaluation criteria - Point (i) - Quality of Deliverables	It is mentioned that in the evaluation 10 marks will be given on the basis of Quality of Deliverables. It is requested to provide an objective based evaluation parameter so that proposal can be prepared consistently across all the consulting firms. It is also requested to delineate how marking would be undertaken for the referred parameters so as to prepare proposal accordingly.	Please see the corrigendum serial number 1.
12	DATA SHEET, Point 21.1	25	Evaluation criteria - Point (i) - Value addition : 5 Marks in achieving DLIs	It is mentioned that 5 marks will be given for value addition in achieving DLI's. It is requested to provide an objective based evaluation parameter so that proposal can be prepared accordingly across all the consulting firms. It is also requested to delineate how marking would be undertaken for the referred parameter so as to prepare proposal accordingly.	DLIs are appended to this clarification as Annexure A.

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
13	DATA SHEET, Point 21.1, Evaluation Matrix for Key Experts	26	Lead Project Manager, Experience= 10 Year : 0 M For additional every year : 0.5M Maximum : 2 Marks	It is requested to modify the criteria as below for better participation. It is also requested to consider eGov experience and non public sector experience Proposed Criteria= 10 Year : 1 M For additional every year : 0.5M Maximum : 2 Marks	Please see the corrigendum serial number 2.
14	DATA SHEET, Point 21.1, Evaluation Matrix for Key Experts	26	Lead Project Manager Relevant Assignment: Public service delivery, public sector reform and monitoring and evaluation / Multilateral funding project experience (including World Bank, DFID, ADB) < 3 projects : 3 M => 2 projects to < 3 projects :5 M > 3 Projects : 7 M	It is requested to modify the clause to following for better participation. The current clause is restrictive in nature. < 2 projects : 3 M => 2 projects to < 3 projects :5 M > 3 Projects : 7 M	Please see the corrigendum serial number 2.
15	DATA SHEET, Point 21.1, Evaluation Matrix for Key Experts	26	Governance / Public Service Delivery Specialist - L2 Working on e-District Project / Citizen Service Delivery Project (Minimum One)	The clause gives inherent advantage to those firms which are working or were associated with e-district assignments. The clause is restrictive to us and it is requested to modify the clause.	Apart from eDistrict project, other Citizen Service Delivery project have also been mentioned. Hence it is not restrictive. No Change.

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
16	DATA SHEET, Point 21.1, Evaluation Matrix for Key Experts	26	Evaluation matrix of key expert	Kindly consider the following point w.r.t requirement of resources: 1. M&E Specialist : Exp & Relevant Assignment : Please also consider Central and State funded projects along-with World Bank, DFID, ADB funded projects 2. eGovernance & MIS Specialist: Exp & Relevant Assignment : Please also consider other eGov Central and state funded projects along-with World Bank, DFID, ADB funded projects 3. Procurement Specialist: Exp & Relevant Assignment : Please also consider Central and state funded projects along-with World Bank, DFID, ADB funded projects 4. Social Inclusion & Communication Specialist: Certification : Please consider Marketing experience and remove specific certification. Exp & Relevant Assignment : Please also consider Central and state funded projects along-with World Bank, DFID, ADB funded projects	No Change.
17	DATA SHEET, Point 21.1, Evaluation Matrix for Key Experts	27	Procurement Specialist, Certification PMP/PRINCE 2/ ITIL/ Contract Management/ eGov Certification	Since the role is for Procurement specialist, the certifications such as PMP/PRINCE 2/ ITIL/ eGov Certification are not relevant. It is requested to delete the certifications requirement. Instead contract certifications may be kept.	Procurement is in the area of IT product and services. Procurement activity is a project in itself. Hence the certifications have been sought. No Change
18	Annexure- I, Qualification and experience expected from Consultants	72	Lead Project Manager (L-1) Qualification (Mandatory): B.Tech./ B.E with Master's Degree in Business Administration.	Proposed: B.Tech./ B.E with Master's Degree in Business Administration OR MCA. Reason: Master of Computer Application (MCA) is a master degree on technical stream consisting coverage of management concepts (Approved by AICTE). Government approved & recognized course with equivalent weightage in comparison with degrees asked in the RFP. It is requested to have MCA also as permissible degree for evaluation	No Change
19	Annexure- I, Qualification and experience expected from Consultants	76	Procurement Specialist (L-2) Qualification	We propose to remove the certification requirements since these are more relevant to Program Management rather than that of Procurement	No Change

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
			(Desirable): PMP/PRINCE 2/ ITIL/e-Gov Certification		
20	ANNEXURE 2 – PROJECT MILESTONES	80	Data Analytics Creation of Platform for BI/DA	Request clarification regarding the scope of work in Creation of Platform for BI/DA	Scope of Work for Establishment of Data Analytics/ BI Cell or Creation of Platform for BI/DA. 1. Assessment and Documentation of BI and DA need. 2. Preparation of appropriate strategy and approval from SAPS. 3. Sizing of Infra and selection of Tools like Pentaho, Talent etc. 4. Acquisition of necessary Infra, OS, Application Software and all other necessary items, which may require bid process management. 5. Development of BI/DA solution. 6. Incorporate reports/modules required during project period. 7. Operation and Maintenance of the solution.

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
					Please refer Annexure C of this document for more information.
21	ANNEXURE 2 – PROJECT MILESTONES	80	GPR 3. Integration of across the counter services 10 services yearly. 6. Integration with UID and data sharing. 7. Interoperable framework development.	We interpret that Consultant would provide monitoring and supervisory support on integration activity undertake by System Integrator, Please confirm	Please see the corrigendum serial number 2.
22	ANNEXURE 2 – PROJECT MILESTONES	80	Software Development Testing	We understand the scope is to review the test cases/ test plans prepared from software development agency, provide suggestion for modification w.r.t. creating robust testing mechanism, get the UAT done with Department & SI and review the test result for enhancement (if required), please confirm	Please see the corrigendum serial number 2.
23	ANNEXURE 2 – PROJECT MILESTONES	81	Program Management (Others) 1. Set up PSGA Point of presence fully operational to receive and process online PSGA Application. 50 centres yearly.	We understand the scope is to provide support and supervision on setting up PSGA. Request clarification	Please see the corrigendum serial number 2.
24	Section 3. Technical Proposal – Standard Forms	31	Technical Proposal-Standard Forms	The experience and relevant assignment is basically the criteria for Marking. therefore detailed CV's of experts need to be added in proposal. Hence request you to kindly exceed the page no for Tech- 6 "Team Composition, Key Experts	Accepted

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
				Inputs, and attached Curriculum Vitae (CV)" from 60 to 80 pages at least	
PwC					
1	Section III, Special Conditions of Contract, Clause 23.1	Page 122	Liability	The Firm's overall liability would be capped at an amount not exceeding one time the fees paid to the Firm under this engagement without any exceptions and exclusions. In no event should the Firm be liable or responsible for any consequential, incidental, indirect, punitive, exemplary or special damages of any nature whatsoever. For the avoidance of doubt, it is hereby requested to clarify that the relationship of the selected Firm under this Agreement shall be solely with Client, and accordingly, no person who is not an executing party to this Agreement, shall have any rights to enforce this Agreement (whether in contract, tort or otherwise).	No Change.
2	Section II, GCC, Clause 27, page 108, read with Section III, SCC.	Page 122	IPR/Ownership	It is requested to clarify that subject to payment in full of the professional fees for the relevant Deliverables, the final Study Reports or other material or graphic (collectively "Deliverables"), prepared by the selected Firm for, and submitted to Client under this engagement shall belong to and remain the property of Client excluding the preexisting intellectual property rights/ proprietary materials of the Firm incorporated in the Deliverables which shall continue to belong to the Firm. Specifically, with respect to our pre-existing IPR, we are agreeable to provide Client with a non-exclusive & non-transferable license to use the same (to the extent incorporated in the deliverables) for its internal use in connection with the services provided by us under this Agreement. Also, the Firm shall continue to retain ownership over its draft deliverables/internal working papers. Additionally, subject to its confidentiality obligations under the RFP, the Firm should also be allowed to use the general skills, knowledge, know-how etc. created during the course of this engagement for its subsequent engagements. Moreover, any third party licenses, necessary for the performance of the services,	No Change.

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				would need to be procured by the Client. It is further requested to clarify, that the Firm is allowed to retain copies of any confidential information, internal papers and IT archives as per our organizational data policies and audit/compliances, etc. requirements.	
3	Section II, GCC	page 108	Clause 25	Access/Inspection Due to client confidentiality & internal data policy reasons, we would be unable to provide such unqualified access to our systems, premises and records. That said, we are agreeable to a review by Client to the extent that it is: (i) restricted to providing access to the Firms fees/ invoicing related records relating to the services under this project; (ii) is carried out within 6 months of the expiry or termination of the agreement. The Firm should not be expected to provide any information which may cause it to breach confidentiality vis-a-vis other parties. If an audit is contemplated to be conducted by an external/third party auditor, we would need such third party to sign an NDA with us (in a format mutually agreed	No Change
4	Section II, GCC	page 107	Clause 22	Confidentiality: Except with the prior written consent of the Client, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services. It is requested that subject to confidentiality restrictions, the selected Firm should be given a one-time approval to refer to this engagement for client citation purposes.	No Change
5	Section II, GCC, read with SCC		Clause 24.2	Insurance requirements It is requested to consider that we maintains appropriate professional indemnity insurance cover with underwriters to protect against all reasonable risks in respect of all professional services provided by the firm. However, due to confidentiality reasons, it is not possible for us to share the policies or disclose the limits of insurance availed.	No Change

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
6	Acceptance of Deliverables			We wish to agree to an objective, well-defined acceptance criteria for our work, and an agreed acceptance procedure. A structured acceptance process may be incorporated in the Contract such that our draft deliverables are evaluated in a timely manner by Client. There is a need to expressly document that the number of rounds for the procedure for attaining acceptance and iterations thereof for Firms' deliverables shall be limited to two rounds (the concept of deemed acceptance should also be built in). Thereafter, if the matter still remains unresolved, it shall be escalated to an empowered Steering Committee comprising of senior representatives from both sides.	Procedure to accept deliverables shall be discussed and finalized at the time of Kick off Meeting.
	Section II, GCC 19.1.1(a)		Termination	1. It is requested to consider inclusion of an objective and consultative process to precede before the Client chooses to exercise its termination rights under this clause. To ensure that the clause is not interpreted in a subjective manner, a mechanism should be put in place to objectively capture service related defaults and allocate the accountability to an appropriate party in a transparent manner. Upon termination, the Firm should be paid for the services performed by the Firm till the date of termination. Additionally, given our audit independence requirements, we would also require the right to terminate in circumstances where continued performance under this contract would breach our legal, professional or regulatory requirements. 2. Currently, the termination clauses as defined in the RFP are only from Client side. Considering the same, it is requested to include a similar clause for termination by the selected Firm, subject to safeguards for the client's requirements and project.	No Change
8	Section 7, ToR, Clause XI	page 68	Payment Schedule	The RFP requires mobilization and deployment of a large team of minimum 12 resources at Bhopal. It may be considered that resources for such projects would mostly come from outside Bhopal and the firm shall incur a	No Change

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				considerable sum in the relocation/settlement costs before the start of the project.. It is requested to consider payment of a Mobilization Amount of 5% of the contract value along-with signing of the Agreement and submission of Performance BG by the selected firm.	
9	Section 7, ToR, Clause VII.11	page 72	Selection of PMU and Contents of Proposal	Subsequent additions to the consultants deployed based on additional services, will be made at a rate determined on pro-rata basis. This covers all broad areas and levels of expertise required for MPSAPS. The fee rates proposed in the offer, plus cost escalation @ 5% annually, will be used as the base rates for future additions to the consultants under similar categories and levels as per requirement for implementation. It is understood that the RFP provides for an annual cost escalation of 5% annually for each year of the contract. It is requested to clarify, if the escalation shall be applicable from year 2 of the contract and including any additional	RFP does not provide for an annual cost escalation. The clause refers to the rates at which the firm will be paid, in case of SAPS decides to hire additional manpower for this project.
10	Section 7, ToR, Clause XI	page 68	Deliverable based payment	It is submitted that, in certain cases, the activity mentioned in the RFP's payment schedule for a particular quarter may not happen due to reasons not attributable to the consultant firm. It is therefore, requested to clarify that the payments for that quarter shall be paid in full as per the terms mentioned therein.	Please see the corrigendum serial number 2.
11	Section 7, ToR	page 62		Prepare an overall plan and schedule for the project, Institutional development and capacity building of the Project Implementation, Preparation of Term of Reference, Contract and Procurement Management, Financial Management, Project Monitoring & Evaluation and Reporting, Prepare RFP / MoUs / Contract for System Integrators / External Agencies with whom SAPS is collaborating or procuring specialist services, Supervision of the installation, commissioning of IT infrastructure at Central Server Location and also at each district location.	SAPS shall bear the cost of travel of the resources for such meetings outside Bhopal.

Sr. No.	RFP reference	Page No.	RFP Clause	Clarification Sought / Query	Clarification
				Please clarify, if SAPS shall bear the cost of travel of the resources for such meetings outside Bhopal. Also, please provide budgeted/estimate number of travels per year and for which level of resources	
Deloitte					
1	21.1	26	Evaluation Matrix of Key Expert	For most of the key positions (e.g., Lead Project Manager, Governance/Public Service Delivery Expert, M&E Specialist, Procurement Specialist), PMP/PRINCE 2/ ITIL/ Contract Management/ eGov Certification is a desirable qualification and evaluation marks has also been assigned for such certifications. Given, these positions are primarily concerned with Public Service Delivery reforms including process reengineering, change management and monitoring & evaluation, would request you to kindly remove the certification requirements from the evaluation criteria.	Expertise of key positions (e.g., Lead Project Manager, Governance/ Public Service Delivery Expert, M&E Specialist, Procurement Specialist) are in the area of IT product and services. Hence the certifications have been sought. No Change
2	Section 7, Clause VI & XI	66	Deliverables and Payment Schedule	The payment schedule has milestones which do not match with the Deliverables identified in clause VI of the ToR. We would request you to kindly match the Deliverables and Payment Schedule	Please see the corrigendum serial number 3.
3	Section 7, Clause XI	66	Payment Schedule	We understand that the payments will be linked to several activities & components which are dependent on several factors and actions to be performed by vendors or others including government, some of which include, 1) Declaration of Result to hire Application Development Agency 2) Creation of Data Analytics Cell 3) On boarding of Agency Major Component 4) Across the counter services 10 services yearly availability 5) Contract management of major component 6) Set up PSGA point of presence -50 centres yearly 7) Yearly survey through a third party agency For the above activities despite the best efforts being put in by consultants, it may so happen that the milestone is not being achieved due to any unforeseen circumstance. In this regard, we would request you to kindly eliminate payment milestones for activities/deliverables dependent on third party	Please see the corrigendum serial number 3.

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				sources and instead, link the payments based on quarterly progress reports on carrying out of such activities	
4	Section 7, Clause XI	69	Beneficiary feedback	The payment schedule mentions conducting yearly survey by Third Party. Please let us know whether the cost of the yearly survey has to be budgeted within this proposal or will it be borne by MPSAPS separately	Cost of conducting yearly survey by Third Party will be borne by MPSAPS separately.
5	Section 7	64	Clause VI Deliverables: set up 50 PSGA point of presence yearly	The actual setting up of the Point of presence should be done by Vendors/third party. The consultants can only facilitate the process. We would therefore request you to suitable change the Deliverable	Please see the corrigendum serial number 13.
6	Section 7	72	Annexure 1- Qualification and experience expected from Consultants	The positions for Financial Management Specialist, Audit Specialist and two positions for Junior Data Analyst have been provided in the ToR but have not been given any marks in the evaluation criteria in the Data sheet on page 26. We would request you to kindly clarify whether the scoring of the proposals will be done on all the 12 positions or only on the 7 positions mentioned in the Data Sheet	No Change
7	Section 2, Clause 17.4	24	Deadline for submission of Proposal	We would request you to kindly extend the submission deadline by another 2 weeks to 23rd of June 2016	Sufficient time will be given for submission of bids.

Annexure A: DLIs of the project

DLI	Year 0 (2014-15) Baseline to be achieved	DLI Period for DLI achievement				
		Year 1	Year 2	Year 3	Year 4	Year 5
DLI 1:	At least x% of citizens accessed PSGA Services	Awareness campaign conducted	x per each 1percentage point increase over year 1 achievement	x per each 1 percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
Citizens accessing PSGA Services						
DLI 2:	Outreach strategy targeted to women approved	Outreach strategy targeted to women conducted	x per each 1 percentage point increase over year 0 achievement	x per each 1percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
Women and Schedule Casts (SC)/ and Schedule Tribes (ST) citizens accessing PSGA Services	Outreach strategy targeted to ST/SC approved	Outreach strategy targeted to ST/SC conducted	x per each 1 percentage point increase over year 0 achievement	x per each 1percentage point increase over year 2 achievement	x per each 1percentage point increase over year 3 achievement	x per each 1percentage point increase over year 4 achievement
DLI 3:	At least 'a' PSGA points of presence fully operational	Implementation strategy approved	x per each additional PSGA point of presence over year 0 baseline	x per each additional PSGA point of presence over year 2 achievement	x per each additional PSGA point of presence over	x per each additional PSGA point of presence over
PSGA points of presence fully operational to						

receive and process on-line PSGA Services applications		and rolled out			year 3 achievement	year 4 achievement
DLI 4:	At least 'a' PSGA Services available on-line and HPC established	x per each 1 additional PSGA Service over year 0 baseline	x per each additional PSGA Service over year 1 achievement	x per each additional PSGA Service over year 2 achievement	x per each additional PSGA Service over year 3 achievement	x per each additional PSGA Services over year 4 achievement
PSGA Services available on-line						
DLI 5:	Feedback collected through annual survey conducted	Methodology for gathering beneficiary feedback approved	Feedback module fully operational and first feedback report available on-line following approved methodology	Second feedback report available on-line following approved methodology	Third feedback report available on-line following approved methodology	Fourth feedback report available on-line following approved methodology
Beneficiary's feedback for decision making						

Annexure B: Key challenges for Accessing Services

Some of the key challenges to access services are the following:

1. Ignorance on the details of schemes. The critical deterrent to accessing services from the government was lack of information. There is a general understanding of the scheme; however, the conditions to apply the eligibility criteria, documents required and appropriate agency to file the application, were unknown. As a result, applicants made several trips to relevant office. Even after submission of the documents, applicants did not know whether the application was completed and services would be rendered.

2. Low literacy levels discourage filing application by self. Applicants mentioned that low level of literacy, created a sense of fear when filing applications, resulting in a preference of any agent over personally filling applications. Applicants felt a barrier as they were unable to demand desired services due to illiteracy.
3. Attitude of officials on managing the front desk. The participants developed apathy towards the Government officials due to what they perceived as unsupportive behaviours.
4. In rural areas, village Panchayat serves as the closest service providing agency. However, Panchayat have not been trained to treat the villagers in their constituency as their clients
5. Lack of awareness about the PSGA Act and LSK centres. In rural areas, awareness of the Public Services Guarantee Act (“PSGA Act”) was found to be significantly low.
6. In rural areas, knowledge of LSK and information dissemination about services remains.

Annexure C: About Data Analytics Cell

Data analytics cell for MPSAPS will support to make better decision making, assessment of current and past trends, Identification of Co-relation, deviations through the Data Analytics and Business Intelligence Solution.

Data analytics exercise will benefits the eDistrict, MPCARS, CM Helpline and other projects in the following manner.

- Static Analytics, process Re-engineering Analytics, Predictive or Trend Analytics.
- Interactive Dashboard: Reports are easily accessible without any special technical knowledge.
- Notification and Alerts: Through email/sms, concerned officers can be notified.
- Real time decision: Data is real time so decision will be accurate.
- Reports in form of Graphs and Charts.
- Reports can be exported in MS Word/Excel/PDF formats.
- Independent of database use (Oracle, SQL etc).
- Multiple Data Sources can be used.