S. No.	Page No.	Section	Point No./ Clause No.	Clause Reference	Clarification required/Query	ERNET India's Reply
1	7	4	3	**Essential Eligibility Criteria for Tier 1 Category:** **Exprience:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than 10 Cr. per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	We assume that **experience in any organization (Govt/PSU/Private) apart from educational institution will be considered here.**	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 10 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.
					Also if start date of any project is beyond mentioned timeframe however if the project has gone live/under O&M within the mentioned timeframe will also be considered. Please confirm.	No Change
					Please also confirm if any projects executed in BI and Analytics space will be considered under Category A since it is not mentioned in any of the categories.	The clause is self explanatory
2	13		2	**Marking on Technical Criteria for Tier 1 Category:** **Experience as defined in Section- III:** Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 8 Crore w.r.t category A and more than Rs. 2 Crore w.r.t category B will only be considered for the evaluation.	We assume that **total project values of all the projects showcased either in category A or category B will be respectively 8 Cr and 2 Cr**. Please confirm. **Please also allow to showcase projects either in category A or category B and not combining both the categories**	The clause will be read as: **Experience as defined in Section- III:** Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 8 Crore **(per project)** w.r.t category A and more than Rs. 2 Crore **(per project)** w.r.t category B will only be considered for the evaluation.
3	13		3	**Marking on Technical Criteria for Tier 1 Category:** **Experience in Open-Source:** • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • More than 5 projects: 6 Marks	**Please be noted that in some of the cases it is not mentioned in PO/Contract/RFP that technology used will be open source, in that case we will submit a self-declaration as per the ask along with PO/Contract.** Please confirm	The bidder may highlight open source technology in Annexure IV

4	14		4	**Marking on Technical Criteria for Tier 1 Category:** Experience of executing similar project in any of the categories (as defined in Section- III) in last 5 years i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UT: 4 Marks • More than 5 States/UTs: 6 Marks	We assume that **experience in executing projects in mentioned number of states/UTs will be counted here for marking. Also as mentioned above if start date of any project is beyond mentioned timeframe however if the project has gone live/under O&M within the mentioned timeframe will also be considered**. Please confirm our understanding	The clause will be read as: Experience of executing similar project in any of the categories (as defined in Section- III) in last **6 years** i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UT: 4 Marks • More than 5 States/UTs: 6 Marks
5	17		8	**Marking on Technical Criteria for Tier 2 Category:** **Offices of Applicants in India (Region Wise):** Offices of Applicants in India (Region Wise): • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh and Haryana. • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above)	Please also **add New Delhi under Central Region**	Offices of Applicants in India (Region Wise): • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh, Haryana and **Delhi** • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above)
6	4	2		**Tier Type:** Tier 1, Tier 2 and Tier 3	We assume that **after becoming eligible in Tier 1, we will also be eligible to bid for projects falling under Tier 2 and Tier 3**.	No Change
7	30		3	**Essential Eligibility Criteria for Tier 1 Category:** **Exprience:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than Rs. 1 Crore per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	The Bidder should have **experience of executed at least 3 IT/ITES projects in any Sate Govt/Central Govt./educational institution/organization/Indian Entity of value not less than Rs. 1 crore per project in last five financial year.** **Reason of Change:** Respected sir/Mam, As we have more than three IT/ITES projects as per scope of work but unfortunately we don't have exact similar work experience as you are asked in EOI document .So, please consider us for the same for submitting the EOI smoothly.	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 1 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.
8	20		6	**CMMI Certification** CMMI Level 3 : 2 Marks CMMI Level 4/5: 4 Marks	**CMMI Certification** CMMI Level 3 : **3** Marks CMMI Level 4/5: 4 Marks Please consider the same.	No Change

9	19		2	**Marking on Technical Criteria for Tier 3 Category:** **Experience as defined in Section- III:** Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. **Please note that projects having outlay of more than Rs. 80 Lakh w.r.t category A and more than Rs. 20 Lakh w.r.t category B will only be considered for the evaluation.**	**Please accord relaxation to** Micro and Small Enterprises (MSE) registered bidders, so that there may be wider participation in this EOI opportunity. Hence we request to revise the existing clause to below. **"MSE registered bidders are exempted from fulfilling this criteria or MSE registered bidders with past same/similar experience would be eligible to bid for this EOI opportunity"**	The clause will be read as: Experience as defined in Section- III: Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 80 Lakh **(per project)** w.r.t category A and more than Rs. 20 Lakh **(per project)** w.r.t category B will only be considered for the evaluation.
10	19		3	**Marking on Technical Criteria for Tier 3 Category:** **Experience in Open-Source:** • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • More than 5 projects: 6 Marks	Please accord **relaxation to Micro and Small Enterprises (MSE) registered bidders**, so that there may be wider participation in this EOI opportunity. Hence we request to revise the existing clause to below. **"MSE registered bidders are exempted from fulfilling this criteria or MSE registered bidders with past same/similar experience would be eligible to bid for this EOI opportunity"**	No Change
11	19		4	**Marking on Technical Criteria for Tier 3 Category:** Experience of executing similar project in any of the categories (as defined in Section- III) in last 5 years i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UTs: 4 Marks • More than 5 States/UTs : 6 Marks	Please accord **relaxation to Micro and Small Enterprises (MSE) registered bidders**, so that there may be wider participation in this EOI opportunity. Hence we request to revise the existing clause to below. **"MSE registered bidders are exempted from fulfilling this criteria or MSE registered bidders with past same/similar experience would be eligible to bid for this EOI opportunity.**	The clause will be read as: Experience of executing similar project in any of the categories (as defined in Section- III) in last **6 years** i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UTs: 4 Marks • More than 5 States/UTs : 6 Marks

12	20		8	**Marking on Technical Criteria for Tier 3 Category:** Offices of Applicants in India (Region Wise): • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh and Haryana. • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above)	In this criteria, Delhi is missing from the list of North India Regions. We hereby **request you to please add "Delhi" to the existing list of Regions of North India**	The clause may be read as: Offices of Applicants in India (Region Wise): • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh, Haryana and **Delhi** • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above)
13	9		2	**Essential Eligibility Criteria for Tier 3 Category:** **Turnover & Net-worth:** Average Annual Turnover of the applicant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23) should not be less than Rs. 10 crores. For MSE & Start-ups: Average Annual Turnover of the applicant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23) should not be less than Rs. 5 crores. Note: i.) The net-worth must be positive as on 31.03.2023. ii.) Net-worth of any parent, subsidary, associated or other related entity shall not be considered.	**"For MSE & Start-ups:** Average Annual Turnover of the applicant or the last three. We request you to kindly, **modify limit upto Rs. 3 Cr instead of 5 Cr.**	No Change
14	10		3	**Essential Eligibility Criteria for Tier 3 Category:** **Experience:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than Rs. 1 Crore per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	The applicant should have experience of executing at least 3 similar projects covering scope of not less than Rs. 1 Crore per project in last five financial years (i.e. after 01.04.2018). Project executed in category (A and B) as a separate or a single project having components of both the categories. We request you to kindly, **modify the project value upto Rs. 10 Lakh instead of 1 Cr.**	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 1 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.

15	4			**SECTION III – High Level Indicative Scope of Work:** **Category-A: Web and Non-Web Based** **Application/Software/Platform:** b) Customization/upgradation, integration and management of existing website/portal.	What are the **Technologies used** in the current web portal ?	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
16	5			**Category-D: Miscellaneous requirements:** i. Design, develop/customize/deploy, integrate, and deploy the software/application/platform using the latest languages and technologies as per the requirement of ERNET India/end customer as per the Categories mentioned above and any other software/application development/deployment as per the requirement of ERNET India/end customers.	a) What are the applications with which the website is to be integrated with ? B) Will the department share all the required APIs for integration ?	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
17	5			**Category-D: Miscellaneous requirements:** xiv. Deployment of already available software/application.	a) What are the software applications that are readily available ? B) Where will they be required to be deployed ? C) Will there be customization required before or after deployment ?	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
18	5			**Category-D: Miscellaneous requirements:** xv. Provide Technical skilled manpower for relevant scope	a) How many skilled manpower would be needed to be provided for the scope ? B) Will there be manpower required onsite ? C) How long will the manpower be required ?	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
19	7	3	4	**SECTION IV – ESSENTIAL ELIGIBILITY CRITERIA UNDER DIFFERENT CATEGORIES** **Essential Eligibility Criteria for Tier 1 Category: Exprience Specific Requirement:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than 10 Cr. per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	Request you to modify the below mentioned clause: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) **for educational institution/ organizations/ITES/IT projects/eGovernance projects** of value not less than 10 Cr. per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 10 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.

20	7	3	4	**SECTION IV – ESSENTIAL ELIGIBILITY CRITERIA UNDER DIFFERENT CATEGORIES** **Essential Eligibility Criteria for Tier 1 Category: Exprience Documents required:** In case of ongoing project (at least 50% work should be completed), copy of the Purchase Order(s) or Letter(s) of Award or Contract(s) of work needs along with partial completion certificate to be submitted. In case of completed projects, copy of the Purchase Order(s) or Letter(s) of Award or Contract(s) of work along with completion certificate(s) needs to be submitted.	We have work experience in multiple large ongoing IT/ITeS projects but there are no lumpsum project values as the revenues are generated on per transaction basis from those projects. Hence we request you to kindly allow bidder's to submit **CA certificate with year wise revenue details** to meet the project value requirement and also the **agreement copy** as mentioned in eligibility criteria. Kindly consider our request.	No Change
21	13	2		**Marking on Technical Criteria for Tier 1 Category:** **Experience as defined in Section- III:** **Experience in Category A (*)** • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks **Experience in Category B (*)** • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks **(*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose.** **Please note that projects having outlay of more than Rs. 8 Crore w.r.t category A and more than Rs. 2 Crore w.r.t category B will only be considered for the evaluation**	**Please accept the below mentioned change:** **Experience as defined in Section- III:** Experience in Category A (*) • **Minimum of 1 project:** 2 Marks • **Above 1 projects to 2 projects:** 4 Marks • **Above 2 projects to 3 projects:** 6 Marks • **More than 3 projects**: 8 Marks Experience in Category B (*) • **Minimum of 1 project:** 2 Marks • **Above 1 projects to 2 projects:** 4 Marks • **Above 2 projects to 3 projects:** 6 Marks • **More than 3 projects**: 8 Marks	The clause will be read as: Experience as defined in Section- III: Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 8 Crore **(per project)** w.r.t category A and more than Rs. 2 Crore **(per project)** w.r.t category B will only be considered for the evaluation
22	13	3		**Marking on Technical Criteria for Tier 1 Category:** **Experience in Open-Source:** • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • More than 5 projects: 6 Marks	**Please accept the below mentioned change:** Experience in Open-Source: • **Minimum of 1 project:** 2 Marks • **Above 1 project to 3 projects**: 4 Marks • **More than 3 projects**: 6 Marks	No Change

23	14	4	**Marking on Technical Criteria for Tier 1 Category:** **Experience of executing similar project in any of the categories (as defined in Section- III) in last 5 years i.e. after 01.12.2018:** • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UT: 4 Marks • More than 5 States/UTs: 6 Marks	Please accept the below mentioned change: Experience of executing similar project in any of the categories (as defined in Section- III) in last 5 years i.e. after 01.12.2018: **• Less than 1 State/UTs**: 0 Marks **• In 1 States/UTs**: 2 Marks **• Between 2 to 3 States/UT**: 4 Marks **• More than 3 States/UTs**: 6 Marks	The clause will be read as: Experience of executing similar project in any of the categories (as defined in Section- III) in last **6 years** i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UT: 4 Marks • More than 5 States/UTs: 6 Marks
24	5	3	**SECTION III – High Level Indicative Scope of Work:** **Category-D: Miscellaneous requirements:** xv. Provide Technical skilled manpower for relevant scope.	Kindly confirm, **resource deployment will be Onsite or Offsite?**	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
25			**General Query**	Kindly confirm, **i) Cost associated with third-party APIs will be beard the by bidder or the department.** **ii) Who will bear the cost related to Security audit and STQC?** **iii) Security audit to be conducted in every 6 months or annually?**	The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
26	10	3	**Essential Eligibility Criteria for Tier 3 Category:** **Exprience:** **Specific Requirement:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than Rs. 1 Crore per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	**Suggestion:** As authority looking for the projects of higher value, most of the companies had badly affected during FY 2020-21 and 2021-2022 due to Covid. Due to the pandemic project delivery were delayed. **So we request to the authority kindly consider ongoing work orders for FY 2023-24 having value not less than Rs 1 Cr.**	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than Rs. 1 Crore per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.

27	10		3	**Essential Eligibility Criteria for Tier 3 Category:** **Documents Required** In case of ongoing project (at least 50% work should be completed), copy of the Purchase Order(s) or Letter(s) of Award or Contract(s) of work needs along with partial completion certificate to be submitted. In case of completed projects, copy of the Purchase Order(s) or Letter(s) of Award or Contract(s) of work along with completion certificate(s) needs to be submitted.	**Suggestion:** **We request that the department accept the payment proof/ CA Certificate confirming the value of completion/Self-Certificate for Phase Completion or Partial Completion as well in respect of partial Completion Certificate and amend this clause to "In case of ongoing project, copy of the Purchase Order(s) or Letter(s) of Award or Contract(s) of work needs along with payment proof / CA Certificate confirming the value of completion/Partial Completion Certificate/Self-Certificate for Phase Completion or Partial Completion to be submitted.** As all these documentary proof are valid of service have been satisfactory provided to the client.	No Change
28	19		2	**Marking on Technical Criteria for Tier 3 Category:** **Experience as defined in Section- III:** Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 80 Lakh w.r.t category A and more than Rs. 20 Lakh w.r.t category B will only be considered for the evaluation.	**Suggestion:** In section III, scope of work are defined in 4 Category, Category A,B,C and D. We would like to suggest to the department kindly combined all Category A, B, C and D experience in this clause and amend this clause as: Combined Experience in Category A, B, C and D **• Minimum of 1 projects:** 2 Marks **• Above 2 projects to 4 projects**: 4 Marks **• Above 4 projects to 6 projects**: 6 Marks **• More than 6 projects**: 8 Marks **Requesting to the department kindly consider the project value of Rs 50 lakh w.r.t. the combined Category A,B,C, and D. We would also suggest kindly consider the ongoing projects for FY 2023-24 as authority looking for the multiple projects of higher value, most of the companies had badly affected during FY 2020-21 and 2021-2022 due to Covid. Due to the pandemic project delivery were delayed.**	The clause will be read as: Experience as defined in Section- III: Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 80 Lakh **(per project)** w.r.t category A and more than Rs. 20 Lakh **(per project)** w.r.t category B will only be considered for the evaluation.

#				Clause	Request	Response
29	7	3	4	**SECTION IV – ESSENTIAL ELIGIBILITY CRITERIA UNDER DIFFERENT CATEGORIES** **Essential Eligibility Criteria for Tier 1 Category: Experience Specific Requirement** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/organizations of **value not less than 10 Cr.** per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	We request you to change this clause as follows:- "The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/organizations of value not less than 8 Cr per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A, B, C or D) will be considered" Cumulative value will be considered in case of enhancement/extension/maintenance service of same work order.	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 10 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.
30	7	4	4	**SECTION IV – ESSENTIAL ELIGIBILITY CRITERIA UNDER DIFFERENT CATEGORIES** **Essential Eligibility Criteria for Tier 1 Category: Certification & Compliance** Company should have CMMI Certification	We request you to **change the requirement to CMMi Level-5 certification only and not just any level of CMMi certification**. Further, kindly make it mandatory for the certificate to be verifiable on the official website of CMMi	No Change
31	6	2	4	**SECTION IV – ESSENTIAL ELIGIBILITY CRITERIA UNDER DIFFERENT CATEGORIES** **Essential Eligibility Criteria for Tier 1 Category: Turnover & Networth** For MSE & Start-ups: Average Annual Turnover of the applicant for the last three financial years (i.e., 2020-21, 2021-22, 2022-23) should not be less than Rs. 50 Crores.	As per our understanding, **Startup firms do not have turnover 50 Crores, therefore, we would like to request you please remove MSE & Start-ups in Tier-1**	No Change
32	13		2	**Marking on Technical Criteria for Tier 1 Category:** **Experience as defined in Section- III:** Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 8 Crore w.r.t category A and more than Rs. 2 Crore w.r.t category B will only be considered for the evaluation.	**We request you to diversify this clause to include experience of Category-C & Category-D also and accord relevant marks to them also. We also suggest to detach the value to each type of such project for award of marks.**	The clause will be read as: Experience as defined in Section- III: Experience in Category A (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks Experience in Category B (*) • Minimum of 3 projects: 2 Marks • Above 3 projects to 5 projects: 4 Marks • Above 5 projects to 8 projects: 6 Marks • More than 8 projects: 8 Marks (*) Note: If an executed project falls in other category as detailed above; then it may be counted in more than one project for the scoring purpose. Please note that projects having outlay of more than Rs. 8 Crore **(per project)** w.r.t category A and more than Rs. 2 Crore **(per project)** w.r.t category B will only be considered for the evaluation.

33	14		8	**Marking on Technical Criteria for Tier 1 Category:** **Experience as defined in Section- III:** **Offices of Applicants in India (Region Wise):** • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh and Haryana. • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above)	**You are requested to drop this clause as no sizeable and reputed company is having operational offices in such wide ranging set of cities in India and the marks slated for under this clause can be added to the presentation itself. Moreover, a project-to-project based self-undertaking/self-declaration can be solicited from the bidder to open the office in different locations as per project requirement.**	The clause will read as: Offices of Applicants in India (Region Wise): • Central Region means Madhya Pradesh and Chhattisgarh • East Region means Bihar, Orissa, Jharkhand, and West Bengal. • North East Region means Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. • West Region means Rajasthan, Gujarat, Goa and Maharashtra. • North Region means Himachal Pradesh, Punjab, Uttarakhand, Uttar Pradesh, Haryana and **Delhi** • South Region means Andhra Pradesh, Karnataka, Kerala and Tamil Nadu. 1 Marks for office in India in each region (Region Wise, total 6 Region as detailed above).
34				General Query	**Please divulge the total number of vendors to be empanelled under each tier and whether the empanelled vendors would be required to perform the activities as detailed under all sections of scope of work or some specific stratification under the scope of work**	Kindly refer Section II - Purpose/Objective The exact scope of work will be detailed in the RFP to be published on GeM portal based on end customer's requirement.
35				General Query	Please inform **if there is any empanelment fees attached to the same and if so how much, also please let us know if there is a yearly renewal fees that needs to be paid for continuation of the empanelment.**	No fee will be charged
36	16		1	**Marking on Technical Criteria for Tier 2 Category:** The Applicant Average Annual Turnover for the last three financial years i.e., 2020-21, 2021-22, 2022-23. • Rs. 40 Cr to 50 Cr.: 5 Marks • Above 50 Cr to 60 Cr.: 6 Marks • Above 60 Cr to 70 Cr.: 7 Marks • Above 70 Cr: 8 Marks For MSE & Start-ups: • Rs. 20 Cr to 25 Cr.: 5 Marks • Above 25 Cr to 30 Cr.: 6 Marks • Above 30 Cr to 35 Cr.: 7 Marks • Above 35 Cr: 8 Marks	**Average Annual Turnover of the applicant for the last three financial years (i.e., 2021-22, 2022-23 & 2023-24) should not be less than Rs. 40 crores.** **Reason of change:** we can see the financial Year yet to be end. So, please consider the latest FY (2023-24 Provisional turnover) For completing the marking criteria.	No Change

37	8		3	**Essential Eligibility Criteria for Tier 2 Category:** **Experience:** The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III- Scope of work) for educational institution/ organizations of value not less than 4 Cr. per project in last five financial years (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.	**The Bidder should have experience of executed at least 3 IT/ITEs projects in any Sate Govt/Central Govt./educational institution/organization/Indian Entity of value not less than Rs. 4 crore per project in last five financial year.** **Reason of change:** we have more than three IT/Ites projects as per scope of work but unfortunately we don't have exact similar work experience as you are asked in EOI document .So, please consider us for the same for submitting the EOI smoothly.	The clause will be read as: The applicant should have experience of executing at least 3 similar projects covering scope of work as per category A and B (as detailed in Section III-Scope of work) for educational-institution or organizations **(Government/PSU/Public Ltd./Private Ltd.)** of value not less than 4 Cr. per project in last **six financial years** (i.e. after 01.04.2018). Project executed in either of the category (A or B) will be considered but applicant must have executed atleast one project in each of the category (A and B) as a separate or a single project having components of both the categories.
38	8		4	**Essential Eligibility Criteria for Tier 2 Category:** **Certification & Compliance:** Company should have CMMI Certification.	**The Bidder should be CMMI L3 certified company.** **Reason of change:** As we are a CMMI L3 Ceritified company please consider the same.	No Change
				Changes initiated by ERNET India for following clause		
39	17		4	**Marking on Technical Criteria for Tier 2 Category:** Experience of executing similar project in any of the categories (as defined in Section- III) in last 5 years i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UTs: 4 Marks • More than 5 States/UTs: 6 Marks		The clause will be read as: **Marking on Technical Criteria for Tier 2 Category:** Experience of executing similar project in any of the categories (as defined in Section- III) in last **6 years** i.e. after 01.12.2018: • Less than 2 States/UTs: 0 Marks • In 2 States/UTs: 2 Marks • Between 3 to 5 States/UTs: 4 Marks • More than 5 States/UTs: 6 Marks
				***Note - Kindly refer the updated EoI published in the ERNET India website's Tender section.**		