

RFP for Selection of Agency for Survey of IPRS 2.0 Tenant Feedback Pre-Bid ClarificationsInvest India

S.No.	Page/ Clause No.	Clause	Clarification	Invest India – Response
1	Page 10/ Clause 3 (d) of datasheet	The agency should have conducted a minimum of 3 large-scale survey in the last 5 years. The sample size of such surveys should not be less than 10,000 household/units	In order to provide proof of the assignments would copy of work order is sufficient or completion certificate would also be required along with work order. Please suggest	The work order would be sufficient for cases in which the completion certificate has not been issued yet.
2	Page 14/ Clause 17 of datasheet	Financial Turnover for last three financial years (i.e. 2017-18, 2018-19 & 2019-20)	As the balance sheet for FY 2019-20 is not compiled yet, in such case could agencies submit turnover details of FY 2018-19, FY 2017-18 and FY 2016-17s	Agencies shall submit the turnover details of FY 2018-19, FY 2017-18 and FY 2016-17 with audited financial statements to establish the average annual turnover of last 3 FY. However, entity must also submit audited/unaudited/provisional (as the case may be) financial statements signed by CA or a CA certificate for FY 19-20 to establish the turnover details of FY 19-20.
3	Page 62/ Clause 5.2	Scope of Work	<ul style="list-style-type: none"> <li>As mentioned, 400 parks across all states (20 per state) and minimum of 15 responses per park mean at-least 6,000 sample at overall level and about 300 sample per state would be covered. Please confirm</li> <li>Would database of the tenants along with validated e-mail addresses and mobile numbers be</li> </ul>	<ul style="list-style-type: none"> <li>The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The total number of nominated parks is between 400 and 450. The upper limit is 450 responses per state, where maximum number of parks are nominated. Scope of work mentions minimum of 15 responses per park or 25% of the occupied tenants, whichever is lower</li> </ul>

			<p>provided by Client? Also, what would be the size of database?</p> <ul style="list-style-type: none"> <li>• In case of casualty or tenant unable to participate, would buffer sample be provided? Please confirm</li> </ul>	<ul style="list-style-type: none"> <li>• Yes, email addresses and mobile numbers will be provided. The size of database would range between 25 and 40 per park per state</li> <li>• As derived from response above, buffer sample will be provided in case tenants are unable to participate</li> </ul>
4	Page 63/ Clause 5.2	Research Methodology	<ul style="list-style-type: none"> <li>• Could you please provide state wise list of industrial parks for realistic estimates (in terms of time and cost)? Please share</li> <li>• Considering the telephonic survey, what would be the length of the interview? Please suggest <ul style="list-style-type: none"> <li>○ Number of questions</li> <li>○ Proportion of open-ended questions</li> <li>○ Could survey questionnaire be shared?</li> </ul> </li> <li>• Who would be the target respondent among tenants (in terms of designation, department, etc.)? Please explain</li> <li>• For phase 2: the cost entirely depends on the location of the 25 parks where field visit to be conducted. Therefore, fixed price of Rs 2200/- per questionnaire may vary. Please suggest</li> </ul>	<ul style="list-style-type: none"> <li>• The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The total number of nominated parks is between 400 and 450. The state-wise list of parks will be shared with the agency selected</li> <li>• Telephonic survey: <ul style="list-style-type: none"> <li>○ 45 questions</li> <li>○ None, responses to be provided on Likert scale</li> <li>○ The questionnaire will be shared with the agency selected</li> </ul> </li> <li>• Tenant respondent would be the head or manager of the unit</li> <li>• This cost is fixed and non-negotiable; it is expected the agency has presence, either through its own office or through its channel partners, in different zones</li> </ul>
5	Page 10/ Clause 3	The Agency should have a minimum average annual turnover of Rs. 2 Crores	For FY, 2019-20, will the provisional balance sheet from the CA qualify for eligibility criteria	Agencies shall submit the turnover details of FY 2018-19, FY 2017-18 and FY 2016-17 with audited financial

	(c) of datasheet	(Rupees Two Crores) during the last three financial years (i.e. 2017-18, 2018-19 & 2019-20)		statements to establish the average annual turnover of last 3 FY. However, entity must also submit audited/unaudited/provisional (as the case may be) financial statements signed by CA or a CA certificate for FY 19-20 to establish the turnover details of FY 19-20.
6	Page 15-16/ Clause 17 of datasheet	Team Composition: Field Enumerator Minimum graduate; Minimum 3 years of experience in industrial survey Experience in CAPI work; Similar work experience: past work experience in international organizations/governmental programs/ business companies concerning related field; Excellent oral/written communication skills in both English and local languages	During the proposal phase, will it be necessary to provide field enumerators details. In our opinion, rather than field enumerators, field supervisors would suit the eligibility criteria.	As the role of field enumerators will be different from that of field supervisors, agencies are required to submit their details in the proposal phase. The agencies are required to share the CVs of all field enumerators and all other personnel including team leader, zonal coordinator, and data analyst being deployed on the project.
7	Page 86/ Clause 6.2.17	The payment terms given in the RFP is 25% advance and 50% upon completion of survey. Final instalment (25%) upon acceptance of survey data	From agencies point of view, major portion of expense will occur during the data collection phase. It is requested, have a payment milestone in between of data collection process (say upon completion of 50% data collection). This would help agencies to complete the quality work in decided timeframe	Complying with GFR requirement, advance cannot exceed 30% and therefore as a standard practice we usually 25% usually retain on completion of projects. However, we will now be having 4 milestones for Phase I: 25% on signing of the agreement 25% on completion of 50% of collation of all email and telephonic survey responses 25% on completion of remaining 50% of collation of all email and telephonic survey responses, AND submission of

				<p>tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires, recording of telephonic conversation and acceptance thereof by Invest India</p> <p>25% on acceptance of survey findings by Invest India</p> <p>The same is mentioned in the Corrigendum issued on the Invest India website</p>
8	Page 10/ Clause 3 (d) of datasheet	The agency should have conducted a minimum of 3 large-scale survey in the last 5 years. The sample size of such surveys should not be less than 10,000 household/units	<p>The IPRS survey is primarily an industrial assignment and would require a comprehensive understanding of the industrial dynamics and industrial aspects of the survey. Hence, we are of the opinion that the focus should be on industrial surveys and not common household surveys.</p> <p>Additionally, we are of the opinion, that the criteria should be a minimum sample surveys of 50 industries for a minimum of 5 projects across India and abroad</p>	<p>The IPRS is a nation-wide study and an initiative of DPIIT to rate the industrial parks across country. The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The number of industrial parks nominated for the study is between 400 and 450. The agency should have conducted a minimum of 3 large-scale surveys with of sample size of 10,000 household units or more or conducted a minimum of 2 surveys with minimum sample size of 500 industrial units</p>
9	Page 11/ Clause 3 (e) of datasheet	The Agency should have carried data collection exercise in at least 3 of the listed zones [6 zones] of the country in the last 5 years	We would request the authorities to kindly modify this clause to "The Agency should have carried data collection exercise in at least 3 organized manufacturing clusters of the country in the last 5 years	The exercise focuses on evaluating industrial parks across various states/ UTs for complete national representation. The criteria of zones is to ensure the agency has experience in conducting surveys across different parts of the country
10	Page 11/ Clause 3 (g) of datasheet	The Agency should have experience of canvassing survey using CAPI Tool/Real Time Data	Since the IPRS study is regarding industrial perception analysis, it is prudent to select a consultant with a thorough understanding of the industrial scenario in various parts of	The questionnaire will be filled by the tenant on a real-time basis through link on email or telephonic survey and it is imperative to record real-time responses. The platform to record the responses will be provided by Invest India with rights given to the agency selected

		Collection in minimum 2 projects in the last 3 years	India. We would request the authority to kindly modify the clause to remove the usage of CAPI Tool / Real Time Data Collection and allow data collation and analysis using MS Excel	
11	Page 64/ Clause 5.2	<b>Zonal / Field Supervisor / Data Scrutinizer</b> <u>Academic background and experience</u> <b>System and Data Analyst</b> <u>Academic background and experience</u> <b>Field Enumerator</b> <u>Academic background and experience</u>	The project would require detailed understanding of the industrial parks in India, and their Operational aspects. such understanding would be available with professionals who have worked hands on industrial assignments. hence it is important to provide emphasis on previous experience off industrial projects rather than restricting to certain disciplines of academics. We are of the opinion that the condition pertaining to the educational qualification of the professional should be opened to include all post graduate degrees and not just statistics, economics, mathematics, and social science as mentioned	Other qualifications will be considered; however, it is necessary to have relevant work experience on the subject
12	Page 15/ Clause 17 of datasheet	Zonal Coordinator Postgraduate in Statistics/Economics/Social Science	MBA is also a social science discipline, suggest if MBA will be considered?	Other qualifications will be considered; however, it is necessary to have relevant work experience in the subject
13	Page 15/ Clause 17 of datasheet	Field Enumerator	For such a study we would need many filed enumerators. How many CV's of the enumerators have to be attached with the proposal?	The agency is required to share the CVs of all field enumerators and all other personnel including team leader, zonal coordinator, and data analyst being deployed on the project.

14	Page 47/ Form Tech 2, Clause B (f)	Worked with other survey Organizations for conducting survey	This work is in what capacity? Should the agency in the past given work for data collection to other agency or worked with any other organisation which does data collection work also?	The criterion refers to an agency which has worked in the past with other organizations for data collection
15	Page 62/ Clause 5.2	The survey will be conducted in phases. Phase I includes tenant feedback through email and telephonic survey. Phase II (if required, based on outcome of phase I) includes field visits-based surveys in case of discrepancy between park developers' claim and tenant feedback	Does the agency need to submit a separate proposal and costing for Phase 2 (in case Ministry decides not to go ahead with Phase 2)?	The agencies will not be required to submit a separate proposal for Phase 2 and costing for phase 2 is to be included in the proposal submitted. Phase II, if required, will be based on the outcome of Phase I
16	Page 62/ Clause 5.2	50% on submission of report (15th February 2020, 25% on acceptance of report (10th March, 2020)	Request to review the payment terms as this will put lot of financial burden on the agency	Complying with GFR requirement, advance cannot exceed 30% and therefore as a standard practice we usually 25% usually retain on completion of projects. However, we will now be having 4 milestones for Phase I: 25% on signing of the agreement 25% on completion of 50% of collation of all email and telephonic survey responses 25% on completion of remaining 50% of collation of all email and telephonic survey responses, AND submission of tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires, recording of telephonic conversation and acceptance thereof by Invest India 25% on acceptance of survey findings by Invest India

				The same is mentioned in the Corrigendum issued on the Invest India website
17	Page 82/ Clause 6.2.10.2	The amount of liquidated damages for delay by Agency under this Contract shall not exceed 10% (Ten Percent) of the total value of the Contract.	Request to review the terms as this will put undue pressure on the agency	This is standard clause of Invest India
18	Page 83/ Clause 6.2.10.3	If the deliverables are not submitted as per schedule, the Agency shall be liable to pay 1% (One Percent) of the proportional cost of the services related to that deliverable for delay of each week or part thereof	Request to review the terms as this will put undue pressure on the agency	This is standard clause of Invest India
19	Page 61/ Clause 5.2	Collation of all email, telephonic and entire field survey responses, AND submission of tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires, recording of telephonic conversation	What about personal data of the respondent that will be captured on the questionnaire/ email/ recordings, will we be masking the same before sharing? otherwise it will be breach of MRSI and personal data policy	This data shall be provided by Invest India or government for research purposes. Therefore, the question of personal data breach does not arise here.
20	Page 61/ Clause 5.2	Phase 2: Only if needed (if there is discrepancy between developer and survey results): 25 Parks with cover of max 10 tenants / park	Clarification needed: is it 25 only or 25 +25 (if more discrepancies are identified)	In case of discrepancy, the agency will be required to conduct field visits-survey for maximum 25 parks. In case there is discrepancy in more than 25 parks, Invest India will provide the agency with the list of 25 parks for which field visits-based surveys are to be conducted

21	Page 63/ Clause 5.2	It is proposed that the remuneration for field visit based survey shall be limited to Rs. 2200 per interview. This is the only variable cost in the exercise. There will be a fixed cost for the remainder of the exercise [for the task mentioned in Phase 1] to meet the objectives of tenant survey in IPRS 2.0	Clarification: does this mean for phase 2: CPI as per Phase 1 + 2200 (Variable cost) will be paid/ Interview or just only 2200 as Variable cost will be paid	For phase II, the agency will be paid Rs. 2,200 per interview and will not include cost from Phase I
22	Page 10/ Clause 3 (c) of datasheet	Statutory auditors' certificate and Audited copy of Financial statements for the financial year 2017-18, 2018-19 & 2019-20	We request Invest India to allow self-certification of having minimum average annual turnover of Rs 2 crores during the last three financial years 2017-18, 2018-19 and 2019-20, in place of Financial statement of FY 2019-20. We could also share the Financial statements of FY 2016-17 if Invest India would allow the same	Agencies shall submit the turnover details of FY 2018-19, FY 2017-18 and FY 2016-17 with audited financial statements to establish the average annual turnover of last 3 FY. However, entity must also submit audited/unaudited/provisional (as the case may be) financial statements signed by CA or a CA certificate for FY 19-20 to establish the turnover details of FY 19-20.  However, self certification is required on audited & CA certified financials.
23	Page 15/ Clause 17 of datasheet	Team Composition – Zonal Coordinator	We request Invest India to specify if there are any minimum number of CVs required for Zonal Coordinator and to clarify the marking distribution (10 marks) for the Zonal coordinator	The agency is required to share the CVs of all zonal coordinators and all other personnel including team leader, field enumerators, and data analyst being deployed on the project. Clarification for marking distribution – The Zonal Coordinator is required to be a postgraduate with at least 10 years of work experience in project management, logistics planning and team management. Number of

				years of experience (=5, >5 and <=7, >7) in industrial survey management will determine the marks received
24	Page 15/ Clause 17 of datasheet	Team Composition – Field Enumerator	As the number of CVs required for this criterion is not mentioned, should we share 4 sample CVs to achieve 4 marks? Kindly clarify	The agency is required to share the CVs of all field enumerators and all other personnel including team leader, zonal coordinator, and data analyst being deployed on the project. The marks achieved will depend on the number of years of experience of the personnel in industrial survey (2 marks for 3 years of experience and 4 marks for >3 years of experience)
25	Page 26- 27/ Clause 2.7	The sender's ID needs to be mentioned on the agency's official website as well	Usually on the website we do not provide details of the individuals like email id and contact details, hope it is fine with Invest India that the individual with the PoA is mentioned in the website else if the PoA authorizes a different individual to send the proposal from his email id	We will allow the agency to provide the details on an official letterhead of the agency and duly signed and stamped for the purpose sent over email.
26	Page 61/ Clause 5.2	Considering the COVID situation and quality of data, study aims to automate process of collection of primary data using web-platform and telephonic interviews. The survey agency shall adhere to utilize the adequate system being set up by IT team of IPRS 2.0 for ensuring authentication and protection of database and ensuring objectives of	Does portal need to be prepared by the agency or invest India will provide the portal for data collection? We would also like to know if the Invest India would share the technical specification of the portal. Please clarify.	The questionnaire will be filled by the tenant on a real-time basis through link on email or telephonic survey and it is imperative to record real-time responses. The platform to record the responses will be provided by Invest India with rights given to the agency selected

		conducting a tenant survey are met		
27	Page 62/ Clause 5.2	The target group for the Industrial Park Rating System (IPRS) survey would be the tenants across the industrial parks in India, nominated by the states [Maximum 20 parks per state]. The survey would cover an estimate of 400 industrial parks across India	We would like to know the name of the states to be covered. Since we are unable to retrieve the updated nominated number of Industrial parks from IPRS dashboard, could the Invest India share the details of the parks state wise? It will help in proposing the sampling methodology and cost calculation. Please Clarify	The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The total number of nominated parks are between 400 and 450. The state-wise list of parks will be shared with the agency selected
28	Page 62/ Clause 5.2	A minimum of 15 responses per park or 25% of the occupied tenants is to be captured for all parks	Out of these two criteria, what would be considered as the final sample viz. lesser number of respondent or higher number of the respondent? Please clarify	The lesser number of respondents will be considered for the final sample
29	Page 62/ Clause 5.2	The target group for the Industrial Park Rating System (IPRS) survey would be the tenants across the industrial parks in India, nominated by the states [Maximum 20 parks per state]. The survey would cover an estimate of 400 industrial parks across India.	Out of 23 states there are 18 states where the number of nominated industrial parks is less than 15 on the IPRS dashboard. If we consider maximum 20 parks per state, then we would be able to cover 231 parks from 23 states. How the rest 169 industrial parks will be distributed amongst the states? Does the Invest India have plan to cover the industrial parks sector wise?	The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The total number of nominated parks are between 400 and 450. The state-wise list of parks will be shared with the agency selected. We have not kept priority sectors for nominations of industrial parks

			If yes, what are the priority sectors to be considered for selecting the industrial park	
30	Page 62/ Clause 5.2	The survey will be conducted in phases. Phase I includes tenant feedback through email and telephonic survey. Phase II (if required, based on outcome of phase I) includes field visits-based surveys in case of discrepancy between park developers' claim and tenant feedback	While identifying the gaps; will the agency need to develop the protocols, or the Invest India will develop the protocols to find the gap between park developers' claim and tenant feedback Please Clarify	Invest India in tandem with other service providers will analyse the gaps between park developers' claim and tenant feedback. Subsequently, Invest India will share the list of parks for field visits-survey to be conducted as part of Phase II
31	Page 63/ Clause 5.2	The study area shall comprise of the States and Union Territories of India where the nominated parks are located. The survey agency in it proposed approach may suggest clustering of States and Union Territories for the purpose of survey administration.	We request Invest India to provide the details of the industrial parks state wise to have a clear picture how the cluster could be suggested in better way. This will also help in estimating the cost. Please clarify	The limit for maximum number of parks to be nominated per state/ UT has been increased to '30' from '20' and the same is mentioned in the corrigendum issued on the Invest India website. The total number of nominated parks are between 400 and 450. The state-wise list of parks will be shared with the agency selected.
32	Page 63/ Clause 5.2	That methodology shall include - but is not limited to - the below listed aspects:	As discussed during the pre-bid meeting agency needs to submit the collected data on the portal of invest India. Does the agency need to suggest	The agency will not be required to perform the analysis of data gathered. Other service providers will analyse data collated.

		Data management and analysis	the analysis methods and framework in the proposal? Please clarify	
33	Page 63/ Clause 5.2	For parks where there is a discrepancy between park developers' claim and tenant feedback, the survey agency will be asked to collect certain information/ data/ documents from the park developers and or tenants and/or other relevant authorities (wherever it is applicable) as guided by the verification team of IPRS 2.0.	From this statement we understand that developer and other relevant authorities may be the respondent in Phase-II. We also expect that developer's details will be shared by the Invest India, if it is applicable, Please clarify	Yes, the details for the same will be provided by Invest India
34	Page 85/ Clause 6.2.16 (vi)	The Agency shall at all times indemnify and keep indemnified Invest India against any and all claims by Employees, Workman, Companies, suppliers, agent(s), employed engaged or otherwise working for the Agency, in respect of their wages, salaries, remuneration, compensation or the like.	We understand agency's responsibilities will be limited only to all claims by Employees, Workman, Companies, suppliers, agent(s), employed/hired by the Agency. Hope our understanding is right	Agency's responsibilities will be limited only to all those claims by Employees, Workman, Companies, suppliers, agent(s), employed/hired by the Agency. In addition to the above, any third party working for you and their actions will also have to be indemnified.

35	Page 85/ Clause 6.2.16 (vii)	All claims regarding indemnity shall survive the termination or expiry of the Contract.	In order address subjectivity on this clause, we request if this clause can be made limited for a reasonable amount of time post contract closure.	Can be limited to 2 years post completion of the contract.
36	Page 86/ Clause 6.2.17	50% payment on completion of the collation of all email, telephonic and entire field survey responses, AND submission of tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires, recording of telephonic conversation and acceptance thereof by Invest India	We request to allow one more payment milestone before fieldwork gets over as it will involves the fieldwork maximum investment on the project, this will enable the agency to keep right balance of working capital on the project. This can be mutually discussed and agreed at the time of signing the contact.	Complying with GFR requirement, advance cannot exceed 30% and therefore as a standard practice we usually 25% usually retain on completion of projects. However, we will now be having 4 milestones for Phase I: 25% on signing of the agreement 25% on completion of 50% of collation of all email and telephonic survey responses 25% on completion of remaining 50% of collation of all email and telephonic survey responses, AND submission of tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires, recording of telephonic conversation and acceptance thereof by Invest India 25% on acceptance of survey findings by Invest India The same is mentioned in the Corrigendum issued on the Invest India website
37	Page 86/ Clause 6.2.17	50% shall be payable after the completion of the entire field survey and submission of tabulated data in excel spreadsheets along with hard copies of fully completed questionnaires and acceptance thereof by Invest India and the balance;	As per our understanding, feedback will be captured through CAWI method, we just want to understand if client suggest PAPI questionnaire during telephonic survey. We also would like to understand where this hard copy questionnaire is coming from.	Invest India will provide the portal for data collection and require all responses to be recorded on the portal itself. The rights will be given to the selected agency. For telephonic surveys, the agency will be required to record these and fill the responses on the portal provided by Invest India. The questionnaire has been created by other service providers and will be shared with the agency selected

38	Page 88/ Clause 6.3	Format of Bank Guarantee	We ensure following the prescribed format however issuing bank might have slight modifications in the language to ensure bank guidelines.	The bank guarantee format shared has been accepted by different banks w.r.t past contracts of Invest India. However, any modifications intimated by banks will be discussed and sorted at the time of submission of BG.
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