Pre-Bid Query No.	Sl. No	Reference Page Number		RFP Reference Statement	Clarification Required	DDA's Response
			Agency 1			
1.	1	31	2: Eligibility and Evaluation Criteria point no 10	**Empanelment** Bidder having empanelled with any one State/Central Government Agencies/PSUs/Local Bodies, for e-Governance Projects (valid as on date of Bid submission)	Please change the empanelment criteria to government experience or Request you to consider the below change in case of consortium is allowed. **Empanelment:** Sole Bidder/ Any member of consortium having empanelled with any one State/Central government agencies for **IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Works** (valid as on date of Bid submission).	In case of Consortium, Lead member needs to meet this criteria. Further, it is clarified that the Clause is modified as- "**Sole bidder / Lead member** having undertaken / executing project in any one state/ central government agencies Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India, for IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation works (valid as on date of Bid submission." Please see Appendix-A.
2.	2	31	Point Number 11	Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 2.5 Crore(Rupees Two point Five Crore only).	Request you to kindly re-look into tha clause as the turnover criteria and the project experience criteria is not in sync and are not as per the guidlines. The turnover requirement is very less considering the nature, size of the project and the required project experience criteria in PQ. **Request you to kindly increase the Turnover Criteria to 10Cr.**	As per RFP. Please see the Appendix-A for changes effected w.r.t PQ and TQ.
3.	3	31	Point Number 12	The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous/ PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Application Software for Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18,	The project experience scope given is confusing as Multiple definitions such as Turnkey Projects, System Integration, Total Solution Provider etc are given. Request you to reframe the firms experience criteria as mentioned below for wider participation and clear understanding. The Tenderer shall have experience of **ICT System Integration or Application Development Projectswith Operations &maintenance**and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 6.5 Crore Or	**Accepted.** It is modified as "The Tenderer (**Sole Bidder/Lead Member**) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations &Maintenance and should have executed / operationalised relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India: - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ".

				FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 6.5 Crore Or (b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore.	(b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore.	**Please see Appendix-A.**
4.	4	Page 29 and 30	Point Number 4	The Tenderer should be in the business of Application Software for Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India and should have executed / operationalised relevant projects in last 5 Years, as of 31st March 2018 (FY 17-18, FY 16-17, FY 15-16, FY 1415, FY 13-14).	The project experience scope given is confusing as Multiple definitions such as Turnkey Projects, System Integration, Total Solution Provider etc. are given. Request you to reframe the firms experience criteria as mentioned below: The Tenderer should be in the business of **ICT System Integration or Application Developmentwith Operations &Maintenace** Projects and in India and should have executed / operationalised relevant projects in last 5 Years, as of 31st March 2018 (FY 17-18, FY 16-17, FY 15-16, FY 14-15, FY 13-14).	<u>**Accepted.**</u> It is modified as "The Tenderer (**Sole Bidder/Lead Member**) should be in the business of **ICT System Integration or Application Development DSS (Decision Support System) with Operations &maintenance** Projects in India and should have executed / operationalised relevant projects in last 5 Years, as on date of Bid Submission." . **<u>Please see Appendix-A.</u>**
5.	5	Page 30	Point Number 4	Decision Support System	Request you to define Decision Support System. **As per our understanding any e-Governance projects which enables the government departments to collect data, analyze and take decisions accordingly.** Please confirm the same.	A decision support system (DSS) is defined as "a computer-based application that collects, organizes and analyzes business data to facilitate quality business decision-making for management, operations and planning".
6.	6	Page 34	Point Number 5	Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS) having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India completed in past 5 financial years. Maximum FiveProjects 1. Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 1 Mark) 2. Projects undertaken inIndia, with project value >= 50	**Request you to reframe this clause in line with the corresponding PQ project experience criteria. Also, the marks given to this section is very less when compared to Point 6 of the TQ criteria <u>which is integration scope only</u>. Request you to please increase marks to 10.**Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS) having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India completed in past 5 financial years. **(a) One Project of Value >= INR 6.5 Crore - 10 Marks(b)Two Projects**	**Accepted**. This clause is amended as follows:- "Prior experience of The Bidder (**Sole Bidder/Lead Member**) on ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed / operationalised relevant projects **in last 5 Years, as on Date of Bid Submission**, for Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India :- (a) One Project of Value >= INR 6.5 Crore - **10** Marks

				Lakhs but < Rs. 1 Crore (each project will carry 0.75 Mark)3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)	of Value each >= INR 4.0 Crore- 8 Marks (c)Three Projects of value each >= INR 3.2 Crore- 5 Marks	(b)Two Projects of Value each >= INR 4.0 Crore- **8** Marks (c)Three Projects of value each >= INR 3.2 Crore- **5** Marks **Please also see Appendix-A.**
7.	7	Page 34	Point Number 6	Prior Experience in integration of 3rd Party eGovernance Services to Citizen / Business interface with Portal or Online System, for Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Office etc., in India completed in past 5 financial years. Maximum Five Projects 1. Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 2 Marks)2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 1 Mark) 3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)	Request you to please include higher projects and reduce number of projects requirment when higher value projects are given by the bidder.We suggest to ammend the clause as below:**Maximum Five Projects 1.Projects undertaken in India, with project value >= Rs. 3 Crore (each project will carry 5 Marks)2.Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 2 Marks)3. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 1 Mark)**	**Accepted(Partially)** and amended this Clause as Follows:- "Prior experience of The Bidder (**Sole Bidder/Consortium**) integration of 3rd Party governance Services to Citizen / Business interface with Portal or Online System, with Operations & Maintenance, and should have executed / operationalised relevant projects **in last 5 Years, as on Date of Bid Submission**, for Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India "**Maximum <u>Five</u> Projects (Maximum marks 10):** 1. Projects undertaken in India, with project value >= Rs. 2.5 Crore (**each project will carry 5 Marks**) 2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2.5 Crore (**each project will carry 4 Marks**) 3. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (**each project will carry 3 Mark**). 4. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs (each project will carry **2 Mark**). 5. Projects undertaken in India, with project value >= 10 Lakhs but < Rs. 25 Lakhs (each project will carry **1 Mark**). Please see Appendix-A.
8.	8	Page 34 and 35	Point Number 7	Past Experience in implementation of Workflow based Applications using Work Flow Engine (forms Automation) with User Authentication, completed and operational, during the last 5 financial years, for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc., in India completed in past 5 financial years.	Since the bidders experience with government agency is already evaluated in PQ as well as other TQ criteria, request you to allow projects in private sector for this workflow engine based projects. Also, most of the government projects the workflow either goes with bigger E-governance or ERP projects and rarely given saperately like in this case. Hence, Kinldy consider the below clause: Past Experience in implementation of Workflow based Applications using Work	**Accepted.**It is modified as "Past Experience Prior experience of The Bidder (Sole Bidder/Consortium) in implementation of Workflow based Applications using Work Flow Engine (Forms Automation) with User Authentication, completed and operational, during the last 5 years, as on Bid Submission date, for Government (or its Autonomous / PSU/Subordinate Organisation/ Local Bodies), **<u>Large Corporates</u>** etc., in India, as on

					Flow Engine (forms Automation) with User Authentication, completed and operational, during the last 5 financial years, for Government or its Autonomous / PSU/Subordinate Organisation/ Local Bodies, **private sector** etc., in India completed in past 5 financial years **as on Bid Submission date**	Bid Submission Date". "**Maximum _Five_ Projects (Maximum marks 10):** 1. Projects undertaken in India, with project value >= Rs. 2.5 Crore (**each project will carry 5 Marks**) 2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2.5 Crore (**each project will carry 4 Marks**) 3. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (**each project will carry 3 Mark**). 4. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs (each project will carry **2 Mark**). 5. Projects undertaken in India, with project value >= 10 Lakhs but < Rs. 25 Lakhs (each project will carry **1 Mark**). Please see Appendix-A.
9.	1	Page 2	Point Number 1		Tenderers are required to deposit E-Tender Annual Charges Rs. 20,000 and EMD amounting Rs. 16,00,000 through separate transactions with RTGS/NEFT in the account of Sr. A.O. Cash Main, D.D.A having account No. 1014042405 with Central Bank of India, Vikas Sadan,I.N.A. branch, New Delhi (IFSC Code CBIN0282695).	Request to allow Bank Guarantee for EMD.
10.	2	Page 2 and 6	Point Number 44		The rates/offer shall be valid for the period of 180 days from the date of opening of tender(Technical Proposal).	Request you to consider Bid validity from PQ opening instead of TQ.
11.	3	Page 4	Point Number 24 (iv)		Scanned Copy of Details of the firm's / Company's experience in Application Software (including GIS Application) solution development and maintenance (Annexure-5: Form-C).	Request to clarify requirement of GIS application experience in forms digitalization and Work flow tender. If there is not scope of GIS pertaining to this tender request you to remove the same.
12.	4	Page 5	Point Number 26		Scope of Work (Annexure-1) is about the details of the application softwares developed and implemented with details of the environment for which the Facility Maintenance and Management Services are required.	Scope of work says facility management and management services. Please clarify if the successful bidder has to provide these services? If not, please remove the same or provide more details of the same.
13.	5	Page 6	Point Number 37		The tenderer shall be provided with adequate office space with	Request you to relax this clause from the RFP. As a bidder, we shall take care of our

Additional response column entries:

- Row 9: As per RFP.Annexure-14 stands deleted.
- Row 10: **Accepted**. The Clause 44. id modified as "The rates/offer shall be valid for the period of 180 days from the date of opening of Tender(Pre-Qualification Bid).
- Row 11: **Accepted**. The Words "including GIS Application" are deleted.
- Row 12: It is clarified that Facility Maintenance and Management Services **means the Scope** under the O&M Phase.
- Row 13: Accepted.

				electricity and air conditioning with minimal furniture for its operations. All the officials deputed by the vendor shall be paid the salaries, travel allowances etc. by the tenderer and the officials shall continue to be employees of the tenderer even after expiry of the assignment and DDA shall have no liability whatsoever, in this regards.	responsibilities towards our associates and DDA shall not in any way be accountable for their salaries and allowances.	The sentence "All the officials deputed by the vendor shall be paid the salaries, travel allowances etc. by the tenderer and the officials shall continue to be employees of the tenderer even after expiry of the assignment and DDA shall have no liability whatsoever, in this regards." **is deleted from the Clause 37.**
14.	6	Page 6	Point Number 41	The Bidder will be responsible to conduct workshops and other training, handholding activities for the DDA personnel, as well as providing on-the-job training in data entry and verification, preparation of reports, system maintenance and upgrading, etc.	Please provide details of training requirement such as no. of DDA officials and no. of sessions etc.	Capacity building of DDA officials: Bidder will be responsible to conduct 3 workshops (2-day duration each with hands on experience) to sensitize around 100 identified (relevant) DDA officials to the features, use cases and applications of the portal. Training for operating the portal, data entry and verification, preparation of reports, system maintenance and upgrading and basic trouble shooting will be provided to 20 DDA personnel through on-the-job and classroom training methods, by providing required training materials for capacity building and competency development on the Workflow Engine Portal developed under this Contract. During O&M Phase too, Capacity Building of DDA officials are required to be provided to facilitate operational continuity of the Portal.
15.	7	Page 7	Point Number ii	Warranty Support	As per our understanding warranty support is for 6 months' post Go-Live. Please confirm the same?	Yes. Warranty support is **6 Months** as Warranty support. Please also see modified clause 45 in Appendix B.
16.	8	Page 7	Table 1 - Payment Milestone	Table 1 - Payment Milestone	Payment Milestone 3- UAT phase is duplicated, UAT is covered in Payment Milestone 4 - Go Live Acceptance. Request you to remove UAT from ED+15 weeks milestone.	**Table 1 is revised. Please see Appendix B**
17.	9	Page 27	Timelines and Deliverables	Digitalization and Workflow Configuration	2.5 months for 36 forms digitalization and workflow configuration for individual departments is practically not possible. Request you to please relook into the timeline and give min. 3.5 months for development phase.	As per RFP.
18.	10	Page 6&7	Payment Terms	Payment Milestones	Please confirm if the individual module/department wise Go-live is accepted and corresponding module can be treated as Go-Live and 90% payment for that module function points are paid and also warranty of that modules will be started.	**Yes. Confirmed.**
19.	11	Page 9	Point 49	The Contract to be executed with the tenderer (selected agency) may	Please confirm if notice period is 1 month or 3 months. There is ambiguity in point 49 and 50.	**As per RFP**. There is no ambiguity. It is clarified that

						(i) Clause 48 deals with the Notice period of 1 Month for "non-performance of any clause by the Tenderer",
				be terminated by DDA for non-performance of any of the clauses of the contract and/or for violation for any terms and conditions of the contract by the tenderer, after serving a prior notice of one month on the registered address of the tenderer and also through registered email address of the tenderer.		(ii) the clause 49 deals with the termination notice of 3 months when DDA desires to terminate for any reason whatsoever, and (iii) the Clause 75 deals with the Notice period of 1 Month under RISK Purchase.
20.	12	Page 10	Point 55	IP Rights	COTS product perpetual license can be given to DDA. However, IP rights and source code of the product including the customisation code will reside with the tenderer/bidder only. Request you to please alter the clause accordingly or confirm the same here.	The Tenderer shall quote for COTS Product with perpetual license in the Financial Bid. **It is confirmed** that however, IP Rights on application software built around the COTS under the Project will rest with the Purchaser. The tenderer shall not have any right whatsoever, to operationalize the Application software operationalised under this project, for another user, without the written permission of the Purchaser. The Source Code of the Customisation / bespoke code needs to be transferred to DDA as a part of knowledge transfer. Also see reply to Query No 78.
21.	13	Page 24	Development Platform	Development Platform1.Open Source Java/PHP Technology stack as recommended by OTC;2. Common Minimum Framework (cmf.gov.in) for Portal development3.Open Technology Workflow Engine 4.Open RDBMS (MySql, PostGres etc.)	Request you to please change the clause "Open **RDBMS** (MySql, PostGres etc.)" to "Open **Database** (MySql, PostGres etc.)" as few open databases such as MongoDB does not qualify as RDBMS by definition.Also, request you to please confirm that it is allowed to give COTS product for workflow engine and hence workflow engine technology on which COTS was developed is acceptable to DDA.	**Agreed.**It is modified as "Development Platform : 1. Open Source Java/PHP Technology stack as recommended by OTC/.Net Platform; 2. Common Minimum Framework(cmf.gov.in) for Portal development 3. Open Technology Workflow Engine **or Customized COTS Workflow Engine or Bespoke Development Model** 4. **Open Database** (MySQL, PostgreSQL etc.)".
22.	14	Page 27	Point C.2 of Timelines and Deliverables	UAT with the PMC and selected users group	Please remove Section C.2 from the timeline deliverables. It is a duplication.	**Agreed**. The C.2 of Timeliness and Deliverables is merged with D.3 of Timeliness and Deliverables and C.2 stands deleted.
23.	15	Page 78	Form 5F	Function Points financial template.	The current template does not give the advantage neither to bidder nor to DDA w.r.t suitability of COTS workflow engine that is available with respective bidders.	The Form 5F and Function Point template has been revised. Please see Appendix B
24.	16	Page 35	C.Solution Proposed, Approach and Methodology (40)	Qualitative assessment based on Demonstration of understanding of the Department's requirements through providing:	Please add one more section of Workflow engine demonstration with use case similar to DDA requirement during the Technical presentation as the same is required to practically evaluate the engine considered or	**Agreed.** Demonstration of Workflow Engine with "use case" for forms digitalization: **5 Marks**

					developed by the bidder.	Please see Appendix-A.
	Agency2					
25.	1		Clause Exemption for Micro, Small& Medium Enterprises: - Criteria for EMD/Tender Fee Exemption for MSME and Startup Companies		As per the GOI directives, Micro, Small& Medium Enterprises Development Act, 2006, Tender fee and EMD should be zero. Request to reconsider the EMD& Tender fee clause as per the GOI guidelines Note : Attached GOI directive Order No . F.No. 22(1)/2003/EP&M	As per RFP.
26.	2	Page no 30 Sr, No. 8	Criteria under Annexure2 Eligibility and Evaluation Criteria 2.1 Pre-Qualification (PQ) Eligibility Criteria	The Tenderer should have valid CMMi Level 3 or above, on the date of Bid submission.	Please exclude SEI-CMMiL3 Certification criteria for product companies. All the product companies follow the best of following process not CMMI: 1. Basic 2. Agile 3. Scrum 4. ISO ISO certification take care of the process, security & quality issues for faster role out. Our products are proven matured and working in various government organizations & private sectors like NOIDA, GNOIDA, UPSIDC in UP, ONGC JV, Andrew Yule, Central Ware Housing, SIIDCUL in Uttarakhand, TANUVAS, TEDA in Tamil Nadu &Patanjali from year 2013 onwards Further CMMI process are not flexible enough to suit the Government organizations considering the ongoing changes in Government policies. Request to withdraw CMMI certification or keep ISO or CMMI certification with equal marks in Technical marking scheme Further CMMI process has the following disadvantages: i) CMM does not describe "HOW to" create an effective software development organization. ii) CMM compliance is not a guarantee that a project will be successful. iii) No external body certifies the CMM compliance of a software development center, as it is based on the self-assessment. iv) CMM is bureaucratic, as it is promoting process over substance. v) Some organizations misrepresent the scope of their CMM compliance. vi) CMM has not become a worldwide recognized and applied standard for the assessment of process maturity levels. vii) The application of CMM can lead an organization to focus only or mainly on perfectly completed forms rather than application development, client needs, or the marketplace viii) Suggestions of scientifically managing software processes with metrics only occur beyond the fourth maturity level.	As per RFP. Please see Appendix-A.
27.	3	Page no 30 Sr, No. 9	Criteria under Annexure2 Eligibility and Evaluation Criteria 2.1 Pre-Qualification (PQ)	The Tenderer shall furnish documentary proof of their technical capability to undertake job of application software development and digitization etc., in Client Server as well as Web based	Request to elaborate the type of document required for the same	Copy of Work Order is to be attached.

				environment.		
28.	4	Page no 31 Sr, No. 12	Eligibility Criteria.	The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Application Software for Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): -(a) One Project of Value >= INR 6.5 Crore Or (b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore.	a. In this clause the project values give as – (a) One Project of Value >= INR 6.5 Crore Or (b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore. But in Technical Evaluation marking criteria given in Sr no 5, 6 & 7, Project value asked is greater than equal to 1 Crore. Request you to please amend the condition in PQ Criteria and put project valve as 1 Crore b. Request to follow the CVC guidelines for experience criteria and change the project valve based experience criteria i.e. single order of 80% of estimated cost or two orders of 50% of estimated cost or three orders of 40% of estimated cost of project	**Accepted.** It is modified as "The Tenderer (**Sole Bidder/Lead Member**) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed / operationalised relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India : - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ". **Please see Appendix-A, for necessary changes effected.**
29.	5	Page no 32 Sr, No. 15		The Tenderer must have minimum 25 technically qualified human resources 25 technically qualified human resources in Open Source Technology and atleast 200 full time resources on its Permanent Payroll in India as on 31st March 2018 for this project	This condition is not as per the MSME and Startup policy of Government of India. There is no logic for keeping this condition, this will not only reduce the competition but ensure participation from selective vendors only Request to with draw this condition for product companies & reasonable resource conditions matching with the scope of work for development/service companies Request to elaborate about the certificate of top 10 resources is it qualification certificates or experience certificate or any other?	As per RFP. However, it is modified as : "The Tenderer (Sole Bidder/ Lead Member (in case of Consortium)) must have minimum 50 Technically Qualified Human Resources, and the Tenderer (Sole Bidder/ Consortium) musthave at least 25 technically qualified Human Resources in Open Source Technology, as on Bid Submission Date, available with the firm. ", as on the date of Bid Submission." Please see Appendix A for the changed clause.
30.	6	Page no 32		The applicant must respond to all the technical evaluation criteria, and obtain a minimum of 80 marks (or above) to qualify for financial bid opening.	Since proposed RFQ is two bid system and not based on QCBC, so 80 marks are very high especially considering the technical marking schemes. We are participating in various government tenders and most of the times maximum marks criteria is kept 60 -70%	**Agreed.** This is modified as: "Annexure-2: Clause 2.2 (iii.) Technical evaluation of bids will be based on the criteria given in Clause 2.2 (iv) below. The bid proposal should strictly be in line with the formats provided in (Annexure-5). The applicant must respond to all the technical evaluation criteria, and obtain a minimum of 70 marks (or above) to qualify for financial bid

					opening. Annexure-2: 2 (iv) Criteria for Technical Evaluation: Modified as:(iv) Technical Evaluation Marking (Bidder has to score 60% or above in each Categories A., B., C. and D., and final score (Categories A., B., C., and D.) shall be >= 70 Marks out of 100 to qualify for Financial bid opening. Even if one Resource Person's Profile (provided) does not meet the specified Profile Requirements, the Bidder will not be considered for Financial Bid Opening.)	
		Page No 33 Sr. No. 1	Criteria for Technical Evaluation (Technical Evaluation Marking): A. Bidder's Profile (25)		No additional mark should be allotted for additional turn over and net worth. Maximum marks should be based on the pre-qualification criteria.	Please see Appendix-A for changes effected in this regard.
31.		Page No 33 Sr. No. 2	A. Bidder's Profile (25)	Net Worth	In spite of Pre-Qualification MSME company will have disadvantage for additional marks awarded for higher turnover. As per the Technical marking criteria higher turnover & net worth, experience will have disadvantage of 16 marks to MSME in spite of prequalification and has to obtain 80 marks out of 84 marks	Accepted partially. Criteria for Net-Worth is deleted. Please see Appendix-A for changes effected in this regard.
					Request to amend the marking criteria for additional mark for better competition & equality and aligning with the Government's & CVC guidelines Note: Attached GOI directive Order dated 8th Nov 2016	Please see Appendix-A for changes effected in this regard.
32.	7	Page No 34 Sr. No. 5, 6 & 7	B. Relevant Strengths (25)		In most of E-Governance tenders, DSS, Workflow automation and Integration are part of single work order. Request you to please club the prior experience given in Sr. No. 5, 6 & 7 as software design, development, deployment, installation, Integration, Work Flow Automation, commissioning, and Operations & Maintenance and marks should also be clubbed as 25 Marks (Marks per project)	Please see Appendix-A for changes effected in this regard.
33.	8	Page No 36 Sr. No. 5	C. Solution Proposed, Approach and Methodology (40)	Software Size Estimation (Marking Scheme as per given below)	How Software Size Estimation marks will be given for Off the self-product and for new development? Please elaborate this clause.	Software size estimation is deleted. Please see Appendix A.
34.	9			**Consortium:**	During the Pre-bid meeting DDA informed that Consortium will not be allowed. Request to please allow Consortium and restrict the	A Consortium with 2 Members is allowed. Please see Appendix-A.

					maximum three partners in Consortium where lead partner should full fill the Financial criteria and rest of the partners should fulfill the experience criteria. This is in line of the Consortium philosophy	
35.	10	Page no 21 Sr No 5	Scope of work	Scope of work: - shall ensure that all uploaded digitized Layout Plans / Zonal Plans are not replacable with other Layout Plans / Zonal Plans respectively.	This description is not related to this tender. Please clarify.	Agreed. Deleted.
36.	11		Development Platform	Open Source Java/PHP Technology stack as recommended by OTC	It should be best proven technology not restricted to Open Source Technology.	**As per RFP.** It is partially modified as "Development Platform : 1. Open Source Java/PHP Technology stack as recommended by OTC; 2. Common Minimum Framework(cmf.gov.in) for Portal development 3. Open Technology Workflow Engine **or Customized COTS Workflow Engine or Bespoke Development Model** 4. **Open Database** (MySQL, PostgreSQL etc.)".
37.	12				Integration scope is not defined in the scope. Request you to please clarify.	**It is clarified** that Integration is with respect to seamless data integration between other systems operational / to be operationalisedin DDA.
38.	13		BOQ		1. There is confusion in BOQ since three excel sheets are given in BOQ of price bid. Purpose of three BOQ is also not clear.	Revised BOQ as per revised Financial parameter will be uploaded.
		Agency3				
39.				You are requested to consider & change the marking & few PQ's conditions in line of the recent guidelines of GOI applicable to all Central Government Organization .	1. Either ISO or CMMi certification since rarely any company will have both such certificates. Latest audit certificate should also be asked along with the ISO or CMMi certification	**As per RFP. Please see Appendix-A.**
40.					2. Turnover & experience criteria value should not be more than 1/3rd of estimated cost (CVC Guidelines)	As per RFP. Please see Appendix-A.
41.					3. In Pre-qualification criteria, Project value asked for executed Turnkey Projects should be reduced as per CVC Guideline	As per RFP. Please see Appendix-A.
42.					4. Once Pre-qualification criteria is met than no marks should be kept for additional turn over, Net worth, experience etc. for better competition & equality	As per RFP. Please see Appendix-A.
43.					5. As per the GOI guidelines for Start-up /MSME tender fee and Earnest Money is exempted. Request to include this exemption in RFQ /Tender. If these guidelines are not available with DDA than we can send same to	As per RFP. It is clarified that StartUps & MSMEs will have 50% exemptions as per the Clause … of RFP.

					DDA.		
44.						6. In Technical marking scheme, prior experience will be considered for E-Governance Project having project sub-components software design, development, deployment, installation, commissioning, and Operations & Maintenance	Please see Appendix-A, for the changes effected in this regard.
	Agency4						
45.	1	Page no 30		**Pre-Qualification (PQ) Eligibility Criteria** The Tenderer should have valid CMMi Level 3 or above, on the date of Bid submission.	For software development company, CMMi Certificate should be optional.	As per RFP.
46.	2	Page no 31		Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 2.5 Crore(Rupees Two point Five Crore only).	We are interested to participate in this tender but we are not meeting Average annual turnover criteria/ Turnover mentioned is not as per the govt. guideline. As estimated cost of the project, average turnover will be around 2 Cr as per Govt. rules.	As per RFP. Please see Appendix A for changes effected in PQ& TQ.
47.	3	Page no 31		The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Application Software for Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 6.5 Crore Or	Successfully executed project cost asked in tender is too high. It should be Rs. 80 Lacs for each project.	It is amended as "The Tenderer (**Sole Bidder/Lead Member**) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed/ operationalized relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India : - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ". **Please see Appendix-A, for necessary changes effected.**

				(b) Two Projects of Value each >= INR 4.0 Crore Or (c) Three Projects of value each >= INR 3.2 Crore.		
48.	4	Page no 32		The Tenderer must have minimum 25 technically qualified human resources 25 technically qualified human resources in Open Source Technology and atleast 200 full time resources on its Permanent Payroll in India as on 31st March 2018 for this project.	For better competition, 40 full time resources on bidder payroll should be mentioned in this clause.	As per RFP. However it is modified as: "The Tenderer (Sole Bidder/ Lead Member (in case of Consortium)) must have minimum 50 Technically Qualified Human Resources, and the Tenderer (Sole Bidder/ Consortium) must have at least 25 technically qualified Human Resources in Open Source Technology, as on Bid Submission Date, available with the firm. " Please see Appendix-A.
49.	5	Page No 33		Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (Rs. 2.5 Crore – Eligibility Criteria)	Marking criteria for Average annual turnover criteria/ Turnover mentioned is not as per the govt. guideline. Maximum marks will be given for minimum Turnover mentioned in PQ.	Please see Appendix-A for the changes suggested in this regard.
50.	6	Page No 33		Net Worth Net Worth of Bidder Company must be more than Positive in last three years as per the audited Balance Sheet.	In this Tender, technical marks are assigned based on Net worth value. That is not fair. It should be positive net worth only	Please see Appendix-A for the changes suggested in this regard. The criteria for Net worth is deleted.
51.	7	Page no 34		Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS) having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India completed in past 5 financial years.	There should be open competition. The condition based on number of successful projects.	As suggested elsewhere in this document (See Reply to Query No 8). Please also see Appendix-A.
	Agency 5					
52.	1	Point No.: 6 (Page no. 30 of 120)	0.1 Pre-Qualification (PQ) Eligibility Criteria	Net worth of Bidder Company must be **Positive** in last three years (Fy 2017-18, 2016-17 and Fy 2015-16) as per the audited Balance Sheet.	Request to change it to last 2 years or any 2 years of last 3 years	**As per RFP.**
53.	2	Point No.: 12 (Page no. 31 of 120)		The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/	Please add in India or Abroad	It is amended as "The Tenderer (Sole Bidder/Lead Member) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations &

				Local Bodies etc.)as System Integrator - Total Solution provider - Application Software for Forms Digitalisation :Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)		Maintenance and should have executed/ operationalized relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations **in India** : - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ". Please see Appendix-A, for necessary changes effected.
54.	3	Point No.: 15 (Page no. 32 of 120)		The Tenderer must have minimum 25 technically qualified human resources 25 technically qualified human resources in Open Source Technology and atleast 200 full time resources on its Permanent Payroll in India as on 31st March 2018 for this project. Appropriate Certifications are necessary for the top Ten Resources handling different Areas of Projects.	Please change the full time resources to 100 in place of 200	Please see Appendix-A for changes effected in this regard.
55.	4	Point no. iii (Page no. 32 of 120)	0.2 Technical Qualification and Evaluation Criteria (Page no. 32 of 120)	Technical evaluation of bids will be based on the criteria given in Clause 3.2.iv below. The bid proposal should strictly be in line with the formats provided in Chapter 5.Theapplicant must respond to all the technical evaluation criteria, and obtain a minimum of 80 marks (or above) to qualify for financial bid opening.	Kindly change 80% to 70% for financial bid opening	Accepted. Please see Appendix-A.
	Agency 6					
56.	1	Page No 20	Annexure 1	Sizing & procurement, installation and commissioning of recommended IT infrastructure at Data Centre& Disaster Recovery Site and DDA's network size and design based on load tests, User Loads, scalability and future considerations;	Please clarify: 1. Who will provide DC-DR setup? 2. Who will maintain it and till what tennure?	DDA will provide DC-DR set up and maintain it. However, the Selected Bidder will handhold with DDA for related services (including procurement of DC-DR services) for achieving better performance of the Solution being developed under this project .
57.	2	Page No 20	Annexure 1	Migration of Data from legacy applications and scanning of paper based records;	Please clarify: 1. What will be the size and format of the data files which needs to be migrated? 2. What will be the archival policy?	Scanning of Paper is not part of the Scope.
58.	3	Page No 21	Annexure 1	Setting up, Operations and maintenance of Helpdesk, Call	Please clarify:	It is clarified that this tool shall be a proven Open Technology

				Centre etc., to resolve customer queries regarding various processes, services of the department etc. as well as internal user queries regarding the Application trouble shooting etc.	1. Any tool required for setting up the helpdesk and can it be open source?	
59.	4	Page No 31	2.1. Pre-Qualification (PQ) Eligibility Criteria , Point 11	Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17 and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 2.5 Crore(Rupees Two point Five Crore only).	Being such a critical and prestigious project and looking at the project volume, annual turnover should be at least as per the below change requested to make this opportunity a fair competitive. Average Annual Turnover of the Tenderer - from ICT Services (Average Annual turnover from IT Business /ITES [ICT System Integration projects, ICT Systems Development projects and their Implementation Work] in last 3 Financial Years (Turnover in Rs. Crores). (FY 17-18, FY 16-17and FY 15-16) as per the last published balance sheets - shall be greater than or equal to **INR 50 Crore** (Rupees Fifty Crore only).	As per RFP. Please see Appendix-A for the changes suggested in this regard.
60.	5	Page No. 33	2.2 Technical Qualification and Evaluation Criteria, Point 5	Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS) having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India completed in past 5 financial years. Maximum Five Projects1. Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 1 Mark)2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 0.75 Mark)3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry0.5 Mark)	Request you to modify the same to: Prior experience Government Development Authority/ Housing Board /Local Bodies/ Government Departments/Ministries or its Autonomous / PSU/Subordinate Organisations/Offices etc., in Decision Support System (DSS)/MIS/Dashboard having project sub-components (viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance) in India completed in past 5 financial years. Maximum Five Projects1. Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 1 Mark)2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 0.75 Mark)3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry0.5 Mark)	This clause is amended as follows:- "Prior experience of The Bidder (**Sole Bidder/Lead Member**) on ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed / operationalized relevant projects **in last 5 Years, as on Date of Bid Submission**, for Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India :- (a) One Project of Value >= INR 6.5 Crore - **10** Marks (b)Two Projects of Value each >= INR 4.0 Crore- **8** Marks (c)Three Projects of value each >= INR 3.2 Crore- **5** Marks **Please also see Appendix-A.**
61.	6	Page No. 33	2.2 Technical Qualification and Evaluation Criteria, Point 7	Past Experience in implementation of Workflow based Applications using Work Flow Engine (forms Automation) with User Authentication, completed and operational, during the last 5 financial years, for Government or	Kind request you to modify the same to: Past Experience in implementation of Workflow based Applications using Work Flow Engine (forms Automation/workflow based software) with User Authentication, completed and operational, during the last 5	It is modified as "Past Experience Prior experience of The Bidder (Sole Bidder/Consortium) in implementation of Workflow based Applications using Work Flow Engine (Forms Automation) with User Authentication,

					its Autonomous / PSU/Subordinate organisation/ Local Bodies etc., in India completed in past 5 financial years. Maximum Five Projects 1. Projects undertakenin India, with project value >= Rs. 1 Crore (each project will carry 3 Marks) 2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 2 Marks) 3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry 1 Mark)	financial years, for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc., in India completed in past 5 financial years. Maximum Five Projects 1. Projects undertakenin India, with project value >= Rs. 1 Crore (each project will carry 3 Marks) 2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 2 Marks) 3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry 1 Mark)	completed and operational, during the last 5 years, as on Bid Submission date, for Government (or its Autonomous / PSU/Subordinate Organisation/ Local Bodies), **Large Corporates** etc., in India, as on Bid Submission Date". "**Maximum Five Projects (Maximum marks 10):** 1. Projects undertaken in India, with project value >= Rs. 2.5 Crore (**each project will carry 5 Marks**) 2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2.5 Crore (**each project will carry 4 Marks**) 3. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (**each project will carry 3 Mark**). 4. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs (each project will carry **2 Mark**). 5. Projects undertaken in India, with project value >= 10 Lakhs but < Rs. 25 Lakhs (each project will carry **1 Mark**). Please see Appendix-A.
62.	7			General Queries		Please clarify:1.The DC & DR to host the Application will be provided by the Client?2. Maintenance of DC & DR will be done by the Client?3. Configuration, Installation, O&M of DC/DR will be handled by the Client?4. SLA with regards to DC & DR will be taken care by the Client?5. For any downtime required with regards to DC/DR operations will be duly informed by Client to bidder?6. System Software licenses required for the application will be procured, provided and maintained by the Client?7. Any other compute (DC/DR) required for successfully running the application during O&M period will be provided by the Client?8. Please mention the RTO/RPO for DC/DR? And it will be maintained by the Client?9. Data replicatin and backup will be handled and maintained by the client?	**Clarified** that following are the Tenderer's responsibility. However, the Selected Bidder will handhold for related services as given below, for achieving better performance of the Solution under this project : 1.The DC & DR to host the Application; 2. Maintenance of DC & DR; 3. Configuration, Installation, O&M of DC/DR 4. SLA with regards to DC & DR ; 5. For any downtime required with regards to DC/DR operations will be duly informed by selected Bidder and Client, and be mutually agreed in written; 6. System Software licenses required for the application will be procured, provided and maintained **by the Client**. 7. Any other compute (DC/DR) required for successfully running the application during O&M period. 8. RTO/RPO for DC/DR to be maintained . 9. Data replication and backup .
63.	8			General Queries		Please specify: 1. Who will procure/provide and maintain	The Tenderer will procure/provide and maintain Email or SMS gateway.

					Email or SMS gateway?	
64.	9			General Queries	Please specify: 1. What will be the concurrent users hitting the application?	There may be about **50 - 100 concurrent users** who will access the system.
65.	10			General Queries	Please clarify: 1. If Helpdesk is to be provisioned for application support? 2. If Yes; then please share it's operational details like resources and their salaries, working hours, type of support they have to provide, seating and infra and other relevant details? 3. Please mention that who will provide the IT & Non-IT Infra required for Helpdesk?	Please refer to the Clause 8 (iii) of Annexure-1 provides Resource Development Plan under O&M Stage. The Bidder shall budget in the Financial Bid appropriately. The selected Bidder shall provide IT and Non-IT Infra required for Helpdesk envisaged under this project.
66.	11			General Queries	Please specify: 1. Who will bear the third party security audit cost ?	The Bidder will bear the third party Security Audit and the Bidder needs to include in the Financial Bid.
	Agency 7					
67.	1	Page No. 31	Annexure - 2.PRE-QUALIFICATION, Point No. 12	The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System I ntegrator - Total Solution provider - Application Software for Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 6.5 Crore Or (b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore.	Sir,as per the tender document turnover required from the bidder is only of Rs.2.5 Cr but on the other hand department requires a single order of Rs. 6.5 Cr which seems irrelevent to us. so we kindly request you to please change this clause and decrease the amount of the work order's so that it matches the other clauses mentiones in the RFP.	**It is amended** as "The Tenderer (Sole Bidder/Lead Member) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed/ operationalized relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations **in India** : - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ". Please see Appendix-A, for necessary changes effected.
68.	2	Page No. 31	Annexure - 2.PRE-QUALIFICATION, Point No. 9	The Tenderer shall furnish documentary proof of their technical capability to undertake job of application software development and digitization etc., in Client-Server , Web based environment,	We request you to please clarify that which type of documentry proof is required for this point because we already submitting the work orders for the software development, mobile application development etc.	Copy of Work order is required to be submitted.

				and Mobile Apps.		
69.	3	Page No. 19	Annexure:- 1, Scope of work :-	Application Software for Forms Digitalisation using Workflow Engine: Design, Development and implementation	DDA application would generate Certificate, Letters that should be secure. Is Document security important andn Forms application needs to provide a Document Rights capability. Please clarify	Yes. It is clarified that the proposed Application Software for forms Digitalisation shall provide "Document Rights" capability and also place copy on "digital locker" of the Government of India (https://www.digilocker.gov.in). Required APIs for integration shall be provided at the SRS stage to the selected Bidder..
70.	4	Page No. 19	Annexure:- 1, Scope of work :-	Application Software for Forms Digitalisation using Workflow Engine: Design, Development and implementation	We propose that any Solution proposed for DDA should be referenced from Gartner/IDC/Forrester leader Quadrant for Web Content Management, Forms, Security, etc. This will save development time and efforts and provide access to new and advanced capabilities to DDA, that are proven	**Accepted**. It is included : "solution proposed shall be referenced from Gartner/IDC/Forrester Leader Quadrant for proven technologies for Web Content Management, Forms, Security etc., so as to provide access to advanced proven and advanced capabilities.", under the Scope of Work.
71.	5	Page No. 19	Annexure:- 1, Scope of work :-	Application Software for Forms Digitalisation using Workflow Engine: Design, Development and implementation	Is Offline capability is a key feature in the Forms Solution? If yes, is it desirable to propose Solution that have Online-Offlne Forms features, in -built OR custom development is needed	**Accepted.** It is desirable to have Forms solution that have online-offline features. As soon as the internet is available, the system shall be able to transmit data and synchronize with the target server appropriately. "Rich Internet Application (RIA)" is required to facilitate "offline capability" in Forms solution.
	Agency 8					
72.	1	Page No. 4	Technical Bid Section (ii)	CMMi-3 certification (or above)	Could you please eliminate this condition	As per RFP. Please see Appendix-A.
73.	2	Page No. 4	Technical Bid Section (iv)	Company's experience in Application Software (including GIS Application)	Do we need to provide GIS experience only, or any other application experience will also work?	Accepted. The Words "(including GIS Application)" is deleted.
74.	3	Page No. 2	General Instructions and Terms & Conditions section (1)	Tenderers are required to deposit E-Tender Annual Charges Rs. 20,000	MSME certified entities will also have to submit?	As per Clause 58 of the RFP.
75.	4	Page No. 10	Exemption for Micro, Small & Medium Enterprises	If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006,	Kindly clarify, if a company falls under Medium category registered with MSME, then it also has to submit the EMD and Annual charges?	As per Clause 58 of the RFP.
	Agency 9					
76.	1	Page no 31, Point no 12		The Tenderer shall have experience of executing Turnkey Projects over multiple location in India for Government or its Autonomous / PSU/Subordinate organisation/ Local Bodies etc.)as System Integrator - Total Solution provider - Application Software for	We would to inform you that the minimum turnover you have mentioned in the eligibility criteria is INR 2.5 Crore whereas in this clause you have mentioned that the bidder has to submit one order of INR 6.5 Cr OR two order of INR 4.0 Crore OR three order of INR 3.2 Crore and the value of work orders are more than the value of Turnover of company you have asked for. These figures are contradictory	**It is amended** as "The Tenderer (Sole Bidder/Lead Member) shall have experience of ICT System Integration or Application Development Projects for DSS (Decision Support System) with Operations & Maintenance and should have executed / operationalized relevant projects in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/

				Forms Digitalisation : Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, development, deployment, installation, commissioning, and Operations & Maintenance), completed and operational)and should have executed / operationalised relevant projects in last 5 Years (FY 17-18, FY 16-17, FY 15-16, FY 14-15 and FY 13-14)): - (a) One Project of Value >= INR 6.5 Crore Or (b)Two Projects of Value each >= INR 4.0 Crore Or (c)Three Projects of value each >= INR 3.2 Crore.	itself. Please confirm the same.	PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations **in India** : - (a) One Project of Value >= INR 6.5 Crore OR (b) Two Projects of Value each >= INR 4.0 Crore OR (c) Three Projects of value each >= INR 3.2 Crore. ". Please see Appendix-A, for necessary changes effected.
77.	2	Page no 34 Point No 6		Maximum Five Projects 1. Projects undertaken in India, with project value >= Rs. 1 Crore (each project will carry 2 Marks) 2. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (each project will carry 1 Mark) 3. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)	In this clause the project order value you have asked are different from the order value you have asked in clause at Page no 31, Point no 12. These figures are contradictory. Please confirm.	**It is** amended this Clause as Follows: - "Prior experience of The Bidder (**Sole Bidder/Consortium**) integration of 3rd Party governance Services to Citizen / Business interface with Portal or Online System, with Operations & Maintenance, and should have executed / operationalized relevant projects **in last 5 Years, as on Date of Bid Submission**, for Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India "**Maximum Five Projects (Maximum marks 10):** 1. Projects undertaken in India, with project value >= Rs. 2.5 Crore (**each project will carry 5 Marks**) 2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2.5 Crore (**each project will carry 4 Marks**) 3. Projects undertaken in India, with project value >= 50 Lakhs but < Rs. 1 Crore (**each project will carry 3 Mark**). 4. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs (**each project will carry 2 Mark**). 5. Projects undertaken in India, with project value >= 10 Lakhs but < Rs. 25 Lakhs (**each project will carry 1 Mark**). Please see Appendix-A.

		Agency 10				
78.	1	Pg.10.		The customized source code with its full rights shall be handed over to the Purchaser.	In case of a Customized of the shelf Product Source Code is the bread and butter of the Company. The company will provide with Maintenance under contract for the period to enable the smooth Hand over of the functional capabilities of the Product. Under AMC any Product upgrade both functional and technical updates of Global nature will be forwarded to Customer as part of deliverables. We are coming up with a COTS product, so we are assuming IPR rights of COTS solution will be with vendor. Source code of customized solution will be shared with tender authority. Source code of COTS product can be submitted in ESCROW arrangement. Please confirm	**Accepted. This Clause stands modified as follows: -** **"The customized source code with its full rights shall be handed over to the Purchaser.** However, in case of COTS based solution, IPR Rights will be with the Tenderer. The Bidder shall not use the COTS solution developed under this project, without the exclusive permission of the Tenderer, for other Users. Source Code of the COTS Solution developed under this project shall be submitted in ESCROW arrangement. COTS based solution will be included as part of Technical evaluation." Also see reply to query No 20.
79.	2		General Query	Number of Users	Number of users accessing the system is not mentioned in the RFP. To estimate and provide better hardware sizing for solution hosting we need approx number of users who will access the system. Kindly mention number of users.	There may be about **50 - 100 concurrent users** who will access the system.
80.	3		General Query	Annual Maintenance	For competetive and exact commercial please mention number of years of AMC required.	AMC is for 3 years. Please see appendix B.
81.	4	Pg.No.2 4	Development Platform:	Open Source Java/PHP Technology stack as recommended by OTC;	Request you to please accept .Net technology platform	It is modified as:- "Development Platform : 1. Open Source Java/PHP Technology stack as recommended by OTC/.Net Platform; 2. Common Minimum Framework(cmf.gov.in) for Portal development 3. Open Technology Workflow Engine **or Customized COTS Workflow Engine or Bespoke Development Model** 4. **Open Database** (MySQL, PostgreSQL etc.)".
82.	5	Pg.26.	Resource Deployment Plan	Resources will be mix of Onsite & Offsite and core Project Management team will work with Systemdepartment of DDA & Users' community for day to day coordination and implementation of System.	Do we have to deploy manpower onsite in Operation &Maintenance phase of the project? If yes then please mention clear requirement of the same like number of resources, qualification and time period of deployment.	Please refer to the Clause 8 (iii) of Annexure-1 provides Resource Development Plan under O&M Stage. The Bidder shall budget in the Financial Bid appropriately. The selected Bidder shall provide IT and Non-IT Infra required for Helpdesk envisaged under this project.
83.	6	Pg.No.2 4		Open RDBMS (MySql, PostGres etc.)	Do we have SQL Server or Oracle database license to create a instance for new system? Or do we have to buy new licenses?	As per RFP. Open Source& Open Technology Database and open source front-end tools for development are preferred. License Fee for DBMS / front end tool, if it is required to be charged, be included in Financial Bid. Please see Appendix B.

84.	7	Pg.17.	Security Audit of Software and Website	The selected Bidder shall undertake appropriate Cyber Security Audit of the Portal/Website and the associated application software through the empaneledagencies of CERT-IN of the Government of India, before "go-live" stage, andshall ensure that all uploaded digitized Layout Plans / Zonal Plans are notreplacable with other Layout Plans / Zonal Plans respectively.	Do we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?	As per RFP. Reference to Lay-out plan / Zonal Plan in this clause is deleted.
85.	8		General Query	Implementation	For fast implementation, we prefer doing onsite implementation to meet the deadline. Will tender authority provide desk space for implementation team?	Yes. The tenderer will provide minimum space required for implementation team at the identified central location.
					We are assuming that this is going to be a centralised implementation at tender authority location. Please confirm. If not then please mention number of locations where solution needs to be implemented.	Yes. To be implemented through a Portal.
86.	9		General Query	SMS, Email and Payment gateway subscription	Does tender authority have any existing SMS and Email subscription? If Yes then can we use the same in this system. If we don't have any existing subscription then can tender authority will do recharge as per need? Volume of the SMS will be very high and it's not feasible for a vendor to assume volume. We request tender authority to provide us SMS and Email subscriptions. Integration of the same will be done by selected vendor.	Yes. The Bidder shall integrate SMS, Email, WhatsApp and Payment gateway. All required gateways will be provided by DDA.
87.	10	Pg.No.06	Capacity building of DDA officials	The Bidder will be responsible to conduct workshops and other training, handholding activities for the DDA personnel, as well as providing on-the-job training in data entry and verification, preparation of reports, system maintenance and upgrading, etc.	We are assuming, tender authority will provide training infrastructure like training room, projector, table, chairs etc. Please confirm Approx number of users to train?	**Yes,** Training Infrastructure such as Room, table, chair and projector will be made available. Capacity building of DDA officials: Bidder will be responsible to conduct 3 workshops (2-day duration each with hands on experience) to sensitize around 100 identified (relevant) DDA officials to the features, use cases and applications of the portal. Training for operating the portal, data entry and verification, preparation of reports, system maintenance and upgrading and basic trouble shooting will be provided to 20 DDA personnel through on-the-job and classroom training methods, by providing required training materials for capacity building and competency development on the Workflow Engine Portal developed under this Contract. During O&M Phase too, Capacity Building of DDA officials are required to be provided to facilitate operational continuity of the Portal.
88.	11		General Query	support timing and work days	What will be the support timing and work days?	The Services on the Portal will be live for customers 24x7. Customer support services

						should be available accordingly.
						However, DDA employees are likely work on the system on all working days (including Saturdays) between 9:00 am to 9:00 pm. Accordingly, support services to DDA employees should be available during this period.
89.	12	Pg.No.20	Annexure –1 Scope of Work	(f) Migration of Data from legacy applications and scanning of paper based records;	Do we have to migrate any existing data? If Yes then please mention volume and format module wise.	Digitation is not in the Scope. Details will be provided during the SRS stage.
90.	13	Pg.No.20	Annexure –1 Scope of Work	h. Seamlessly integration with the other existing Operational Software Applications and i. Application of SMAC Technology (Social Networking, Mobile Technology, Data Analytics and Cloud Computing).	For integration with all other systems we need their APIs, all the system APIs will be provided by tender authority to integrate. Please confirm Also mention systems which needs to be integrated.	• Features of various e-Governance Applications. This is an important and dominant feature of the proposed DDA-CMS FRS. • This is the hallmark Details will be made available during the SRS Stage to the selected Bidder.
91.	14		General Query	Data Digitization	Does the bidder have also to do digitization of data for the solution? If so, please mention the number of documents to be digitized? Scanning documents will be out of scope. Please confirm	No. Not in the Scope.
92.	15		Timelines and Deliverables	C. Application Design and Development	We request you to please extend Application Design and Development timeline from ED + 14 weeks to ED + 24	As per RFP.
	Agency 11					
93.				GEL would request to seek relaxation towards the below mentioned eligibility and evaluation criteria under Srno 6 and Srno 9	1. Net worth of Bidder/Lead Bidder (in case of Consortium) must be positive in last three years:FY 17-18, FY 16-17, FY 15-16(as per the audited Balance Sheet.	Yes. As per RFP.
94.					2. Average Annual Turnover of the Tenderer / All the Consortium Members taken together - from ICT Services (ICT/GIS System Integration projects, Total Solution Provider, ICT Systems Development projects, GIS Systems Development Projects, and their Implementation Work),during the last three (3) financial years (FY 17-18, FY 16-17and FY 15-16) as per the last published balance sheets - shall be greater than or equal to INR 20 Crore(Rupees Twenty Crore only). In case of Consortium bidding, the Lead Member must have Average Annual Turnover of at least INR 15 Crore during the last three (3) financial years (FY 17-18, FY 16-17 and FY 15-16) as per the last published balance.	As per RFP.

95.	NOTE : A number of Changes have been made in PQ, TQ and Financial Bid parameters. These have been elaborated in Appendix A&B. Bidders are advised to carefully examine Appendix A& B and the changes mentioned in Appendix A&B shall be deemed to have been made in RFP.