

**CLARIFICATION TO QUERIES AT PRE BID MEETING HELD ON 24.04.2015 HELD AT 11:30 A.M. AT
THE CONFERENCE HALL OF URBAN DEVELOPMENT DEPARTMENT**

QUERY BY IPE GLOBAL	RESPONSE BY U. D. DEPTT.
Kindly clarify the last Date of Submission.	Last date of submission 13.05.2015 at 3 p.m.
What are the contents of Technical Bid and Financial Bid	Credentials supporting eligibility condition as mentioned in PMU EOI. Annual fee inclusive of taxes in figure and word be provided
What is the bid evaluation method?	Lowest financial bid for those qualified in technical bid
The team suggested in the eligibility section refers to the PMU team? If so, then what about the mutually agreed team as proposed in the section for Positions in page 5?	As in EOI
Leaves have to be allowed to the PMU members as per labour laws. If deduction of fees is there for leave, can there be an arrangement of leave substitutes?	Yes
The turnover of the PMU means the turnover of PMUs run by the applicant agency or that of the agency as an organization?	Agency
Despatch of hardcopies to applicants will be responsibility of the PMU? If so will the postage charges be reimbursed?	PMU will bear the cost
How many applications are received on land matters every month on an average?	Variable
Will the scope of the PMU be restricted to application based activities only or will cover the departmental suomotu actions also?	Both
Does record keeping involves maintenance of hard copy files also?	Yes ...
What is the major role of the proposed	As per EOI

PMU? Monitoring or Monitoring and processing?	
Can PMU improve the existing software running in the department?	Yes
What is the time schedule to understand and analyze the total business process, before full-fledged live run of the set up with external linkages?	2 weeks
Against point no1 under section "The Scope of Work to be done by the PMU" (page no: 3): Is there any requirement to keep a tele-caller to help a potential applicant. If yes then what will be the timings?	Yes, during office hours, on working days
PMU will help to create/ formulate the format of forms. But who will take care to print those?	Department
Is there any existing software to operate this process? If not then who will develop the same? What is the time limit for developing the same? Can we develop the software as additional offer against further requirement? If yes then which platform does the client prefer most? Whether client wants to develop the software which is platform independent and wants to develop separate mobile apps?	PMU will develop in house as advised by Land manager / Additional Secretary within 3 months
Who will be responsible to installing sms gateway service? Will the cost of SMS packs be borne by the PMU or by the Department?	Cost by Department, PMU will suggest / recommend/ design
Initially to stream line the documentation process the legal and normative guidelines will be required. Who will provide the same?	Department
On any legal issue who will be	Principal Secretary

responsible to resolve the issue?	
Is there any master database of land with lease and other related information in soft copy? What is its range of update (from date to date)? Will updation of this data be within the scope of work of the PMU? What is the volume of this data?	Database maintaining , creating and updating by PMU
Any hardware requirement that may be there will be financially supported by the Department or by the PMU?	NO, But PMU must bring their own hardware for their own use
Kindly allow us a guided study of the existing system before the bid submission.	PMU aspirant is free to discuss

QUERY BY ICF INTERNATIONAL	RESPONSE BY U. D. DEPTT.
We understand that the vendor (manning and operating the stated PMU) will not be responsible for the overall performance of the 'Designated Officer' as per section 4 of the said Act, and will be liable only for the functions assigned to PMU as per the contract, and the standards of service as agreed to between the Government of West Bengal and the vendor. Kindly confirm if our understanding is correct.	Yes
We understand that the role of the vendor will be limited to non-technical, non-advisory, administrative tasks such as checking of the application for adequacy of the documents (and not the quality or substance), and maintaining the status of the workflow, and not substantive works such as advising on technical or legal aspects of the application. We further understand that the vendor will not be the receiving point for RTI queries. Kindly confirm if our understanding is correct.	As per EOI RTI applications will be maintained and processed by PMU
Our broad understanding of the processes would appear to indicate that the vendor should utilize the services of a computer application to record,	Yes

<p>archive and monitor the processes related to receipt of application and disposal of the matter. We further understand that a limited form of such an application (probably limited to file tracking) is already in position at the Department. If this is so, the vendor may kindly be allowed access to the system so as to synchronize the system proposed or utilized by them with the same.</p>	
<p>Would this require the vendor assuring all statements made to the applicant for and on behalf of the UD Department as regards interpretation of procedures? It is suggested that for accurate interpretation of procedures, a representative of the Department be kept available with the vendor to avoid any misrepresentation/ misinterpretation of procedures, and such records of clarifications be maintained in a written form.</p>	<p>Additional Secretary will be represent</p>
<p>We understand that the vendor will not be responsible for the arrangement of information once it is handed over to the competent authority of the record room. The manner in which the information/ applications are collated by the vendor prior to submission to record room will be decided mutually and documented as part of the standard operating procedure. Kindly confirm if our understanding is correct.</p>	<p>Process reengineering is expected to be recommended by PMU</p>
<p>a. We understand that no received document will remain with the vendor at any time, and will be duly filed into the records room or to the concerned official, recording such movement as due in the FTS (File Tracking System). Kindly confirm if our understanding is correct.</p> <p>b. We understand that the vendor will maintain a log of documents received, record missing documents if any, and follow-up with the applicant under intimation to the applicant and UD Department. Kindly confirm if our understanding is correct.</p> <p>c. However, as with all acceptances of applications, a threshold requires being set such that documents that are grossly lacking need not be received in the first place (major missing components/ minor missing components). We hope that such standards shall be determined and intimated to the vendor.</p> <p>d. Since an SMS alert appears to be required at all levels of operations, it is suggested that</p>	<p>See above</p>

<p>the services of a bulk SMS provider be procured alongside and the vendor is authorized for its use.</p> <p>e. It is further assumed that the vendor shall be provided a call-out (outgoing only) number for telephonic intimation.</p>	
<p>It is not clear as to who is to track the file. Is the concerned official/competent & appropriate authority expected to enter the data into a system that alerts the vendor that the sanction has been granted, thereby permitting the vendor to update the data and issue the SMS, or is the vendor expected to physically check inside the Department as regards the status of the file, and update the system manually?</p> <p>Assuming that the vendor's tracking system is only responsible for sending the intimation once the file has been sanctioned or any step has been completed, will the vendor be permitted to interface his application platform with that of the UD Department so as to read the status of sanction?</p>	Do
<p>a. We assume that a copy of the sanction order shall be granted to the vendor for scanning (or provided in scanned format). Are digital records of such documents to be maintained by the vendor or by the UD Department?</p> <p>b. Is the cost of postage to be reimbursed separately by the Department or borne by it directly?</p>	<p>Urban Development Department</p> <p>Postage for official letter by Deptt. Will be borne by Department</p>
<p>This is not clear. Is the vendor expected to obtain the relationship certificate for and on behalf of the applicant from the issuing authority?</p>	PMU will follow up and facilitate
<p>It is not clear as to what manner of reports are expected to be followed up upon, and how. Is the vendor expected to get NOC or police clearance from these authorities for and on behalf of the applicant, or ensure that appropriate mutation (change of the name of the owner/ occupier as regards tax records) has taken place?</p>	Asabove
<p>A token based front desk management system (analog/ digital) is a separate system installation. Does the vendor need to factor the cost of this in the price bid?</p>	Yes. Hardware cost will be borne by Department
<p>While we understand that the salaries and reporting of the data entry operators will remain with the Department, in order to integrate their working with the vendor, some degree of reporting may have to be diverted to the vendor.</p>	Agreed
<p>Specific deliverables and/or performance targets</p>	Mutually to be agreed after BID

may be prescribed in this regard.	
Clarity may kindly be provided on the said tasks. By far, the proposed team is largely designed for specific on-site tasks (within the space designated for vendors, and limited to handling and disposal of various applications). We hope that the appurtenant (other) tasks should not require leaving duty station or divert tasks from customer services.	Mutually to be agreed after BID
We are of the view that the age & qualifications of the Team Leader be relaxed to a range of 35 to 45 years, and the criteria of Masters in Business Administration also be considered, as the scope of works does not indicate any task or process that seems to utilize such skills. We further propose that position of a floor manager, who will largely look after the integrity of the processes followed (daily logs, handover records etc.), and also suffice for the team leader in case of absence on account of medical emergencies.	As per EOI Not agreed
We are of the view that the age criteria can be relaxed to 25 to 35 years, and that a formal qualification in hospitality management (usually used in the travel, hospitality and leisure industry) need not be mandatory. We posit that an individual with experience as a floor manager or a receptionist (which does not require specific educational qualifications, but experience), should suffice just as well.	Not agreed
We understand that this position will be responsible for manning the application counters, and will require being connected to the system used by the vendors for recording receipts and acknowledgments. Kindly confirm if our understanding is correct.	Yes
As we see from the requirements, this individual needs being only 'literate' and not a graduate per se. While it is not entirely clear as to what kind of function will this individual perform, it would appear that such a person would not really be in a position to explain a process to an applicant. We suggest reducing the number of such facilitators, and instead include a position for HelpDesk advisor, who would, in addition to a person nominated from the UD Department would advise applicants in case of difficulty.	Not agreed
This is contradictory to the date mentioned on the covering letter, 13 May 2015. Request that the correct date be confirmed. We also suggest	Correct date is 13.05.2015 at 3 p.m.

granting three weeks from the time the clarifications are issued.	
A format for contents to be included in Part A and Part B, specifically the format for financial quotation may be granted. We understand that the vendor is to quote lump sum fee including taxes for a period of one year. Kindly confirm if our understanding is correct. We further understand that the selection shall be made on least cost basis. Kindly confirm if our understanding is correct.	Yes
Kindly clarify whether ancillary facilities like Electricity, Air Conditioning, Networking, etc. will be provided to the vendor for use within the premises.	Any new AC installation cost , telephone cost not to be provided
We anticipate that while digital records of forms etc. submitted will be generated by the vendor, the actual data will remain with the Department, and that the vendor shall not be liable for its safety once it is handed over. To this end, the Department may require procuring archival services for digital data.	Not relevant now

N.B. The packet containing technical bid along with the sealed packet containing financial bid papers be put in single envelope which may be dropped in the box marked PMU kept in the office chamber of Additional Secretary, M.D.Deptt. within prescribed time.

Packets will be opened at 4 p.m. on 13.05.2015 sealed envelope of Financial bid will be opened later. Date and time will be communicated accordingly