



CUTTACK DEVELOPMENT AUTHORITY

Pre-bid Queries & Responses – FOR SELECTION OF CONSULTING AGENCY FOR ESTABLISHMENT OF SOCIAL MEDIA UNIT UNDER CDA

Pre-bid Meeting : 18/03/2025 at 11:30 AM

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification (s)	Points of Clarification	Response
1	7.1. Pre-qualification Criteria, Sl No 2, Page no 20	Turn Over: The Average Annual Turnover of the bidder from Consultancy services from last three financial years 2021-22, 2022-23 & 2023-24 shall be minimum of Rs. 30 Crores (Indian Rupees Thirty Crores).	Kindly amend this point as Turn Over: The Average Annual Turnover of the bidder from IT/ITES services from last three financial years 2021-22, 2022-23 & 2023-24 shall be minimum of Rs. 40 Crores (Indian Rupees Forty Crores) .	RFP condition prevails
2	7.1. Pre-qualification Criteria, Sl No 8, Page no 21	The bidder must have ISO 9001:2015, ISO 20000 and CMMI 3 or above.	Kindly amend this point as The bidder must have ISO 9001:2015, ISO 20000 and CMMI 5. The authenticity of the certificate will verify from https://www.cmmiinstitute.com/) & ISO Certificate as on date of submission of this RFP.	RFP condition prevails
3	7.2. Technical Evaluation Criteria (Tn), Sl No 1, Page No 22	The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs 3 Cr. for any State/Central Government/PSU during last 5 years as on at the time of submission of bid [Each project will be awarded 5 marks max up to 30 marks]	Kindly amend this point as The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs 3 Cr. for any State/Central Government/PSU during last 5 years as on at the time of submission of bid [Each project will be awarded 10 marks max up to 30 marks]	Agreed. The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs 3 Cr. for any State/Central Government/PSU during last 5 years as on at the time of submission of bid [Each project will be awarded 10

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				marks. Maximum Marks up to 30 marks]
4	7.2. Technical Evaluation Criteria (Tn), SI No 3, Page No 22	Quality Certification ISO 27001 = 1 Marks ISO 20000 = 1 Marks CMMI Level 3 and above = 3 Marks	Kindly amend this clause as Quality Certification ISO 27001 = 2 Marks ISO 20000 = 2 Marks CMMI Level 5 = 6 Marks Maximum upto 10 Marks	RFP condition prevails.
5	7.2. Technical Evaluation Criteria (Tn), SI No 4, Page No 22	The bidder must have worked to set up Social Media Team/ Consulting Unit in any Urban / ULB Sector/ Development Authority in State/Central Government/PSU in Odisha. [Each project will be awarded 5 marks max up to 15 marks]	Kindly Amend this point as The bidder must have worked to set up Social Media Team/ Consulting Unit in any Urban /Development Authority in State/Central Government/PSU in Odisha. [Each project will be awarded 10 marks max up to 10 marks]	The bidder must have worked to set up Social Media Team/ Consulting Unit in any State/Central Government/PSU in Odisha. [Each project will be awarded 5 marks. Max up to 15 marks]
6	7.2. Technical Evaluation Criteria (Tn), SI No 6, Page No 23	Approach and Methodology: • Understanding of the Project Requirements – maximum 10 Marks. • Adequacy of the proposed work plan – maximum 10 Marks • Proposed Approach and Methodology – maximum 5 Marks. • Competency of resource person to be engaged – maximum 5 Marks	Approach and Methodology: • Understanding of the Project Requirements including demo of grievance management/scheme management with software demonstration – maximum 15 Marks. • Adequacy of the proposed work plan – maximum 15 Marks • Proposed Approach and Methodology – maximum 5 Marks.	RFP condition prevails.

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			<ul style="list-style-type: none"> Competency of resource person to be engaged – maximum 5 Marks 	
7	16.7. Page no 36	Financial Bid format	Kindly include the grievance management software solution in the costing sheet, as it enables the grievance consultant to efficiently manage and resolve cases through the portal.	Please refer revised RFP.
8	7.2 Point No. 2	The bidder must have undermentioned years of experience: Up to 3 years of exp: 5 Marks More than 3 years and up to 5 years of exp: 10 Marks More than 5 years of exp: 20 marks	Kindly amend this point as The bidder must have undermentioned years of experience: Up to 5 years of exp: 3 Marks More than 5 years and up to 10 years of exp: 7 Marks More than 10 years of exp: 10 marks	RFP condition prevails.
9	Page No. 20 7.1 Pre-Qualification Criteria Clause 4	Consultancy Experience The bidder must have completed at least two Consulting / Social Media project for any State Govt./ Central Govt. agencies with order value minimum of Rs. 3 Cr. in last 5 years from the date of submission.	The bidder must have completed at least two Consulting / Social Media project for any State Govt./ Central Govt. agencies with order value minimum of Rs. 50 lakh. in last 5 years from the date of submission.	RFP condition prevails.
10	Page No. 21 7.1 Pre-Qualification Criteria Clause 8 Certifications	The bidder must have ISO 9001:2015, ISO 20000 and CMMI 3 or above. All the certificates should be valid at the time of submission of bid.	The bidder must have ISO 9001:2015, ISO 20000 and CMMI 3 or above. Please remove strikethrough.	RFP condition prevails.

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11	Page No. 21 7.1 Pre-Qualification Criteria Clause 10 Consulting Exp in Odisha	The bidder must have completed at least two Consulting / Social Media project for State Govt./ Central Govt. agencies in Govt of Odisha with order value minimum of Rs 50 Lakhs. in last 5 years from the date of submission.	Please remove this clause.	RFP condition prevails.
12	Page No. 22 7.2 Technical Evaluation Criteria Clause 1	The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs 3 Cr. for any State/Central Government/PSU during last 5 years as on at the time of submission of bid [Each project will be awarded 5 marks max up to 30 Marks]	The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs.50 Lakh for any State/Central Government/PSU during last 5 years as on at the time of submission of bid. [Each project will be awarded 5 marks max up to 30 marks]	RFP condition prevails.
13	Page No. 22 7.2 Technical Evaluation Criteria	Quality Certification - ISO 27001 = 1 Marks - ISO 20000 =1 Marks - CMMI Level 3 and above = 3 Marks	Quality Certification -ISO 27001 = 1 Marks -ISO 20000 = 1 Marks -CMMI Level 3 and above = 3 Marks ISO 9001:2015 - 5 marks Please change this clause.	RFP condition prevails.
14	Page No. 22 7.2 Technical Evaluation Criteria Clause 4	The bidder must have worked to set up Social Media Team/ Consulting Unit in any Urban / ULB Sector/ Development Authority In State/Central Government/PSU in Odisha. [Each project will be awarded 5 marks max up to 15 marks]	Please remove this clause.	Clarified earlier.

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15	Point 5.12 Resource Eligibility & Experience 3rd Point	Social Media Consultant (UI/UX Designer)	The qualification mentioned is basically for Web Developer. Can it be kindly clearer.	The qualification is inline to the Social Media Consultant credentials.
16	Point 7.1 Pre-Qualification Criteria, Page-20 8th Point - Certification	Quality Certification on CMMI level 3 and above	This certification seems to be related to IT and Website Development rather than the Social Media Unit. Can we kindly consider removing this point?	RFP condition prevails.
17	Point 7.2 Technical Evaluation Criteria, Page-21 1st Point	The Bidder must have the experience of engaging a Social Media Consultant/ Consulting Project with contract value exceeding Rs.3 crores for any State/ Central Govt./ PSU during last 5 years as on at the time of the submission of bid. (each project will be awarded 5 marks max. up to 30 marks)	Would it be possible to consider reducing the required number of projects by two?	Clarified earlier.
18	Point 7.2 Technical Evaluation Criteria, Page-22 6 th Point Approach and Methodology	Proposed Resources should be present during the presentation.	Can the physical manpower introduction be done after award of Work Order , instead of during the presentation?	Agreed
19	Turnover (Point No.2 & Page No.-20)	The Average Annual Turnover of the bidder from Consultancy services from last three financial years 2021-22, 2022-23 & 2023-24 shall be minimum of Rs.30 Crores (Indian Rupees Thirty Crores). Note: Revenue generated from H/W sales and Single order of call centre services will	Kindly change last three years average annual turnover from Rupees 30 Crores to Rupees 3 Crores.	RFP condition prevails.

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Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification (s)	Points of Clarification	Response
		not be considered. The turnover source of income from Consultancy business should be duly certified.		
20	Consultancy Experience (Point No.4 & page No.-20)	The bidder must have completed at least two Consulting / Social Media project for any State Govt. /Central Govt. agencies with order value minimum of Rs.3 Cr. in last 5 years from the date of submission.	Kindly change the minimum order value & tenure to 1.5 Lakhs.	RFP condition prevails.
21	Resource Strength (Point No.- 5 & Page No.-21)	The bidder must have at least 50 employees working in consulting out of which at least 10 resources with Social Media background on the payroll of the company as on Due Date of this RFP.	Kindly change it to 15 Employees & 5 Resources with social media background.	RFP condition prevails.
22	Certifications (Point No.- 8 & Page No.- 21)	The bidder must have ISO 9001:2015, ISO 20000 and CMMI 3 or above. All the certificates should be valid at the time of submission of bid.	Kindly exempt mentioned Certificate submission for MSME Company.	RFP condition prevails.
23	7.2 Technical Evaluation Criteria (Tn) (Sl no.-1 & Page No.-22)	The bidder must have the experience of engaging a Social Media Consultant / Consulting Project with contract value exceeding Rs.3 Cr. for any State/Central Government/PSU during last 5 years as on at the time of submission of bid.	Kindly consider the project contract value to be 1.5 Lakhs.	Clarified earlier.

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24	7.2 Technical Evaluation Criteria (Tn) (SI no.-3 & Page No.-22)	Quality Certification <ul style="list-style-type: none"> • ISO 27001 = 1 Marks • ISO 20000 = 1 Marks • CMMI Level 3 and above = 3 Marks 	Kindly remove this point for MSME company.	RFP condition prevails.
25		General		Please refer Revised RFP.

-Sd-
Vice Chairman