

Response related to Pre-Bid Queries in respect of “Single Window Clearance System (SWCS) for Online Building Plan Approval Software Application as per EODB (Ease of Doing Business) norms for issuing Construction Permits”

(Ref No. SYS/F6/0001/2021/RFP/OBPS-O/o DD (Systems I))

Query No.	Pre-Bid Query No.	RFP Document			Content of RFP requiring Clarification(s)	Points of Clarification	Suggestions for Consideration	Remarks by DDA
		Section/Form No.	Para No	Page No.				
Agency 1								
1.	1	Data Sheet 4 Scope of Work	10	24	Upgradation and integration with Existing Building Permission System and Upgradation	Do we need to upgrade the existing Building Permission System software or proposing a new one?	We propose UPYOG solution for online building plan approval system for DDA, which is new solution promoted by NIUA and MoHUA. The solution is open source and does not involve any license fee.	New solution is to be proposed, but the data of Existing System should be migrated to new solution.
2.	2	Data Sheet 4 Scope of Work	10	24	Integration with GIS Color Coded Zonal Maps (CCZM).	Is a GIS Platform already available with all the necessary layers to which the new system would need to be integrated	Please provide details related to existing GIS platform	Existing Color Coded Zonal Maps (CCZM) to be integrated with proposed solution.
3.	3	Data Sheet 4 Scope of Work	10	24	Site Inspection App (Mobile)	Is there a need for different Site Inspection specific app or would the OBPAS App be sufficient		Inspection app is not required and is being deleted.
4.	4	Project Scope and deliverables: Comprehensive Training	3	26	10 days training (2 days * 5 sessions) to Core Team of DDA which includes training, hands on practice.	As per our previous experience, the number of trainings needs to be increased	30 days training (2 days * 15 sessions) to Core Team of DDA which includes training, hands on practice.	As per RFP
5.	5	Integration with NOCs	4	29	The relevant officer within the department would be able to forward the file to the respective officers in the respective departments for NOCs.	Need more clarity on the this.		The proposed system should be integrated with various external and internal departments. Please Refer Integration with External and

								Internal Departments on Page No. 30 of the RFP
6.	6	Computerized Risk based Inspection	7	29	Selected Service Provider will also develop an online rating system of registered agencies (architects) in line with the guidelines from MoUD for Ease of Doing Business.	Need more clarity on the this.		The Proposed system has to develop as per the guidelines of MoHUA.
7.	7	Automated Scrutiny of building plans CAD	10	29	The Service Provider shall upgrade existing system so that the system should be able to associate the relevant data with the drawing.	Need clarification regarding the scope of this item.		The proposed solution should be compatible with Automated Scrutiny of building plans.
8.	8	Automated Scrutiny of CAD building plans	12	29	Multiple reports shall be generated – Scrutiny Report, Failed List Report, Check List Report.	Need clarification with respect to Failed List Report, Check List Report.		Scrutiny Report, Failed List Report, Check List Report to be generated out of CAD Building plans.
9.	9	Automated Scrutiny of CAD building plans	2	29	The sanctioned proposals should be displayed on the public domain. The sanctioned proposals should be viewable on the standard maps used online.	Need clarification regarding the scope of this item.		After approval of Building plan it should be available on Citizen Charter/ Public Domain.
10.	10	Data Sheet 5: Milestones and Terms of Payment to the Selected Agency	3	32	System Study, Conduct System Study, Gap Analysis and BPR required. Preparation of SRS, FRS and finalizations of SRS, DDA Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to DDA for a signoff.		Requesting to extend the time to 2 Months	As per RFP
11.	12	Data Sheet 5: Milestones and Terms of Payment to the Selected Agency	4	32	Customization and Development of the Software Includes Customization, Configuration, and Deployment of Automated Business Process System, Merging Historical Data,		Please elaborate the scope of work for Merging Historical Data and Migration of the Legacy Data	As per RFP

					Deployment and UAT signoff Also includes Data Collection and Migration of the Legacy Data with DDA signoff.			
12.	13	Data Sheet 5: Milestones and Terms of Payment to the Selected Agency	5	32	Application Training & submission of soft copies of Tutorials, Help Manuals & Training Videos.		Requesting to extend the time to 1 Months	As per RFP
13.	14	Proposal Evaluation	54	9	The sum total of all costs (column (g) in Form N) shall be taken as the Financial Bid. The Applicant achieving minimum qualifying Technical Score, and having the Lowest financial bid will be considered to be the successful Applicant and will be issued the work order (the Successful Applicant).	In this re-tender document the bid evaluation criteria has been changed to QCBS 70:30. However we request you to elaborate the evaluation criteria and related calculations for assessment. We also request to update this mentioned section accordingly.	Please elaborate on the evaluation criteria QCBS	Corrigendum in this regard will be issued separately.
14.	15	Technical Compliance Sheet	1	22	Bidder's Experience: Bidder's experience in implementation of software applications (supply, development, implementation, customization, training, operations & maintenance) for any Government organization / PSU in India in last 10 years as a separate work order. The bidder shall submit completion certificates/Go-Live certificates/Ongoing Project Certificates for the same • 1 Project = 4 Marks • Additional 1 mark for each project if it is for Online Building Permission software application including CAD based scrutiny Notes: a.	UPYOG solution for online building plan approvals is new solution promoted by NIUA and MoHUA. The solution is open source and does not involve any license fee. The solution being reasonably new, has been launched in limited number of states and ULBs in last 2-3 years. With consideration to this fact, we request you to consider maximum number of projects in	Please consider maximum number of projects in this evaluation criteria to be 3.	As per RFP

					Maximum 5 marks (4+1) for each project, b. Maximum 6 number of projects shall be considered)	this evaluation criteria to be 3.		
15.	16	Technical Compliance Sheet	3	22	Bidder's Experience of Operations & Maintenance of software projects during last 10 years. Each project must have completed at least 1 year of O&M. • 1 Project = 3 marks. • Additional 1 Mark per project if it is for Online Building Permission System including CAD scrutiny. Notes: a. Maximum 4 Marks (3+1) per project. b. Maximum 5 number of projects will be considered for evaluation.	UPYOG solution for online building plan approvals is new solution promoted by NIUA and MoHUA. The solution is open source and does not involve any license fee. The solution being reasonably new, has been launched in limited number of states and ULBs in last 2-3 years. With consideration to this fact, we request you to consider maximum number of projects in this evaluation criteria to be 3.	Please consider maximum number of projects in this evaluation criteria to be 3.	As per RFP
Agency 2								
16.	1.	Section 4	Data Sheet 1: Important information and Important Dates 3.21	17	Exemption to MSME	100% exemption of e-tender annual charges 50% exemption of EMD	As per the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, we understand that the medium firm under MSME would be exempted. Will a 'Medium' organization be exempted?	As per RFP
17.	2.	Section 4	Data Sheet 2 2(5)	17	Average Annual financial turnover of related services during the last three years.	INR Three Crore	This is too less as compared to the estimated cost of the project. The bidder's turnover should be at least 5 times the estimated cost as per Model RFP guidelines by MeITY -	As per RFP

							“As a thumb rule, one can keep the minimum Scope of Work related Turnover as five (5) times the estimated value of the assignment being tendered.” (Ref. Sec .5.2 Related Turnover Page no. 32)	
18.	3.	Section 4	Data Sheet 1: Important Dates/ Tentative Schedule for Selection of Bidder	17	Important Dates/ Tentative Schedule for Selection of Bidder	Last Date for submission of bids (3 bids-pre- qualification, technical and commercial) 12.01.2023	We request to please give 3 weeks’ time to post corrigendum and responseto the queries. This will help us to prepare a proper bid response	Clear 3 Weeks time after posting corrigendum will be given.
19.	4.	Section 4	Data Sheet 2: Prequalification Bid Information and Parameters	18	Eligibility Guidelines:	Both OEMs and Partner Bidders can participate in the bid.	If a company participates as a "bidder", can the same company participate as "OEM" with another bid?	As per RFP
20.	5.	Section 4	Data Sheet 2: Prequalification Bid Information and Parameters	18	Pre-qualification parameters and Documents to be submitted in Prequalification bid	3.The bidder should (non-expired) ISO 9001: 2015 (or latest) or CMMi3 (or above) or ISO 27001: 2013 (or latest) certification or equivalent certification in ICT related area, as on date of submission of the bid.	CMMI was originally developed at Carnegi Mellon University in US and CMMI Institute is the official body to appraise organizations for CMMI. We have observed many organizations acquire CMMI from some other bodies. Hence it is requiredthat validity of CMMi is verified from its official website. We request to amend thecriteria as below: The ERPSI should have at least SEI	As per RFP

							CMM/CMMI level5 valid certification and company name should be validated at https://cmminstitute.com /.	
21.	6.	Section 4	Data Sheet 2: Prequalification Bid Information and Parameters	18	Pre-qualification parameters and Documents to be submitted in Prequalification bid	6.The bidder should have annual turnover of more than such amount as mentioned in Data Sheet 1 from Software Development and services for each of the last three Financial Years ending on such date as mentioned in data sheet 1.	This is too less as compared to the estimated cost of the project. The bidder's turnover should be at least 5 times the estimated cost as per Model RFP by MeITY - "As a thumb rule, one can keep the minimum Scope of Work related Turnover as five (5) times the estimated value of the assignment being tendered." (Ref. Sec .5.2 Related Turnover Page no. 32)	As per RFP
22.	7.	Section 4	Data Sheet 2: Prequalification Bid Information and Parameters	20	Pre-qualification parameters and Documents to be submitted in Prequalification bid	15.Bidder shall have experience of executing Turnkey IT projects and should have executed /operationalized relevant projects (Related to Development/customization of Building permit system) 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: Projects of numbers and amount mentioned in	Here there is no project value attached. As per the guidelines of Model RFP by MeITY, project value should be attached. It should be min 1 project of 80% of the estimated cost of this current project 2 projects of 60% value Or 3 projects of 40% value. We request to add the above criteria so that the bidders having relevant experience in executing this kind of projects will get selected.	Please refer Data Sheet 1.

						Data Sheet 1 Explanation: Large Corporation means corporations with turnover \geq 100 Crores.		
23.	8.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet:1. Bidder's Experience:	<p>Bidder's experience in implementation of software applications (supply, development, implementation, customization, training, operations & maintenance) for any Government organization / PSU in India in last 10 years as a separate work order. The bidder shall submit completion certificates/Go-Live certificates/ Ongoing Project Certificates for the same</p> <p>1 Project = 4 Marks Additional 1 mark for each project if it is for Online Building Permission software application including CAD based scrutiny</p> <p>Notes:</p> <p>a. Maximum 5 marks (4+1) for each project, b. Maximum 6 number of projects shall be considered)</p>	<p>Here the project value is not being considered. Therefore, it cannot guarantee that the bidder will be able to execute such a large project while implementing the OBPAS system.</p> <p>Instead of additional 1 mark for OBPAS project, We request 0.5 Marks per project to be kept OBPAS project and 0.5 Marks per project to be kept if the project value is more than 2 Cr.</p>	As per RFP

24.	9.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet: 3. Bidder's Experience of Operations & Maintenance of software projects	<p>Bidder's Experience of Operations & Maintenance of software projects during last 10 years. Each project must have completed at least 1 year of O&M.</p> <p>1 Project = 3 marks.</p> <p>Additional 1 Mark per project if it is for Online Building Permission System including CAD scrutiny.</p> <p>Notes:</p> <p>a. Maximum 4 Marks(3+1) per project.</p> <p>b. Maximum 5 number of projects will be considered for evaluation.</p>	<p>Here the project value is not being considered.</p> <p>Therefore, it cannot guarantee that the bidder will be able to execute such a large project while implementing the OBPAS system.</p> <p>Instead of additional 1 mark for OBPAS project, We request 0.5 Marks per project to be kept OBPAS project and 0.5 Marks per project to be kept if the project value is more than 2 Cr</p>	As per RFP
25.	10.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet: 4. Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder	<p>1 > CV of Project Manager:</p> <p>Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)</p>	<p>We request to update this to be as 0.25 marks per year of relevance of experience.</p> <p>An individual who has over 6 years of relevant experience in government projects is able to implement this project.</p>	As per RFP
26.	11.	Section 4	Data Sheet 3 Technical Bid Information and	21	Technical Compliance Sheet: 4. Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder	<p>1 > CV of Project Manager:</p> <p>CV of Project Manager</p>	<p>We request to update this to be as 0.25 marks per year of relevance of experience. Because the computerized automated scrutiny of building plan is started 5-6 years back.</p>	As per RFP

			Parameters			Experience of implementing online building permission software (0.1 mark per year of relevant experience)	Earlier the scrutiny process was done manually.	
27.	12.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet: 4. Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder	2> CV of Domain Expert (Maximum 5 Marks) Management Education- MBA or PMP or Prince 2 or equivalent	MBA or PMP or Price 2 is not relevant for Domain Expert. Please allocate more marks to Experience of Government projects which ensures his/her expertise in the similar domain. We request to DDA to remove this criterion i.e. MBA or PMP or Price 2.	As per RFP
28.	13.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet: 4. Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder	2> CV of Domain Expert (Maximum 5 Marks) Experience of implementing software projects for Govt. Organizations (0.1 mark per year of relevant experience)	We request to update this to be as 0.25 marks per year of relevance of experience. An individual who has over 6 years of relevant domain expertise in government projects is able to implement this project.	As per RFP
29.	14.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet: 4. Bidder's Strength of Technical Team: CVs of Technical Manpower available with bidder	2> CV of Domain Expert (Maximum 5 Marks) Experience of implementing online building permission software (0.1 mark per year of relevant experience)	We request to update this to be as 0.25 marks per year of relevance of experience. Computerized automated scrutiny of building plan is started 5-6 years back. Earlier the scrutiny process was done manually by most of the organizations	As per RFP

30.	15.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet:4. Bidder's Strength of Technical Team:CVs of Technical Manpower available with bidder	3> CV of Sr. Software Developer (Maximum 5 Marks) Experience of developing/ customizing software applications for Govt. Organizations (0.1 mark per year of relevant experience)	We request to update this to be as 0.5 marks per year of relevance of experience. Because the individual who has over 3 years of relevant experience in government projects is able to implement this project.	As per RFP
31.	16.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	21	Technical Compliance Sheet:4. Bidder's Strength of Technical Team:CVs of Technical Manpower available with bidder	3> CV of Sr. Software Developer (Maximum 5 Marks) Experience of developing/ customizing online building permission software applications (0.1 mark per year of relevant experience)	We request to update this to be as 0.5 marks per year of relevance of experience. Because the computerized automated scrutiny of building plan is started 5-6 years back. Earlier the scrutiny process was done manually.	As per RFP
32.	17.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	22	Technical Compliance Sheet:4. Bidder's Strength of Technical Team:CVs of Technical Manpower available with bidder	4> CV of Sr. Business Analyst (Maximum 4 Marks) Experience of preparing SRS/ FRS for projects of software applications for Govt. Organizations (0.1 mark per year of relevant experience)	We request to update this to be as 0.25 marks per year of relevance of experience. Because the individual who has over 6 years of relevant experience in government projects is able to implement this project.	As per RFP
33.	18.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	22	Technical Compliance Sheet:4. Bidder's Strength of Technical Team:CVs of Technical Manpower available with bidder	4> CV of Sr. Business Analyst (Maximum 4 Marks) Experience of working on projects of software applications for Govt.	We request to update this to be as 0.25 marks per year of relevance of experience. Because the individual who has over 6 years of relevant experience in government projects is able to implement this	As per RFP

			ers			Organizations (0.1 mark per each project)	project.	
34.	19.	Section 4	Data Sheet 3 Technical Bid Information and Parameters	22	Technical Compliance Sheet:4. Bidder's Strength of Technical Team:CVs of Technical Manpower available with bidder	4> CV of Sr. Business Analyst (Maximum 4Marks) Experience of preparing SRS/ FRS for projects of Online building permission software applications for Govt. Organizations (0.1 mark per each project)	We request to update this to be as 0.3 marks per year of relevance of experience. Because the computerized automated scrutiny of building plan is started 5-6 years back. Earlier the scrutiny process was done manually.	As per RFP
35.	20.	Data Sheet 4 Scope of Work	Project Background	23	DDA therefore aims to provide an integrated Single Window Clearance System (SWCS) for providing all NOCs at various levels as a part of OBPS. However, an effective implementation of the SWCS requires that concerted effort should be made to re-engineer the current processes, procedures, strengthen institutional arrangement and supporting IT systems.	DDA therefore aims to provide an integrated Single Window Clearance System (SWCS) for providing all NOCs at various levels as a part of OBPS.	The scope of SWCS - Single Window Clearance System as mentioned in the RFP is a vast scope. It is mentioned that NOCs at various level will be in the current project scope. As per our experience this can be applicable for multiple departments even outside of DDA. Hence need clarity, that how many types of NOCs will be required for how many departments. This will help us to do the proper effort estimation	Please refer Query No. 5
36.	21.	Data Sheet 4 Scope of Work	Project Scope and deliverables. Sr. 5	24	5. Data Migration	Migration of the data from the existing Building Permission system to the new system will include identification of data migration requirements, migration of user data	We understand that the legacy data from existing Building Permission system will be migrated to the new system through API integration. DDA will arrange such API from existing vendor and share with us for integration. Bidders scope is integration only. Please confirm	No, whole integration will be the responsibility of Bidder. DDA will facilitate in case of any issue.

						and master data, migration of documentary information, and migration of data from the legacy systems. The Service Provider shall perform the migration from the existing systems / applications to the newly developed integrated application. The data migration to be performed by the Service Provider shall be preceded by an appropriate data migration need assessment including data quality assessment.		
37.	22.	Data Sheet 4 Scope of Work	Project Scope and deliverables. Sr. 5	25	Software Security Auditing	The Service Provider shall conduct one time government approved security audit for the SWC software solution through NIC or any Government approved/empanelled agency.	We understand that the bidder's responsibility is to make the changes as prescribed by the audit agency. Security audit will be arranged and cost will be borne by DDA. Please confirm	Security Audit after completion of development of application 1st time will be responsibility of the agency (Including cost).
38.	23.	Section 4	Data Sheet 6: Service level Agreements (SLA)	33	Service level Agreements (SLA)	2. If any application comes to standstill on account of failure of the application software or RDBMS or OS and does not get resolved by next	1. The given Penalty is too stringent and restrict the participation from potential bidders. Hence, we request reducing the penalty to 1% instead of 5%. Also, there should be upper cap of penalties i.e. 10%	As per RFP

						<p>working day, then a penalty equivalent 5% of the pro-rata amount payable for the month in respect of that application shall be deducted for the loss of every day. In case the application does not become operational the next morning and even beyond DDA would be free to impose the above penalty for each day loss and in addition may call for experts from open market to resolve problem at the risk and cost of the service provider.</p>	<p>2. This should be limited to the overall limitation of liability clause in the RFP</p>	
39.	24.	SECTION5:	STAN DAR D FOR MS	60	FORM N FinancialProposal Submission Form	<p>Part B 2.Operational Manpower on Support during Operation and Maintenance period including help desk support (Two Manpower with Qualifications as per Data Sheet 4)</p>	<p>We suggest that in addition to the commercialtable, Man-month rates forvarious kinds of resources to be captured in commercial format may not be considered in L1 butthis would help in calculating and approving CR during the project.</p>	As per RFP

40.	25.	SECTION5:	STAN DAR D FOR MS	67	FORM P: Form for Agreement	Termination 40.a if the Agency do not remedy a failure in the performance of their obligations under the Work order, within a period of seven (7) days, after being notified or within such further period as the Purchaser may have subsequently approved in writing;	Termination without any default from the contractor may not be kept. If the circumstances are such that this has to be retained, the notice period should be at least 30 days. The compensation to be paid to the contractor should be mutually finalized between the department and the bidder considering the milestones completed till that time and other on-going work that is done for which the milestone completion is not yet reached.	As per RFP
41.	26.	SECTION 5 :	STAN DAR D	67	FORM P: Form for Agreement	Termination 40.g if the Purchaser, in its sole discretion and for any reason whatsoever, within a period of fifteen (15) days 'decides to terminate this Work order.	Termination without any default from the contractor may not be kept. If the circumstances are such that this has to be retained, the notice period should be at least 30 days. The compensation to be paid to the contractor should be mutually finalized between the department and the bidder considering the milestones completed till that time and other on-going work that is done for which the milestone completion is not yet reached.	As per RFP
42.	27.	SECTION5:	STAN DAR D FOR MS	67	FORM P: Form for Agreement	43.b) If the Work order is terminated pursuant to Clause 40 a), b),d),e) or f), the Agency shall not be entitled to receive any agreed payments upon termination of the Work order. However, the	We suggest DDA to change the clause as below: However, the Purchaser will make payment for the part satisfactorily performed on the basis of the quantum merit as assessed jointly by the bidder and the purchaser.	As per RFP

						<p>Purchaser may consider to make payment for the part satisfactorily performed on the basis of the quantum merit as assessed by it, in its sole discretion, if such part is of economic utility to the Purchaser. Under such circumstances, upon termination, the Purchaser may also impose liquidated damages as per the provisions of relevant clauses of this Work order.</p>		
Agency 3								
43.	1	Data Sheet 2	Sr No 15	21	<p>Bidder shall have experience of executing Turnkey IT projects and should have executed /operationalized relevant projects (Related to Development/customization of Building permit system) 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: Projects of numbers and amount mentioned in Data Sheet 1 Explanation : Large Corporation means corporations with turnover \geq 100 Crores.</p>	<p>Large Corporation means corporations with turnover \geq 100 Crores.</p>	<p>As per our understanding private large corporations do not follow the procedure of buliding plan scrutiny and permission like government bodies. Hence we request you to kindly amend the clause as per below. Bidder shall have experience of executing Turnkey IT projects and should have executed /operationalized relevant projects (Related to Development/customization of Building permit system) in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) in India: Projects of numbers and amount mentioned in</p>	As per RFP

							Data Sheet 1 Explanation	
44.	2	Data Sheet 3	Sr No 2	22	Quality Certifications: ISO 9001: 2008 or latest = 2 Marks ISO 27001:2013 = 2 Marks ISO:20000-1: 2018 = 2 Marks CMMI-3 or above quality Certification= 4 Marks	Marks CMMI-3 or above quality Certification= 4 Marks	Please consider equal distribution of marks for each Quality Certifications. Hence we request you to kindly amend the clause as per below ISO 9001: 2008 or latest = 2 Marks ISO 27001:2013 = 2 Marks ISO:20000-1: 2018 = 2 Marks CMMI-3 or above quality Certification= 4 Marks CMMI Certificate should be apparised from SEI CMMI Institute registered Partner	As per RFP
45.	3	Data Sheet 3	Sr No 1	21	Bidder's Experience: Bidder's experience in implementation of software applications (supply, development, implementation, customization, training, operations & maintenance) for any Government organization / PSU in India in last 10 years as a separate work order. The bidder shall submit completion certificates/Go-Live certificates/Ongoing Project Certificates for the same .	The bidder shall submit completion certificates/Go-Live certificates/ Ongoing Project Certificates for the same .	As per our understanding go live certificate or ongoing project certificate do not indicate the performance of the vendor during the operation and maintenance till the end of the project duration. Hence we request you to kindly amend the clause as per below Bidder's Experience: Bidder's experience in implementation of software applications (supply, development, implementation, customization, training, operations & maintenance) for any Government organization / PSU in India in last 10 years as a separate work order. The bidder shall submit completion certificates/Go-Live certificates for the same .	Completion certificates and Go-Live certificates will be considered.