



उ.पू. ह.ह.वि.नि.
NEHDC

पूर्वोत्तर हस्तशिल्प एवं हस्तकरघा विकास निगम लिमिटेड
(भारत सरकार का उद्यम)
North Eastern Handicrafts and Handlooms Development Corporation Limited
(A Government of India Enterprise)



No.NEHHDC/A&C/Projects/HL Digitalization/2022-23/35/2460 Date: 15.09.2023

MINUTES OF VIRTUAL MEETING OF
PRE-BID MEETING
DATE: 05.09.2023 From 11:30 am

1. **Name of the Request for Proposal (RFP):**

Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicraft & Handloom Development Corporation Ltd. (NEHHDC)

2. **Request for Proposal (RFP)No :**

NEHHDC/A&C/Projects/HandloomDigitisation/2022-23/35/01

3. **Tender ID :**

2023_NEHHD_165541_1

4. **Brief Description of the projects/assignments:**

Bids are invited from the reputed System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East under NEHHDC

5. **Bid Validity:**

180 days from the last date of submission of Technical and Financial proposals.

6. **Tender Inviting Authority:**

Managing Director, North Eastern Handicraft and Handloom Development Corporation Ltd. (NEHHDC)

7. **Tender Published Date:**

24/08/2023

8. **Last Date of Submission as per RFP**

25/09/2023 (Monday) & 12.00 p.m.

9. **Technical Opening Date**

Page | 1

CIN: U361010ML1997GOI001696 | website: www.nehhdc.com | email: md.nehhdc@gmail.com

शिल्प संवर्धन एवं अनुभव केंद्र, गरचुक, पमोही रोड, गुवाहाटी- ७८१०३५

Crafts Promotion & Experience Center, Garchuk, Pamohi Road, Guwahati- 781035

26/09/2023 (Tuesday) & 02.00 p.m.

BIDDERS PRESENT:-

1. Architect Innovation
2. OASYS
3. SSBI Digital
4. Tattva Foundation
5. Grant Thornton India

In Attendance:-

Ms. Dolly Gogoi, Manager, NEHHDC

Mr. Pratim Nath, Manager, NEHHDC

Mr Rituparna Kalita, CS, NEHHDC

Mr. Subhashish Hazarika, Manager, NEHHDC

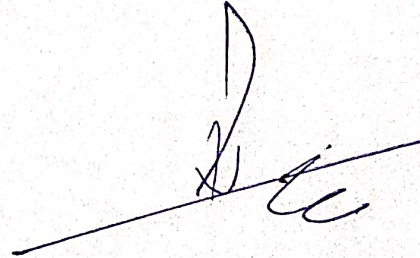
Mrs Tribeni Saikia, Project Manager, NEHHDC

Mr. Chiranjib Ojah, Accountant, NEHHDC

Mr Saurabh Ray, Manager, PWC

Queries and Decisions:

Enclosed as Annexure A



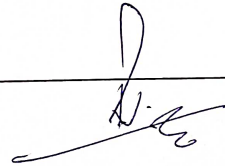
Managing Director
NEHHDC

Response to Pre Bid Queries

S.No	RFP Document References	Section & Page No.	Content of RFP Requiring Clarification	Point of Clarification	Remarks/decision points as per discussion
1	3.3.Key Stakeholders	Section 3.3	North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHDC) North Eastern Council (NEC) Weavers & Artisans in North East location	In 11, Appendix-I, there are requirements for Product Management, Order Management and Payment. Who are the stakeholders for these functions ?	NEHDC will be supervising body for this project while the artisans attached with the looms would be the key project stakeholders.
2	4.15. Subcontracting & Consortium	,Subcontracting & Consortium Page 14/72	NEHDC does not allow subcontracting under the project	Please clarify whether can personnel be hired on temporary/contract basis). Also please clarify if SI can use external cloud providers for development purpose on subscription basis.	No change in RFP



3	Performance Bank Guarantee (PBG)	4.19	The selected agency will have to submit, within fifteen (15) days of issuance of Lol, 10% of the negotiated amount as performance security in the form of Performance Bank Guarantee from any nationalized/ scheduled bank which will be valid till the end of six months from the date of expiry of contract period	Financial - combination of PBG and back ended payment , specifically because of the cost of procurement of devices in advance	No change in RFP
4	5.1 Eligibility Criteria	Page 18/72: Table 1; Eligibility Criteria 2. Financial Strength	Table 1; Eligibility Criteria 2. Financial Strength : Bidder must have an average annual Turnover of Rs. 10 Crore for 4 years	Request you to provide exemption for MSEs/Startups as the organizations will be recent and they wouldn't have scaled up	No change in RFP
5	5.1 Eligibility Criteria	Page 18/72: Table 1; Eligibility Criteria 2. Financial Strength	Table 1; Eligibility Criteria 2. Financial Strength : The bidder must have positive net worth for 3 years	Request you to provide exemption for MSEs/Startups as the organizations would have invested heavily on R&D	No change in RFP



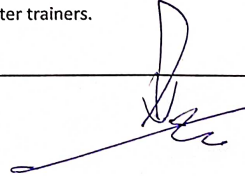
6	7	Scope	Scope of Work	<p>We assume that NEHHDC will be responsible for following activities. Please Confirm.</p> <ol style="list-style-type: none"> 1. Communication of project objectives and plan to stakeholders including the weavers 2. Provision of the mobile device and data connectivity for mobile app users in the field 3. Project Management of all NEHHDC activities 4. User Acceptance Test 5. Training coordination , end user training, cluster level change management and tracking 	<p>The clarifications are as follows:</p> <ol style="list-style-type: none"> 1. Communication of project objectives and plan to stakeholders including the weavers - Responsibility will be on NEHHDC 2. Provision of the mobile device and data connectivity for mobile app users in the field - Responsibility will be on SI 3. Project Management of all NEHHDC activities - Responsibility will be on SI in coordination with NEHHDC 4. User Acceptance Test - Responsibility will be on SI 5. Training coordination , end user training, cluster level change management and tracking - For Training related to technical aspect SI will be responsible and for skill development NEHHDC will provide support to end users
---	---	-------	---------------	--	---



7	6.10 Project Documentation	Page 26	SI has to prepare the project documentation and has to update the same based on the reviews, feedbacks and suggestions received from various stakeholders. The documents will range from (but not limited to) Training Manuals Standard Operating Procedure H/W, S/W documents/ Brochures Exit Management Document	Could you please provide the specific list and remove "not limited to" clause?	No change in RFP
8	6.11 Cloud Infrastructure Setup	Page 27	Integration with ecommerce site https://purbashree.com with an API	What is the purpose of this integration , could you please provide the data expected from the platform ?	Application should have the functionality of integration with any relevant e-commerce portal viz. Etsy, Reliance, GeM and any other Ecommerce portal In market place etc. or the NEHHDC's ecommerce portal purbashree.com for publishing the products for sale.
9	6.13.1. Maintenance of Software Application	Page 28	SI should provide a Helpdesk support from Monday to Saturday (9 AM to 7 PM) at NEHHDC office during the contract period.	Do you have any expectations on size of helpdesk team ? We assume English is the language for communication for all states for the purpose of this helpdesk. Please confirm if this is correct.	No change in RFP



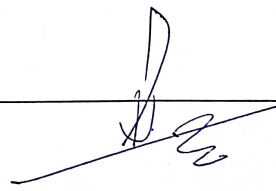
10	6.2 hardware Installation and Commissioning	Page 23 of 72: 6.2 point no. 3	SI Need to install/fix the device on the loom at each location as per state wise allocation list mentioned under Appendix-IV	To avoid future conflicts It is suggested to include NEHHDC representative accompany during the delivery/Installation	No change in RFP
11	6.2 hardware Installation and Commissioning	Page 23 of 72: 6.2 point no. 6	The IoT device should be able to capture photographs /Videos	Request you to amend it to The system consisting of Mobile and IoT devices should be able to capture photographs and videos	No change in RFP
12	6.9 Network Connectivity	Page 26	SI Need to provide uninterrupted Network Connectives to Mobile	Can we assume that this will be owned by NEHHDC rather than SI or may the user-owned device? IF this has to be completed by SI, we need number of mobile devices , timeline, bandwidth. Is the device to be used for only app purpose ?	Maintaining connectivity at the location of the artisans is the sole responsibility of the concenred artisans only.
13	7. Indicative Project Deliverables and Timeline	Table3, Row 6, page 30.	Capacity building of Artisans	please refer section 6.14 , the paragraph mentions training of other stakeholder (artisans) as the responsibility of NEHHDC. Please clarify	1.SI will only be responsible in imparting technical knowledge related to usage of the application/software to the project stakeholders; any other training related to the development of handloom sector . 2.One TOT Programme can be organised by the SI for the active weavers of each state. After the TOT programmes knowledge can be dessiminated at the field level by the master trainers.



14	7. Indicative Project Deliverables and Timeline	Table3, Row 7, page 30. Supply commissioning of hardware	1500 looms (first set) timeline t+16 weeks	Seems to very aggressive timeline given the procurement timeline for semiconductor components , transportation and travel constraints in remote areas.	No change in RFP
15	7. Indicative Project Deliverables and Timeline	Table3, Row 1, page 30.	No specific content in RFP, this is a change we are requesting for this section	Can delivery of all 10000 devices be kept as a single milestone and commissioning as separate activity in phases (1500+1500+1500+5500). Specifically for hardware we need to place order in advance (few months), so we request advance of 50% hardware cost to be paid as soon as agreement is signed.	No change in RFP
16	7. Indicative Project Deliverables and Timeline	Table3, Row 1, page 30.	No specific content in RFP, this is a change we are requesting for this section	Can you please include resource mobilization as a line item , with a t+4 weeks lead time ?	No change in RFP
17	8. payment Schedule	T+24 Weeks	i. 75% of Solution cost ii. 60% of supplied hardware cost (for 3000 looms) Less: 25% of Mobilization Advance Amount	Solution is already built by this timeline and tested, accepted. Is there a reason for withholding 25% of solution? Same applies for all other milestones as well.	No change in RFP



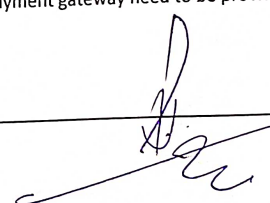
	8. payment Schedule	T+24 Weeks	Within 24 weeks • from the date of signing of contract > 24 weeks	Could you please replace 24 weeks by agreed date for Phase 1 completion.	No change in RFP
19	8. payment Schedule	T+24 Weeks	1% of the quoted cost for each week delay. Maximum upto 10% of the quoted value.	We assume the penalty percentage is for the specific milestone amount and not on project cost. This applies to all items. Please confirm.	No change in RFP
20	8. payment Schedule	T+24 Weeks	**Resolution of non-critical bugs/ complaints	Could you please define the criticality levels ? What qualifies for critical and non-critical bug ?	No change in RFP
21	10.9.2. Annexure-X(B): Details of Financial Bid	Page 59, Part*B: Bandwidth Cost	Total Bandwidth Cost (TBC)	Please clarify the purpose of this section.	This is the cost of the bandwidth requirement for the cloud services. In case this is included in the cost of the application itself then the line item can simply be omitted from the list.
22	11, Appendix-1 : Indicative Functional Requirements	Page 67	The application should be responsive and compatible with various devices, including desktops, tablets, and mobile phones. The app should work in all type of networks irrespective of the mobile device make & model.	Could you please provide a minimum level of OS versions for IOS and Android ?	As per the DPR, the app will run on Android 8 and above . It was advised to incorporate the Android version in the RFP



23	11, Appendix-I : Indicative Functional Requirements	Page 62	The system should provide "Contact Us" links with strong captcha authentication so that the user can send messages to NEHHDC	Who are the users? Can you please provide a broad classifications and purpose they will access website	the user will be any Weavers registered under NEHHDC, NEHHDC official
24	11, Appendix-I : Indicative Functional Requirements	Page 62	System should include a CMS to manage and update the website content, such as news, events, blog posts, and promotional banners, to keep the web application informative and engaging	What is the objective of website and user for this ? Further there are product management, order management , online payment etc. functions listed .	The Website users will be the citizen and other associated stakeholders . The main objective will be to manage product authentication and traceability
25	11, Appendix-I : Indicative Functional Requirements	Page 63	System should maintain the profile management for users. The profile management for weavers/ artisans initially to be created by the field support team and subsequently maintained by the operations team.	What is the field support team and who are the operations team	It was discussed that as specified in the DPR, the field support team and the operations team will be constituted by NEHHDC. The SI needs work in close coordination with these teams and support the project execution by uploading data on a timely basis.
26	11, Appendix-I : Indicative Functional Requirements	Page 63	System should have the facility for Asset Management. Creation/ Updation of assets should be possible through the system. Any sort of patch updation can be done through the system.	Which are the assets to be maintained ?	The IOT devices, its accessories and any other equipment necessary for this project to function properly



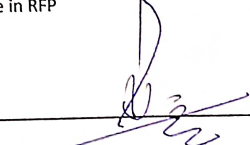
	Appendix-I : Indicative Functional Requirements	Page 63	System should support multilingual options, specifically the official languages of the states in North Eastern States, to display content in users' preferred languages.	Could you please provide languages to be supported by app ?	The application would primarily support three languages - English, Hindi and Assamese. The change has been incorporated in the revised RFP as attached alongside.
28	11.3.IV.Storage	Page 71/72: Storage	Storage Ability to expand on board memory using Micro SD cards/Mini SD Cards	This will be conflicting with Battery life/may pose security issues. Request you to re-validate	No change in RFP
29	11.1. Appendix-I : Indicative Functional Requirements	61	5. System should support multilingual options, specifically the official languages of the states in North Eastern States, to display content in users' preferred languages.	a) What are the languages to be included ? B) Will there New additions to be done to them later ?	The application would primarily support three languages - English, Hindi and Assamese. The change has been incorporated in the revised RFP as attached alongside.
30	11.1. Appendix-I : Indicative Functional Requirements	61	10 Integration with ecommerce site purbashree.com to get the authenticity and traceability information.	Will the APIs be provided by the department for integration ?	the API of other eCommerce websites will be provided/arranged by NEHHDC
31	11.1. Appendix-I : Indicative Functional Requirements	61	1 The system should the ability to send email and SMS notifications to internal and external users of the application.	Will the SMS gateway be provided by the department ?	Since the SI is expected to provide all the solutions along with hosting of the application. The SMS gateway cost will also to be included in the overall solution cost.
32	Online Payment	64	55 System should capable enough to integrate with payment gateways to enable online transactions for buyers.	Is there a payment gateway available or a new gateway has to be provided ?	The Payment gateway need to be provided by the SI



	Product label Authentication	68	System should ensure that the label cannot be applied after the product is completed to maintain authenticity.	Where are the Authentication needed for the product ?	Authentication should be end to end and should start from production
34	General	NA	No of Concurrent Users	How many concurrent users are there	50% of the total number of the artisans
35	General	NA	Max Transaction per Day	What is the number of transactions per day	25000
36	General	NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	7500000
37	General	NA	Any Document Upload Permitted	Is there any document upload required	Yes (photos videos, identity cards , data etc of weavers)
38	General	NA	Max Size of File in MB	What is the file Upload size in MB	Video size: Max=100mb Photos size: Max=10MB
39	General	NA	Max Files per User	What is the file upload per user required	One video plus one photo
40	General	NA	Database Backup Policy	What is the database back policy (24 hours
41	General	NA	Database Retention Policy	What is database retention policy (how long the transaction details to be kept before purging it)	3 years. Need permission from NEHDC before Deleting or Archiving of the data
42	General	NA	DC - DR Policy	What is Data recovery policy ()	Cloud DC should have a DR as a part of business continuity
43	General	NA	RPO -- Recovery Point of Object	What is the required recovery Point of Object	Please refer clause 6.11 Cloud Infrastructure SetUp ,page no 28 of the RFP
44	General	NA	RTO -- Recovery Time of Object	What is the Recovery Time of Object	Please refer clause 6.11 Cloud Infrastructure SetUp ,page no 28 of the RFP

46	General	NA	Data Archival Policy	What is the Data Archival Policy	3 years. Need permission from NEHHDC before Deleting or Archiving of the data
47	General	NA	What is Project Budget ?	What is the Project Budget ?	No change in RFP
47	11.2.Appendix-II: Indicative Bill of Materials	69	The BOM contains details of the hardware part only	what are the software components required in the financial bid	The Financial Bid and the BOQ contains details of the entire requirement of the solution
48	11. Appendix, General condition SI no 94	66	Mobile application platform support requirement	Whether the app should support both the android and iOS platform	Yes. As per RFP the app should ideally support both Android and ios.
49	4.15.Sub-Contracting & Consortium	14	Consortium/ Sub contracting	Whether consortium allowed	No change in RFP
50			Application development technologies	Any specific requirement of technologies open sources/ proprietary for development of mobile/web application	It is understood that the RFP doesn't specify any such specific requirement; however it is expected that the proposed technology to be used should be robust and scable.
51	5.1.Eligibility Criteria	18	Financial Strength The bidder must have an average annual turnover of Rs.10 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services.	Whether the turnover criteria can be lowered to Rs 5 Cr.	For the DPIIT-registered Startups subject to meeting of quality technical specifications, as per Office Memorandum No.F/20/2/2014-PPD(Pt.) of Ministry of Finance, the average annual turnover should be Rs.5 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services.
52	5.2.Technical Criteria, A4	20	Experience of Bidder in Textile Industry/ Handloom Sector	Whether this criteria can be removed	No change in RFP



53	Page 43 of 71 Sl. No. 2	10.3. Annexure-III: Compliance Sheet 10.3.1. Eligibility Criteria (Stage-1)	The bidder must have an average annual turnover of Rs.10 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services . ☐ The bidder must have positive net worth for the financial years 2019-2020, 2020-2021 and 2021-2022	Request you to allow DPIIT-registered Startups to be exempted from meeting the condition of prior turnover subject to meeting of quality technical specifications, as per Office Memorandum No.F/20/2/2014-PPD(Pt.) of Ministry of Finance. OR Request to Consider Group companies Turnover	For the DPIIT-registered Startups subject to meeting of quality technical specifications, as per Office Memorandum No.F/20/2/2014-PPD(Pt.) of Ministry of Finance, the average annual turnover should be Rs.5 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services.
54	Page 43 of 71 Sl. No. 3	10.3. Annexure-III: Compliance Sheet 10.3.1. Eligibility Criteria (Stage-1)	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/ State Government Organization / Public Sector Unit (PSU) / any Government organization in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	Request you to allow DPIIT-registered Startups to be exempted from Experience criteria in Eligibility Criteria & Evaluation Criteria	No change in RFP
55	Page 46 of 71 Sl. No. 4	10.3. Annexure-III: Compliance 10.3.2. Evaluation Criteria (Stage-2)	Kindly request you to add Forensic Science Laboratories sector & Banking sector experience	Kindly request you to add Forensic Science Laboratories sector & Banking sector experience	No change in RFP 

Page 69 of 71	11.2 Appendix-II: Inductive Bill of materials	Only hardware part mentioned Kindly clarify about software part include or not	Only hardware part mentioned Kindly clarify about software part include or not	The BOQ and the Financial Form have the comprehensive details of all the requisite components of the solution.
---------------	---	---	--	---

