

Queries & Answers thereof:

Sl. No.	Queries raised by	Pg. No.	Clause of the RFP	Clarification required	Clarifications
1	M/s Quality Council of India (QCI)	5	Cl. No. 5.A.i. (Scope of the work)	<p>a) Will there be insurance of the sample(s) while it is transported to the lab – so that any lost / damaged sample during transit can be accounted for the cost involved?</p> <p>b) In case of multiple sample collection for a particular good, all the sample(s) for that product are to be collected from one location or from different locations?</p>	<ul style="list-style-type: none"> The surveillance Agency would be solely responsible for picking up the sample and delivering to the BIS recognized lab. There is no provision for insurance from MeitY side. Sample collection policy is given in the Clause No. 3.8 of surveillance policy of MeitY which is available at https://www.meity.gov.in/esdm/standards. In the case of multiple sample collection for a particular good, the samples must be purchased/ picked up from different locations from the country to insure compliance of the notified products throughout the country.
2		5	Cl. No. 5.B.i, (Scope of the work)	<p>a) What are the specific requirements for the authentication of the complaint forwarded by MeitY and the genuineness of the complaint report?</p> <p>b) Is TPI (third party inspection body) needed to provide any further investigation report for complaint-based market surveillance?</p>	<ul style="list-style-type: none"> Credentials of the applicant and the genuineness of the complaint have to be verified so that fake complaint can be identified before process/address the complaint. The surveillance Agency designated by MeitY would be the responsible for all the surveillance related activities as defined in the

				RFP at para 5 .
3	6	Cl. No. 5.B.ii, (Scope of the work)	What is the expected timeline for the authentication process?	MeitY will issue an order for execution of each surveillance with all the required instructions.
4	6	Cl. No. 5.B.iii, (Scope of the work)	<p>a) To carry out the raids for search and seizure of the non-compliant goods, will the list of locations be provided by MeitY or the TPI has to identify?</p> <p>b) Who will be responsible to carry out the raids for search and seizure of the non-compliant goods and in what capacity?</p>	<ul style="list-style-type: none"> • MeitY will provide the details. However, the designated Surveillance Agency may report non compliance observed to MeitY. • MeitY would be the authority to conduct all the surveillance under CRO. To facilitate the process, the agency may be designated as Certifying Agency by BIS under the provisions of BIS Act 2016, Rules 2018 and Compulsory Assessment Regulation, 2018, in consultation with BIS.
5	6	Cl. No. 7.d, (Evaluation process)	What are the evaluation parameters based on which the responses (technical bids) will be evaluated?	Evaluation parameter would be based on the major criteria given in the Section 4, i.e., “Eligibility criteria” of the RFP.
6	7	Cl. No. 9.a, (Submission of RFP)	<p>a) What all supporting documents are required in the technical bid apart proposal?</p> <p>b) Is there any specific format for the supporting documents that are to be attached with the proposal? If Yes, which format should be followed?</p>	<ul style="list-style-type: none"> • Documentary evidences in the support of their eligibility/claim to prove their competence to carry out the intended task of the surveillance as per the RFP document. • There is no specific format for the supporting documents. However, summary sheet of each project

					work (top 5) they have carried out earlier would be helpful for the evaluation committee to assess the competence of the agency.
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7	M/s Karvey Insights, M/s Aaditech Inspections & Services Pvt Ltd, ICT Testing & Compliance Pvt Ltd and MAIT	2 & 5	Cl. No. 2. (Notice Inviting Proposal) Cl. No. 4. (Eligibility criteria)	Please clarify if private organizations/association/company can bid	<ul style="list-style-type: none"> No. Since this is a regulatory activity, it is intended that bidder would be from be Central/State Govt. organization/ department/ PSU. The whole RFP is framed accordingly. Due to an inadvertent mistake the “private sector” left at Page 5 under Eligibility Criteria. The inconvenience cause is highly regretted.
Sl. No.	Queries raised by	Pg. No.	Clause of the RFP	Clarification required	Clarifications
8	M/s Karvey Insights	3	Cl. No. 2. b (Notice Inviting Proposal)	What about private organizations? What is the bid security amount? Will this amount be waived for MSME?	Only Central/State Government Agency/Organization or Department of Government/ Autonomous body under Government or PSU under Central/State Government are eligible for bid.
9		4	Cl. No. 2 c (Notice Inviting Proposal)	Is this the charge that manufacturer will pay through the MeitY CRO portal? Does this exclude courier charges as different products will have	<ul style="list-style-type: none"> No. It is envisaged that the bidder will submit its proposed service charges for each type surveillance (i.e., routine and complaint-based surveillance). in the separate envelope for both type of

			<p>different weightages and can only be billed depending upon the nearest BIS lab? Will the manufacturer bear the cost of courier charges?</p> <p>Does the charge include BIS testing fees? What happens when the goods collected are from an e-commerce or retail market? Does the manufacturer still pay or the agency bears purchase and courier charges?</p>	<p>surveillance.</p> <ul style="list-style-type: none"> Surveillance charges would be levied as per the surveillance policy of MeitY which is available at https://www.meity.gov.in/esdm/standards
10	5	Cl. No. 4c (Eligibility criteria)	Can we consider mystery shopping exercise as a qualifier?	No.
11	5	Cl. No. 5. (Scope of Work) – Routine Surveillance	<p>Once a company, acquires a product registration, then it can be manufactured across multiple locations and can be sold all over the country? Is our understanding correct?</p> <ul style="list-style-type: none"> How will we know, which registered product is being sold under which channel in which state? For example – If Product A is sold across 4 channels in Delhi do we pick 4 Product A for Delhi covering each of the four channel; whereas if Product A is sold through 2 channels in Haryana – its 2 Product A covering each channel? 	Not correct. Each registration is linked with product, brand and manufacturing location.

12	5	Cl. No. 5. (Scope of Work) – Routine Surveillance	<p>Under Routine surveillance, scope of work is to pick up the sample and deliver to BIS lab? The BIS lab report for each product is to be submitted by BIS directly to MeitY? Or is there a role to be played by the Agency?</p> <p>What is the volume of products that we need to buy, under routine surveillance, for each state covering all channels on a monthly basis?</p>	<ul style="list-style-type: none"> • The surveillance would be carried out as per the market surveillance policy of MeitY. It is available in public domain at https://www.meity.gov.in.
13	5	Cl. No. 5. (Scope of Work) – Routine Surveillance – sub points iii, iv and v	<ul style="list-style-type: none"> • Agency will be provided access to existing software to collect charges for each product collected? Manufacturer will pay to have us in advance depending upon from and how many products we collect for that company? • What do we mean that the agency will be responsible for audit of the charges collected if its online and through the MeitY portal for CRO? • Will manufacturer pay us money irrespective of whichever channel his/ her product is sold – factory/ warehouse/ retail store/ e-commerce or will manufacturer only pay when we are collecting it from the factory? • Does the Agency have to bear 	<ul style="list-style-type: none"> • Designated Surveillance Agency will get access on ESI portal to collect the surveillance charges. • Since the surveillance charges would be deposited in the account maintained by the agency on behalf of MeitY, all the financial liabilities will be with them including financial audit of the deposited money. • For more details about the whole surveillance process, please refer surveillance policy at https://www.meity.gov.in. • Getting access to ESI portal is free for the designated surveillance agency.

			<p>any costs for getting access to the portal and getting money remitted to our bank account?</p> <ul style="list-style-type: none"> • Is the money collected from manufacturers provided to us every quarter when we give summary of the charges collected? How does this bill need to be proved? Can the desired bill format be programmed by MeiTY so that we can simply print it, for the desired quarter, and submit the invoice? 		
14		5	<p>Cl. No. 5. (Scope of Work) – Complaint based surveillance</p>	<ul style="list-style-type: none"> • How will the agency prepare an authentication report? Does it only include the testing report of the BIS lab? • As a private organization, we cannot conduct search/ raids. Please clarify • Since, the product which does not meet the BIS specifications, can come from any source – local manufacturing, imports, etc – what does MeitY mean by source of non-compliance? 	<ul style="list-style-type: none"> • It is already clearly indicated that once the complaint is forwarded by MeitY to the Nodal Officer of the selected agency/organization, they have to authenticate it within the specified time limits, as may be defined by MeitY in terms of credentials of the applicant, and genuineness of the complaint. • The authentication report would include all stages of surveillance activity carried out by the surveillance agency from start point to the end point. • A private organization cannot conduct search/raids. • Non-compliance means all kind of non-compliance regarding the notified product categories under

					CRO.
15		7	Cl. No. 8. (Payment Terms)	Since this is a logistic intensive project, request consideration of advance for the first quarter only.	There is no provision of the advance payment. The selected Agency/ Organization shall be entitled for 100% payment as per Government norms, against bills (quarterly) submitted to MeitY after completion of the surveillance activity, i.e., pick up the sample from the market and deliver it to the designated BIS recognized lab.
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16	ICT Testing & Compliance Pvt. Ltd.	5	Cl. No. 5. .A.i (Scope of work)	Who will decide from where we have to collect the samples?	The surveillance would be carried out as per the market surveillance policy of MeitY. It is available in public domain at https://www.meity.gov.in .
17		5	Cl. No. 5.A.iii (Scope of work)	Charges for surveillance to be collected in advance or after the completion of assigned task?	
18		5	Cl. No. 5.A.iv (Scope of work)	How to decide the testing, transportation & warehousing charges?	
19		6	Cl. No. 6 .1 (Important terms & conditions)	What will be the lead time to complete this process?	
20		6	Cl. No. 5.C (Scope of work)	What details we have to submit to MeitY in quarterly report?	
21		6	Cl. No. 5.B.IV (Scope of work)	How to Track the source of the non-compliant goods? The source information is provided by MeitY or we have to track it by own?	<ul style="list-style-type: none"> Market intelligence created by the surveillance agency and by verifying and tracing the source from where the sample is being sold/manufactured, whether

					<p>registered or not, standard marking, safety compliance as per the standard, etc.</p> <ul style="list-style-type: none"> The designated agency would be responsible for the whole aforesaid task.
22		6	Cl. No. 7.c (Evaluation process)	What all supporting documents & documentary evidence need to submit along with RFP?	Documentary evidences in the support of their eligibility/claim to prove their competence to carry out the intended task of the surveillance as per the RFP.
Sl. No.	Queries raised by	Pg. No.	Clause of the RFP	Clarification required	Clarifications
23	M/s Vincular Testing Labs India Pvt. Ltd	3	Cl. No. 2 (b) (Notice inviting proposal)	We are a privately owned MSME company established in the year 2012. Further, we believe under GFR170 (iii), MSMEs are exempted from bid security, so does it apply to us as well?	Only Central/State Government Agency/Organization or Department of Government/ Autonomous body under Government or PSU under Central/State Government are eligible for bid.
24		6	Cl. No. 7 (a) Cl. No. 7 (g) (Evaluation process)	At several places, it is clearly written that applicant have to submit two bids i.e. technical bid & financial bid. Considering financial bid/quotation, do we have to further gives the approximate pricing as per routine surveillance and compliant based surveillance separately? Kindly highlight some legitimate point in both the cases.	Yes, the bidder has to mention their proposed service charges separately for routine surveillance and complaint-based market surveillance.
25		6	Cl. No. 7(b) (Evaluation process)	Please confirm if any applicant is qualified with the technical bids, then only their respective financial bids will be opened? Does the	All the financial bids of the selected agencies would be opened at the same time.

				financial bid of all the selected agencies will be opened at the same time to make transparency?	
26		6	Cl. No. 5(b) (iii) (Scope of work)	Please give clarity in the scope of conducting raids at any locations. What will be the specific tasks which selected agency will perform, as the statement given in RFP is not enough to prepare the desired mechanism?	Broad scope has already been mentioned in the referred Clause. Moreover, the required instructions would be available in the surveillance order issued by MeitY.
27		6	Cl. No. 6 (i) (ii) (Important terms & conditions)	What will be the expected number of surveillances to be allotted to individual selected agencies on monthly basis?	MeitY will decide based on intended surveillance in each year and accordingly the task will be assigned to the designated surveillance agency.
28		7	Cl. No. 8 (Payment terms)	Since surveillance completion timeline is not defined and there might be various parameters due to which process may get extended for quite long time. In such scenarios, the expenses incurred by us will keep on hold. However, our understanding is that our expenses will be released after delivering the samples to test lab. This condition of RFP is requested to amend to maintain the financial health of the selected agencies. Kindly confirm?	The clause is very clear that the selected Agency/Organization shall be entitled for 100% payment as per Government norms, against bills (quarterly) submitted to MeitY after completion of the surveillance, i.e., picking up the surveillance sample from the market and deliver it to the designated BIS recognized lab.
Sl. No.	Queries raised by	Pg. No.	Clause of the RFP	Clarification required	Clarifications
29	M/s MAIT	5	Cl. No. 4 (c) (Eligibility criteria)	MAIT doesn't have the direct prior experience of conducting surveillance itself but has the capability/intent to do this activity	Only Central/State Government Agency/Organization or Department of Government/ Autonomous body under

			<p>using its connect with IT industry as a whole. MAIT plans to have a consortium led by MAIT including specialized experts for various activities under the Scope of Work. Would MAIT be allowed to use this approach. MeitY will not have to engage itself with the experts involved by MAIT in this consortium approach and MAIT will be the single point of contact, if it is selected.</p> <p>Changes Suggested in the Clauses mentioned</p> <p>It is written that “The agency / organization having prior experience of conducting surveillance under any regulatory regime will be given preference. A statement of work done or projects undertaken in the past need to be submitted with the RFP”.</p> <p>Since the first line talks only about giving preference and isn't a mandatory requirement; along with the statement of work done or projects undertaken; there should be option of first time applicants to attach a Statement Document on their core competencies and why</p>	<p>Government or PSU under Central/State Government are eligible for bid.</p>
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				<p>they are fit for applying</p> <p>Hence, it may be suitably modified to “A statement of work done or project undertaken in the past or capability matrix to meet the requirements laid out by MeitY”.</p> <p>For example in case of association like MAIT, though it may not be having a statement of work done/project undertaken, considering it has got majority of IT industry as its members, has an advantage over other applicants in terms of outreach/connect/information gathering through its members. Addition of term like “Capability Matrix” will help in capturing this information and shall help MeitY in taking an informed decision.</p>	
30		5 & 7	<p>Cl. No. 5 (a) (iii) & Cl. No. 8</p> <p>(scope of the work & payment terms)</p>	<p>The scope of work (Clause 5 (a) (iii) talks about the Collection of charges for surveillance from the manufacturers while clause 8 talks about the selected Agency/Organization entitlement for 100% payment as per Government norms, against bills(quarterly) submitted to MeitY after completion of the surveillance.</p>	<ul style="list-style-type: none"> Cl. No. 5 (a) (iii) talks about surveillance charges. It is pertinent to mention that as per the provisions of the Section 16 G (2) of the Registration Scheme notified by BIS, the cost of samples, whether drawn from the registered user or from the market shall be borne by the registered user.

				<p>Please clarify on while surveillance collection charges to be collected from MeitY or manufacturers or is it a mix of both</p>	<ul style="list-style-type: none"> • Cl. No. 8 talks about the service charges of the designated collection agency to carry out the surveillance task under CRO. • Surveillance charges would be collected through ESI portal by the designated surveillance agency on the behalf of MeitY.
31		7	Cl. No. 9 (a) (Submission of RFP)	<p>The clause talks about submitting technical and financial bids. Please upload separate sample templates for technical and financial bids to ensure uniformity of applications/terminology and ask applicants to fill in any other details which may not be part of sample say in financial bids under the head of “Any other expenses which are not mentioned (Please Explain)”</p>	<ul style="list-style-type: none"> • Technical bid need to require assessment of competence of the applicant and would be assessed based on the broad parameters provided in the eligibility criteria. • For financial bid, it is envisaged that the bidder/ applicant has to mention their proposed service charges separately for routine surveillance and complaint-based market surveillance.
