

## Response to bidder queries

### **Expression of Interest (Eoi) For Selection of Agency for providing Managed Services for iGOT Karmayogi Platform**

SNo.	Reference Section of EOI	Queries	Response
1.	Manpower strength	Will the managed services be vertical and domain wise or a single team working holistically?	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
2.	NA	Wanted to understand the complexity and scale of the project and delivery requirements along with the projections on load at a given time.	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
3.	Point 7, Objectives of Karmayogi, page 6	Is the HR data related to the users (role, competency plan, skill gap, etc) expected to be managed within the Karmayogi platform or will the information need to be pulled from the respective HR departments?	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
4.	User hubs- point (vi)- events hub, page 9	Need more explanation on Events Hub.	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
5.	Enabling services- point (ii)- Assessments, Page 9	Are Assessments required to be plugins necessarily?	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
6.	Clause 8, Page 4	Does it allow consortium as per clause no 8 at Page No 4 of Eoi?	<p>Please refer clause 8 in the EOI</p> <p><i>“Consultants can associate with other firms to enhance their qualifications for this consultancy and should indicate clearly whether the association is as Joint Venture (in which case all the partners with jointly and severally responsible; or sub-consultancy in which case main Consultant will only be responsible”</i></p> <p>A Consultant shall not submit more than one Proposal, either individually or as a joint venture partner in another Proposal. If a Consultant, including a joint venture partner, submits or</p>

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			participates in more than one Proposal, all such Proposals shall be disqualified.
7.	Shortlisting criteria, page 3	Should we provide the different project description for point iv) and point viii) of the short-listing criteria in the same template mentioned in annexure	Same template can be provided but provide project description as per the criteria mentioned in point iv and viii
8.	Point 8, Page 4	In page no 4-point number 8 - should we mention about the joint venture during the EOI itself	<p>Please refer clause 8 in the EOI</p> <p><i>“Consultants can associate with other firms to enhance their qualifications for this consultancy and should indicate clearly whether the association is as Joint Venture (in which case all the partners with jointly and severally responsible; or sub-consultancy in which case main Consultant will only be responsible”</i></p> <p>A Consultant shall not submit more than one Proposal, either individually or as a joint venture partner in another Proposal. If a Consultant, including a joint venture partner, submits or participates in more than one Proposal, all such Proposals shall be disqualified.</p>
9.	NA	I would like to know more about Cloud Service Provider's roles and responsibility in the current Eoi titled "Selection of Agency for providing Managed Services for iGOT Karmayogi Platform".	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
10	NA	More info on expected learning pedagogy, any specific expectations on tech stack, ongoing capability enhance model. also, expected hosting environment.	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
12	Point no. 3	EOI states, “The expected start date of the assignment is 30-01-2023 with implementation period of five (5) years”. What will be the resource deployment plan for the project?	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms

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13	-	Will existing platform need to be maintained until the new platform becomes operational?	Detailed Scope of work and other details will be provided in the RFP and will be shared with shortlisted firms
14	Shortlisting criteria Point (i)	EOI states, "Minimum 5 years' experience in IT delivery services". In this case is it sufficient to submit the Company's Certificate of Registration Or a separate certificate from Company Secretary is essential.	As per EOI
15	Shortlisting criteria Point (vii)	EOI states, "The company should have at least 300 technically qualified, client facing professionals engaged in delivery of Information Technology services". Does that mean 300 technically qualified professionals shall be deployed at the client site by the firm or does that mean 300 technically qualified people should exist as total strength in the firm?	The company should have at least 300 on payrolls technically qualified, client facing professionals (onsite or offsite) engaged in delivery of Information Technology services
16	Annexure 2b	Shall the template be used to mention project experience details?	Yes
17	Shortlisting criteria Point (iv)	Eoi states, "Project Experience in software development projects for the following criteria in the last 5 (Five) years (ending on the last date for submission of the response) at State/National/International level?" Will LMS experience at international level suffice?	Yes
18	Point no. 8	At EOI stage, is consortium allowed?	<p>Please refer clause 8 in the EOI</p> <p><i>"Consultants can associate with other firms to enhance their qualifications for this consultancy and should indicate clearly whether the association is as Joint Venture (in which case all the partners with jointly and severally responsible; or sub-consultancy in which case main Consultant will only be responsible"</i></p> <p>A Consultant shall not submit more than one Proposal, either individually or as a joint venture partner in another Proposal. If a Consultant, including a joint</p>

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