RFP for Selection of System Integrator for Implementation of Integrated IT System in APMC

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
1	4.1 Pre-qualification (PQ) criteria: Sl No 6 / Pg 24	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 201516 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluate	Modifications required (given in bold italics, underlined) Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2015-16, 2016-17 and 2017-18. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 20 Crores in IT/ ITeS Services, during the last three financial years i.e., 2015-16, 2016-17 and 2017-18.	Please refer amendment
2	Page 36 - 4. Exit Gate Sub-Module	At exit gate, the module should be able to record every transaction of the mandi. The following types of transactions are envisaged:	What would be the source of these transactions? Is this from auctions?	Please refer 6.1.1 of RFP Pg.33
3	6.1.2 Non-Functional requirements Page No. 43	Language Application should be multilingual. However, system to be designed in fashion so as to support any language does not require recompilation.	How many languages are to be supported for multilingual access?	English and Hindi
4	Page 59 - 6.13. Operation & Maintenance (O&M) Activity.	Support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year.	Please confirm in case of onsite deployment, MPSAMB will provide required seat, office facilities, desktop/laptop, connectivity and office supplies to onsite team.	Onsite deployment team should have their own laptop/desktop. Office seating space, LAN Connectivity, printers with office supplies will be provided by MPSAMB
5	14. Payment Terms – 14.1Milestone based Payment Schedules: Sl Nos 5,6,8 / pg 85	(a) Committee Approval of SRS/T+9/15% of BOQ-A (b) Successful hosting of the web-based software & mobile application and database of Integrated IT System for 10 pilot APMC's on Cloud/ T+ 36/15% of BOQ-A (c) Testing of the web based software and Mobile App. Of Integrated IT System for 10 pilot APMC's during actual working hours of arrivals, auction, weighment, dispatch of agri. Produce and office activities; Submit test report to MPSAMB for approval; Perform fixing of the bugs found during testing; Submit final test report to the MPSAMB for approval/ T+36/15% of BOQ-A	This stage is envisaged to be completed in 9 months. As per standard practice it is suggested that the payments be made @ 25% for milestones 5,6&8 since the software is handed over to MPSAMB at this juncture.It would still leave 20% for milestones 10&15 which can be split as 15% and 5% respectively.	As per RFP
6	Page 21, 3.1.9.5	5. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.	5. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.	As per RFP

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7	Ref Page No. 28	Proposed team profile for project: Project Manager-4 marks •MBA & B.Tech / B.E./MCA - 1 marks PMP/ PRINCE2 certified – 1 marks •e-Governance project management experience more than 10 years – 2 marks Database Administrator- 2 marks • BE (Computer Science/ IT)/ MCA - 1 marks •Experience of handling database more than 8 years – 1 marks Solution Architect- 3 marks • BE (Computer Science/ IT)/ MCA - 1 marks •Experience of designing solutions for more than 8 years – 1 marks •e-Governance project implementation experience more than 5 years – 1 marks Network Administrator- 2 marks •BE / MCA - 1 marks •Experience of designing/ maintaining networks for more than 8 years – 1 marks Subject Matter Expert- 2 marks •Retd. Government official having domain experience in Mandi operations– 2 marks	Project Manager-4 marks •MBA & B.Tech / B.E./MCA - 2 marks •e-Governance project management experience more than 5 years – 2 marks Database Administrator- 2 marks • BE (Computer Science/ IT)/ MCA - 1 marks •Experience of handling database more than 5 years – 1 marks Solution Architect- 3 marks • BE (Computer Science/ IT)/ MCA - 1 marks •Experience of designing solutions for more than 5 years – 1 marks • e-Governance project implementation experience more than 5 years – 1 marks Network Administrator- 2 marks •BE / MCA - 1 marks •Experience of designing/ maintaining networks for more than 5 years – 1 marks Subject Matter Expert- 2 marks • Retd. Government official having domain experience in Mandi operations or IT expert working for more than 5 years experience in agriculture project and Mandi operations– 2 marks	For qualification of Solution Architect, Change Management and Quality Assurance pls. refer amendment, rest as per RFP
8	2.1 Page 15	Data entry/Migration of existing data to new application, to the extent feasible.	Please let us know what data entry is being referred here. Please let us know the approximate number of screens required for data entry with average number of fields on the same.	Please refer amendment
9	New Clause to be inserted	Upgrades/Updates/Patches fixation	Notwithstanding anything to the contrary elsewhere contained in this or any other document, all the upgrades/updates, fixation of patches shall be at an additional cost to customer	Will be part of MSA, however patches and updates should be done by bidder under maintainence
10	Page 34, point viii	User Registration Module: The module should have provision for **Aadhaar Verification of the Registrant**	Access to Asdhar data would be provided by MPSAMB?	Integration will be done by SI and UIDAI authorization will be provided by Dept
11	6.1.1 Functional Requirement Specification Page No. 33	1. User Registration Module	Is this module expected on the mobile app? Can we assume that all the users will have to register themselves on the portal first and then with authorized login credentials they can log in to mobile app as well. Please confirm.	Both web and mobile application
12	Page 69. Clause 9.2	In-case the RFP process is completed as per time lines, the Bidder shall make available all the resources identified as Key resources for the project.	Profile shared are basis the current available team. However same cannot be hold till project award timelines. Request to remove this clause	As per RFP
13	6.12. Handholding support after Go-Live. --Page No 59	The Selected bidder shall depute support executive as directed by MPSAMB	How many Manpower required in Support staff in Mandi	Pls refer page no. 118 of RFP

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14	New Clause to be inserted	Reference	Notwithstanding anything to the contrary, Bidder may share Contract/engagement/ project details and relevant documentation to its customers/ prospective customers solely for the purpose of and with the intent to evidence and support its experience earned under this Contract.	May be considered to be a part of MSA which shall be signed with successful bidder
15	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria,Page 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	As this is a full fledged Software implementation in Agri Marketing Sector Project evaluations of merely having a experience in Agriculture Sector like Consulting or DPR preparation weakens the selection of right Strategic Partner. The agencies having core implementation experience of Agri Marketing should be evaluated and considered.We request to kindly consider the following: The Prime Bidder or Consortium Partner should have an experience of executing IT Implementation Projects Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	Please refer amendment
16	5--Technical Evaluation Parameter--Page 27	The Prime Bidder or Consortium Partnershould have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh 1 project – 5 marks 2 projects- 10 marks	We request you to kindly amend this clause as " The Prime Bidder or Consortium Partnershould have an experience of implementing IT design/ development of solution, completed/ ongoing projects across India 1 project – 5 marks 2 projects- 10 marks	Please refer amendment
17	6.2.2 The hosting of the applicatioin in cloud should adhere to the following: / 1 / Page 48	Responsible for provisioning of required IT infrastructure as IaaS	Are we looking for all hostings as Services or on ownership basis.	Hosting as services
18	Milestone based Payment Schedules,Page 85, Point H	100% of BOQ-H for Supply of DMS Licenses etc. & creation of Development Environment at T+36 stage.	Kindly make 90 % payment at T+10 stage and 10% at T+36 as all required software will require at T+10 for the creation of development environment. Kindly consider and accepte our request.	As per RFP
19	Page 69 - 9. Key Personnel	9.1 Positions identified for Key personnel	Kindly confirm if only resource per position is required.	Pls refer page no. 118 of RFP

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20	Pg. 27, Point 4	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. ☐100 to 200 office locations – 8 marks ☐100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	Experience of implementation at different location in any Govt. department is justified, as synching With Govt. department needs some special knowhow and documentation to roll out. Asking for particular location of mandis/ Agriculture Produce may not be called as generic. Let all the organisation dealt With Govt. department be treated as equally to get appropriate bidders on board .	Please refer amendment
21	Page 49,6.2.2. The hosting of the application in cloud should adhere to the following	10. The infrastructure provisioned by the Selected bidder must be scalable and shall allow MPSAMB to add/reduce cloud resources on demand basis through a user-friendly dashboard. For some of the storage in cloud-based environment, MPSAMB will be pay based on monthly usage.	What is this referring to? Does this mean that for cloud we will be paid on usage basis and not a fix monthly amount?	Please refer amendment
22	5. Trading Management Module / VII. / Page 38	Facilitation center in Mandi	Needs clarification	Facilitation Center helps farmers regarding ICT initiative of MPSAMB. It will be responsibility of MPSAMB.
23	2.1 Broad Scope of Work, Page no. 15. #4	Data entry/Migration of existing data to new application, to the extent feasible.	1. Pls share the volume of data entry/ migration to be done under the scope of this project. Also the share the details of legacy and existing IT application being used by MPSAMB. Data would be provided to selected bidder at a centralized location and quality check would be done by MPSAMB. 2. Pls clarify that is there any requirement of scanning old documents and to be tagged to any part of the system?	Please refer amendment
24	Page 60, 6.14. Customization and Software Support Services	ix. Change Requests/Modifications. The number of modifications or enhancements to the Integrated IT System for APMC's that can be demanded by the Department shall not be subject to any limitation	ix. Change Requests/Modifications. The number of modifications or enhancements to the Integrated IT System for APMC's that can be demanded by the Department shall not be subject to any limitation	As per RFP
25	9.5 High Attrition	As per RFP	Request deletion of this clause. We are considering this to be a project and not as supply of man power.	As per RFP
26	6.2.3. Cloud Setup and Maintenance of the Cloud Infrastructure Page 50	MPSAMB has decided to host the solution in an existing data center/cloud provider rather than setting up of a new data center. The solution proposed by the bidder should be cloud ready.	Is hosted solution would be on existing data center or cloud provider OR bidder is free to choose any one of the Solution	The solution has to be hosted on the Cloud - choice of Cloud Service Provider should be as per MeitY Guidelines. Pls refer Page no. 48 of RFP.

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27	New Clause to be inserted	Savings Clause	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is affected , delayed or causes non-performance due to Customer's omissions or actions whatsoever (including without limitation, ensuring site readiness for performance of Services).	Please refer amendment
28	Page 38 - 5. Trading Management Module	The details of bid will also be shown to LED screens deployed (MPSAMB will provide LED screen) at each mandi	Please confirm procurement, provision and setup of screens and relevant infra will be done by MPSAMB.	LED screens, procurement, provisioning and installation will be responsibility of MPSAMB
29	II. User Acceptance Testing of Web based Software & Mobile App. & MIS at one APMC	If APMC does not have required computer hadware and peripherals, bidder has to arrange the same without any additional cost.	Pl clarify.	Please refer amendment
30	New Clause to be inserted	Intellectual Protection	No intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Customer.	Will be mutually agreed during MSA contract. IPR to be tranferred for all the customizations, changes and core solution in the software excuted for this project

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31	Section 4: Qualification & Evaluation Methodology, 4.1: Pre-qualification (PQ) criteria Page 24	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	In continuation to our clarification for Point 1 we believe that considerable experience is must in the field of Agri Business which will not only help Perfect Study and Requirement analysis of the subject but also help in evolving better domain specific solution for APMC Agri Business experience based turnover including IT/ITeS should be considered in this case. We also request to raise the turn over bar from 75 cr and 30 Cr to 200 Cr and 100 Cr respectively if required considering the large number of APMC involved Turnover : a. In case of single bidder the average annual turnover should be Rs. 250 Crore of which 200 Cr should be from Agri Business and 50 Cr should be from IT/ITeS Services b. In case of consortium: Prime /Consortium bidder should have average annual turnover of minimum Rs. 200 Crores from Agri Business and the Prime/Consortium partner should have a minimum average turnover of Rs. 100 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17 Note:	Please refer amendment
32			Turn Over from Agri Business Means: Procuring, Trading, agri-warehousing and logistics, agro processing industry and Agri Allied Sector Turnover from IT/ITeS Means: Software Design, Development, Implementation and Maintenance. Turn over from IT Consulting or any other Services is not allowed	
33	Section 4.1 Pre-qualification criteria Point 7	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	This clause may not be a worth. Business and revenue models are changing. Request alternate ways as well for this evaluation criteria	As per RFP
34	2.1 Page 15	MIS Report including back office modules	Please let us know the approximate number of reports been envisaged for this application.	System should be capable to generate report as and when required
35	Page 56 - 6.6. Data entry/Migration of existing data to new application, to the extent feasible.	The service provider will do the data entry or migration of existing data to the system	Please confirm that data to be migrated will be provided in structured excel based format.	Please refer amendment

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36	Page 49, 6.2.2. The hosting of the application in cloud should adhere to the following	14. Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the IA. Service Provider is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	14. Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the IA. Service Provider is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, ~~but are not limited to,~~ configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity and access management, and managing network configurations.	As per RFP
37	6.4.Exit Management / Transition-Out Responsibilities (Page-54)	Support MPSAMB in migration of the VMs, data, content and any other assets to the new environment created by MPSAMB or any Agency (on behalf of MPSAMB) on alternate cloud Implementing Agencies offerings to enable successful deployment and running of the MPSAMB's solution on the new infrastructure by providing a mechanism to MPSAMB for the bulk retrieval of all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to MPSAMB supplied industry standard media.	Bidder needs to know the detail of the data to be migrated. (Number of VMs, Database Instanses, OS instanses, storage capacity, type of data etc.)	Based on accumulation of data in subsequent years, that volume of data should be migrated in Exit / Transition-out process.
38	New Clause to be inserted	Taxes	Any variation in applicable taxes, whether resulting into increase in rate of taxes or levy of new taxes or reduction in rate of taxes or abolition of existing taxes, shall be borne by the Customer.	Will be part of Master Service Agreement signed with successful bidder and MPSAMB
39	Page 57, 6.9	Data Analytics	In case of the above Reporting Mart is needed, will there be any excel files/ other data apart from the data in the Target application. If yes, pl quantify the same.	Any data which is being generated through proposed solution will be used for data analytics
40	Page 33, 6. Scope of Work	As per RFP	Request deletion of "including..but not limited to" as this makes the scope open ended" Scope should be specific and should be limited and should be reduced into a scope of work document.	As per RFP

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41	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria,Page 26-27	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project of a value more than Rs. 15 Crore – 3 marks One IT System Integration of a value more than Rs. 30 Crore – 6 marks One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	In continuation to previous points we request for this type critical projects which involves a domain centric approach and selection on the basis of experience in any IT/ITeS project weakens the selection approach as Any company involved largely in Health IT or Education IT may also get selected without any specific experience of Agriculture. We request to consider only Domain Centric Experience for successful implementation of the project as follows: The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project in of a value more than Rs. 15 Crore – 1 marks One IT System Integration of a value more than Rs. 30 Crore – 3 marks One IT System Integration project of a value more than Rs. 50 Crore – 5 marks One IT System Integration project in Agri Marketing Sector of a value more than Rs. 15 Crore – 3 marks	Please refer amendment
42			One IT System Integration in Agri Marketing Sector of value more than Rs. 30 Crore – 6 marks One IT System Integration project in Agri Marketing ector of a value more than Rs. 50 Crore – 10 marks	
43	6.1.2 Non-Functional requirements - Page 44	In the future if some forms need to be updated then using Dynamic form addition capability, the admin console should enable the application administrator to add/modify the forms in the data capture mobile app	Dynamic Form Additions is in context of web application or mobile app ?	web and mobile application
44	NA	Mobile App	Any guidelines on Offline capability/access of the mobile apps? If yes, please provide the use cases?	As per RFP
45		The prime bidder or consortium partner should have completed / ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. 100 to 200 office locations – 8 marks 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	The prime bidder or consortium partner should have completed / ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization/ private sector organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. 100 to 200 office locations – 8 marks 20 to 50 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	Please refer amendment
46	Page 40, Point 8 (Sub point/bullet number 9)	It should capture the steps/business rules and **digital signatures required.**	Bidder shall receive access of Digital Signature aPI?	Digital Signature API will be made available to SI

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47	Pg 27 point 5	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution,completed/ ongoing projects in Madhya Pradesh § 1 project – 5 marks § 2 projects- 10 marks	Don't you want national level experience if not international in this kind of initiatives to get the best solution and service to your farmers	As per RFP
48	Page 26 Sr# 1 TQ	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	The Prime Bidder or Consortium Partner should have an experience of executing software development or implementation or systems integration or operations & maintenance, contact centre/helpdesk support and managed services or Consultanting in Agriculture sector in Government organization in India	Please refer amendment
49	Page 34 - 2 Entry and Exit Gate Management	Net Weight of each commodity sold out in mandi	What would be source of information, will be part for form filling or some officer will validate and enter.	SI should provision in built capabilities for the same where-in it can be validated
50	NA	Mobile App	Assumption is that the Mobile App is required to be developed for Android Platform only. Please confirm / correct.	Pl. refer Pg. 56,38,33 and 15
51	Page 34 - 2 Entry and Exit Gate Management	The module should support Entry at the Market Yard, entry at the ware house, entry at Farm- Gate, Factory-Gate or Private Procurement Centre. This feature can be used for warehouse-based sales.	Will there be separate pass, fee and approval process for Farm Gate, Factory Gate or Procurement Centre.	As per the business rules of Agricultural Produce Market Committee (APMC)
52	6.2.2. The hosting of the application in cloud should adhere to the following: Page 48	1. The Selected bidder will be responsible for provisioning of required IT infrastructure as IaaS for hosting Integrated IT System for APMC's application	1) Is Disaster Recovery (DR) Cloud solution would be in active-active or active-passive mode	Bidder need to propose solution as per the requirement specified in RFP and SLA's
53	Page 23, 4.3.iv.v Commercial Bid evaluation	iv. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.	iv. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately. Any variation to statutory taxes/duties shall be at customers account	Variation to statutory taxes/duties shall be at purchasers account
54	Page 23, 4.3.iv.v Commercial Bid evaluation	v. Any conditional bid would be rejected	v. Any conditional bid would be rejected	As per RFP
55	I. Description of Integrated IT System for APMC's / Page 45	Requirement assessment of the IT infrastructure in the APMC	Based on the assessment, whether the IT infrastructure will be provided by APMC or it has to be budgeted in the Project cost of the SI.	Please refer amendment
56	2.1.1 Page 16	Tracking and Reconciliation of accounts & inventory.	Please explain the requirement in detail.	During GAP Analysis Bidder will propose solution as per APMC business rules

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57	New Clause to be inserted	Confidential Information	Confidential Information shall be designated as confidential at the time of disclosure. Confidential Information shall not include information that: (a) was part of the public domain at the time of disclosure or properly became part of the public domain, by publication or otherwise; (b) was rightfully acquired by the Bidder prior to disclosure by the Customer; (c) was independently developed by Bidder or its representatives without reference to the Information; or (d) is required to be disclosed by a government agency or by a proper court of competent jurisdiction	Will be considered and will be a part of Master Service Agreement
58	New Clause to be inserted	Pass through Warranties	Since Bidder is acting as a reseller of third products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.	Will be considered and will be a part of Master Service Agreement
59		The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project of a value more than Rs. 15 Crore – 3 marks One IT System Integration of a value more than Rs. 30 Crore – 6 marks One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project of a value more than Rs. 5 Crore – 3 marks One IT System Integration of a value more than Rs. 10 Crore – 6 marks One IT System Integration project in the same domain & project of a value more than Rs.20 Crore – 10 marks	Please refer amendment
60	6.3 /6.3.1 Security and Statutory Requirements / f. / Page 52	The onus should be on the bidder to perform all due diligence before releasing information to such law enforcement agency.	Please clarify	As per RFP
61	NA	Mobile App	Is there any hardware integration like printer, scanner, biometric devices, etc. is required for mobile app? If yes, please elaborate on the use case.	Bidder need to propose solution as per the requirement specified in RFP.

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62	Section 4.2 point 4 page 27	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	You are looking at only people with prior APMC implementation experience. How many states have successfully implemented digitization at APMC level. The marks in this case look very discriminary. Request only one mark whether you have experience in agriculture initiatives, giving little more for apmcexperience should be ok	Please refer amendment
63	Point 40, bullet point number 13	The module shall allow authorized users to access the details of the **past/present allotment**	Need clarity again on past allotment: how old allotments to be stored? Where?	As per RFP
64	Page 57, 6.9	Data Analytics	Are we planning to create the Reporting mart which will be pulled from the data from the Developed Application and will be used for the Analytical decisions for Future need.	Bidder need to proposed solution as per RFP document
65	NA	Mobile App	What is the preferred approach for mobile app development? >> "Developed Once - Use for multiple platform" approach (i.e. Hybrid Mobile App with all the required native features) or >>"Developed separately for each platform" (i.e. Native Mobile App) approach ? Please suggest.	Bidder needs to propose solution as per the Functional and SLA requirements
66	Section 4.1 Pre-qualification criteria Point 6	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015- 16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17.	Why 75 crores turn over? This clause excludes potential startups and SMEs from participation. This clause should be removed keeping startupindia initiative and support SME.	Please refer amendment
67	Point 7 of Eligibility Criteria Page no. 24	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	Please Amend: The bidder (Prime) and consortiumpartner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17. Exemption to Consortium Member- (Asper GoI/ GoMP Policy-more than 1Year Old Start-Up Companies with MSME registration which are registered with DIPP and MSME department are exempted from TUNOVER qualification requirement)	As per RFP
68	Page 49, Clause 10	For some of the storage in cloud-based environment, MPSAMB will be pay based on monthly usage.	Please define the scope of some storage for this as bidder needs to plan storage environment accordingly.	Please refer amendment also refer Pg.86 point 14.3

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
69	6.2.1. Application Deployment: (Page-48)	6. Bidder should make provision of providing the backup of data month-on-month basis to MPSAMB.	Please clarify the retention time of the data(For how long customer needs to save the data)	For entire project duration
70	2.1 Broad Scope of Work Page No. 15	5. Information dissemination to all stakeholders for efficient price discovery through Mobile app	This requirement seems to be applicable to all the users (internal and external). Will it be a part of the Android Mobile App or it's a separate mobile app requirement?	Bidder need to suggest as per solution proposed
71	Page 34 - 2 Entry and Exit Gate Management	Stock sold by each trader to whole seller or domestic consumers	What would be source of information, will be part for form filling or some officer will validate and enter.	Both
72	Point No. 6 & Page No. 24	The module should have integration with the citizen data base and on entry of the UID no.	Please clarify citizen data base and access to it.	Integration will be done by SI and UIDAI authorization will be provided by Dept
73	Page 34 - 1. User Registration Module	The module should have provision for Aadhaar verification of the Registrant.	Please confirm that MPSAMB will procure and provide access to UIDAI and other external APIs required for integration.	Integration will be done by SI and UIDAI authorization will be provided by Dept
74	Section 6.1.2 Non–Functional Requirements	Language – application should be multilingual	How many languages (Hindi & English or Indian languages) should it support?	Hindi and English
75	Page 24, Sr#8 PQ	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/ PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	We request you to increase the pre-qualification criteria to invite CMMI level capability firms. 1. At least one of the project should be an IT System Integration project of a value not less than **Rs. 50 Crore** OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than **Rs. 25 Crore** each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. **15 Crore each**	As per RFP
76	New Clause to be inserted	Transfer of risk and title	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	Will be part of Master Service Agreement
77	Section 4.2 point 1 page 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	Does this mean working with university on extension initiatives, working with agriculture livelihood projects be counted	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
78	Page10, 1.2 Structure of Work	Failure to furnish all information on required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.	Request you to allow us to submit deviations	As per RFP terms and conditions
79	Section 4.1 Pre-qualification criteria Point 5	The Bidder (Prime)/Consortium member should have a point of presence in M.P. or should open a Project Office within 30 days of receipt of Letter of Intent (LoI).	Why only 30 days time for setting up the office. Since the intent of the bidder is to conduct the business for a longer period of time, finding a right office space at right location may not be possible. Request this time frame to be extended for 90 days.	As per RFP
80	Point 9 of Eligibility Criteria Page no. 25	The Prime bidder or Consortium Partner must have been assessed and certified for ISO 9001:2008 OR CMMi Level 3 or above. The certificate should be valid as on the date of submission of the bid	Please Amend: The Prime bidder or Consortium Partner must have been assessed and certified for ISO 9001:2008, ISO 27001:2013, ISO 20000-1:2013 , ISO 41001:2018 OR SEI CMMi Level 3 or above. The certificate should be valid as on the date of publish of bid.	As per RFP
81	Page 119,	Change Request for Application Software: MPSAMB and Selected bidder will mutually decide upon the change request man-month rate as per the nature of changes required in the application software. The capping for changes in the application software after the finalization at the time of go-live till the period of five years contract will be capped to 20 percent of the rate quoted against	Change Request for Application Software: MPSAMB and Selected bidder will mutually decide upon the change request man-month rate as per the nature of changes required in the application software. *The capping for changes in the application software after the finalization at the time of go-live till the period of five years contract will be capped to 20 percent of the rate quoted against*	As per RFP
82	Page 17, 3.1.2 Code of integrity	f. Disclosure of conflict of interest. g. Disclosure by the bidder of any previous transgressions made in-respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity. In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.	f. Disclosure of conflict of interest which shall have adverse impact on the performance of services. g. Disclosure by the bidder of any previous transgressions made in-respect of the provisions of sub-clause (a) with government ~~any~~ entity in India ~~any country~~ during the last three years or of being debarred by any other procuring entity. In case of any reported violations, competent court ~~the procuring entity~~, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.	May be mutually discussed and considered to be a part of MSA which shall be signed with successful bidder

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
83	Page 27, Sr#3 TQ	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	Bidder should submit the following: a) Bidder should submit the ~~PO / Work orders~~ CA / CS letter for ongoing projects. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation	Please refer amendment
84	Page No. -25 Point No.-10	The prime bidder should have aminimum strength of 200 IT professionals with the company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	We request to amend the Strength of IT professional and suggested changes the clause as under: The prime bidder should have aminimum strength of 200 IT professionals with the company. The consortium partner should have a minimum strength of 50 IT professionals with the Company.	As per RFP
85	Section 6.9, Page 57	Requirement of Data Analytics Tool	As the requirement states a "Tool" is required for Data Analytics; can it be assumed that the department requires an enterprise license software from an OEM and not an open source solution?	Pls refer Page No. 67 of RFP.
86	10. Document Archival Module: Page no. 42	Natively integrated Web-Scan module allowing users to scan and directly add the documents to the system.	We understand the feature to scan and directly add the documents to the system should be included as a part of the proposed DMS solution and the same should be implementable by a customized or 3rd party integrated pluging a tool which can support the feature. Kindly clarify.	Bidder may propose any solution as they deem fit in order to meet the functional requirements. The Solution may be achieved via customization or integration of any 3rd party tools.
87	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria Section 6: Scope of Work 4.1: Pre-qualification (PQ)	Missing Reference of Assaying and Logistics	Implementation of eAuction Platfrom for agriculture commodities in APMC is like providing 3rd Generation solution (where 1st Gen was Manual and 2nd Gen was limited to basic automation).It ultimately serves the as Data recording tool unless it integrated with High speed Assaying solution for major crops . Provisioning of Logistics operation should also be considered while delivering the current scope of work. We request a we should think about holistic solution instead of 1 part of it so that there should not be any problem in future expansion. We request to consider that in Pre Qualification and Technical Evaluation companies should be evaluated with experience of Assaying and Logistics.	As per RFP
88	Page 70, Clause 9.3	SI shall promptly provide the results of each evaluation to Purchaser, subject to Applicable Law.	Request to remove this clause as this is SLA based contract	As per RFP

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
89	Page 59, 6.14. Customization and Software Support Services	ii. Configuration and business rules changes may have to be carried out from time to time. The Department shall notify the Service Provider about the planned configuration and business rules changes and the time with in which such changes would have to be carried out. The Service Provider shall evaluate the impact of such changes and suggest corrective and/or preventive actions so that operations and reports related to pre and post rule change scenarios are not affected. The Department shall consider the corrective and/or preventive actions suggested by the Service Provider and convey its approval with such modifications as it may deem it necessary and the Service Provider shall carry out planned configuration and business rules changes within the time allowed.	ii. Configuration and business rules changes may have to be carried out from time to time. The Department shall notify the Service Provider about the planned configuration and business rules changes and the time with in which such changes would have to be carried out. The Service Provider shall evaluate the impact of such changes and suggest corrective and/or preventive actions so that operations and reports related to pre and post rule change scenarios are not affected. The Department shall consider the corrective and/or preventive actions suggested by the Service Provider and convey its approval with such modifications as it may deem it necessary and the Service Provider shall carry out planned configuration and business rules changes within the time allowed.\nBidder should be compensated through a Change request raised for such changes at a mutually.	As per RFP, page No 119
90	6.6 Data entry/Migration of existing data to new application, to the extent feasible / pg 55	The service provider will do the data entry or migration of existing data to the system	MPSAMB / APMC needs to confirm accuracy of data prior to upload	Please refer amendment
91	Point 4 of Eligibility Criteria Page no. 23	The Bidder (Prime) and Consortium partner should be an Information Technology Solution / System Integrator with a registered office and operations in India. The Bidder (Prime) and Consortium partner should be operational in India for at least the last five financial years as of 31stMarch 2018.	Please Amend :\nTheBidder(Prime) and Consortium partner should be an Information Technology Solution/ System Integrator with a registered office and operations in India. The Bidder (Prime) Or Consortium partner should be operational in India for atleast the last five financial years as of 31st March 2018.\n\nExemption to Consortium Member - (As per GoI/ GoMPPolicy-more than 1 Year Old Start-Up Companies with MSME registration which are registered with DIPP and MSME department are exempted from FIVE Years qualification requirement)	As per RFP
92	NA	Mobile App	Are there any reports to be viewed/accessed from the mobile app? If yes, please share the no. of such reports.	This will be finalized as a part of SRS

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
93	4.1 Pre-qualification (PQ) criteria - Page 24	Turnover: (i). In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. (ii) In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	We request you to increase the turnover to invite potential bidder of CMMI capability. Turnover: (i). In case of single bidder the average annual turnover should be minimum **Rs. 150 Crores** in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. (ii) In case of consortium: The lead bidder should have average annual turnover of minimum **Rs. 150 Crores** and the consortium partner should have a minimum average turnover of **Rs. 75 Crores** in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	Please refer amendment
94	9. Key Personnel Page no. 69	Capacity Building and Change Management Consultant	It is requested to also allow proposing Graduates having experience of Change Management and Capacity building in similar Mandi automation related projects for this profile	Please refer amendment
95			Why not integrating APMC operations (particulary market fee) with accounts?	Pls refer scope of work
96	6.7. Information dissemination to all stakeholders for efficient price discovery. Page No. 56	A mobile app needs to develop for information dissemination to all the stakeholder. Farmers would be provided the real time information on mandi rates and other relevant details through app. It will also provide facility to farmers for registering through QR codes etc. The functional scope includes development of a mobile app for farmers. The mobile app should be android based and should have the following modules/features: Ø Output of bid declaration Ø Download of sale agreement Ø Download of invoice Ø Status of payment	How many mobile apps are required? Who will use the mobile app (who are the stake holders)?	Mandi Staff, Farmers, Traders, department officials. Bidder needs to propose number of apps as per proposed solution
97	2.1.1 Page 16	System should have API to allow integration with other applications	Please let us know the integration touchpoints and briefly describe the purpose of the integration.	Purpose of integration is to improve data integrity and reduce manual efforts. Bidder has to do detail study during GAP analysis and SRS preparation.
98	3. Entry Gate Sub-module -- Page No 35	v.The module should have integration with the citizen data base and on entry of the UID no. (or name/mobile/any other id) of the farmer/seller, the module should automatically fetch following information regarding the farmer/seller, thereby	Addhar API and by this term you mean Ekyc	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
99	Page 59 - 6.13. Operation & Maintenance (O&M) Activity.	Support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year.	Please confirm location in case of onsite deployment.	Pls refer page no. 118 of RFP
100	Pg 27, Sr# 4, TQ	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid.

(i) 100 to 200 office locations – 8 marks
(ii) 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks | The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/ Central Govt. Department/ PSUs / Any other Government organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid.

(i) **> 200 office locations** – 8 marks
(ii) **>200 Mandis/ Agricultural Produce Market Committees (APMCs)** – 15 marks | Please refer amendment |
101	Page 38 - 5. Trading Management Module	In case of successful trade, the lot has to be weighed. If available, weighing will be done through electronic weighing and output to be directly sent to system with no manual intervention. (Note: Electronic Weighing will be provided by MPSAMB)	Please confirm will there be mechanism integrated with Electronic Weighing Machine to capture weight directly in system.	Manual Entry. However, provision for integration should be available
102	5. Trading Management Module --Page No 37	In case of successful trade, the lot has to be weighed. If available, weighing will be done through electronic weighing and output to be directly sent to system with no manual intervention. (Note: Electronic Weighing will be provided by MPSAMB)	We need to check Electronic Weighing Machine how that Machine should give out put	Yes bidders may check in APMC
103	Page 59 - 6.13. Operation & Maintenance (O&M) Activity.	Support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year.	Please confirm hours of operation for support team.	As per RFP
104	2.1 Broad Scope of Work, Page no. 14. #8	8. Pilot roll-out in ten (10) APMCs followed by full roll-out in all 257 Mandis across the State, based on Go/No-Go decision. MPSAMB will decide on success of 10 pilot APMC before the full roll-out in 257 APMC's across the state.	We request to not keep the full roll-out conditional, it is requested to keep the roll-out in phases across the 257 Mandi's.	As per RFP
105	4.1 Pre-qualification (PQ) criteria. Page no. 23	2. The bidder as part of its proposal submission of an Earnest Money Deposit (EMD) of Rs. 1, 00, 00,000/- (Rupees One Crore only) in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favour of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	As MPSAMB is taking Performance guarantee of 10% of the total contract value, we request to reduce the EMD to Rs. 50,00000/- (Rupees Fifty Lakh Only) in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favour of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	Please refer amendment
106	2.1.1 Page 15	Incorporated with Business Rules	Do you have any system existing for mandi management. Where are the business rules been configured as of now.	No

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
107	3. Entry Gate Sub-module. Page no. 36	vi. The module should enable registration of mobile number of farmer/seller at the time of entry. The module should have integration with SMS gateway. The module should provide SMS facility to the farmer/seller with regard to updates about current market price of respective commodity brought in by the farmer/seller.	Pls share the details of the SMS, e-mail, payment gateway being used by MPSAMB. We understand that all the recurring/ operational cost related to SMS, e-mail, payment gateway will be borne by MPSAMB. Selected bidder will only integrate the new application with SMS, e-mail, payment gateway.	Please refer amendment
108	Page 42, point 10 Document Archival Module	Feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	Please provide the size of document expected to be scanned.	As per Ammendment
109	Page 34 - 2 Entry and Exit Gate Management	The module should support Entry at the Market Yard, entry at the ware house, entry at Farm- Gate, Factory-Gate or Private Procurement Centre. This feature can be used for warehouse-based sales.	Will there be separate pass, fee and approval process for Farm Gate, Factory Gate or Procurement Centre.	Separate and As per business rules of APMC which bidder will identify in GAP analysis
110	Page 88, 16. Conflict of Interest	As per RFP	Request deletion of this clause	As per RFP
111		Turnover: a. In case of single bidder the average annual turnover should be Rs.75 Crores in IT/Ites Services, during the last three financial years i.e., 2014-15, 2015-16, 2016-17. b. In case of consortium: The lead bidder should have average annual turnover of minimum Rs 75 Crores and the consortium partner should have a minimum average turnover of Rs.30 Crores in IT/ITeS Services, during the last three financial years i.e., 2014-15, 2015-16, 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation.	Turnover: a. In case of single bidder the average annual turnover should be Rs.75 Crores in IT/Ites Services, during the last three financial years i.e., 2014-15, 2015-16, 2016-17. b. In case of consortium: The lead bidder should have average annual turnover of minimum Rs 75 Crores. The Consortium partner should be from India only it should be a profit making company with minimum average turnover of Rs. 25 Crores in IT/ITeS Services, during the last three financial years i.e., 2014-15, 2015-16,2016-17.	Please refer amendment
112	Page 119,	Virtual Machine 4	4 DC & DR or both ? (4+4 or only 4?)	Bidder needs to propose in the solution as per the Functional and SLA requirements
113	Page-26, Point no. 1	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	We request you to kindly replace "Agricuture" to **"Agriculture and Allied Sector"**	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
114	Page 48, point 7	The Selected bidder shall be responsible for provisioning of adequate Internet Bandwidth and connectivity at the DC & DR, including termination devices, for end users to access Integrated IT System for APMC's	• Mode of bandwidth provisioning (Point to Point?/ Leased Line?) Should be specified to propose adequate bandwidth and precise commercials • Specifications for termination device also expected. • Request to share the location of 546 Mandis where the services are proposed to be accessed this will help us to check the feasibility of connectivity in order to offer solution. Mode of connectivity also depends upon the feasibility of location, it makes the difference in commercial quote too.	Bidder need to provision DC-DR connectivity as per SLA defined in RFP.
115	Section 4: Qualification & Evaluation Methodology, 4.1: Pre-qualification (PQ) criteria Page 23	The Bidder (Prime) and Consortium partner should be an Information Technology Solution / System Integrator with a registered office and operations in India. The Bidder (Prime) and Consortium partner should be operational in India for at least the last five financial years as of 31st March 2018.	Operation in APMC are very different from other Business Operation like in Health, Education ,Smart Cities etc .The users and beneficiaries in APMC are mainly Farmers, Traders, Weighment, Assayer and other data operator who are not so sophisticated users. Dealing with them requires specific business domain expertise, so that communication can be done in same Business Language with them,.More over its only Agri Business Companies who understand the real meaning of Assaying and Supply chain of in Agriculture better than any IT company.Even the recent Largest Implementation done by GoI for Agri Commodity Trading Platform asked for Similar domain expertise of Agriculture / Trading for the selection of Strategic Partner which has made the project successful. So we request to kindly consider the clause in similar line as below: In case of Single Bidder, the bidder should be a Leading Agri Business company along with Information Technology solution experience with a registered office and operations in India for at least the last five financial years as of 31st March 2018.	As per RFP
116			In case of consortium Either of The Bidder should be a Leading Agri Business Organization and Other partner should be an Information Technology Solution with a registered office and operations in India for at least the last five financial years as of 31st March2018.	
117	Section 6.9, Page 57	Section 6.9 - Project Management and Data Analytics Tool	Is there any specific reason(s) why Project Management and Data Analytics tool requirement is clubbed in a single section. Kindly elaborate	Out come of PM/Data Analytics Tool will primarily used by Management Layer.

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
118	6.1.2 Non-Functional requirements, scalability, page 43	The architecture proposed should take care of high volume critical applications. Cloud based system should be easily upgradeable to accommodate maximum user concurrency.	The underlying infrastructure is critical for robust operations and availability, we therefore recommend the inclusion of the clause that the CSP (Cloud service provider) be in the Gartner Magic Quadrant for Cloud Infrastructure as a Service, Worldwide 2018	As per RFP
119	Page 42, point 10 Document Archival Module	Should store only index & metadata information in database while images should be stored in separate file server in an encrypted format and can be accessible only via the application.	Images should be stored in separate image server in an encrypted format and can be accessible only via the application rather than file server. Please confirm our understanding	As per RFP
120	Page 72, 10. Deliverables & Timelines	As per RFP	Please define Time lines , definition of T	T is signing of contract
121	4.2 Technical Qualification Criteria Page 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks Documents required Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation	Request to please amend The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector / Horticulture /Farmers Procurement Center in Government organization or PSU in India. • 1-3 project – 5 marks • > 3 projects- 10 marks Documents required Bidder should submit the following: a) Bidder should submit the PO / Work orders/ Agreement for ongoing projects. b) Project Completion Certificate from the client in case of completed projects	Please refer amendment
122	Page 34 - 2 Entry and Exit Gate Management	The concerned authority at the mandi entry and exit gates will approve and allocate entry and exit gate passes and collect fee after filling up of details	Will this be a one time registration and one time registration fee. Or will be like monthly/quarterly/n visits pass?	As per RFP
123	Point No. 6 & Page No. 24	The module should have integration with the citizen data base and on entry of the UID no.	Please clarify citizen data base and access to it.	Integration will be done by SI and UAIDAI authorization will be provided by Dept
124	Page 32, 5.5 Signing of contract	Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter in to a contract, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidder, between the Purchaser and the successful Bidder.	~~Subsequent to receipt of valid Performance Guarantee from the successful Bidder~~, the parties shall enter in to a contract on mutually agreed terms and conditions , ~~incorporating~~ which may contain ~~all~~ clauses, pre-bid clarifications and the Proposal of the Bidder, between the Purchaser and the successful Bidder.	As per RFP

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
125		Penalty for Application Uptime in RFP **Expected Performace -- Penalty for Delay** 1. Less than 95% and more than and equal to 90% -- Rs 1 lakh shall be deducted from quarterly payment. 2. Less than 90% and more than and equal to 85% -- Rs 2 lakh shall be deducted from quarterly payment. 3. Less than 85% -- Rs 5 lakh shall be deducted from quarterly payment.	Suggested Modifications **Expected Performance -- Penalty for Delay** 1. Less than 95% and more than and equal to 90% -- Rs 70,000 shall be deducted from quarterly payment. 2. Less than 90% and more than and equal to 85% -- Rs 85,000 shall be deducted from quarterly payment. 3. Less than 85% -- Rs 1 lac shall be deducted from quarterly payment.	As per RFP
126	Page No. 33, point no. 1.ii	1. user Registration Module: i: The module should have a provision for Member Registration on provision of certain mandatory details such as Name, Membership category - Buyer/Trader, **license no.,** pan no, Contact Details, Email id, Address,Location, Bank Account no, IFSC Code etc, as approved by Department	Need clarity on validity of licenses to traders/ buyers. How long the Data record of license is to be stored? If yes then where? (On cloud) need to be stored as live or archived? Way of data handling to be mentioned with more clarity on data policy.	Trader License validity is for 3 years, for rest query, Please referer RFP page 47, 48,49, 50
127			Is there any document that they are considering authenticated/encrypted ?	Pls refer scope of work
128	Page 82, 13.3 Infrastructure Compliance Review	13.3 Infrastructure Compliance Review Hardware supplied by the vendor should be as specified in RFP or better without any cost escalation subject to following restrictions: a) OEM cannot be replaced; b) Product should meet all functionalities listed in the RFP. c) OEM must provide are presentation that the new product is a newer version of the proposed product.	Request insertion: Any hardware requirement other than those stated in the proposal shall be at an additional cost to Customer	Please refer amendment
129	Form 2, Financial Proposal, Page 116	G - Cost of Project Management and Data Analytic tool (Lumpsum)	What is the count of users / licenses that would use both Project Management tool and Data Analytics tool	50 concurrent users
130	6. Scope of Work / 6.1.1-3 Entry Gate Sub-module –vi - pg 36	The module should provide SMS facility to the farmer/seller with regard to updates about current market price of respective commodity brought in by the farmer/seller.	Number and placement of triggers for SMS need definition. Cost of SMS is to be considered as consumable and either borne or reimbursed at actuals by MPSAMB	SMS gateway will be provided by MPSAMB and SI will integrate the solution using web API and cost will be borne by MPSAMB

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
131	4.1 Pre-qualification (PQ) criteria. Page 24.	Turnover: (i). In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015- 16 and 2016-17. (ii) In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	a) We request to please consider turnover of only Lead Bidder, Because complete responsibility of the Project lies with the Lead Bidder. We suggest to remove the turnover criteria for consortium partner and request to **increase the minimum Turnover criteria from Rs. 75 Crores to at least Rs 100 Crores for lead Bidder.** b) For Inviting potential / Capable Bidders, In technical evaluation, similar project experience , Certification, Project Team experience marks has been considered, Similarly it is also important to understand Financial capability of BIDDER, So we request to please considered financial Turnover in QCBS : **100 Crore – 5 Marks** **100 to 200 Crore – 10 Marks**	Please refer amendment
132	Ref Page No. 27	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project of a value more than Rs. 15 Crore – 3 marks One IT System Integration of a value more than Rs. 30 Crore – 6 marks One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. One IT System Integration project of a value more than Rs. 5 Crore – 3 marks One IT System Integration of a value more than Rs. 10 Crore – 6 marks One IT System Integration project in the same domain & project of a value more than Rs.15 Crore – 10 marks	Please refer amendment
133	Page 25, Point 10	**The consortium partner should have a minimum strength of 100 IT professionals with the Company**	Lead bidder owes the responsibility of designing, establishing and execution of project, Consortium partner's role is to support for technology solution or any component of particular expertise (as described in Point 11, page 25 of RFP also: consortium partner is supposed to complement the skills to undertake the scope of work) hence Strength of IT professionals at Consortium partner's end is not considerable. Consortium can support for the assigned role/task even with less strength also, depending upon the nature and size of assigned task. •Request to remove the clause	As per RFP
134	Section 6.1.2 Non–Functional Requirements	Interoperability/ Compatibility for data exchange – The developed application should be able to integrate or exchange data with other applications. The application should be built on Open Standards.	Data can be exchanged with other applications but the application would be built on Microsoft technologies	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
135	2.1 Page 15	Data entry/Migration of existing data to new application, to the extent feasible.	Are you looking for mapower as well for doing the data entry or only the provision needs to be built in the application	Please refer amendment
136	Page 43, 6.1.2	Application should be multilingual.	Is the Data from earlier Applications / Form will be Multilingual? If yes, pl help with the % of data in Non english and other languages.	Please refer amendment
137	Ref Page No. 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization /Private sector organization in India • 1 project – 5 marks • 2-3 projects- 10 marks	Please refer amendment
138	Page No. - 24 Sr. No - 6 Eligibility Criteria	Eligibility Criteria ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	We request to amend the turnover criteria and change the clause as under: Option 1:- i. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 25 Crores and the consortium partner should have a minimum average turnover of Rs. 4 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. Option 2:- ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 35 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	Please refer amendment
139	Page 27, point 4	The prime Bidder or consortium partner should have completed/ ongoing a Single IT software implementation project in any State Govt. Department/Central Govt. Department/PSUs/Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. •100 to 200 office locations - 8 marks • **100 to 200 Mandis/Agricultural Produce MArket Committees (APMCs) - 15 Marks**	Experience of implementation at different location in any Govt. department is justified, as synching With Govt. department needs some special knowhow and documentation to roll out. Asking for particular location of mandis/ Agriculture Produce may not be called as generic. Let all the organization be dealt with Govt. Department/Office/Units/Institute/School be treated as equally to get appropriate bidders on board.	Please refer amendment
140	2.1 Broad Scope of Work, Page no. 15. #12	12. Pilot APMC selected are as follow, a) Sehore b) Astha c) Mhow d) Dhamnod e) Dewas f)Sonkatch g) AshokNagar h) Damoh i) Sehora j) Maihar.	We understand that pilot APMCs will have all the necessary IT infrastructure at the time of testing and commissioning.	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
141	Page 32,5.6 Failure to Agree with the Terms and Conditions of the RFP	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.	Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.	As per RFP
142	Page 59 Clause 6.9	The Selected bidder shall depute support executive as directed by MPSAMB	Please share the location count along with executive required for how much duration.	Pls refer page no. 118 of RFP
143		The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/ PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/ PSU/Other Government organizations/ private sectore organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	As per RFP
144	Page no. 60, Maintenance. Point no. 7	License for Database etc. is to be procured and provided by vendor.	It is mentioned in the RFP that required compute Infra, adequate Internet Bandwidth and connectivity at the DC & DR, requisite network infrastructure is Bidders scope. Kindly confirm whether system software license like Operating system, Middleware and any other license required to host the application is given by Dept or by Bidder	All the necessary licenses to be procured by the bidder in the name of MPSAMB and should be perpetual (where applicable)in nature

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
145	Page 16, 3.1.1.b Compliant Proposals / Completeness of Response	b. Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must: i. Include all documentation specified in this RFP; ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP iii. Comply with all requirements as set out within this RFP.	b. Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must: i. Include all documentation specified in this RFP; ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP subject to the deviations submitted by Bidder iii. Comply with all requirements as set out within this RFP.	As per RFP
146	11.1 SLAs and applicable penalties for System Implementation Phase. Page no. 76	11.1 SLAs and applicable penalties for System Implementation Phase	We understand that all penalties applied on bidder in totality will be capped to max 10% of contract value.	Please refer amendment
147	Point 1 of Eligibility Criteria Page no. 23	Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/ Firm registered in India and operating for the last Five years in IT/ITeS Services as on 31.03.2018.	Please Amend: Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/Firm registered in India and operating for the last Five years in IT/ITeS Services as on 31.03.2018. Exemption to Consortium Member - (As per GoI/GoMP Policy - more than 1 Year Old Start-Up Companies with MSME registration which are registered with DIPP and MSME department are exempted from FIVE Years qualification requirement)	As per RFP
148	Technical Qualification Criteria Point No. 5 & Page No. 27	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh 1 project – 5 marks 2 projects- 10 marks	While defining the experience of the bidder in implementing IT design/ development in Madhya Pradesh, size of projects to be considered for the evaluation has not been defined. Looking at the current projects size, complexity & state-wide implementation involved, the project size of at least Rs. 5 Crore should be taken to demonstrate measurable experience in Madhya Pradesh.	As per RFP
149	Page 33 - 1. User Registration Module	The module should have a provision for Member Registration on provision of certain mandatory details such as Name, Membership category–Buyer/Trader, license no, pan no, Contact Details, Email id, Address, Location, Bank Account no, IFSC Code etc. as approved by Department	Will there be approval required for Member Registration?	Yes
150	1. User Registration Module --Page No 34	viii. The module should have provision for Aadhaar verification of the Registrant.	Govt Should Provide Addhar Api	MPSAMB will provide Aadhaar API

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
151	Page 15 - 2.1 Broad Scope of Work	Android based mobile app for the purpose of bidding, weighing and gate passes.	Is there a need of any offline functionality on the Mobile Apps?	Yes
152	Page 62 - 7. Compliance to e Gov standards	Support for PKI based Authentication and Authorization	Please confirm is there an existing PKI system or it needs to be provided by bidder.	Bidder need to incorporate in proposed system
153	4--Technical Evaluation Parameter--Page 27	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the dateof submission of the bid. 1. 100 to 200 office locations – 8 marks 2. 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	We request you to kindly amend this clause as " The Prime Bidder or Consortium Partnershould have an experience of implementing IT design/ development of solution, completed/ ongoing projects across India 1 project – 5 marks 2 projects- 10 marks	pls refer Amendment
154	6.2.2. The hosting of the application in cloud should adhere to the following: Page no. 49	17. Selected bidder should provide training to MPSAMB nominated officials/personnel on usage of the Console and any other technical aspect for monitoring of Integrated IT System for APMC's project.	We understand that MPSAMB will provide the necessary training space, IT infrastructure etc. Selected bidder will provide trainer and training material.	Yes
155	New Clause to be inserted	Company Inputs and Responsibilities.	Company will supply in a timely manner information, materials and actions necessary to the project including as applicable data, designs, programs, specifications, management decisions, approvals, acceptance criteria, and other information and material, at Company's cost, for Bidder's use in carrying out the Services ("Inputs"). Further Company responsibilities may be set out in a Statement of Work or project planning document agreed between the Parties. Company may further provide equipment and software ("Project Tools") to Bidder in order for Bidder to provide the Services. Company shall bear all license, procurement and maintenance expenses related to the Project Tools	Not Applicable

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
156	(Ref. Page No. 24)	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. b. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation.	Turnover : a. In case of single bidder the average annual turnover should be Rs. 25 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. b. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 25 Crores. The consortium partner should be from India only; it should be a profit making company with minimum average turnover of Rs. 25 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	Please refer amendment
157	6.3 Requirement on adherence to Global Standards --Page No 50	iv. DR Database Storage shall be replicated on an on-going basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center site.	Can we access the RTO /RPO Database	As per RFP
158	New Clause to be inserted	Assignment/Discounting of receivables	(1) Customer hereby agrees and provides consent to Bidder to have unhindered right to assign the receivables under this Contract to a financial or banking institution or any other institution/organization engaged in the business of funding. For avoidance of doubt, such assignment may include but is not limited to sale of receivables. (2) Notwithstanding anything contained or expressed to the contrary in the Agreement or elsewhere, Customer is obligated to provide full support and cooperation to Bidder to enable Bidder to assign and discount the receivables by furnishing all data, documents, reports, future projections etc. including last three years financials, latest progress report, financial model etc. to the reasonable possible extent if so required by such financial or banking institution in order to enable them to ascertain the credit worthiness for lending money against the assignment of receivables.	May be considered to be a part of MSA which shall be signed with successful bidder
159			(3) In the event if RFP/Contract provides for takeover of ownership of Customer asset, it shall be conditioned upon successfully securing the finances from a financial or banking institution or any other institution/organization engaged in the business of funding under a factoring arrangement.	

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
160	6. Scope of Work / 6.1.1-5 Trading Management Module – xiii - pg 38	The details of bid will also be shown to LED screens deployed (MPSAMB will provide LED screen) at each mandi	The scope of software will be to provide an API	Yes
161	Pre-qualification (PQ) criteria Point No. 6 & Page No. 24	Turnover: a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015- 16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17	As a Industry Practice & guidelines, the turnover of consortium partner is kept at the most 1/3 of the turnover of the lead bidder. Therefore, we request that average annual turnover required for the consortium partner should be kept Rs. 25 Crore for the last three financial years i.e., 2014-15, 2015- 16 and 2016-17.	Please refer amendment
162	Page 33 - 6.1 Detailed Scope of work:	Real time information is to be made available to both external (farmer/sellers, citizens, traders and Government bodies) and internal stakeholders through various channels of delivery such as web portal, SMS gateway, electronic display board and mobile based handheld devices.	Please confirm if the display board will be screens capable of displaying computer display.	Yes
163	Backup	General	Bidder needs to know, do Customer requires to take the Backup at both DC and DR sites?	DR should be replica of DC.Bidder has to provide backup of DC to MPSAMB, also please refer RFP
164	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please share the Size of Pages (A3/A4, Legal,Letter etc.)	Please refer amendment
165	2.1 Broad Scope of Work --Page No 14	7. Project Management and Data Analytics using tools	Please clear any specific tool for Data Anylitics	Bidder needs to propose in the solution as per the Functional and SLA requirements
166	6.7 / Information dissemination to all stakeholders for efficient price discovery / 56	It will provide facility to farmers for registration through QR codes etc.	Please elucidate use of QR code for registration.	On scanning the QR code, the app will be downloaded from play store and in that the registration can be done by farmer through app.

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
167	Page -24 Point No. 8	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	We understand IT system integration project also includes Egovernance BOOT model system integration projects. Kindly confirm	BOOT model e-Governance projects will also be considered which satisfy all the conditions mentioned in Point 8 in the Pre-Qualification criteria and Technical Qualification of RFP
168	Page 74 - 10. Deliverables & Timelines	Central Support team will be deployed from the day one of the project and helpdesk support team will deployed after the roll-out of 10 APMC's	Does that mean central support team will be deployed from Kick off of the project? If yes, what would be the role and responsibility of Central Support Team?	Yes. As per RFP
169	Page 69, 9.2.d	d) SI shall promptly notify Purchaser of its intention to re - hire any member of the Key Personnel who had resigned from SI in the previous 3 month period. Purchaser shall have the right to request that any member of the Key Personnel who resigns and is re -hired by SI within 3 months of the resignation date be re -assigned to the provision of the Services.	d) SI shall promptly notify Purchaser of its intention to re - hire any member of the Key Personnel who had resigned from SI in the previous 3 month period. Purchaser shall have the right E43to request that any member of the Key Personnel who resigns and is re -hired by SI within 3 months of the resignation date be re -assigned to the provision of the Services.	As per RFP
170	Page-27, Point no. 4	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	This clause is favoring to the company who has done APMC/Mandi work, To allow a level equal field to majority of the bidder, we request you to kindly modify it as: 1. 100 to 200 offices: 8 Marks 2. More than 200 offices: 15 marks	Please refer amendment
171	6.1 Detailed Scope of work: Page 33	The Integrated IT System for APMC's platform shall be developed on centralized Webbased architecture to be accessed by all the users. Internal users can access portal and application modules through an enterprise wide secured interface/portal. However farmer/sellers, business community and other registered public user can access portal through internet	1) Internal user would be across all 7 main mandi and APMC offices or at would be moniter at central locations 2) Please share number of user details location wise	No. of Mandi's under scope of project are 257 For other queries pls refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
172	Pg 26 Sr# 2 TQ	The Prime bidder or consortium partner should possess certifications on CMMi, evidence to be submitted in the form of certificate copy . ISO 9001:2008 or CMMi- Level 3 Certification – 5 marks CMMi- Level 4 Certification – 8 marks CMMi- Level 5 Certification – 10 marks	The Prime bidder or consortium partner should possess certifications on CMMi, evidence to be submitted in the form of certificate copy . CMMi- Level 3 Certification – 5 marks CMMi- Level 4 Certification – 8 marks CMMi- Level 5 Certification – 10 marks	As per RFP
173	New Clause to be inserted	Termination	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination by owner, the Bidder shall be paid for the: 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's reasonable efforts 5. unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	As per RFP
174	Section 4.1 Pre-qualification criteria Point 10 – page 24	The prime bidder should have a minimum strength of 200 IT professionals with the company. The consortium partner should have a minimum strength of 100 IT professionals with the company	There are companies like whatsapp and uber working with less than 100 employees supporting worldwide. You need to have quality criteria not quantity criteria. Request you to remove this clause with relevant quality criteria.	As per RFP
175	section 6.11,	The conditions for roll-out have to be clearly specified. The underlined sentence in the paragraph below is ambiguous. II. Roll out means start of real time work of in gate entry, quote entry, price declaration, dissemination of information, cess assessment, farmer receipt and out gate entry through the web based software and mobile application at each APMC. Roll-out will be treated as successful, only when commodities considered for Integrated IT System for APMC's traded certain percentage (as decided by MPSAMB at later stage) of the quantity of arrival through web based software & mobile app. of at each APMC during 60 days of roll-out, in the lot of 20 APMCs. However, the APMC should be able to add more commodities through Software. The software must have functionality to cover all perishable and non-perishable commodities traded at each APMC under the Project.	.	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
176	Page 14, 2.1 Broad Scope of Work	2.1 Broad Scope of Work The broad scope of work would include (but not limited to)	Request deletion of "including..but not limited to" as this makes the scope open ended" Scope should be specific and should be limited and should be reduced into a scope of work document.	As per RFP
177	Page 54, 6.4.Exit Management / Transition-Out Responsibilities	h. There shall not be any additional cost associated with the Exit / Transition-out process.	h. There shall not be any additional cost associated with the Exit / Transition-out process.	As per RFP
178	Ref Page No. 29	Every bidder will be given a time of 60 minutes to demonstrate the tools, components and resources proposed for implementing the project. Demonstration of Prototype /existing application along with resource profile for proposed implementation of project.	Every bidder will be given a time of 60 minutes to demonstrate the tools, components and resources proposed for implementing the project. Demonstration of existing application along with resource profile for proposed implementation of project.	As per RFP
179	Page 19, 3.1.4.1 Right to Terminate the Process	Purchaser may terminate the RFP process at any time and with-out assigning any reason.	Purchaser may prior to bid submission date, terminate the RFP process at any time and with-out assigning any reason	As per RFP
180	Page 50, point 6.3-1-a	6.3 Requirement on adherence to Global Standard: 6.3.1. Security and Statutory Requirements a. Certification/Compliance	Individual Audit for following standards would be conducted by MPSAMB? The Audit expenses would be borne by MPSAMB?	Third Party Audit cost shall be borne by MPSAMB
181	Page 49. Point 11	The Solution needs to provide the ability for MPSAMB IT Administrators to automatically provision the services vis a Web Portal (Self Provisioning), provide metering and billing to provide service assurance for maintenance & operations activities. Detailed user level or user group level auditing, monitoring, metering, accounting, quota and show-back information is essential the cloud platform to be offered	Need more clarity on points of self provisioning, accounting, billing. Accounting in what format?	Bidder needs to propose in the solution as per the Functional and SLA requirements
182	2.1 Broad Scope of Work Page No. 15	* Local Language Support – Application would support both Hindi and English Languages	Assumption is that only application labels & information are required to be displayed in the both the languages. The data entry will be allowed only in English language. Please confirm/correct.	Hindi and English
183	Deliverables & Timelines, page 72, point-6	Supply of DMS license, etc to create the development environment at T+36 stage.	As per our understanding to develop the desired system, SI will deploy DMS license etc. at initial stage just after approval of SRS to create the environment/system. So we request you to kindly make the timeline for the deployment of DMS license etc. at T+10 stage. Kindly consider and accepte our request.	Bidder needs to factor the time of procurement as per SLA and timelines required for the implementation of the solution
184	Page 34 - 2 Entry and Exit Gate Management	The module should provide interface to upload commodity wise monthly arrival and price report for their respective mandis. The indicative list of field requires to capture areas under	Who will be responsible to upload this data.	Mandi Staff

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
185	6.3 /6.3.1 Security and Statutory Requirements / f. / Page 52	The onus should be on the bidder to perform all due diligence before releasing information to such law enforcement agency.	Please clarify	As per RFP
186	Page 119,	Storage: 512 GB Per Month	512 GB Storage is expected raw or usable?	Usable
187	Page-27, Point no. 4	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	This clause is favoring to the company who has done APMC/Mandi work, To allow a level equal field to majority of the bidder, we request you to kindly modify it as: 1. 100 to 200 offices: 8 Marks 2. More than 200 offices: 15 marks	Please refer amendment
188	Pre-qualification (PQ) criteria Point No. 6 & Page No. 24	Turnover: a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015- 16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17	As a Industry Practice & guidelines, the turnover of consortium partner is kept at the most 1/3 of the turnover of the lead bidder. Therefore, we request that average annual turnover required for the consortium partner should be kept Rs. 25 Crore for the last three financial years i.e., 2014-15, 2015- 16 and 2016-17.	Please refer amendment
189	2.1 Point 8,page 15	Pilot roll-out in ten (10) APMCs followed by full roll-out in all 257 Mandis across the State, based on Go/No-Go decision. MPSAMB will decide on success of 10 pilot APMCbefore the full roll-out in 257 APMC's across the state.	Approximate number of users in each APMC	Please refer amendment
190	10. Document Archival Module: Page no. 42	Feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	We understand the feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field should be included as a part of the proposed DMS solution and the same should be implementable by a customized or integrated pluging a tool which can support the feature. Pls also clarify that is there any requirement of scanning old documents and to be tagged to any part of the system?	Please refer ammendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
191	New Clause to be inserted	Deemed Acceptance	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Customer.	NA
192	New Clause to be inserted	Audit - Exclusions	Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Bidder to provide to Customer access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of Bidder's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to Bidder's profitability or other such financial data.	May be mutually discussed and considered to be a part of MSA which shall be signed with successful bidder
193	6.1.1 Page 34	The module should support Entry at the Market Yard, entry at the ware house, entry at Farm- Gate, Factory-Gate or Private Procurement Centre	Request you to elaborate the flow of Agriculture produce from farmer to end customer via the bidding route. The complete flow understanding is very much required for right solutioning.	As per RFP
194	6.2. Cloud provisioning and application hosting, including operation and maintenance of associated application as per defined SLAs. Page no. 48	Selected bidder will provide Cloud Services for a period of 4 years, which may be reviewed for extension on the completion of 4th year at the discretion of MPSAMB for hosting Integrated IT System for APMC's.	As per BOQ at page no. 118-119 the cloud hosting cost is asked for 12 months. It is requested to change it to 48 months to arrive at the exact project cost.	Please refer amendment
195	5. Trading Management Module --Page No 37	iv. Whenever and wherever possible, System should support Commodity Grading and bidding as per Grading parameters	How to define Grading System	As per business rules of APMC

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
196	Ref Page No. 27	The prime bidder or consortium partner should have completed / ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. 100 to 200 office locations – 8 marks 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / other organization/private sector organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. 75 to 150 office locations – 8 marks 20 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 10 marks If both above criteria is reached by a single bidder then – 15 marks	Please refer amendment
197	Deliverables & Timelines, page 72, point-6	Supply of DMS license, etc to create the development environment at T+36 stage.	To develop the desired system, SI will deploy DMS license at initial stage just after approval of SRS to create the environment. So we request you to kindly make the timeline for the deployment of DMS license at T+10 stage.	Bidder needs to factor the time of procurement as per SLA and timelines required for the implementation of the solution
198		Other Conditions: The Selected bidder's facilities/services need to be certified/compliant to the following standards based on the project requirements: ISO 27001 - Date Center and the cloud services should be certified for the latest versions of the standards • ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology. • ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. • ISO 20000 9- Guidance on the application of ISO/IEC 20000-1 to cloud services. • PCI DSS - complaint technology infrastructure for storing, processing and transmitting credit card information in the cloud - This standard is required if the transactions involve credit card payments • RSA - Encryption standard for Digital Signatures to authenticate users • IEEE/ISO - standard for Project Documentation	Kindly allow and consider the bidders presenting relevant IOS & STQC certification.	As per RFP
199		• W3C - standard for Portal development ODMA, WebDAV, CMIS - Standards for DMS • WFMC, BPEL & BPMN 2.0 - Standard for Workflow Engine • ISO17799 - Operational integrity and Security management • Any other standard which is mandated by Govt. of India of Govt of MP or MSAMB; time to time		

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
200	Page 49, Clause 10	The infrastructure provisioned by the Selected bidder must be scalable and shall allow MPSAMB to add/reduce cloud resources on demand basis through a user-friendly dashboard.	Dashboard will be provided by bidder, but addition the Infra will occur extra cost	As per RFP
201	Section 4: Qualification & Evaluation Methodology, 4.1: Pre-qualification (PQ) criteria Page 24	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	In continuation to previous 2 points we request for this type critical projects which involves a domain centric approach and selection on the basis of experience in any IT/ITeS project weakens the selection approach as Any company involved largely in Health IT or Education IT may also get selected without any specific experience of Agriculture. We request to consider only Domain Centric Experience for successful implementation of the project as follows: The bidder (Prime) or consortium should be an have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU in India/Global in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18 1. At least one of the project should be an IT System Integration in Agriculture Sector project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration in Agriculture Sector projects of a value not less than Rs. 8 Crore each OR At least three (3) projects should be IT System Integration in Agriculture Sector projects of a value not less than Rs. 5 Crore each	As per RFP
202				
203	10. Document Archival Module: Page no. 42	Provide an in-build viewer for viewing of documents and have facility of comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	Pls clarify on "annotation" features, on which part of the functionality it is required.	Solution should have the facility. Implementable functionality would be assessed during requirement generation phase. Bidder needs to propose the solution as per functional requirements which may include any customized solution or 3rd party tools.
204	Page 38 - 5. Trading Management Module	System should support all payment mechanism such as–online payment/NeFT-RTGS and offline payment of Demand Draft/Cheque etc. and payment to be done accordingly	Please confirm Payment gateways and subscription of payment will be provided by MPSAMB.	Payment gateways and subscription of payment will be provided by MPSAMB.

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
205	NA	Mobile App	Developer licenses are required from Google (and Apple) for the hosting of mobile app in respective app stores. Who will provide the same? Can we make use of existing licenses available with MPSAMB (if any)?	Bidder has to provide
206	6.2.2. The hosting of the application in cloud should adhere to the following: (Page- 48)	The infrastructure provisioned by the Selected bidder must be scalable and shall allow MPSAMB to add/reduce cloud resources on demand basis through a user-friendly dashboard. For some of the storage in cloud-based environment, MPSAMB will be pay based on monthly usage.	Please specify the approximate storage capacity for which MPSAMB will pay based on monthly usage.	As per RFP
207	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please share the average Age of Documents	Please refer amendment
208	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please share Language of Documents.	Please refer amendment
209	Page 75, 11. Service Level Agreement	As per RFP	All the SLA/Penalties/ Liquidated damages including hardware replacement under the contract shall not exceed 5% of Total contract value.	Please refer amendment
210		The bidder as part of its proposal submission of an Earnest Money Deposit (EMD) of Rs. 1,00, 00,000/- (Rupees One Crore only) in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favor of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	Considering initial pilot run in 10 APMCs and in case of finalization of vendor considering the total cost of implementation of project the EMD amount looks higher.	Please refer amendment
211	Page 26, Point 1	The Prime Bidder of Consortium partner should have an experience of executing projects in **Agriculture Sector** in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	The project is about integration of services and offering Single platform for multiple activities, the domain knowledge and experience of project implementation is to be considered instead of defining the sector. There are organizations who possess the desire expertise and core knowledge in this tender, serving with different clients. Asking for particular sector's (Agriculture) may restrict the prospecting MPSAMB. The difference of 5 marks may create a remarkable difference for competitive bid in QCBS method of evaluation and a deserving organization with precise solution may lag behind because of this criteria. •Request to keep experience clause of any client with similar requirement.	Please refer amendment
212	5. Trading Management Module / VII. / Page 38	Facilitation center in Mandi	Needs clarification	Facilitation Center helps farmers regarding ICT initiative of MPSAMB. It will be responsibility of MPSAMB.

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
213	Page-26, Point no. 3	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. · One IT System Integration project of a value more than Rs. 15 Crore – 3 marks · One IT System Integration of a value more than Rs. 30 Crore – 6 marks · One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	We request you to kindly ammend the claues as below. The prime bidder or consortium partner should have completed/ ongoing IT System Integration / Egovernance PPP BOOT Model Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. · One IT System Integration project of a value more than Rs. 15 Crore – 3 marks · One IT System Integration of a value more than Rs. 30 Crore – 6 marks · One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	Please refer amendment
214	2.1 Point 4, page 15	Data entry/Migration of existing data to new application, to the extent feasible.	Approximate number of feilds and number of records to be migrated/Data entry	Please refer amendment
215	Point 10 of Eligibility Criteria Page no. 25	The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	Please Amend: The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company. For Startup and MSME Registered Consortium Partner the minimum strength of 20 IT Prefessionals is required	As per RFP
216	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please suggest on no. of field and meta data entry to be considered per page	Please refer amendment
217	4.1---Pre Qualification Criteria --Page 24	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 201516 and 2016-17. ii.In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17.	We request you to kindly amend this clause as "Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2015-16, 2016-17 and 2017-18. ii.In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2015-16,2016-17 and 2017-18.	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
218	Section 4.1 Pre qualification criteria point 8 - page 24	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	This clause may not be a worth. Business and revenue models are changing. Request alternate ways as well for this evaluation criteria	As per RFP
219	4. Qualification & Evaluation Methodology 4.1 Pre-qualification (PQ) criteria. Page no. 24	6. Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	We request for an downward revision of the consortium partner annual turnover criteria.	Please refer amendment
220	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please share location wise count of Pages to be digitized	Please refer amendment
221	6.7 / Information dissemination to all stakeholders for efficient price discovery / 56	It will provide facility to farmers for registration through QR codes etc.	Please elucidate use of QR code for registration.	On scanning the QR code, the app will be downloaded from play store and in that the registration can be done by farmer through app.
222	Page 77 - 12. Penalties	APMC level Hardware (if any)	Since infra is provided on IaaS and there are separate SLA for uptime, please confirm this part of penalty is not applicable for this project.	SLA will be applicable for services / infrastructure provided by bidder
223	Page 38 - 5. Trading Management Module	Once the entire bid gets submitted, System has to declare winner of the bid as per pre-defined rules. The SMS will be sent to buyer/farmer/seller.	How much time does a typical auction takes in completion?	Less than 2 Minutes
224	6.1.1 Page 34	The module should allow central/online search option for validation of entry/exit gate pass.	Understanding is that the agriculture produce once reached to a mandi, the traders at that mandi only will be able to bid. Please confirm our understanding or explain the process if wrong.	Currently business process of APMC allow the registered traders to bid

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
225	Page 69. Clause 9.1	Qualifications	Profile details for Helpdesk, Desktop Support & Handholding resources is missing. Hope we can consider this as per Indutry standards	Pls refer page no. 118 of RFP
226	Page No. 55, point no. 6.6,	The service provider will do the data entry or migration of existing data to the system	•Need clarity on size and format of data. Migration of existing data is in which format? And approximate size of manual data entry? •Scanned copies of documents are also to be preserved? If yes then how long? And where?	Please refer amendment
227	4.2 Technical Qualification Criteria	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	We would suggest please also allow the bidder who have experience of implementing similar work and solution for the Department same as Mandis / Agricultural Produce Market Committees, Because the Bidder who have experience of working with the department same as Mandi and APMCs can easily deliver the required Project, Hence We request to please amend the clause as: 100 to 200 office locations – 8 marks 100 to 200 Mandis/ Agricultural Produce Market Committees(APMCs) / Agriculture Sector/Horticulture Sector/Farmers Procurement Center / AGRI Sector PSU like FCI or Department of Fertilizers etc– 10 marks	Please refer amendment
228	6.2.1 Application Deployment / 4 / Page 48	Database should be EE with OEM support	Please clarify	Please refer amendment
229	New Clause to be inserted	Change Orders	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.	Will be discussed and considered to be a part of MSA which shall be signed with successful bidder
230	Page 57, 6.9	Data Analytics	How many users are planned for accessing the Data analytics application. Can we assume 10% as concurrent users for the total users which will be accessing the application	50 concurrent users
231	6.1.2 Non-Functional requirementsInteroperability/ Compatibility for data exchange	The developed application should be able to integrate or exchange data with other applications. The application should be built on Open Standards.	in line with openness and interoperability of cloud solution, we recommend that the CSP (cloud service provider) must Support these multiple types of databases – PostgreSQL, MySQL, MariaDB, Oracle and MS SQL Server etc.) as a managed database service.	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
232	8.License Allotment and Management module. Page no. 40	8.License Allotment and Management module	Pls share the details of any existing module for same and is it required to integrate with existing application of license	License management should be part of core system. Previous data should be ported in new system and external system data can be ported using web API
233	Page No. - 62 Point No.- iii Interoperability Standards	Interoperability Standards: Keeping in view the evolving needs of inter-operability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross functionality with thee- Government projects of other departments / businesses in future, the solution should be built on Open Standards. The SI shall ensure that the application developed is easily integrated with the existing applications. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific data base product.	Open standards:- Is it relates to Open source Technology Development? Which are those existing applications? List of those application, Technology detail and their data base sizing?	As per RFP
234	10. Document Archival Module: Page no. 42	Should manage lifecycle of documents through record retention, storage, retrieval and destruction policies.	We understand the feature to manage lifecycle of documents through record retention, storage, retrieval and destruction policies should be part of the overall solution and the same should be implementable by a customized or integrated pluging a tool which can support the feature.	Bidder may propose any solution as they deem fit in order to meet the functional requirements. The Solution may be achieved via customization or integration of any 3rd party tools.
235	Page 31, 5.4 Performance guarantee	Performance guarantee On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10 percent of the total contract value, on or before the signing of the subsequent contract, typically within 15 days from notification of award, unless specified to the contrary (Performance Guarantee). The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.	Performance guarantee On execution of agreement on mutually agreed terms and conditions, receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10 percent of the total contract value, on or before the signing of the subsequent contract, typically within 15 days from notification of award, unless specified to the contrary (Performance Guarantee). The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.	As per RFP
236	Page 35 - 3. Entry Gate Sub-module	The module will have provision to collect entry fees as per vehicle category-2/3/4/6 tier vehicle, empty/loaded vehicle.	Kindly explain basis of this categorization.	As per business rules of APMC

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
237	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria,Page 27	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt.Department/Central Govt.Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid ☐ 100 to 200 office locations – 8 marks ☐ 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	We believe that this evaluations criteria contradicts the Complete Selection Criteria by introducing following anomaly: In this evaluation criteria it has been asked experience of "Any Other Organization" apart from Govt/Semi Govt etc. It means a substantial marking can be given for Private Experience also. We request you to restrict it to Govt Org only. It is not clearly understood why Office Location Marking is considered instead of only APMC Integration. We request you to kindly consider the following : The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs in India in last 5 years with rollout in multiple locations as on the date of submission of the bid. ☐ 100 to 150 Mandis/APMC -5 marks ☐ 151 to 200 Mandis/APMC -10 marks ☐ 201 to 250 Mandis/APMC -15 marks	Please refer amendment
238	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria,Page 27	Proposed team profile for project: Project Manager-4 marks ☐ MBA & B.Tech / B.E./MCA - 1 marks • PMP/ PRINCE2 certified – 1 marks • e-Governance project management experience more than 10 years – 2 marks Database Administrator- 2 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of handling database more than 8 years – 1 marks Solution Architect- 3 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of designing solutionsfor more than 8 years – 1 marks • e-Governance project implementatio n experience more than 5 years – 1 marks Network Administrator- 2 marks • BE / MCA - 1 marks • Experience of designing/ maintaining networks for morethan 8 years – 1 marks Quality Assurance- 2 marks • BE / MCA / Masters in IT - 1 marks • Experience in testing, and auditing of large sized transaction based systems e- Governance systems more than 3 years– 1 marks	In continuation to previous points we request for this type critical projects which involves a domain centric approach Agri Business Domain expertise should be given equal weightage along with IT professionals. We request you to kindly consider the evaluation in following lines: Proposed team profile for project: Agri Business Proffessionals-5 ☐ Phd/BTech/Bsc/Msc/Diploma Agri and Allied- 1 marks • e-Governance project management in Agri - 2 Marks • Implementation experience of APMC eAuction platform-2 Marks Project Manager-3 marks ☐ MBA & B.Tech / B.E./MCA - 1 marks • PMP/ PRINCE2 certified – 1 marks • e-Governance project management experience more than 10 years – 1 marks Database Administrator- 2 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of handling database more than 8 years – 1 marks Solution Architect- 3 marks • BE (Computer Science/ IT)/ MCA - 1 marks • Experience of designing solutions for more than 8 years – 1 marks	Please refer amendment

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
239		Subject Matter Expert- 2 marks Retd. Government official having domain experience in Mandi operations– 2 marks	• e-Governance project implementation experience more than 5 years – 1 marks Network Administrator- 2 marks • BE / MCA - 1 marks • Experience of designing/ maintaining networks for morethan 8 years – 1 marks Quality Assurance- 2 marks • BE / MCA / Masters in IT - 1 marks • Experience in testing, and auditing of large sized transaction based systems e-Governance systems more than 3 years– 1 marks	
240	Page No. - 19 Point No.- 3.1.6 Interoperability Standards:	Bidders shall submit, along with their Proposals, an EMD of Rs. 1, 00, 00,000 (Rupees One Crore) only, in the form of a Fixed Deposit Receipt OR Bank Guarantee.	According to the Rule of Department of Electronics & IT (DeitY), NSIC certificate holders are exempted for the payment of EMD and Tender fee. Kindly refer to the following URL for NSIC guidelines: http://www.nsicspronline.com/home.aspx By allowing the exemption of EMD in tender, more bidders can participate in the tender and it will increase the transparency of the tender. We request you for relaxation in EMD clauses.	Please refer amendment
241	Pg. 25, Point 10	The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	Lead bidder owes the responsibility of designing, establishing and execution of project. Consortium partner's role is to support for technology solution or any component of particular expertise hence strenght of IT professionals at consortium partners end is not considerable. Consortium can support for the assigned role/task even with less strenght also, depending upon the nature and size of assigned task. **Request to remove the clause**	As per RFP
242	2.1 Page 15	Data entry/Migration of existing data to new application, to the extent feasible.	Please let us know the volume of existing data and related database.	Please refer amendment
243	5 Page 37	Whenever and wherever possible, System should support Commodity Grading and bidding as per Grading parameters	Please explain the commodity grading and grading parameters.	As per APMC business rules
244	Page 15,2.1	4. Data entry/Migration of existing data to new application, to the extent feasible	Pl help with the subject areas and applications from which migration is required. In case of Data eentry, need some quantification of the documents so that we can plan for the manpower. Also, pl state the approx. size of the data which need to be migrated.	Please refer amendment
245	Page 75, 11. Service Level Agreement	As per RFP	Request insertion: SI shall not be liable for any delay/penalties which has been attributable to Customer	As per Amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
246	II. User Acceptance Testing of Web based Software & Mobile App. & MIS at one APMC	If APMC does not have required computer hadware and peripherals, bidder has to arrange the same without any additional cost.	Pl clarify.	Please refer amendment
247	Point No.- 3.1.6 Interoperability Standards:	Bidders shall submit, along with their Proposals, an EMD of Rs. 1, 00, 00,000 (Rupees One Crore) only, in the form of a Fixed Deposit Receipt OR Bank Guarantee.	According to the Rule of Department of Electronics & IT (DeitY), NSIC certificate holders are exempted for the payment of EMD and Tender fee. Kindly refer to the following URL for NSIC guidelines: http://www.nsicspronline.com/home.aspx

By allowing the exemption of EMD in tender, more bidders can participate in the tender and it will increase the transparency of the tender.

We request you for relaxation in EMD clauses. | Please refer amendment |
248	10. Document Archival Module / Features / DMS / 42	Enterprise Class Document Management System	Pl explain	Enterprise Edition of Document Management System
249	6.2.2 The hosting of the applicatioin in cloud should adhere to the following: / 1 / Page 48	Responsible for provisioning of required IT infrastructure as IaaS	Are we looking for all hostings as Services or on ownership basis.	Hosting as services
250	Page No. - 62 Point No.- iii Interoperability Standards	**Interoperability Standards**: Keeping in view the evolving needs of inter-operability, especially the possibility that the solution shall become the focal point of delivery of services, and may also involve cross functionality with thee-Government projects of other departments / businesses in future, the solution should be built on Open Standards. The SI shall ensure that the application developed is easily **integrated with the existing applications**. Every care shall be taken to ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary 'stored procedures' belonging to a specific data base product.	Open standards:- Is it relates to Open source Technology Development? Which are those existing applications? List of those application, Technology detail and their data base sizing?	Bidder proposed solution should be able to integrate with other government applications, as required, using WEB APIs
251	8.License Allotment and Management module. Page no. 40	The module should be able to define the complete work flow required for application process. It should capture the steps/business rules and digital signatures required and further role-based action required from application registration to final grant of licenses. All the business rules should be captured and maintained in an enterprise Business Rule Engine module, thereby enabling easier change management in future.	We understand that digital signatures for all projects users will be procured by either MPSAMB/ Traders/ End users and not by selected bidder.	MPSAMB will procure digital signature

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
252	2.1 Broad Scope of Work, Page no. 15. #1	i. Mobile/Tablet compliant portal (Device independent design). ii. Android based mobile app for the purpose of bidding, weighing and gate passes.	1. We understand that APMC officials/ staff and traders/ end users will have an access to smart phones/ tablet/ handheld device with internet connectivity at all project locations if required as per proposed application requirement and not be supplied by the bidder. It is also requested to share the specification of mobile/ tablet being used by APMCs. 2. We understand that all the mandis are connected over internet and there will be no requirement of local database or application, everything will be running from central servers on cloud. Kindly confirm penalty or SLA breach due to the connectivity issue over internet should not be counted on the System Integrator.	Please refer amendment
253	Technical Qualification Criteria Point No. 5 & Page No. 27	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh 1 project – 5 marks 2 projects- 10 marks	While defining the experience of the bidder in implementing IT design/ development in Madhya Pradesh, size of projects to be considered for the evaluation has not been defined. Looking at the current projects size, complexity & state-wide implementation involved, the project size of at least Rs. 5 Crore should be taken to demonstrate measurable experience in Madhya Pradesh.	As per RFP
254	6.2.2. The hosting of the application in cloud should adhere to the following: (Page-49)	15 Provide support to technical team of MPSAMB or nominated agency for Optimization of resources in cloud environment for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MPSAMB.	Please provide the Time period, for how long bidder needs to provide the support to technical team of MPSAMB for optimization of resources in cloud environment.	For the entire project duration

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
255	4.1 Pre-qualification (PQ) criteria: Sl No 6 / Pg 24	Turnover: In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	Historically, the eMandi projects of various states that have gone through competitive bidding have been in the range of Rs 5 to 10 Crs. (eg RIMMS – 3 Crs, (TNSAMB – 2.5 Crs). Moreover, the overall number of successful Agri ITES projects executed in India is also low (not more than ten as of date). Hence, such market players with core-competence and domain knowledge may not be able to participate in this tender due to the specified turnover threshold of Rs 75 Crs. Bringing in a pureplay IT company with Rs 75+ turnover will be counter- productive due to their lack of experience, subject knowledge and exposure to rural realities. Therefore in order to promote competition amongst the domain specialists and for better price discovery we suggest that turnover threshold be reconsidered in line with various Agri ITES initiatives for accurate benchmarking.Moreover, the EMD being on the higher side (Rs 1 Cr) would deter casual participants.	Please refer amendment
256	Page 24, Sr#8 PQ	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/PSU/Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	Bidder should submit the following: i. Bidder should submit the following: a) Bidder should submit the PO / Work orders CA / CS letter orders mentioning project value. ii. Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for evaluation (Project of prime bidder or consortium partner can be submitted)	As per RFP
257	6.2.3. Cloud Setup and Maintenance of the Cloud Infrastructure Page 50	MPSAMB has decided to host the solution in an existing data center/cloud provider rather than setting up of a new data center. The solution proposed by the bidder should be cloud ready.	Is hosted solution would be on existing data center or cloud provider OR bidder is free to choose any one of the Solution	The solution has to be hosted on the Cloud (choice of Cloud Service Provider) should be as per MeitY Guidelines. Pls refer Page no. 48 of RFP.

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
258	New Clause to be inserted	Non Hire	Customer agrees that for the term of this Agreement and for a period of one (1) year thereafter, Customer will not directly or indirectly, recruit, engage, solicit, discuss employment with, hire, employ or engage any Bidder personnel assigned to Customer currently or within the previous one (1) year, or induce any such individual to leave the employment of Bidder.	May be considered to be a part of MSA which shall be signed with successful bidder
259	6.2.2. The hosting of the application in cloud should adhere to the following: Page 48	1. The Selected bidder will be responsible for provisioning of required IT infrastructure as IaaS for hosting Integrated IT System for APMC's application	1) Is Disaster Recovery (DR) Cloud solution would be in active-active or active-passive mode	Please refer amendment
260	Page 51, 6.3.ii.c	Confidentiality	Request insertion: The confidentiality obligation applicable to Selected Bidder shall apply mutatis mutandis on Customer for the information shared by Selected Bidder. The confidentiality obligation under this agreement shall be for a period of two years from the date of disclosure	Will be considered and will be a part of Master Service Agreement
261	Page 36 - 4. Exit Gate Sub-Module	Net weight of produce sold in mandi (if any)	Will they be weighbridge to measure in and out weight and will there be integration required with weighbridge for this? Or will it be manual entry?	Manual Entry. However, provision for integration should be available
262	6. Scope of Work / 6.1.1-5 Trading Management Module – xii - pg 38	Once the entire bid gets submitted, System has to declare winner of the bid as per pre-defined rules. The SMS will be sent to buyer/farmer/seller.	Cost of SMS is to be considered as consumable and either borne or reimbursed at actuals by MPSAMB	SMS gateway will be provided by MPSAMB and SI will integrate the solution using web API and cost will be borne by MPSAMB
263	Ref Page No. 26	The Prime bidder or consortium partner should possess certifications on CMMI, evidence to be submitted in the form of certificate copy: ISO 9001:2008 or CMMi- Level 3 Certification – 5 marks CMMi- Level 4 Certification – 8 Marks CMMi- Level 5 Certification – 10 marks	The Prime bidder or consortium partner should possess certifications on CMMI, evidence to be submitted in the form of certificate copy: ISO 9001:2008 or CMMi- Level 3 Certification – 8 marks CMMi- Level (4 or 5) Certification – 10 marks	As per RFP
264	Page 70, Clause 9.2 d)	SI shall promptly notify Purchaser of its intention to re - hire any member of the Key Personnel who had resigned from SI in the previous 3 month period.	Request to remove this clause as this is SLA based contract	As per RFP
265	6.1.2 Non-Functional requirements Page No. 44	Dynamic Form Additions In the future if some forms need to be updated then using Dynamic form addition capability, the admin console should enable the application administrator to add/modify the forms in the data capture mobile app	Any guidelines for the Mobile App Development Platform (MADP) requirement? Can we propose an open source based platforms (like Cordova, Ionic, ReactNative, etc.) or we can propose enterprise class MADPs (like IBM MobileFirst, Adobe, Kony, etc.) Please guide.	Bidder needs to propose in the solution as per the Functional and SLA requirements

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
266	Page 22, 3.1.12.I	I. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the in affirmatives detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been: · submitted in manner not conforming with the manner specified in the RFP document · Submitted without appropriate EMD as prescribed here in · received without the appropriate or power of attorney · containing subjective/incomplete in formation · submitted without the documents requested in the checklist · non-compliant with any of the clauses stipulated in the RFP · having lesser than the prescribed validity period. · The EMD of all non-responsive bids shall be returned to the bidders.	I. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the in affirmatives detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been: · submitted in manner not conforming with the manner specified in the RFP document · Submitted without appropriate EMD as prescribed here in · received without the appropriate or power of attorney · containing subjective/incomplete in formation · submitted without the documents requested in the checklist · non-compliant with any of the clauses stipulated in the RFP except those deviations which have been submitted Bidder · having lesser than the prescribed validity period. · The EMD of all non-responsive bids shall be returned to the bidders.	As per RFP
267	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Please share the type of document(File,Bunch,Paper, etc.)	Please refer amendment
268	Page-26, Point no. 1	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	We request you to kindly replace "Agricuture" to "Agriculture/ Crop related services/ Agriculture services"	Please refer amendment
269	6.2.2. The hosting of the application in cloud should adhere to the following: Page 49	8. The Selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers, firewalls, nips and hips) to ensure accessibility of the servers as per defined SLA's.	Shall bidder to propose network infra at all 7 mandi regional offices i.e. WAN router, switch to manage the network links and applications accessibility	Please refer to RFP and amendment
270	Page 56,6.8	MIS Reports	How many users are planned for accessing the MIS application. MIS reports are required for the below modules, can we get the quantification of the reports per below area. 1) Licensing 2) Cess collection & monitoring 3) Gate management 4) Financial Accounting	As per RFP
271	2.1 Broad Scope of Work Page 15	12. Pilot APMC selected are as follow, a) Sehore b) Astha c) Mhow d) Dhamnod e) Dewas f) Sonkatch g) AshokNagar h) Damoh i) Sehora j) Maihar.	Shall bidder to propose Network IT infra for Pilot APMC location i.e. Router/Switches etc.	Please refer to RFP and amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
272	Page 59 - 6.12. Handholding support after Go-Live.	The Selected bidder shall depute support executive as directed by MPSAMB	Could you please provide number of executives, location of deployment and duration of deployment?	Pls refer page no. 118 of RFP
273	6.1.1 Page 34	Entry and Exit gate management	Please let us know the approximate number of reports been envisaged for this module.	Bidder has to study during GAP analysis and SRS preparation.
274	2.1 Page 15	Project Management and Data Analytics using tools	Data Analytics Tools is a very open ended statement. Please describe the functionalities required for Data Analytics.	Pls refer Page no. 57 of RFP for functionality
275	NA	Project Management Tool	Is Project Management Tool is in open source, What all functionality would be required?	Pls refer Page No. 67 of RFP. Adherence to Open Source Standard: The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter - operability with multiple platforms and avoid any technology or technology provider lock -in.
276	page 48, point 6	The Selected bidder shall be responsible for provisioning required compute infrastructure (**server**/virtual machines),storage for hosting Integrated IT System for APMC's applications.Should **have Inbuilt Anti-Spam/Malware/Antivirus threats controls software**	Specifications of server to be mentioned. Inbuilt Anti-Spam/Malware/Antivirus threats controls software also to be included in BOQ	Bidder needs to propose in the solution as per the Functional and SLA requirements
277	Section 6.9, Page 57	Data Analytics Tool - - The analytical engine should have the capability to connect to both OLTP and OLAP databases.	1. What are the current OLTP databases that are being used by the department 2. Are there any existing OLAP databases available at the department 3. Kindly clarify why the requirement is to connect to both OLTP and OLAP databases	System should able to integrate with other applications of government institutions.
278	Section 6.1.2 Non–Functional Requirements	Dynamic Form Additions –	All forms would be built as per specifications, fields would be required to be added is any new functionality comes in. There will be no generic forms	As per RFP
279	10. Document Archival Module: Page no. 42	Provide an in-build viewer for viewing of documents and have facility of comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	We understand the feature to Provide an in-build viewer for viewing of documents and have facility of comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc. and the same should be implementable by a customized or integrated pluging a tool which can support the feature within the overall solution. Please confirm.	Bidder may propose any solution as they deem fit in order to meet the functional requirements. The Solution may be achieved via customization or integration of any 3rd party tools.

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
280	Pg 26, Point 1	The Prime Bidder or Consortium Partner should have an experience of executing projects in **Agriculture sector** in Government organization in India. •1-3 project – 5 marks •> 3 projects- 10 marks	The project is about integration of services and offering Single platform for multiple activities, the domain knowledge and experience of project implementation is to be consideredinstead of defining the sector. There are organizations who possess the desired expertise and core knowledge in this tender, serving with different clients. Asking for particular sector's (Agriculture) may restrict the prospecting bidders offering compatiable solution for MPSAMB. **Request to keep experience clause of any client with similar experience.**	Please refer amendment
281	Page No. - 24 Sr. No - 6 Eligibility Criteria	Eligibility Criteria ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	We request to amend the turnover criteria and change the clause as under: ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 35 Crores and the consortium partner should have a minimum average turnover of Rs. 15 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	Please refer amendment
282	6.3.1. Security and Statutory Requirements, Point d) Location of Data	In the event of a site failover or switchover, DR site will take over the active role, and all requests will be routed through that site. Application data and application states will be replicated between data centers so that when an outage occurs, failover to the surviving data center can be accomplished within the specified RTO. e. E-Discovery	As per Bidder understanding, initially DR site will be in Passive mode.Please Clarify	Please refer amendment
283	Page 80, 13. Acceptance Testing and Certification	Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following:	Following discusses the acceptance criteria to be adopted for the project as mentioned above. ~~The list below is indicative and the activities will include but not be limited to the following:~~	As per RFP
284	Page 59 - 6.13. Operation & Maintenance (O&M) Activity.	Support team will be deployed after pilot of the project in 10 APMCs for the O&M phase of four year.	Please confirm if support team can be deployed at offshore.	No
285	Backup	General	Do cutomer requires to tape out the data or require D2D/Appliance based Backup.	Yes
286	Page 72,10. Deliverables & Timelines	10. Deliverables & Timelines NOTE: ii. MPSAMB hold the right to decide on resource deployment time	10. Deliverables & Timelines NOTE: ~~ii. MPSAMB hold the right to decide on resource deployment time.~~ However Bidder shall not be liable for any penalty/ SLA on account of delay in deployment for a reason not attributable to bidder	As per RFP

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
287	Section 4: Qualification & Evaluation Methodology, 4.2 Technical Qualification Criteria,Page 27	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh ☐ 1 project – 5 marks 2 projects- 10 marks	We find this evaluation criteria to be directly contradicting with the selection criteria where it has been asked for IT Porjects experience in Madhya Pradesh,A company doing IT Projects in Health or Smart City and no Agri Sector experience how will it add any value for successful implementation of APMC Auction System.We request you to kindly consider the changes in similar line as below: The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Agri Sector any where in India: ☐ 1 Project: 3 Marks ☐ 2 Projects: 6 Marks ☐ 3 Projects: 10 Marks	Please refer amendment
288	III. Third Party Audit (TPA). Page no. 58	III. Third Party Audit (TPA) The Client will undertake various 3rd party audits including Security audits. Bidder should be responsible to fix any issues / bugs that may arise during these audits.	We understand that all the cost related to third party audit shall be borne by MPSAMB.	Yes
289	4.2 Technical Qualification Criteria. Page no. 27	4. The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. 100 to 200 office locations – 8 marks 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	The marking criteria is not clear. Requesting to clarify whether the marking is restricted only 100 to 200 office locations or 100 to 200 Mandis/ Agricultural Produce Market Committees. Kindly clarify the marking criteria in the cases where it is less then 100 Locations/APMC or more then 200 Locations/APMCs .	Please refer amendment
290	NA	Data Anlytics Tool	Is Data Analytic Tool is in open source, What all functionality would be required?	Pls refer Page No. 67 of RFP. Adherence to Open Source Standard: The solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good inter - operability with multiple platforms and avoid any technology or technology provider lock -in. Pls refer Page no. 57 of RFP for functionality
291	Page 55, Clause 6.6 II	The SI is expected to digitize the data with respect to the various licenses issued at the	Scanner, Desktop, Laptop, Backup drive, Power would be provided by customer or Vendor has to provide.	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
292	New Clause to be inserted	Faulty Spares/equipment and Standby spares/equipment's	Notwithstanding anything to the contrary contained elsewhere, all the Faulty Spares/equipment and any Standby spares/equipment if delivered by Bidder to the Customer shall be returned to Bidder within 10 days of the Replacement Spares/Equipment so provided and title of the said Faulty or Standby spares/equipment shall be transferred back to Bidder Limited. Customer shall acknowledge receipt of the replacement spares/equipment in accordance with the format provided and shall submit the same to the authorized courier at the time of delivery. In the event Faulty or Standby spare/equipment is not returned within the time period stipulated above for any reasons whatsoever, Spares support shall be suspended till the return of the spare/equipment or till the payment is made (period not exceeding 21 days from the date of invoice) for such spare/equipment at the applicable rate (including taxes as may be made applicable). It stands clarified that no SLAs or penalties of any nature whatsoever shall be made applicable to Bidder during such period.	May be considered to be a part of MSA which shall be signed with successful bidder
293		Cost of Study, Desgin, Development and Hosting on cloud of Web-based software and mobile app. For Integrated It System for APMC's and MIS. The source code & IPR of the web-based software & mobile App. For all the APMC's in MP State will be vested with MPSAMB	Request to kindly consider the below clause: The preexisting IPR of the solution provider will remain with the System Integrator. However, any solution created exclusively for the department will be handed over to the department. The department is to also provide an undertaking that the source code so created will be used for the intended purpose as mentioned in the RFP and shall not undertake any commerical activity of the same.	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
294	Page No -55 Point no -6.6	Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/ Firm registered in India and operating **for the last five years in It/Ites Services as on 31-03-2018** The Bidder (Prime) and Consortium partner should be an Information Technology Solution/System Integrator with a registered office and operations in India. The Bidder (Prime) and Consortium partner should be operational in India for **atleast the last five financial years as of 31st March 2018**	• We Bsnl being 100% Govt. PSU and the established and renowed system integrator for It/Ites sector in recent time, select our consortium partner based on the company's technical capabilities to design the solution and to roll out to the project. Owing the 100% responsibility of successful deployment and execution, we hereby request to remove the clause of 5 years' experience of consortium. We, may select the partner who is most compatible for this project with less years' experience. Certification of CMMI level 3, ISO 9001:2015, ISo 27001: 2013, ISO 29990 and ISO35.0.20 can be more considerable factors. There are innovative Startup companies empanelled with us whose technical capability and experience in Smart Application is at par. We being 100% Govt. OSU, we are bound to follow the norms/exemptions set up by Govt. of India for Start-up companies (like TurnOver, years of experience) •We would certainly look forward for partnering with such partners, through they don't have 5 years experience appropriate. •Request to put the clause of Years (Instead of 5 years) experience for consortium partner	As per RFP
295	New Clause to be inserted	Compliance with Law	The Parties further covenant that a change in laws that materially alters the assumptions upon which Bidder entered this Agreement or a particular SOW shall warrant a Change Order.	May be considered to be a part of MSA which shall be signed with successful bidder
296	1--Technical Evaluation Parameter--Page 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	We request you to kindly amend this clause as " The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector/ E Governance Sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	Please refer amendment
297	NA	Penalty	Penalty capping should be maximum 5% of the Quarterly payment value.	Please refer amendment
298	2.1 Broad Scope of Work --Page No 14	4. Data entry/Migration of existing data to new application, to the extent feasible.	How much Data and Please define Extended Feasiable	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
299	Page No. 23, Point No. 6	In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and **the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services,** during the last three financial years i.e., 2014-15, 2015-16 and 2016-17	Lead bidder owes the responsibility of designing, establishing and execution of project, Consortium partner's role is to support for technology solution or any component of particular expertise hence tumover of consortium partner is not considerable. We being 100% Govt. PSU are bound to offer the exemptions offered by Govt. of India to Start-up Companies, ultimately request to carry the same in RFP too. We select partners not only by laws but also by verifying the capabiliy of company. Our experience is excellent with such Start-ups at national level, who are arising as innovative technology solution providers.	Please refer amendment
300			Request to remove the clause. •Request to remove the clause of minimum Turnover criteria for consortium.	
			• Recommend to put the clause of Certification of CMMI Level 3, ISO 9001:2015, ISO 27001:2013, ISO 29990 and ISO 35.0.20 for consortium partner so the quality and technical capability would be ensured.	
301	(Ref. Page No. 23)	The bidder (Prime) or consortium should be an established Information Technology company/ IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/ Central Government/ Semi Government/ PSU/ Other Government organizations in India in last five financial year i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 15 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 8 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each	The bidder (Prime) or consortium should be an established Information Technology company/IT System Integrator who should have completed/ ongoing IT System Integration Projects in State Government/Central Government/Semi Government/ PSU/ Other Government organizations/ private sector organizations in India in last five financial year i.e. 2013-14, 2014- 15, 2015-16, 2016-17 and 2017-18. 1. At least one of the project should be an IT System Integration project of a value not less than Rs. 8 Crore OR. 2. At least two (2) projects should be IT System Integration projects of a value not less than Rs. 5 Crore each OR 3. At least three (3) projects should be IT System Integration projects of a value not less than Rs. 4 Crore each	As per RFP

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
302	10. Document Archival Module: Page no. 42	Should have integrated Records Management component for long-term archival of content and should be certified to record management standards.	We understand the feature to have integrated Records Management component for long-term archival of content and should support basic record management needs and should be implementable by a customized or integrated pluging a tool which can support the feature. Please confirm.	Bidder may propose any solution as they deem fit in order to meet the functional requirements. The Solution may be achieved via customization or integration of any 3rd party tools.
303	Page 77, Clause 2	Resolution within 16 prime business hours.	Helpdesk can provide the response. Resolution will depend on the nature of the issues where there can be 3rd party dependencies which may take more then 16 business hours. Hence request to consider this SLA at 95% level at overall issues coming in a month.	As per RFP
304	Section 4: Qualification & Evaluation Methodology, 4.1: Pre-qualification (PQ) criteria Page 25	The Prime bidder should have a minimum strength of 200 IT professionals with the Company. The consortium partner should have a minimum strength of 100 IT professionals with the Company.	In continuation to above points we request for this type critical projects which involves a domain centric approach and experience qualification of any IT/ITeS project weakens the selection criteria .Companies having IT professional and Business Analyst largely into Education sector ,Health Sector etc may not be the right combination for delivering Agri Domain Projects.We request to consider the companies with sufficient Agri Business Professionals along with IT/ITeS professional as follows: In case of the single Bidder : The Bidder should have a minimum strength of 200 Agri professionals and 100 IT Professionals with the Company. In case of Consortium : The Agri Business concern in the consortium should have a minimum strength of 200 Agri professionals with the Company The IT Company concern in the consortium should have a minimum strength of 100 IT professionals with the Company.	As per RFP
305	Point 6 page 28	Retd. Government official having domain experience in Mandi operations– 2 marks	Why government official is mandatory? Are processes not documented enough that we should rely on tribal knowledge of government employees that too retired for this?	As per RFP
306	6.2.1, point 5, page 48	MPSAMB will hold the IPR of all the application code developed under this project needs to be handed over to MPSAMB after the pilot and also before exit.	As per our understanding for products like Document Management System etc. we have to provide entire API for integration with other applications and we will provide customization code only if required by the department. Please confirm our understanding.	Customization code, API's and relevant documentations for integration should be submitted.

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
307	Page 19, 3.1.6 Earnest Money Deposit (EMD)	e. The EMD may be forfeited in the event of : * A Bidder withdrawing its bid during the period of bid validity * A successful Bidder fails to sign the subsequent contract in accordance with this RFP * The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP * A Proposal contains deviations /conditional offers and partial offers.	e. The EMD may be forfeited in the event of : * A Bidder withdrawing its bid during the period of bid validity * A successful Bidder fails to sign the subsequent contract on mutually agreed terms and conditions in accordance with this RFP * The Bidder being found to have willfully indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP * A Proposal contains deviations /conditional offers and partial offers.	Please refer amendment
308	Page 37 - 5. Trading Management Module	Lot details will be entered by Trader. Once entered it will starts how in daily Lot operation dash board to all bidder and will be ready for bidding	Tentatively how many Lots will be running auctions in parallel?	Please refer amendment
309	New Clause to be inserted	SNR	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.	Will be part of MSA
310	4.1 Pre-qualification (PQ) criteria: Sl No 7 / Pg 24	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	Modifications required (given in bold italics, underlined) The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2015-16, 2016-17 and 2017-18.	As per RFP
311	2.1 Broad Scope of Work Page No. 15	ii. Android based mobile app for the purpose of bidding, weighing and gate passes.	Understanding is that all the users of the mobile app are External Users only. Please confirm / Correct. If internal users are also supposed to use the mobile app then please elaborate on their role and required functionality for the same.	Internal & External, pl. refer to RFP
312	Pg. No 3, Point no. 6	In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in **IT/ ITeS Services**, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.	Lead bidder owes the responsibility of designing, establishing and execution of project, Consortium partner's role is to support for technology solution or any component of particular expertise hence turnover of consortium partner is not considerable. o**Request to remove the clause**	Please refer amendment
313	Non-RFP	Volume of existing data. And approximate count of daily transactions.	.	Please refer amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
314	New Clause to be inserted	Warranty Disclaimer	Bidder provides for only those warranty and representations which are expressly mentioned in this Contract and the same are in lieu of all other warranties, express or implied.	May be considered to be a part of MSA which shall be signed with successful bidder
315	Page 86, 15. Fraud and Corrupt Practices	Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.	~~Without prejudice to the rights of the Purchaser under Clause above and the rights and remedies which the Purchaser may have under the LOI or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder or Systems Implementation Agency shall not be eligible to participate in any tender or RFP issued by the Purchaser during a period of 2 (two) years from the date such Bidder or Systems Implementation Agency, as the case may be, is found by the Purchaser to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.~~	As per RFP
316	New Clause to be inserted	Arbitration	This Agreement shall be governed by laws in force in India. In the event of any dispute arising out of this Agreement the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Delhi. The language of the arbitration proceedings shall be English. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Delhi. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Delhi.	Will be part of MSA which shall be signed with successful bidder. The venue of arbitration shall be Bhopal. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Bhopal.

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
317		The Prime bidder or consortium partner should possess certifications on CMMI, evidence to be submitted in the form of certificate copy: ISO 9001:2008 or CMMi- Level 3 Certification – 5 marks CMMi- Level 4 Certification – 8 Marks CMMi- Level 5 Certification – 10 marks	Considering the organizations working in India in the given field negligible companies possess CMMI certifications, Request you to kindly modify the CMMI certification clause from the evaluation criteria. The Prime bidder or consortium partner should possess certifications on CMMI, evidence to be submitted in the form of certificate copy: ISO 9001:2008 and ISO 27001:2013 - 5 Marks CMMi- Level 3 Certification – 8 marks ISO 9001: 2008, ISO 27001 and CMMi- Level 3 Certification – 10 Marks	As per RFP
318	Document Archival Module - Page 42	Feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	What kind of document will be used for OCR (e.g. Printed/ Hand written and language Hindi/ English).	Please refer amendment
319	Page 27, Sr#4 TQ	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/ Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 15marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	Please refer amendment
320	New Clause to be inserted	Exceptions to Indemnity	Bidder shall not have any liability to Customer under this section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by Customer where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by Customer; (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Bidder where the unmodified version of the Deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim, Bidder obtains for Customer the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.	May be considered to be a part of MSA which shall be signed with successful bidder

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
321	3--Technical Evaluation Parameter--Page 26	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. • One IT System Integration project of a value more than Rs. 15 Crore – 3 marks • One IT System Integration of a value more than Rs. 30 Crore – 6 marks • One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	We request you to kindly amend this clause as "The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. • One IT System Integration project of a value more than Rs. 5 Crore – 3 marks • One IT System Integration of a value more than Rs. 8 Crore – 6 marks • One IT System Integration project of a value more than Rs. 10 Crore – 10 marks	As per RFP
322	Page 70 - 9. Key Personnel	MPSAMB hold the right to decide on resource deployment time.	Can you please provide tentative deployment duration?	Pls refer page no. 118 of RFP
323	Page 39 - 7. Trade Settlement Module	The module should have provision to manage the work flow for recovery and collection of mandi fees. It should have feature to define the authority and corresponding action points for respective recovery of mandi fees.	Could you please provide a sample process for recovery and collection?	As per business rules of APMC, however more information should be gathered at the time of SRS.
324	Point 6 of Eligibility Criteria Page no. 24	Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last threefinancialyearsi.e.,2014-15,2015-16and2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs.30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	Please Amend: Turnover : a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last threefinancialyearsi.e.,2014-15,2015-16and2016-17. ii. In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs.30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ExemptiontoConsortiumMember-(AsperGoI/GoMP Policy-morethan1YearOldStart-UpCompanieswith MSMEregistrationwhichareregisteredwithDIPPand MSME department are exempted from TUNOVER qualificationrequirement) Note: Turnover in areas other than mentioned above shall not be considered for evaluation	Please refer amendment
325	10. Document Archival Module:	Platform independent Enterprise Class Document Management System (DMS) having presence in Gartner Magic Quadrant or Forrester Wave Report of Enterprise Content Management (ECM)	DMS having presence in Gartner Magic Quadrant of Enterprise Content Management is favoring specific OEM, To increase more paticapation of DMS OEM, we request to please remove DMS having presence in Gartner Magic Quadrant	There are more than 15 companies listed, bidder is free to choose any

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
326	6.1.1 Page 34	Entry and Exit gate management	Understanding is that at all mandis the same forms and processes will be followed for entry and exit gate management. Please confirm the same. Let us know if there will be variations for each mandi.	As per business rules of APMC, however more information should be gathered at the time of GAP Analysis
327	Page No- 26 Sr. No- 1 Technical evaluation	Technical evaluation The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	We are a large IT Solution provider company and worked for various Central/State Government departments/organisations. We request to amend this clause - asking for specific Domain experience of Agriculture Sector. We request to change this clause as: Technical evaluation The Prime Bidder or Consortium Partner should have an experience of executing IT projects in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks	Please refer amendment
328	Pg 26,27 Sr# 3 TQ	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. •One IT System Integration project of a value more than Rs. 15 Crore – 3 marks •One IT System Integration of a value more than Rs. 30 Crore – 6 marks •One IT System Integration project of a value more than Rs. 50 Crore – 10 marks	The prime bidder or consortium partner should have completed/ ongoing IT System Integration Project in India in last five financial years i.e. 2013-14, 2014-15, 2015-16, 2016-17 and 2017-18. •One IT System Integration project of a value more than Rs. **25 Crore** – 3 marks •One IT System Integration of a value more than **Rs. 45 Crore** – 6 marks •One IT System Integration project of a value more than **Rs. 65 Crore** – 10 marks	Please refer amendment
329	Page 49, point 8	8. The Selected bidder will be responsible for provisioning of requisite network infrastructure (including switches, routers, firewalls, nips and hips) to ensure accessibility of the servers as per defined SLA's.	Need Specification of all these devices. (switches, routers, firewalls, nips and hips) to ensure accessibility of the servers	Bidder needs to propose in the solution as per the Functional and SLA requirements
330	Disaster Recovery	General	Please clarify, Do customer requires High Availability at DR site as well?	Bidder need to propose as per SLA and functionality require for the solution, Also refer to amendment
331	Page 56 - 6.6. Data entry/Migration of existing data to new application, to the extent feasible.	The service provider will do the data entry or migration of existing data to the system	Can you please provide quantum of data to be migrated and entered?	Please refer amendment

SI #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
332	Page 27, Sr#5 TQ	The Prime Bidder or Consortium Partner should have an experience of implementing IT design/ development of solution, completed/ ongoing projects in Madhya Pradesh § 1 project – 5 marks § 2 projects- 10 marks	Bidder should submit the following: a) Bidder should submit the PO / Work orders CA / CS letter for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. Ongoing Project with time involvement of more than 6 months would be considered for evaluation	As per RFP
333	Page 65, Clause 12	All workstation hardware and associated peripheral equipment at Client site premises should be marked with a unique asset identification code. The asset identification code should follow a defined naming convention that would uniquely and appropriately identify the asset.	Please share the location wise device count	Bidder needs to gather the information during the project initiation phase
334	(Ref. Page No. 23)	The bidder as part of its proposal submission of an Earnest Money Deposit (EMD) of Rs. 1, 00, 00,000/- (Rupees One Crore only) in form of Fixed Deposit Receipt or Bank Guarantee from any of the commercial banks in favor of Managing Director, Madhya Pradesh State Agriculture Marketing Board, Bhopal.	Considering initial pilot run in 10 APMCs and in case of finalization of vendor considering the total cost of implementation of project the EMD amount looks higher. Also request you to provide exemption in EMD under NSIC certification.	Please refer amendment
335	General	Limitation on our Liability	We note that there is no expression of limitation on our liability under the RFP. In accordance with standard industry practice, we assume that our aggregate liability for direct damages under the RFP shall be limited to one time the fees paid to us.	Please refer amendment
336	Page 55 - 6.5. Training of all the market participants in using the application.	The Selected bidder has to conduct a proper Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan.	Can you please provide locations where training needs to be conducted and rough number of batches per location?	Bidder needs to submit the training plan. Training would be conducted at District HQ
337	4. Qualification & Evaluation Methodology 4.1 Pre-qualification (PQ) criteria. Page no. 23	5. The bidder (Prime)/Consortium member should have a point of presence in M.P. or should open a Project Office within 30 days of receipt of Letter of Intent (LoI).	We request to change it to "The Bidder (Prime)/Consortium member should have a point of presence in M.P. or should open a Project Office within 30 days of successful pilot roll-out in 10 APMCs."	As per RFP
338	New Clause to be inserted	Know-How	Bidder shall be entitled to use in the normal course of its business the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and SOW(s).	May be considered to be a part of MSA which shall be signed with successful bidder
339	NA	Mobile App	Is there any 3rd party software/APIs to be integrated with mobile app like Wallets/Payment Gateways/Aadhar, Digital Signature, etc. Please provide more details.	Yes. Provision has to be there.

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
340		The Selected bidder's facilities/services need to be certified/compliant to the following standards based on the project requirements: ISO 27001 - Date Center and the cloud services should be certified for the latest versions of the standards • ISO/IEC 27017:2015 - Code of practice for information security controls based on ISO/IEC 27002 for cloud services and Information technology. • ISO 27018 - Code of practice for protection of personally identifiable information (PII) in public clouds. • ISO 20000 9- Guidance on the application of ISO/IEC 20000-1 to cloud services. • PCI DSS - complaint technology infrastructure for storing, processing and transmitting credit card information in the cloud - This standard is required if the transactions involve credit card payments • RSA - Encryption standard for Digital Signatures to authenticate users • IEEE/ISO - standard for Project Documentation • W3C - standard for Portal development ODMA, WebDAV, CMIS - Standards for DMS	Kindly allow and consider the bidders presenting relevant IOS & STQC certification.	As per RFP
341		• WFMC, BPEL & BPMN 2.0 - Standard for Workflow Engine • ISO17799 - Operational integrity and Security management • Any other standard which is mandated by Govt. of India of Govt of MP or MSAMB; time to time		
342	New Clause to be inserted	Limitation of Liability	Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Bidder for all claims under or in relation to this Agreement, shall not exceed the fees received by Bidder under this Agreement during the three months preceding the date of such claim.	Please refer to amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
343	4.2 Technical Qualification Criteria Page 26	The prime bidder or consortium partner should have completed/ ongoing a single IT software implementation project in any State Govt. Department/Central Govt. Department/ PSUs / Any other organization in India in last 3 years with rollout in multiple locations as on the date of submission of the bid. § 100 to 200 office locations – 8 marks § 100 to 200 Mandis/ Agricultural Produce Market Committees (APMCs) – 15 marks	We request to please also allow Mandi/APMC and similar companies work experience, Request to please amend the clause as: 100 to 200 office locations – 8 marks 100 to 200 Mandis/ Agricultural Produce Market Committees(APMCs) / Agriculture Sector/Horticulture Sector/Farmers Procurement Center / AGRI Sector PSU like FCI or Department of Fertilizers etc– 10 marks	Please refer to amendment
344	4.1 Pre- qualificatin (PQ) criteria page -24	Turnover: a. In case of single bidder the average annual turnover should be Rs. 75 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15, 2015- 16 and 2016-17. (ii) In case of consortium: The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minimum average turnover of Rs. 30 Crores in IT/ ITeS Services, during the last three financial years i.e., 2014-15,2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	a) We request to please Please reduce the Turnover of the Consortium Partner b) For Inviting potential / Capable Bidders, In technical evaluation, similar project experience , Certification, Project Team experience marks has been considered, Similarly it is also important to understand Financial capability of BIDDERs, So we request to please considered financial Turnover in QCBS : 75 to 150 Crore – 5 Marks 150 to 200 Crore – 10 Marks	Please refer to amendment
345	4.1 Point No. 6 Page No. 24	Turnover: a. In case of single bidder the average annual turnover should be Rs.75 Crores in IT/Ites Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17	Turnover: a. In case of single bidder the average annual turnover should be Rs.45 Crores in IT/Ites Services, during the last three financial years i.e, 2014-15, 2015-16 and 2016-17	Please refer to amendment
346		NA	Since RFP is sought for e- auction software, would there be scope for Banks to participate for offering clearing and settlement services?	As per RFP
347		NA	Can Banks participate as a part of consortium with the Ites for offering settlement services or will there be a separate RFP for the same.	As per RFP
348	Bid Fact Sheet, 5	Last Date and Time for Submission of Bid : 28.07.2018 at 17:00 Hours at e-Procurement portal of GoMp: htttps//www.mpeproc.gov.in /	Request you to kindly extend this bid date to 16th August 2018 keeping in mind the complexities of the Bid document.	Please refer corrigendum
349	4.1 Point No. 8 Page No. 24	1. At least one of the project should be an It System Integration project of a value not less than Rs. 15 Crore	1. At least one of the project should be an IT System Intergration project of a value not less tha Rs. 05 Crore	Please refer to amendment

Sl #	RFP document reference(s) (Section & page number)	Content of RFP requiring clarification(s)	Query/ Suggestion/ Points of clarification	Madhya Pradesh State Agriculture Marketing Board Response
350	Eligibility Criteria, 6	Turnover: a. In case of single bidder the average annual turnover should be Rs.75 Crores in IT/Ites Services, during the last three financial years i.e., 2014-15, 2015-16 and 2016-17. ii. In case of consortium : The lead bidder should have average annual turnover of minimum Rs. 75 Crores and the consortium partner should have a minuimum average turnover of Rs. 30 Crores in IT/IteS Services, during the last three years i.e, 2014-15, 2015-16 and 2016-17. Note: Turnover in areas other than mentioned above shall not be considered for evaluation	Can you please revise it to "the cumulative revenue of all the Consortium members should 100 crore"?	Please refer to amendment
351	4.2 Technical Qualification Criteria Page 26	The Prime Bidder or Consortium Partner should have an experience of executing projects in Agriculture sector in Government organization in India • 1-3 project – 5 marks • > 3 projects- 10 marks Documents required Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects Ongoing Project with time involvement of more than 6 months would be considered for evaluation	Request to please remove Ongoing Project with time involvement of more than 6 monhs would be considered for evaluation	Please refer to amendment
352	Eligibility Criteria, 1	Bidder (Prime) and Consortium member (not more than one) must be incorporated or registered in India under the Indian Companies Act, 1956 (including Section – 25 of the Act) or Limited Liability Partnerships (registered under LLP Act, 2008) Society/ Firm registered inIndia and operating for the last Five years in IT/IteS Services as on 31.03-2018.	Please increase the number of Consortium members to 4(four)	As per RFP
353	Eligiblity Criteria, 7	The bidder (Prime) and consortium partner should have positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17.	Can you please revise it to "one of the consortium members must have a positive Net Worth during each of the last three financial years namely 2014-15, 2015-16 and 2016-17"	As per RFP