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CORRIGENDUM

(Responses to the Pre-Bid queries and date extension)

Tender Ref No	:	F6(11)2017/Sys
Tender ID	:	2018_DDA_361643_1
Subject	:	E-Tender for **"Selection of an agency for providing Mobile based and Web enabled Online Public Grievances & Redressal System Application Software as a Service for DDA (SAAS Model)"**.

Responses to the Pre-Bid queries received and Corrigendum for the above e-Tender have been published on CPP portal of NIC and D.D.A.'s website. Bidders are requested to visit CPP Portal http://eprocure.gov.in/eprocure/app. and DDA website https://www.dda.org.in in this regard.

Submission of Technical & Financial Bids ends: date & time: 31.08.2018   3:30 PM
Technical Bid opening: date & time: 04.09.2018   3:30 PM

Other terms & conditions shall remain the same.

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Responses for Pre-Bid Queries

S. No.	Vendor	Query S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response from DDA
1.	Vendor-1	1	Technical Bid	Scanned Copy of CMMi3 Level Certification	Request you to allow ISO9001 Certification.	Same as per the e-Tender Document.
		2	22. **PENALTY CLAUSE:**	That the Agency shall not sub-let/sub-contract in part, or in full after getting the work order. In the event of the Agency subletting the work/sub-contracting in part or full after the award of the work then the Agency shall be considered to have thereby committed a breach of agreement and DDA shall have right to cancel the contract.	**Request to allow consortium.**	Same as per the e-Tender Document.
		3	ANNEXURE-I	DDA shall not provide any software or hardware for customization and development and hosting of the application will also be done by the agency at its own servers/clouds/data center for providing the services to DDA up to the end of the Contract.	**Hosting for 1 Year?**	Hosting will be done initial for one year which can be extended as per terms. See Clause.12
		4		2. **Training** The Agency shall provide training free of cost one day (08 hours) once per	**For how many years?**	Whenever any new user shall be added during the project tenure.

				month(i.e.12 Training session per year) at central location & venue provided by Department.	
		5		4. **Deliverables:** ☐ Selected agency is expected to deliver the mobile application on application store (Google Play, Apple and windows) and also make web enabled software live within **Six weeks** of receiving the work order. DDA will bear the cost of Play store subscription.	**Mobile app, web app and data migration all to be deployed in 6 weeks?**	Same as per the e-Tender Document.
		6		1. Initially the assignment shall be for a period of one year and it may be extended for the <mark>second & third years at the</mark> discretion of DDA, if the services of the tenderer are found satisfactory, <mark>at the same rate and same terms and conditions</mark> excluding One time set up and configuration charges for Mobile based and Web enabled Online Public Grievances & Redressal System Application Software Only.	**Request you to add financial point for second & Third year Extension of this assignment.**	Same as per the e-Tender Document.
		7	13. **Payment**	The agency shall be paid for dedicated man power on	**Call center & support staff to be deployed for 1 year**	Same as per the e-Tender Document.

			Terms	quarterly basis after receiving the invoice.	**and also do we want to deploy both type of resources or just support and development staff?**	
		8	ANNEXURE-V	Consultancy provided as i Main consultant ii Associate Consultant iii Joint Consultant Application I System Developed ii & Implemented and iii <mark>maintained under iv facility management v</mark>	**As per the Project experience format, what is the meaning for point iv & v in the format table.**	Please ignore the numbering system. Just give experience details.
2	Vendor-2	1	Page No. 5 Eligibility Criteria of Tenderer / Point Number "b"	The Tenderer must have valid CMMi3 Level Certification	1. Please allow ISO Certificate	Same as per the e-Tender Document.
		2	Page No.11 Platform / Point Number 5	Window - Display Orientation Portrait or landscape both	• In the case of business application window environment Upto the marked. More details check below points: (1) Windows-based devices consist of less than 3% of the entire smartphone population. So is it not worth to develop an app for Windows (2) Windows Phone development has extra costs. You have to	Agreed. Android and IOs may be considered.

					pay for the full version of Visual Studio and you have to pay an annual fee (99$) if you want to publish an application or deploy your app on your device. (3) No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities. (4) Recent market studies show that Microsoft's mobile operating system is gaining traction, but at tortoise speed. Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience. (5) Version incompatibility • For more details please check below URL: https://www.onmsft.com/news/top-five-reasons-avoid-windows- phone-and-keep-your-androidios-device • We request you to	

		3	Page 5 Eligibility Criteria of Tenderer / Point Number "a"	The Tenderer must have had an average turnover of more than Rs. 75 lakhs during previous three years from software development & maintenance.	kindly remove this Clause.	
					• We request you to change the criteria from 3 years to the last financial year, as our company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. • **It our humble request please allow the last 3 financial year i.e (2015-2016,2016-2017,2017-2018)** • Hence, we request you to consider our work experience rather than the years of experience in industry. We are expertise in development of mobile application and we have worked with many	The average turnover of more than Rs.75 Lakhs during the previous three years i.e. 2015-2016, 2016-2017, 2017-2018.

					of the government department in different state and we have provided this type of solutions. Please find the name of the city and state list mentioned below for the solution we have provided to them.
					
					1. Gujarat: -
					   • Ahmedabad Municipal Corporation (AMC)
					   • Junagadh Municipal Corporation (JMC)
					   • Ahmedabad Urban Development Authority (AUDA)
					   • Surat Municipal Corporation (SMC)
					   • Commissioner of Geology and Mining (CGM)
					
					2. Madhya Pradesh (MP): -
					   • Indore Municipal Corporation (IMC)
					   • Jabalpur Municipal Corporation (JMC)
					
					3. National Capital Region (NCR)
					   • New Delhi Municipal	

				Council (NDMC) • South Delhi Municipal Corporation (SDMC) • East Delhi Municipal Corporation (EDMC) • Delhi Development Authority (DDA) 4. Uttar Pradesh • Lucknow Municipal Corporation 5. Rajasthan • UIT KOTA	
3	Vendor-3	1	Page No.5 Eligibility Criteria of Tenderer / Point Number "b"	The Tenderer must have valid CMMi3 Level Certification	1. As per our study this RFP budget not so much So its our humble request please allow start-up companies having P allow ISO Certificate	Same as per e-tender document
		2	Page No.11 Window - Display Orientation Portrait or landscape both	• In the case of business application window environment Upto the marked. More details check below points: (1) Windows-based devices consist of less than 1% of the entire smartphone population. So is it not worth to develop an app for Windows (2) At current technology window mobile phone platform update is hard to get compare than iOS and Android	We request you to kindly remove this Clause.	Agreed. Android and IOs may be considered.

			platform like lots of changes coming in GPS maps and integration of web service api

(3) No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities.

(4) Recent market studies show that Microsoft's mobile operating system is gaining traction, but at tortoise speed. Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience.

(5) Version incompatibility

• For more details please check below URL:

https://www.onmsft.com/news/top-five-reasons-avoid-windows-phone-and-keep-your-androidios-device | | |
| | | 3 | Page No. 5 Eligibility Criteria of Tenderer / | The Tenderer must have had an average turnover of more than Rs. 75 lakhs during previous three years from software | • We request you to change the criteria from 3 years to the last financial year, as our | The average turnover of more than Rs.75 Lakhs during the previous three years i.e. 2015-2016, 2016- |

			Point Number "a"	development & maintenance.	company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. • **It our humble request please allow the last 3 financial year i.e (2015-2016,2016-2017,2017-2018)** • **Please check Start-up India action plan As per the plan :- In order to promote Startups, Government shall exempt start-up from the criteria of " prior experiences / turnover " without any relaxation in quality standards or technical parameters . The start up will also have demonstrate requisite capability to execute the project as per requirement and should have their own manufacturing facility in India**	2017, 2017-2018.
4	Vendor-4	1	Page No.5 Eligibility Criteria of Tenderer / Point Number "b"	The Tenderer must have valid CMMi3 Level Certification	1. As per this project is not that large so its our request please allow ISO Certificate companies	Same as per e-tender document

| | | 2 | Page No.11 Platform / Point Number 5 | Window-Display Orientation Portrait or landscape both | In the case of business application window environment Up to the marked.

More details check below points:

(1) Windows-based devices consist of less than 2% of the entire smartphone population. So is it not worth to develop an app for Windows.

(2) Windows Phone development has extra costs.

You have to pay for the full version of Visual Studio and you have to pay an annual fee (99$) if you want to publish an application or deploy your app on your device.

(3) No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities. | Agreed. Android and IOs may be considered. |

					(4) Recent market studies show that Microsoft's mobile operating system is gaining traction, but at slow speed. Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience. We request you to kindly remove this clause.	
		3	Page NO.5 Eligibility Criteria Of Tenderer / Point Number "a"	The Tenderer must Have had an average turnover of more than Rs.75 lakhs during Previous three years from software development & maintenance.	We request you to change the criteria from 3 years to the last financial year, as our company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. It our humble request please allow the last 3 financial year i.e (2015-2016,2016-2017,2017-2018)	The average turnover of more than Rs.75 Lakhs during the previous three years i.e. 2015-2016, 2016-2017, 2017-2018.
5	Vendor-5	1	Page No.2 2nd Paragraph	Tenderers are required to deposit e-Tender annual charges amounting Rs.20,000/-, tender fee amounting Rs.590/- and EMD amounting Rs.50,000/- through separate	The E-Tender Annual Charges amounting to 20000/- was also paid last year in december on the same tender which got scrapped. Do Bidder who	It is valid till one year.

| | | | transactions with RTGS/NEFT | already have paid in same tender last year need to pay again as it's a annual charges.

Kindly Confirm | |
|---|---|---|---|---|---|
| 2 | Page N.5 18. Eligibility Criteria of Tenderer: | b) Tenderer must have valid CMMi3 Level Certification (Proof to be attached

with the Technical proposal). | We Request to kindly add ISO 27001 also as this certificate meant for information security management system. | Same as per e-tender document | |
3	Page No.11 3. Manpower	The Agency shall depute the manpower of the skill and experience as required for smooth handling of the project………..	Do u have any specification of the candidate on Qualification, experience, domain etc. If yes Kindly share with us.	Same as per e-Tender document.	
4	Page No.11 5. Platform:	Windows - Display orientation Portrait or landscape both	Microsoft has stopped providing updates to windows application. Kindly suggest	Agreed. Android and IOs may be considered.	
5	Page No.11 2.Traning	The Agency shall provide training free of cost one day (08 hours) once per month(i.e.12 Training session per year) at central location & venue provided by Department.	Can you please suggest no of participants in each of the training program.	Whenever any new user shall be added during the project tenure.	
6	Page NO.10 xvi. Call center software	A call centre for receiving the grievances is in place in DDA. As soon as a complaint is received at the call centre(on phone), the system should have provision so that it gets registered and integrated with mobile app and routed through the mobile app to the respective Officer/Officers of	We assume that there will a dedicated DDA staff to attend phone call & register complaint on Web Portal. A complainer will share the complain details on phone and DDA staff member will enter the details in Web Portal on behalf of complianer.	We have sought one dedicated manpower, who will train DDA staff and will sit with DDA staff.	

				the concerned department for further action.	
		7	Page No.10 xvi. Call centre Software :-, 3rd Bullet	CRM must be integrated with IVR(Interactive Voice Response).	Interactive voice response interact with humans through the use of voice and DTMF tones input via a keypad to register complain. OR Using IVR system, DDA wants to convert audio input into english language and same will be register in Web Portal.	Same as per e-Tender document. IVR System will be installed by the vendor.
		8	Page No.9 PointNo.xiv.	Update the leave status by a particular Officer and during that period, automatic assignment of references to the linked Officers	Does DDA required leave module for DDA staff members?	No leave module is required, however in case of any officer on leave, the complaint should go to his line officer.
		9	Page No.8 Point No.V	The system should make a provision to allow the Level1 officer to forward the case to highest level officers for resolution.	How many levels of officers to process complaint?	Upto four level
		10	Scope of Work 1-> xiv.->	Use of Google or any open platform map to show walking path while on inspection.	Whose Walking path is to be shown to whom? - Please clarify as this isnt clear with its objective of developing it	Not required.
		11	Section xiv.	Message between admins.		Same as per e-tender document
		12		Generic Query	Does DDA propose any specific technology for development e.g. PHP, WordPress, Dot Net, etc.	Same as per e-tender document. No specific.
		13		Generic Query	Approximate how many no. of public users or no. of complaints received	Same as per e-tender document

				during the month?	
		14	Generic Query	How many photos needs to upload at the time of visit complain location?	Same as per e-tender document
		15	Generic Query	How many current users of DDA ?	Same as per e-tender document
		16	Generic Query	Is there Budget limit for development of Web portal & mobile app ?	Same as per e-tender document

NOTE:-

1. **Page 5, Clause 18 a) in Eligibility Criteria of Tenderer** is revised as under:-
The Tenderer must have had an average turnover of more than Rs.75 Lakhs during the previous three years i.e. 2015-2016, 2016-2017, 2017-2018.