

**Response to Queries (RTQ) – Tender Reference No.: DGRPG/TPA/2024/2**

SN	Tender / ATC Clause No.	Page No.	Tender / ATC Clause	Tender / ATC clause details/specification	Amendment Sought / Suggestion	Justification	PSeGS response
1	5.11.4	18	Financial Bid Evaluation	The bids will be evaluated on the Least Cost Based Selection method. The lowest bid shall be declared as most responsive bidder (L1).	Requested you to kindly change the bid criteria from L1 to QCBS (80:20)	Considering the criticality of the work, and the significant security and revenue implications attached to the project, we kindly request that you change the criteria to QCBS. This will ensure that the department secures the most experienced and technically proficient company. By doing so, experienced companies will have the best opportunity to work with the department.	As per RFP
2	5.14.1	20	Financial Bid Evaluation	As soon as possible, but not more than 20 days after the issue of Letter of Intent (LoI), The successful bidder shall furnish performance security @10% of the contract value to DGRPG which will be valid for a period of 180 days beyond the expiry of the contract. Whenever the contract is extended, the service provider will have to extend the validity of performance security proportionately.	As per amendment in General Financial Rules, 2017 - Rule 171(i) Performance Security Regarding. Performance Security, in respect of procurement only of Goods/ Consultancy Services/ Non Consultancy Services, should be for an amount of three to five per cent (3-5%) of the value of the contract as specified in the bid documents.	Request you to consider 5% PBG of the value of the contract contract value to DGRPG.	As per RFP

3	10.6.1	37	Exit Management	On expiry or premature termination of the contract, the TPA shall handover all documentation, reports, etc. related to the activities performed by TPA as per the contract to the Client.	We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us.	Request you kindly allow to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality”.	It is clarified that the evidence of the work performed can be retained by the TPA subject to other clauses of the RFP.
4	9.4.2	32	SLA	<b>Deployment of Resource :</b> Qualification and experience should be as prescribed in this tender. Any deviation will be treated as non deployment for the purpose of liquidated damages calculation. Resource must be deployed within 1 week from the date of contract signing / replacement of resource. Rs. 5,000/- per day for non deployment / any deviation and no payment for the deliverables prepared by the concerned resource	Requested you to kindly reduce the penalty to Rs. 1000/day	We assure you that there wont be any issues w.r.t the deployment of resources.	As per RFP
5	9.4.3	32	SLA	<b>Resource replacement :</b> TPA shall deploy a resource with same or higher qualification, experience & certification within a week Resource can be replaced only once in a year (calculated from the date of contract signing) Rs. 1,00,000/- per replacement.	We understand that there will be no penalty for replacing the first resource. Additionally, we kindly request that the replacement cost be reduced to Rs. 20000.	We assure you that we will deploy the most knowledgeable resources for the maximum duration of the project. However, please note that higher penalties will significantly impact the bid cost.	As per RFP
6	2	4	Document Control Sheet	Last Date for submission of Bids: 13-08-2024 3:00 PM	We request you to kindly extend the bid submission end date at least by two weeks to complete necessary internal risk approval and legal formalities post receiving the pre bid response.		As per RFP

7	6.13.1	29	SLA	TPA shall deploy two onsite, on-rolls & dedicated resources as mentioned below	We request you to kindly modify to TPA shall deploy two onsite & dedicated resources as mentioned below		As per RFP
---	--------	----	-----	--	---	--	------------