

National Mission for Clean Ganga

(Ministry of Water Resources, River Development & Ganga Rejuvenation)

1stFloor, Major Dhyan Chand National Stadium, India Gate, New Delhi – 110002

Request for Proposal for Engagement of Consultant for Design, Development and Implementation of Project Monitoring Tool (PMT) Interfacing with NMCG's MIS Application

RFP No.: NMCG/Dir(Projects)2017/State Projects Monitoring/005(R)

Replies to pre-bid queries and Corrigendum No.2

Dated: August 29, 2018

S.No.	Page No.& Clause	RFP Terms	Clarifications Sought	Reply
1.	II. Instructions to Bidders, Clause 8, page no. 5	The documents comprising the bid shall be typed and all pages of the bid shall be signed by a person duly authorized to sign on behalf of the bidder.	The Authorized signatory will be either of the two directors of the Company and the Articles of Association and Memorandum of Association will be submitted. In this case, we believe there is no need to submit a separate notarized Authorization letter from the bidder. Please clarify as the Board resolution empowers the Directors to be the Authorized Signatories automatically.	RFP conditions will apply. Board resolution, duly stamped by official seal of the company, authorising the signatory shall be acceptable.
2.	14.2 Page 8	This letter (hereinafter and in the condition of contract called the "Letter of Award") shall prescribe the amount which NMCG will pay to the Successful Bidder in consideration of the execution of work/services by them as prescribed in the contract.	Clarification: can the prescribed amount be different than the one submitted in the financial bid?	The amount shall be the final agreed price between the two parties.

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3.	16. Schedule of Bidding Process – Page 8	5.Last Date for Submission of Bids August 31, 2018, 03.00 PM	Request to kindly extend the submission date by 2-weeks from the date of publishing the pre-bid clarifications, considering extensive submission requirements of the proposal	Please refer Sl. No.1 of Corrigendum No.2.
4.	Section III Eligibility and Evaluation Criteria (Page No. 9)	<p>The bidder should have experience of working in at least 5 similar consultancy projects# in Government/PSUs/Private Sector in the last 7 years in Infrastructure development in any sectors (completion should be prior to proposal due date). The ongoing projects are also considered as eligible assignment where progress of work completed is more than 80%.</p> <ul style="list-style-type: none"> • 20 marks per project of value more than Rs.2 Crores* • 10 marks per project of value of Rs.1 to 2 Crores* • 5 marks per project of value of Rs.50 lakh to Rs.1 Crore* <p>*For the projects undertaken in private sector, only 50% of the marks will be given</p>	<p>Please clarify that the clause has requested 5 projects however, 20 marks per project of value more than Rs.2 Crores, in this case only two projects will qualify for maximum marks i.e. 40 marks.</p> <p>Please confirm if we can showcase two projects with project value more than 2 crores for qualifying for maximum 40 marks.</p>	5 similar consultancy projects required are for eligibility criteria and project value as given are for evaluation criteria and scoring.
5.	III. Eligibility and Evaluation Criteria, Clause A, page no. 9	The Bidder should have annual turnover of at least Rs.10 Crores	We request you to consider relaxation of Financial Eligibility criteria and experience criteria for MSME registered companies so as to have a fair chance of scoring technical marks.	RFP clause prevails.

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6.	III. Eligibility and Evaluation Criteria, Clause A, page no. 9	Copy of Audited balance sheet and Profit & Loss account	The Annual audited report for FY 2017-18 is not yet completed and would like to see if we can submit the Annual Audit reports for FY 2014-15,2015-16, 2016-17. Please confirm.	As per RFP clause, copy of audited balance sheet and profit & loss account for anythree consecutive financial yearsneeds to besubmitted.
7.	III. Eligibility and Evaluation Criteria, Clause B, page no. 9	Bidder should submit copy of Work Order	If the bidders cannot submit the above documents for certain projects due to Confidentiality agreements with clients, a self-certification from the Director of the Bidder or a CA certificate should be provided. Please confirm if this is accepted. And for certain projects, we have the Experience certificate from the Department officials with contract number and value mentioned without Work Orders. Are we allowed to submit only the experience certificates without Work Orders? Please clarify.	RFP Clause prevails.
8.	III. Eligibility and Evaluation Criteria, Clause B, page no. 9	The bidder should have experience of working in at least 5 similar consultancy projects#.....	If any project is awarded to the Bidder by World Bank India for delivering services in Indian States, how will this experience be treated? Can this be given as Government/PSU experience?	It will depend on the status and location of the client to whom services under the contract are being delivered.
9.	III. Eligibility and Evaluation Criteria, Clause A, page no. 9	15 marks for turnover of at least Rs.10 Crores	As MSME registered Start up, we seek relaxation in awarding marks where turnover of at least Rs.5 Crores be given 15 marks. Please confirm.	RFP Clause prevails.

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10.	III. ELIGIBILITY AND EVALUATION CRITERIA Page No. 9	The bidder should have experience of working in at least 5 similar consultancy projects #... <i>#Similar consultancy projects– development of Project Monitoring Tools, MIS Integration along with Hybrid Mobile Application Development.</i>	We request NMCG to relax the criteria to include/allow/ qualify projects undertaking development of web based Project monitoring tools, not involving Mobile application development, also. Similar Consultancy project can be amended as under: # Similar consultancy projects - development of Project Monitoring Tools, MIS Integration.	Please refer Sl.No.2 of Corrigendum No.2.
11.	B. Page 9	Bidder should submit copy of Work Order & copy of Any one document out of the following- (i) Payment Receipts for completed/ongoing (at least 80% completed) projects (ii) Proof of Release of Performance Security after completion of contract (iii) Proof of Settlement /release of final payment against the contract (iv) Certificate for successful completion of work/ performance report.	Clarification: Will a Lol substitute the need of Work order?	Any official communication regarding award of work by the Client (LOAetc.).
12.	IV. Terms Of Reference, Clause 1.1, page no. 11	The dashboard has been developed in .Net	Is there a specific preference to technology like Microsoft or Open source standards are encouraged as per Gol guidelines of “Framework for Adoption of Open Source Standards”	No, there is no specific preference.
13.	TOR 1.1 Objective of assignment, Page No. 11	“The integration may require .NET Framework 4.0 and above, SQL Server 2008 and above Enterprise Edition as well as Windows Server 2008 R2 with	1. Please clarify location of development work 2. If the development is to be carried out for NMCG office, will NMCG provide	1. No, the development of the dashboard and mobile app need not to be carried out in NMCG office. 2. All stated infrastructure including servers,

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		<p>IIS Server configuration”</p> <p>“Uses a services-oriented architecture (SOA) allowing the latest project management process or engineering advancements, like BIM or GIS, to be easily integrated into the tool</p> <p>a) GIS cell, NMCG is enabled with ESRI platform.</p> <p>b) Cloud based service, WPS, WFS and WMS may be preferred to adopt this integration.</p> <p>c) Decision support system”</p>	<p>office infrastructure to the team?</p> <p>3. It is envisaged that the development environment, including servers, OS, S/w licenses for development and maintenance of application shall be provided by NMCG.</p> <p>4. Hosting of the application will be out of scope of developer. Please confirm</p> <p>5. Is Developer needed to develop the tool/application in.net?</p>	<p>OS, S/w licenses, shall be arranged by the developer.</p> <p>3. Hosting will be done on the server which will be acquired by the developer in consultation with NMCG.</p> <p>4. As mentioned in Point no. 3.</p> <p>5. Dot Net Platform.</p>
14.	TOR 1.2. Project requirement <i>Page No. 11</i>	<p>Now NMCG wants to have in place project monitoring tool by using which the daily progress of the project shall be recorded including geo-tagging of site progress(along with photographs) and</p>	<p>Project monitoring/progress information/data/photographs shall be uploaded/update into the proposed system on a daily/weekly etc. basis.</p> <p>With regards to the same, we request NMCG to clarify Please clarify/confirm if data uploading is in scope of bidder/developer.</p>	<p>Yes, data uploading is in the scope of work of the developer, to be executed by the team which will be mobilised by the developer at NMCG and SPMG offices.</p>
15.	Project Requirement / Page 11-12	<p>Now NMCG wants to have in place project monitoring tool by using which the daily progress of the project shall be recorded including geo-tagging of site progress(along with photographs) and shall be integrated with the NMCG’s already developed Dashboard & MIS to make it fully</p>	<p>Does the Scope include revamping / improvising existing Dashboard also. Or limited to adding new reports from the Monitoring activities to be fed to the MIS?</p>	<p>Scope of work includes creation of new MIS tool and integration of all the existing data from the old MIS. Once the new MIS tool/ Dashboard is created the old one will cease to exist.</p>

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		operational and integrated with existing hardware and software.		
16.	Objectives of the Assignment: Page 12	The developer will assist NMCG in defining the program management unit structure for tracking various projects.	Please clarify scope here for the consultant /developers	The developer will work with all concerned stakeholders in specifying the technical parameters and project structure according to which the reporting mechanism for designing of dashboard and mobile app will be done
17.	Section IV Terms of Reference, Point 2 Objective of assignment, Page No. 12& 13	“The developer will assist NMCG in defining the program management unit structure for tracking various projects“. The Developer will define various elements of review that would require regular tracking and reporting such as reporting on status of key scheduled milestones, contractors’ payments, capital and operating costs.	In addition to IT Application development for PMT and MIS; is the project consultancy for “Monitoring and Evaluation” also in scope, request you to please clarify. Will the skills requirement for consultancy will be different than the IT skills, request you to please clarify?	No, the scope of work clearly defines IT Application development for PMT and MIS, providing basis for monitoring and evaluation. The relevant section in RFP is self-explanatory.
18.	IV. Terms Of Reference, Clause 1.2, page no. 12	Shall be integrated with the NMCG’s already	Will the NMCG be providing rest APIs for the existing data and algorithms?	No.
19.	IV. Terms Of Reference, Clause 1.2, page no. 12	Existing MIS is hosted in NIC cloud server.	Should the new dashboard be hosted in a different server? If so, what are the server requirements and will the cost be borne by NCMG or the bidder can include this Capex in the bid?	It can be hosted in any Cloud Server, and the cost is to be borne by the bidder in consultation with NMCG

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20.	2. Objectives of the Assignment: <i>Page No. 12</i>	Integrate the monitoring tool with the NMCG's Dashboard & MIS ...	Will Integration with Existing systems, for data transfer, be one-way or two-ways? Please clarify/confirm.	It will be one time and one-way transfer of data from old MIS to new MIS when it will go live.
21.	2. Objectives of the Assignment: <i>Page No. 12, Page No. 13 & 15</i>	Integrate the monitoring tool with the NMCG's Dashboard & MISthen the new Dashboard (Beta version) will be functional and that will be used by the stakeholders A Bhuvan mobile application has been developed by NMCG which allows public to report information on various pollution sources affecting the quality of river Ganga. The feasibility of integrating Bhuvan mobile application with customized..... o Refurbish/retrofit the NMCG MIS to accept data from the monitoring tool ... o The modified MIS to generate & display monthly, quarterly & annual reports from the data received daily...	With respect to the existing systems, and the proposed systems, our understanding is as follows 1. Existing systems will continue to function even after new system implementation 2. Existing Dashboard/MIS system has to be modified/ redeveloped for Integration(with new system) and also for incorporation of new features as detailed in the RFP 3. Existing Bhuvan mobile application will have to be modified (for integrating with new system) Please clarify/confirm our understanding.	1. No, the existing system will not continue to function after new system is implemented. 2. Existing MIS will be studied by the developer and will take a call for modification / redevelopment of the existing tool if it is required. 3. No, Bhuvan app cannot be modified (for integrating with new system), Separate Mobile app is to be developed for real time monitoring.
22.	Page 13	The backbone should allow uploading and collection of project progress information from various systems and 3rd party sources like excel files, web portals, etc.	Proposed System will allow to import data in controlled manner as defined by the new system Excel file with predefined columns will be made available to import	The data format is Text data. This can be exported into Excel. The Executing Agencies on the ground capture the raw data in text format, and

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			<p>Please clarify how the data from the 3rd party sources like Web portals needs to be integrated. Are the sources identified? If Yes please provide additional details in this regard</p>	<p>further exports into excel.</p> <p>The Executing Agency also uploads current status of the project with Photos to show photographic evidence.</p> <p>Overall data formats are: jpeg, png, word and Excel.</p> <p>Based on the data captured by the agencies various type of reports are generated as per the requirement.</p> <p>At present the final Report output format is Pdf and Excel.</p>
23.	TOR 1.3 Objective of assignment, Page No. 13	a) GIS cell, NMCG is enabled with ESRI platform	Please clarify scope for GIS development work to enable estimate personnel's skills and effort	Mobile App will be based on GIS mapping.
24.	2. Objectives of the Assignment: <i>Page No. 13</i>	The developer shall define a comprehensive tracking mechanism and set-up a Project Governance Structure with fact-based tracking and escalation of issues to various governance levels.	NMCG would appreciate that the Tracking of project progress, via the proposed system, will only be as accurate or fact-based, as the progress reports and data (like photographs etc.) provided by the project execution contractors/agency.	It is necessary that the team deployed by developer is trained and capable of identifying discrepancies and accuracy of the input being collected. As it is real time monitoring, so it is responsibility of the team to cross check the data on real time basis.
25.	2. Objectives of the Assignment: <i>Page No. 13</i>	.. The Developer will also define the cadence of project reviews at NMCG, State Authorities and any agency/officer authorized by NMCG	What is the requirement asked for in this clause?	The developer in consultation with relevant stakeholder will finalise and freeze parameters upon which the project review will be carried out.

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26.	2. Objectives of the Assignment: <i>Page No. 13</i>	A Bhuvan mobile application has been developed by NMCG ...	Request NMCG to provide Technical Details of the mobile application including 1. Development platform, components & language used 2. Operating Systems supported by the mobile app 3. Functionalities available on the app	Refer to Page No. 11, point No. 1.1, Advance version of the Server is applicable.
27.	2. Objectives of the Assignment: <i>Page No. 14</i>	A mobile phone based application (compatible with existing mobile systems/operating systems being used) for the site engineers as well as other authorized officials and agencies shall be developed. The mobile app should be similar (technology-wise) to popular government mobile applications like Mygov, Umang, Bhim, mAadhaar, mPassportSeva, Swachh Bharat Abhiyaan, IRCTC etc.	Since the proposed mobile application has to be technology-wise similar to the existing apps listed, we request NMCG to provide technical details of the listed Apps - including platform, development language, operating platforms supported etc.	The mobile app should be developed on popularly used operating systems which is being preferred by most of the smart phone users like Android , iOS etc.
28.	2. Objectives of the Assignment: <i>Page No. 14</i>	The application should enable the users to: o Capture site photograph with geo-tagging by application based identification of the location of phone while capturing the photograph	We understand that this is requirement for the mobile application Please clarify/confirm	Yes, there is a requirement for development of Mobile App for real time monitoring purpose.
29.	Page 14	Sewer/Manhole information is available in the GIS ?Please confirm	Please confirm, Sewer/Manhole information is available in the GIS database Is there a BIM system operational. If Yes please provide more details	No.

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30.	Section IV Terms of Reference, Point 3 Key Deliverables (Page No. 15)	Phase 1: Project Monitoring Tool (PMT) and Mobile Application development (90 days)	As per the RFP clause, the development and deployment for phase 1 should be completed in 90 days. Request you to kindly confirm if the same is calendar days or working days?	Calendar Days.
31.	Section IV Terms of Reference, Point 3 Key Deliverables (Page No. 15)	Phase 1: Project Monitoring Tool (PMT) and Mobile Application development (90 days)	As per the RFP clause, the development and deployment for phase 1 should to be completed in 90 days. Since, requirement finalization and approval from the department will also take time, we request you to kindly extend the timelines and the same should be 150 days and overall plan shall be updated accordingly	RFP Clause prevails.
32.	2. Objectives of the Assignment: <i>Page No. 15</i>	Assist the NMCG in developing a mechanism of monitoring the quality and timelines of voluntary disclosure of public information	What is the requirement asked for in this clause?	To make sure that the data provided by NMCG while replying to RTI or any data published on public forums is accurate.
33.	Phase 2- Technical and operational Support, Page No. 16	“Any reported problem has to be resolved within 2 hours and the developer shall ensure that the software/application does not have a complete break-down period of more than 24 hours. However, for critical problems, extra time may be allowed for rectification “	2 Hours for all type of issue is not feasible. Typically, SLAs are defined based on the issue type/categorisation and severity. It is therefore, recommended that the SLAs be defined and mutually agreed before start of phase 2	Deliverables, compliances etc. are clearly mentioned in the RFP document, however specificity regarding the services, its performances metrics will be mentioned in details in the agreement once the contract is signed. However, for critical problems, extra time may be allowed for rectification.
34.	3. Key Deliverables: Phase2: Technical and Operational Support at NMCG	Provide operational support through two (2) dedicated resources at NMCG and one (1) dedicated resource at each of 5 SPMGs. Qualification for Operational Staff shall be B. Tech with at least 2 years of relevant experience	We request NMCG to modify the criteria to allow resources with graduate degree in engineering/IT or MCA	Please refer to Sl. No. 3 of Corrigendum. No. 2.

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	(24 months' post commissioning of PMT and Mobile app.) Page No. 16			
35.	Clause 3 Page 16	<p>Deliver training on use of software, applications, apps etc. developed as per the NMCG requirements detailed below-</p> <ul style="list-style-type: none"> · At least 1 training every quarter at NMCG for NMCG staff – at least 2 to be trained as Trainers and up to 20 staff to attend. · At least 1 training every month for first 6 months at SPMGs, followed by quarterly training for 2 to be Trainers and 20 staff to attend. 	<p>Since the tool will not be operational before 75 days, it is not feasible to conduct training in the first 2.5 months of Phase 1 (at least). Further, the recommended training under Phase I overlaps with allotted time period for Phase II. Clarification is required.</p>	<p>The training calendar will be taken into consideration post finalisation of the MIS tool once it goes live.</p>
36.	Clause 3 Page 16	<p>Handover of Project Monitoring Tool, Mobile app and source code to NMCG. In case of using commercially available (off the shelf) software, the licenses for the same needs to be paid for by the vendor for a period of at least three (3) years and handed over to NMCG, along with customized source code.</p>	<p>The duration of licenses should be aligned with the project duration.</p>	<p>RFP Clause Prevails</p>
37.	Page 17	<p>Phase II: Post commissioning operational and maintenance support:</p>	<p>Does the scope also include Data entry from consultant?</p> <p>Who will own the primary responsibility of the Data from the project site.</p>	<p>Please refer to phase II , page 17 of RFP – <i>“This team will be responsible for all data feeding, data migration, training and day to day uploading of data on the Project Monitoring Tool at NMCG and all SPMG offices.”</i></p>

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			We assume it is site engineers and Contractors. If NOT please clarify	
38.	Phase II Post commissioning operational and maintenance support Page 17	This team will be responsible for all data feeding, data migration, training and day to day uploading of data on the Project Monitoring Tool at NMCG and all SPMG offices	Kindly clarify who will provide the data. We assume it is Site engineers and Contractors. If NOT please clarify	Any official who has been given the The consultant engaged will be responsible for collection of data from all stakeholders
39.	Clause 3 Page 17	Submission of Inception Report/concept.	Inception report (As-Is) study requires deliberation, and consultation with various stakeholders and forms the base for meeting the long-term objectives of the project. We recommend extending the timeline for this to 30 days and timelines for subsequent deliverables accordingly.	RFP Clause prevails.
40.	Clause 3 Page 17	There will be a Defect Liability Period of 1 year after the commissioning of the facilities	Defect Liability Period should cater to resolution of defects/errors/issues. Any additional requirement from NMCG cannot be included under this, post commissioning of Phase I.	Yes, additional requirements will not be included.
41.	Clause 3 Page 17	The obligations will remain as during the project period, i.e. complete up and running of the system, meeting SLAs etc.	No details of SLAs have been mentioned in the RFP	Deliverables, compliances etc. are clearly mentioned in the RFP document, however specificity regarding the services, it's performances metrics will be mentioned in details in the agreement once the contract is signed

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42.	Clause 3 Page 17	This team will be responsible for all data feeding, data migration, training and day to day uploading of data on the Project Monitoring Tool at NMCG and all SPMG offices.	Delay on the part of on-the ground staff (nodal officers, field staff) who are responsible for providing the on-field data to the system, cannot be attributed to the bidder	On date NMCG is monitoring all the projects on monthly and fortnightly basis which is displayed on NMCG dashboard. This contract is for engaging a consultant for enabling NMCG to monitor the projects on dynamic basis. This consultant will be responsible for collection of data and dynamic monitoring of projects
43.	IV. Terms Of Reference, Clause Project Duration, page no. 17	Integrating and interfacing of existing	What level of integration is expected?	Refer to 3. Key Deliverables Phase 1 PMT & Mobile Application on page 15 & 16.
44.	6.3 C Page 37	Providing full time dedicated Operational Support services including data feeding, data migration, user training, documentation etc. (for 2 years) at NMCG and SPMGs.	There's no corresponding payment milestone in phase 1 of the project for stakeholder training as suggested by the scope of work of phase 1.	RFP Clause Prevails.
45.	B. Page 37	Upon acceptance of source code, security audit report & User Manuals by NMCG, identified as such, shall have been submitted by the Developer and approved as satisfactory by the "NMCG" unless the "NMCG", within such thirty (30) day period, gives written notice to the Developer specifying in detail deficiencies in the Services.	Will the submission be deemed accepted if not intimated by NMCG in 30 days?	Yes.

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46.	9.2.3 Page 39	The Developer shall mobilize the requisite team within time stipulated as per Letter of Award. In case of delayed mobilization, penalty up to 5% of the value of the quarterly payment will be imposed and shall be recovered from the bills submitted or otherwise.	Quarterly payments are only in phase 2 (O&M). Is this regarding team mobilization in O&M phase?	Yes.
47.	Others	English /Language / Other Languages	Please clarify that there will NOT be individual State Specific Language (including Hindi) MIS portals as part of scope. This will be a single integrated platform.	Only English & Hindi languages are preferred.
48.	Others	Hardware requirement	Kindly provide specific hardware details, that needs support	At Present MIS is hosted with NIC Cloud server. NIC is a Government body, providing infrastructure facility for Government bodies for deploying their application on their server. NIC is providing VM cloud space to NMCG. Software Configuration is mentioned below: 1.Window Server 2012 R2 2.IIS 8.0 3.Dot Net Framework 4.0 Database Server:Sql Server 2016
49.	Others	For the detailed functional scope detailing towards the FRS (Functional Requirement Specification), Who will be the Single point of contact.	We assume NMCG will provide single point of contact. Consultants do not have to collect separate requirement from different state contacts (SP...)	The data needs to be collected from identifying the relevant point of contact for that particular project

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50.	-	-	Is this assignment is an up gradation to the existing Application with some additional functionality? Please clarify.	No, it is not up gradation of existing Application. RFP is self-explanatory.
51.	-	-	We would like to know the Database schema will be designed from the scratch or NMCG wish to use the existing one?	NMCG will use the existing one but developer will be encouraged to develop a new Database scheme.
52.	-	-	Could you please provide the exact job of Site engineer for developing Mobile Application	There is no role of Site engineer in mobile development.
53.	-	-	Kindly provide the functionality of Bhuvan application for further customization.	Visit the NMCG website as web link for Bhuvan app: http://bhuvan.nrsc.gov.in/governance/mowr_ganga.php

National Mission for Clean Ganga
 (Ministry of Water Resources, River Development & Ganga Rejuvenation)
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Request for Proposal for Engagement of Consultant for Design, Development and Implementation of Project Monitoring Tool (PMT) Interfacing with NMCG's MIS Application
RFP No.: NMCG/Dir(Projects)2017/State Projects Monitoring/005(R)

Corrigendum No.2

Dated: August 29, 2018

S. No.	Clause Reference & Page No.	Existing Clause	Amended Clause
1.	Section II , Instruction to Bidders , Page No. 8 , Clause No. 16 , Point No. 5	Last Date for Submission of Bids – August 31, 2018, 03.00 PM	Last Date for Submission of Bids – September 10, 2018, up to 03.00 PM
2.	Section III , Eligibility & Evaluation Criteria , Page No. 9 , SI No. B	The bidder should have experience of working in at least 5 similar consultancy projects[#] <i>#Similar consultancy projects– Development of Project Monitoring Tools, MIS Integration along with Hybrid Mobile Application Development</i>	The bidder should have experience of working in at least 5 similar consultancy projects[#] <i>#Similar consultancy projects– Development of Project Monitoring Tools, MIS Integration along with or without Hybrid Mobile Application Development</i>
3	Section IV, Terms of Reference. Point 3 Phase 2 point No. 1	Provide operational support through two (2) dedicated resources at NMCG and one (1) dedicated resource at each of 5 SPMGs. Qualification for Operational Staff shall be B. Tech with at least 2 years of relevant experience. CVs of resources shall also be submitted along with the proposal.	Provide operational support through two (2) dedicated resources at NMCG and one (1) dedicated resource at each of 5 SPMGs. Qualification for Operational Staff shall be B. Tech/ MCA with at least 2 years of relevant experience. CVs of resources shall also be submitted along with the proposal.