

Government of Punjab
Punjab State e-Governance Society
O/o Directorate of Governance Reforms & Public Grievances
Plot No. D- 241, Industrial Area, Near Quark City,
Phase – 8B, Sector – 74 SAS Nagar – 160071

Response to Queries
Terms of Reference for Software Development, Operations and Maintenance
Reference number: PSeGS/Soft_Dev/2020/2

Sr. No.	Page No.	ToR Clause	Query by	As per ToR clause	Clarification sought	Reply
1	8	3.1.3.4	M/s RV Solutions Private Limited	The Client will have prior discussion with the resources being posted for the job to find out their suitability and decide to accept his/her services. The Vendor will be required to deploy resources within 30 days from the date of intimation for deployment of a resource. However, the Client reserves the right to relax this timeline in case the notice period of the concerned resource is more than 30 days.	The Vendor will be required to deploy resources within 30 days from the date of intimation for deployment of a resource. However, the Client reserves the right to relax this timeline in case the notice period of the concerned resource is more than 30 days. In case the client wants to terminate the candidature of deployed resources will he inform the vendor and provide	As per ToR

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					30 days notice period before terminating.	
2	8	3.1.3.10	M/s RV Solutions Private Limited	Resources will work for 5 days per week. In case of any urgency, they can be asked to extend working hours or may be called on public holidays or weekends, no overtime charges will be paid in any case. One day leave per resource per month will be allowed after approval from the Client. In case leave taken is more than one day per month, deductions will apply as per SLA.	One day leave per resource per month will be allowed after approval from the Client. In case leave taken is more than one day per month, deductions will apply as per SLA. Is One day leave in a month carry forward for the next month?	Refer corrigendum
3	8	3.1.4.1	M/s RV Solutions Private Limited	Vendor shall ensure to carry out the due-diligence background check of all the resources deployed during the course of the work order.	Is Background verification is mandatory, If yes then how many days will provide by client?	As per ToR
4	8	3.1.4.2	M/s RV Solutions Private Limited and M/s Veritos Infosolutions Pvt. Ltd	All incidental costs like travel, licenses, subscriptions, and tools required to support design and development activity of the software, laptops to the developers deployed by the Vendor, etc. shall be	If deployed manpower have to do travelling due to office purpose then who will be responsible for TA (Client or Vendor)? and	Refer corrigendum

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				responsibility of the Vendor at its own cost.	Kindly reconfirm on providing the laptops to the deployed resources as many times there are some confidential data/codes which client wants to keep it on their local system.	
5	13	5.1.2	M/s RV Solutions Private Limited	After successful completion of RA, the bidder offering lowest "Total Annual cost in Rs. (including taxes)" for a line item would be termed as L1 (Least Cost) bidder or the successful bidder for that line item. Accordingly, L1 bidders would be declared for each line item.	What will be the process of RA.? Whether PSeGS will provide any base value for RA for each line item or after opening the financial rates the Lowest rate will be taken as Base value for RA. Please clarify	Refer corrigendum
6	General	General	M/s RV Solutions Private Limited	General	Who will take technical interview of manpower (Client or Vendor)?	Both As per ToR
7	General	General	M/s RV Solutions Private Limited	General	Whether we have to submit CVs at the bidding stage (if yes, then please	As per ToR Resources CVs will only be required from

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					mention no. of CVs to be enclosed) or only rates? Please clarify	the L1.
8	General	General	Cyfuture India Pvt. Ltd.	General	Kindly let us know that can we provide these resources on receipt of the work order just in case if we do not have all the required resources as available as of now. For sure they will be on our payrolls when we provide you the respective CV after winning the work.	As per ToR Resources CVs will only be required from the L1.