

DELHI DEVELOPMENT AUTHORITY

Clarifications to Queries & Responses to pre-bid issues

Dated 16-4-2018

Name of the Tender: Selection of Agency for Development of e-Governance Applications: Conversion of existing Intranet Applications in Departments of Housing and Land Disposal of DDA, into Internet and InterNet Application for Ease of Doing Business in DDA, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation".

Tender Reference :

Pre-Bid Query No.	Sr. No.	RFP Document Reference(s) (Section & Page Numbers)	Content of RFP requiring Clarification(s)	Points of clarification	DDA's Response
AGECNY 1					
1.	1	Pg.No.10 Intellectual Property Rights	<p>In case of deployment of COTS products: Purchaser shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the Bidder shall be property of the Purchaser. The Bidder should create a repository of such resources and provide access to Purchaser. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual</p> <p>Property Rights of the Purchaser: - · Bidder shall not only support Purchaser with the proposed COTS during the contract period, but also, confirm that after the expiration / termination of the initial contract, continued support will be provided by the Bidder to the</p>	<p>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.</p> <p>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</p>	<p>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." However, 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 operationalized under this project, for another user, without the written permission of the Purchaser. The Source Code of the Customization / bespoke code needs to be transferred to DDA as a part of knowledge transfer.</p>

			<p>Purchaser, in case Purchaser chooses to maintain / upgrade the COTS proposed, either directly or through third party agency(ies):</p> <ul style="list-style-type: none"> - Continued support to the Purchaser will be subject to the purchase of support by the Purchaser post termination / expiry of contract; - The customized source code with its full rights shall be handed over to the Purchaser. 		
2.	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.
3.	3	Pg.24 Resource Deployment Plan	The Tenderer shall deploy sufficient staff of skilled professionals and supporting staff for undertaking the project. To meet the urgent requirement of DDA, Bidder will deploy 24X7 manpower in three shifts for back office operation. Resources will be mix of Onsite & Offsite and core Project Management team will work with System department 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.	<p>Please refer to the Clause 5 (iii) of Annexure-1 provides Resource Development Plan under O&M Stage.</p> <p>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.</p> <p>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.</p>
4.	4	General Query	Database	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.
5.	5	General Query	Security	<p>Do we need to provide SSL Certificates?</p> <p>Do we have to do CERT-IN Performance testing?</p>	<p>DDA will provide / pay for SSL certificate separately. The selected Bidder shall be required to advise DDA about the type of SSL certificate to be procured at the time of implementation.</p> <p>The vendor will be required to do security testing and security audit from CERT-IN empanelled agencies.</p>
6.	6	General Query	Implementation	For fast implementation, we prefer doing onsite implementation to meet the deadline. Will tender authority provide desk space for implementation team?	The tenderer will provide minimum space required for implementation team at the identified central location. The development can be on-site or off-site depending upon the space constraints.
				We are assuming that this is going to be a centralised implementation at tender authority	Yes. Application to be implemented through a Portal. DDA has multiple offices (approximately about 60) across the city, and

				location. Please confirm. If not then please mention number of locations where solution needs to be implemented.	thus, the system needs to be operationalized and supported in all such offices.
7.	7	Pg.No.77 (o) To submit deficiency documents: -	§ One-time deficiency will be sent on E-Mail or SMS.	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.
8.	8	Pg.No.21 Scope of Work	(i) Preparation of Training Plan, Training Material, Delivery of Training to Personnel of DDA in various Departments;	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.
9.	9	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.
10.	10	Pg.No.21 Scope of Work	f) Migration of Data from legacy applications and scanning of paper based records;	We found the migrate is existing , can you please mention volume module wise.	Digitization is not in the Scope. Details of data migration from the Databases established already, will be provided during the SRS stage to the selected Bidder. Appendix D gives a brief information about data to be migrated.
11.	11	Pg.No.21 Scope of Work	i. Integration of Single Window System with GIS-based seamless revenue and	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	Confirmed. Illustrative list of Systems that need to be integrated are :-

			land mapping database developed by DDA;	mention systems which needs to be integrated.	<ol style="list-style-type: none"> (1) Land Pooling Application (2) Work-flow application (3) GIS based application for digitization and display of LOPs (4) Legal/ litigation information system (5) Grievance Redressal application (6) E-auctions (7) E-office (NIC) (8) Call Center application (9) Attendance system (10) (10) Personnel Information Management System (11) Building plan sanction system (12) Land Management Information System (13) Land Protection system <p>Any other system operational in DDA, if required, will be required to be integrated. Details will be made available during the SRS Stage to the selected No. Bidder.</p>
12.	12	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.
13.	13	Pg.No.25 Scope of Work	Application Design and Development	Looking the scope of project we feel the time is not sufficient enough. Can it be increase ED+14 to ED+24 weeks	Agreed. New timelines are specified in Appendix C.
14.	14	Pg.No.22 Development Platform:	<p>Development Platform:</p> <ul style="list-style-type: none"> · Open Source Java/PHP Technology stack as recommended by OTC; · Common Minimum Framework (cmf.gov.in) for Portal development · Open Technology Workflow Engine · Open Technology RDBMS – MySQL, PostGres etc. · Customisation of Open Technology COTS Product or Bespoke development model. 	<p>We are coming up with a COTS solution which will be customized as per your need. COTS solution will help to deliver the project within the timeline. It is developed on .Net Framework which is open source now.</p> <p>Request you to allow .Net Framework technology.</p> <p>Development Platform Microsoft ASP.Net Microsoft .Net support cross-platform development, Microsoft is providing the full .NET server stack in open source, including ASP.NET, the .NET compiler, the .NET Core Runtime, Framework and Libraries, enabling developers to build with .NET across Windows, Mac or Linux. Through this implementation, Microsoft will work closely with the open source community, taking contributions for future improvements to .NET and will work through the .NET Foundation https://news.microsoft.com/2014/11/12/microsoft-takes-net-open-source-and-crossplatform-adds-new-development-capabilities-with-visual-studio-2015-net-2015-and-visualstudio-online/ http://techartaffinity.com/blog/open-source-software-and-</p>	<p>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.)". 5. Cloud enabled.</p>

				microsoft-net-as-open-source/ Microsoft gets on board with open source - https://opensource.com/business/14/11/microsoft-dot-net-empower-open-sourcecommunities	
AGENCY 2					
15.	1.		Average Annual Turnover	The bidders qualifying as registered Start-up/MSME under requisite programs of Government of India shall be accorded exemption from this clause by being awarded Maximum Marks under this criteria.	As per RFP. Please see Appendix-A.
16.	2.		Net Worth	The bidders qualifying as registered Start-up/MSME under requisite programs of Government of India shall be accorded exemption from this clause by being awarded Maximum Marks under this criteria.	Please see Appendix-A.
17.	3.		Certification & Credentials	The bidders qualifying as registered Start-up/MSME under requisite programs of Government of India shall be accorded exemption from this clause by being awarded Maximum Marks under this criteria.	Please see Appendix-A.
AGENCY 3					
18.	1.	Page no 11	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 (Clauses 57 and 58).
19.	2.	Page no 28 Sr, No. 4 Criteria under Annexure2 Eligibility and Evaluation Criteria 2.1 Pre- Qualification (PQ) Eligibility Criteria	The Tenderer should be in the business of Development of e-Governance Applications : Conversion of existing Intranet Applications into Internet and InterNet Application, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents (viz., software design, RDBMS, 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 1516, FY 14-15, FY 13-14).	Experience should be considered for Development of e-Governance web-based Applications-Design, Development and implementation for Decision Support System (DSS) having project subcomponents (viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations & Maintenance in last 5 years	This Clause is modified as follows: - "The Tenderer (Sole Bidder/Lead member of the Consortium) should be in the business of Development of e-Governance Applications: Conversion of existing Intranet Applications into Internet and InterNet Application, using Open Source Technology Workflow Engine (or Customized COTS Workflow Engine or Bespoke Development Model), and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents in India and should have executed / operationalized relevant projects in last 5 Years, as of Bid submission Date."
20.	3.	Page no 29 Sr, No. 8 Criteria under Annexure2 Eligibility and Evaluation Criteria 2.1 Pre-	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 follows the best of following process not CMMI: 1. Basic 2. Agile	As per RFP. Please see Appendix-A.

		Qualification (PQ) Eligibility Criteria		<p>3. Scrum</p> <p>4. ISO</p> <p>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</p> <p>Further CMMI process are not flexible enough to suit the Government organizations considering the ongoing changes in Government policies.</p> <p>Request to withdraw CMMI certification or keep ISO or CMMI certification with equal marks in Technical marking scheme</p> <p>Further CMMI process has the following disadvantages:</p> <p>i) CMM does not describe "HOW to" create an effective software development organization.</p> <p>ii) CMM compliance is not a guarantee that a project will be successful.</p> <p>iii) No external body certifies the CMM compliance of a software development center, as it is based on the self-assessment.</p> <p>iv) CMM is bureaucratic, as it is promoting process over substance.</p> <p>v) Some organizations misrepresent the scope of their CMM compliance.</p> <p>vi) CMM has not become a worldwide recognized and applied standard for the assessment of process maturity levels.</p> <p>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</p> <p>viii) Suggestions of scientifically managing software processes with metrics only occur beyond the fourth maturity level.</p>	
21.	4.	Page no 30 Sr, No. 12	<p>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 - Web Technology Based Application Software for Forms Digitalisation using Internet/Intranet : Design, Development and implementationof Decision Support System (DSS) having project sub-components(viz., software design, RDBMS, 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 4.0 Crore Or (b)Two Projects of Value each >= INR 2.5 Crore Or (c)Three Projects of value each</p>	<p>a. In this clause the project values give as (a) One Project of Value >= INR 4.0 Crore Or (b)Two Projects of Value each >= INR 2.5 Crore Or (c)Three Projects of value each >= INR 2.0 Crore.</p> <p>But in Technical Evaluation marking criteria given in Sr no 5, 6 & 7, Project value asked is greater than equal to 1 Crore.</p> <p>Request you to please amend the condition in PQ Criteria and put project valve as 1 Crore</p> <p>b. Request to follow the CVC guidelines for experience criteria and change the project value 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</p>	<p>Please see the Appendix-A for changes effected w.r.t PQ and TQ.</p>

22.	5.	Page no 31 Sr, No. 15	>= INR 2.0 Crore. The Tenderer must have minimum 25 technically qualified human resources 25 Technically Qualified Human Resources in Open Source Technology (including Software Estimation and Function Point Analysis) and at least at least 200 full time resources on our permanent pay roll in India as 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?	"The Tenderer (Sole Bidder/ Lead Member (in case of Consortium)) must have minimum 50 Technically Qualified (in IT related field) Human Resources, and the Tenderer (Sole Bidder/ Consortium) must have at least 25 technically qualified Human Resources in Open Source Software tools and Technology, as on Bid Submission Date, available with the firm.", as on the date of Bid Submission. Appropriate Certifications are necessary for the top Ten Resources handling different Areas of Projects. Apart from Educational & Experience Certification, Professional Industry Certifications such as DBA Certification, Network Certification, etc. relevant to project works to be undertaken under this tender.
23.	6.	Page no 31	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 specially considering the technical marking schemes. We are participating in various government tenders and most of the times maximum marks criteria is kept 60 -70% No additional mark should be allotted for additional turn over and net worth. Maximum marks should be based on the pre-qualification criteria. 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 17 marks to MSME in spite of prequalification and has to obtain 80 marks out of 83 marks 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	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.)
24.	7.	Page No 32 Sr. No. 1	Criteria for Technical Evaluation (Technical Evaluation Marking): A. Bidder's Profile (25)	Average Annual turnover	Please see the Appendix-A for changes effected w.r.t PQ and TQ.
25.	8.	Page No 32 Sr. No. 2	Bidder's Profile (25)	Net Worth	Please see the Appendix-A for changes effected w.r.t PQ and TQ.
26.	9.	Page No 33 Sr. No. 5, 6 & 7	Relevant Strengths (25)	In most of E-Governance tenders, DSS, Workflow automation and Integration are part of single work	Please see the Appendix-A for changes effected w.r.t PQ and TQ.

				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)	
27.	10.	Page No 35 Sr. No. 5	C. Solution Proposed, Approach and Methodology (40) Software Size Estimation (Marking Scheme as per given below)	Marking scheme should be based on the Man month basis. As per function point, How Software Size Estimation marks will be given for Off the self product and for new development? Please elaborate this clause.	Please see the Appendix-A for changes effected w.r.t PQ and TQ.
28.	11.		Consortium	Is consortium allowed?	Yes. A Consortium of 2 (two) Members is allowed.
29.	12.	Page no 21	Scope of work	Please mention the duration of Training	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.
30.	13.		Development Platform: Open Source Java/PHP Technology stack as recommended by OTC	It should be best proven technology not restricted to Open Source Technology.	Modified Development Platform as follows:- 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.). 5. Cloud Enabled."
31.	14.		Migration of Data from legacy applications	What will be the size of data and in which form?	Approximately 30 GB data is to be migrated. Information about data to be migrated is at Appendix D. Further details will be made available during the SRS Stage to the selected Bidder. The data to be migrated, will be from the existing

					operational database. Migration shall be undertaken through appropriate API.
32.			Scanning of paper based records	Request you to please provide the No of papers and paper sizes to be scanned	Digitization is not part of the Scope.
33.	15.			Please mention the total no of user and Concurrent Users who will use this project?	There may be about 50 - 100 concurrent users who will access the system.
34.	16.			Scope is elaborated in this RFP. Please elaborate.	Further details shall be made available during SRS Stage.
AGENCY 4					
35.	1	Page 24	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 4.Open RDBMS (MySql, PostgreSQL etc.) 5.Customisation of COTS Product or Bespoke development model.	Please modify the section as below with respect to the query raised by us earlier. 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.) 5..Customisation of COTS Product or Bespoke development model.-	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.); 5. Cloud enabled ".
36.	2.			SLA during the warranty Support and O&M phase: Emergency - We will begin work on the support issue without delay after confirmed notification from Level 1 during business hours and will engage staff until an acceptable solution or workaround is achieved. Response will be without delay. High - We will begin work on the Support Issue within 60 minutes of confirmed notification during Business Hours from Level 1 and will engage staff until an acceptable solution or workaround is achieved. Medium - We will provide initial response regarding the requested information or documentation clarification within twenty four (24) Business Hours of confirmed notification during Business Hours and will consider a workaround, if appropriate, and enhancements for inclusion in a subsequent New Release. Low - We will provide initial response regarding the requested information or clarification within forty eight (48) Business Hours of confirmed notification during Business Hours.	Accepted. It is modified as follows and appended in Annexure-21 : - SLA during the warranty Support and O&M phase: L1 : Basic Helpdesk Support L2 : In-Depth Technical Support L3 : Developer Level Technical Support Emergency–The Bidder will begin work on the support issue without delay after confirmed notification from Level 1 (L1) during business hours and will engage staff until an acceptable solution or workaround is achieved. Response will be without delay. High –The Bidder will begin work on the Support Issue within 60 minutes of confirmed notification during Business Hours from Level 1 and will engage staff until an acceptable solution or workaround is achieved. Medium –The Bidder will provide initial

					<p>response regarding the requested information or documentation clarification within twenty four (24) Business Hours of confirmed notification during Business Hours and will consider a workaround, if appropriate, and enhancements for inclusion in a subsequent New Release.</p> <p>Low –The Bidder will provide initial response regarding the requested information or clarification within forty eight (48) Business Hours of confirmed notification during Business Hours.</p>
		AGENCY 5			
37.	1.	Page 20	Annexure -1 Scope of Work	2.h. Seamlessly integration with the other existing Operational Software Applications and 2.i. Application of SMAC Technology (Social Networking, Mobile Technology, Data Analytics and Cloud Computing).	<p>Features of various e-Governance Applications. This is an important and dominant feature of the proposed DDA-CMS FRS.</p> <p>Please see reply to Pre-Bid Query 11. Details will be made available during the SRS Stage to the selected Bidder.</p>
38.	2.	Page 20 Annexure -1 Scope of Work	2.j. Citizen-Centric System in view of their relationship with DDA: Aadhaar enabled Access.....if any, facility for uploading/downloading the documents, updated payment information and calculation of balance to be paid, if any, at any point of time and facility to make the Payment through Payment gateway.	We understand that any agreement etc., in case required, for enabling of Aadhaar base access/use will be done by DDA Please confirm	Yes. Any agreement etc., in case required, for enabling of Aadhaar base access/use will be done by DDA
39.	3.			Does DDA have any existing payment gateway facility, which can be used for this project? We understand that Please clarify/confirm.	Yes. Details shall be provided during SRS stage. It is further clarified that "any charges/ agreements, as required, for implementing payment gateway facilities will be borne by DDA. Bidder responsibility will be to develop/implement the functionality".
40.	4.	Page 22 Annexure -1 Scope of Work	Development Platform: • Open Source Java/ PHP Technology stack as recommended by OTC;	We understand that any open source technology stack, apart from Java/PHP, is also allowed to be used as the development platform Please clarify/confirm.	It is clarified that "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.)". 5. Cloud enabled.

					is allowed to be used as Development Platform.
41.	5.	Page 22 Annexure -1 Scope of Work	Development Platform: • Cloud Enabled	We understand that the complete system has to be hosted on server(in data center) provided by DDA Please confirm/clarify.	Yes. It is confirmed that the complete system has to be hosted on server (in data center) provided by DDA
42.	6.	Page 23 Annexure -1 Scope of Work	Software Development Life Cycle Activities • Integration Services /APIs (Interoperability) with related Both Central and State Government Organisations' Operational Information Systems;	Request DDA to provide list of all the information systems indicated in this clause. Also provide details on how the integration services is envisaged in terms of tools/functionality/operations This will be required for estimation purposes and to understand the quantum of work	Annexure1 and 4 of RFP gives details about quantum of work to be undertaken. Details shall be provided during SRS stage.
43.	7.	Page 28 Annexure- 2 2.1. Pre-Qualification (PQ) Eligibility Criteria	4. The Tenderer should be in the business of Development of e-Governance Applications: Conversion of existing Intranet Applications into Internet and InterNet Application, using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents 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).	Request DDA to consider and amend this criteria as under: "The Tenderer should be in the business of Development of e-Governance / GIS Applications: Conversion of existing Intranet Applications into Internet and InterNet Application, - Design, Development and implementation for Decision Support System (DSS) having project subcomponents in India and should have executed / operationalised relevant projects in last 10 Years , as of 31st March 2018 (FY 17-18 to FY 07-08)."	This Clause is modified as follows: - "The Tenderer (Sole Bidder/Lead member of the Consortium) should be in the business of Development of e-Governance Applications: Conversion of existing Intranet Applications into Internet and InterNet Application, using Open Source Technology Workflow Engine (or Customized COTS Workflow Engine or Bespoke Development Model), and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents in India and should have executed / operationalised relevant projects in last 5 Years, as of Bid submission Date." Please see Appendix-A.
44.	8.	Page 29 Annexure- 2 2.1. Pre-Qualification (PQ) Eligibility Criteria	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, and Mobile Apps	Request DDA to consider and amend the criteria as under: "9. The Tenderer shall furnish documentary proof of their technical capability to undertake job of application software development and digitization etc., in Client Server OR Web based environment OR Mobile Apps "	As per RFP.
45.	9.	Page 30 Annexure- 2 2.1. Pre-Qualification (PQ) Eligibility Criteria	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)	Request DDA to consider and include empanelment with any one State/ Central Government Agencies/ PSUs/ Local Bodies for Web and Mobile based Application Development and Customization and Geospatial Database Generation Services, also.	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 of the Consortium 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, Geospatial

					<p>Database Generation Services, and their Implementation works (valid as on date of Bid submission." Please see Appendix-A for changes effected in both PQ and TQ. -</p>
46.	10.	<p>Page 30 Annexure- 2 2.1. Pre-Qualification (PQ) Eligibility Criteria</p>	<p>12. The Tenderer shall have experience of executing Turnkey Projects over multiple locations in India for Government or its Autonomous / PSU/ Subordinate organisation/ Local Bodies etc.) as System Integrator - Total Solution provider - Web Technology Based Application Software for Forms Digitalisation using Internet/ Intranet: Design, Development and implementation of Decision Support System (DSS) having project sub-components(viz., software design, RDBMS, 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)</p>	<p>Request DDA to consider and amend the criteria as under: "12. The Tenderer shall have experience of executing Turnkey Projects over multiple locations in India for Government or its Autonomous / PSU/ Subordinate organisation/ Local Bodies etc.) as System Integrator - Total Solution provider - Web Technology Based GIS Application Software for Forms Digitalisation using Internet/ Intranet: Design, Development and implementation of GIS / Decision Support System (DSS) having project sub-components (viz., software design, RDBMS, 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)"</p>	<p>Accepted. It is modified as "The Tenderer (Sole Bidder/Lead Member) shall have experience of ICT System Integration or Application Development Projects(including GIS Applications, if any)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 4.0 Crore OR (b) Two Projects of Value each >= INR 2.5 Crore OR (c) Three Projects of value each >= INR 2.0 Crore. ". Please see Appendix-A.</p>
47.	11.	<p>Page 33 Annexure- 2 2.2. Technical Qualification and Evaluation Criteria iv. Criteria for Technical Evaluation</p>	<p>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</p>	<p>Request DDA to consider and amend the criteria as under: "6. Prior Experience in integration of 3rd Party eGovernance Services to Citizen / Business interface OR GIS Applications with G2G / G2B / G2C 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 10 financial years"</p>	<p>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 G2G/ G2B/ G2C) Applications (including GIS Applications if any), 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 Crore (each project will carry 5 Marks) 2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2 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).</p>

					<p>4. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs (each project will carry 2 Mark).</p> <p>5. Projects undertaken in India, with project value \geq 10 Lakhs but $<$ Rs. 25 Lakhs (each project will carry 1 Mark).</p> <p>Please see Appendix-A.</p>
48.	12.	Page 33 Annexure- 2 2.2. Technical Qualification and Evaluation Criteria iv. Criteria for Technical Evaluation	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	Request DDA to consider and amend the criteria as under: "7. Past Experience in implementation of Web based Applications with User Authentication, completed and operational, during the last 5 financial years"	<p>Please see reply to Q48</p> <p>Please see the modification effected as follows: -</p> <p>"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), Large Corporates etc., in India.</p> <p>"Maximum Five Projects (Maximum marks 10):</p> <ol style="list-style-type: none"> 1. Projects undertaken in India, with project value \geq Rs. 2 Crore (each project will carry 5 Marks) 2. Projects undertaken in India, with project value \geq Rs. 1 Crore but $<$ 2 Crore (each project will carry 4 Marks) 3. Projects undertaken in India, with project value \geq 50 Lakhs but $<$ Rs. 1 Crore (each project will carry 3 Mark). 4. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs (each project will carry 2 Mark). 5. Projects undertaken in India, with project value \geq 10 Lakhs but $<$ Rs. 25 Lakhs (each project will carry 1 Mark). <p>Please see Appendix-A.</p>
49.	13.	-	General	Request to kindly consider and provide atleast two weeks' time for bid submission from the date of issue of clarifications.	As of now, (a) the Response to Pre-Bid Queries is 16.04.2019 and (b) Bid Submission Date (ends) is 08.05.2019. It is about 3 weeks' time.
AGENCY 6					
50.	1.	Page No- 20 Point no -(k)	Business Process Re-Engineering (BPR) – Mapping of Processes wherever possible, to make it Citizen-Centric. Reference may be made to the Business Process & Support Processes	Provide list of processes to be re-engineered in respect of business process re-engineering (BPR)	Please see the details given in Annexure-4. Further Details may be collected during SRS stage.

			Study Report – computerisation of DDA		
51.	2.	Page No- 21 Point no -(f)	Migration of Data from legacy applications and scanning of paper based records;	What is the volume of the data for migration in all application? Provide number of database tables from which data to be migrated?	<u>Please see reply to Q31</u>
52.	3.	Page No- 21 Point no -(g)	Creating central repository for all legacy data through integration and consolidation. Tasks involve Data consolidation, de-duplication and storage in	How many external systems are there to be integrated and for what purposes?	<u>Please See reply to Q11</u>
53.	4.	Page No- 24 Point no -(iii)	O&M stage: The Tenderer should provide all necessary staff for managing the systems and operations, and should quote and provide the following staff: o Operations Head (Overall coordinator for O&M Phase) o One Software Engineers/Coders (required for application maintenance and modification) - Any additional personnel required for managing the operations (as directed by DDA) shall be provided by the Tenderer at the same cost as indicated in their financial quote. o One MIS/data managers - Any additional personnel required for managing the operations (as directed by DDA) shall be provided by the Tenderer at the same cost as indicated in their financial quote. o Supporting office staff. o Helpdesk staff (for user queries and other helpdesk support)	Please provide clarity on when system would be on O&M phase. How many number of resources would be needed for what period?	As per RFP (O&M shall start upon Development Phase EXIT). Resources for O&M need to be estimated by the bidder. Please see response to Q3 Further Details shall be provided during SRS stage.
54.	5.	Page No- 25 Timelines and Deliverables	There is inadequate time for system design, development, system testing and UAT is 10 weeks (ED+14 Weeks) only.	There is inadequate time for system design, development, system testing and UAT is 10 weeks only.	<u>Please see reply to Q13</u>
55.	6.	Page No 43 Point no (iv) in Point no - (3)	Provision to re-generate acknowledgement slip. Regeneration of acknowledgement slip can be generated once	What is the use of generating acknowledge slip?How can we generate in existing application?	<u>Its a part of business process.</u>
56.	7.	Page No 45 Point No - HSG_15	HSG_15. System shall provide verification and correction of applicant data (with physical application forms).	How shall the system provide verification and correction of applicant data (with physical application forms).	<u>Vendor has to design the process in consultation with DDA.</u>
57.	8.	Page No 46 Point No - HSG_24	HSG_24. The system shall allow for generation of a soft copy of successful/unsuccessful applicant details for handing over to banks;	How does the system prepare Consolidated Refund Cheque Bank wise in existing system?	<u>Further Details shall be provided during SRS stage.</u>

58.	9.	Page No 46 Point No - HSG_30	HSG_30. The system shall be able to import land premium and housing construction cost data	How does the system import land premium and housing construction cost data in existing application?	<u>It is provided by the Engineering division. Further Details shall be provided during SRS stage.</u>
59.	10.	Page No 46 Point No - HSG_31	HSG_31. The system shall be able to calculate plinth area rates on a half yearly basis by using average housing cost data (standard costing).	How does the system calculate plinth area rates on a half yearly basis by using average housing cost data (standard costing). Please elaborate in detail.	<u>Further Details shall be provided during SRS stage.</u>
60.	11.	Page No 46 Point No - HSG_34	HSG_34. The system shall allow calculation of demand for two types of payments – Cash Down and Hire Purchase;	The system allows calculation of demand for two types of payments – Cash Down and Hire Purchase; what are these calculation?	<u>These are the mode of payments. Further Details shall be provided during SRS stage.</u>
61.	12.	Page No 46 Point No - HSG_39	HSG_39. The system shall maintain standard formats for demand letters	How many formats will be used in demand letters	<u>Mainly 2 formats. Cash down and Hire purchase. Further Details shall be provided during SRS stage.</u>
62.	13.	Page No 47 Point No - HSG_62	HSG_62. The system shall maintain pre-defined formats of Conveyance Deed (C.D.)	The system maintains pre-defined formats of Conveyance Deed (C.D.); What is conveyance deed? Please elaborate in detail.	It is elaborated as follows:- <u>What is Conveyance Deed?</u> (Source: http://www.dda.org.in/housing/conveyance_deed_faq.htm) : "Conveyance deed is conveyance of right of ownership of the flat to the Allottee , after the payment and the documents are received from the Allottee and possession is taken over by him/her. Conveyance Deed is executed in the cases of free hold allotments only."
63.	14.	Page No 49 Point No - HSG_98	HSG_98. The system shall update regularization details against the concerned flat.	What will be the criteria of Issue Orders for Demolition/Cancellation of Lease?	<u>Further Details shall be provided during SRS stage.</u>
64.	15.	Page No 49 Point No - HSG_104	HSG_104. The system shall maintain list of services provided by Housing Department	How many services shall be provided by housing department?	<u>Already given in Annexure 1 and Annexure 4.</u>
65.	16.	Page No 55 Point No- 2 (Verification Module)	This module enables privileged users to verify (10% and 100%), master data entered through module 1.	This module enables privileged users to verify (10% and 100%), master data entered through module 1. Please clarify.	<u>Yes. Further Details shall be provided during SRS stage.</u>
66.	17.	Page No 55 Point No- 3 (Calculation of ground rent Module)	This module enables calculation of ground rent for verified society	This module enables calculation of ground rent for verified society. Please clarify.	<u>Yes. Further Details shall be provided during SRS stage.</u>
67.	18.	Page No 55 Point No- 5 (Report Module)	Reports include are: 1. Payments Report 2. Freeholds Report 3. 100% verified payments 4. 10% verified payments 5. 100% verified freeholds 6. 10% verified freeholds.	Please elaborate Reports Module in detail	<u>Already elaborated in Annexure 1 & Annexure 4.</u>
68.	19.	Page No 65 Point No- LND_7	LND_7 The system shall enable computation of cost of property,	How the system shall enable computation of cost of property, applicable 'Pre-determined Rate' (PDR)	<u>Further Details shall be provided during SRS stage.</u>

			applicable 'Pre-determined Rate' (PDR) for certain areas and ground rent for properties proposed to be sold on lease	for certain areas and ground rent for properties proposed to be sold on lease.	
69.	20.	Page No 65 Point No- LND_8	LND_8 System shall allow access to reports on encroachments / unauthorized construction made, of Engineering Wing or Land Management Department from time to time;	What will be the parameter of reports on encroachments / unauthorized construction made, of Engineering Wing, misuse of properties for importing into system? What will be the size of report?	<u>These are the functional requirements. Parameters etc. have to be designed by the vendor in consultation with DDA during SRS stage.</u>
70.	21.	Page No 66 Point No- LND_14	LND_14 Multiple developmental partners for the property development with balance transfer and account settlement shall be provided for intermittent transfers	Multiple developmental partners for the property development with balance transfer and account settlement shall be provided for intermittent transfers.	<u>These are the functional requirements. Parameters etc. have to be designed by the vendor in consultation with DDA during SRS stage.</u>
71.	22.	Page No 66 Point No- LND_16	LND_16 Perform integrated reporting to simulate and plan future development	Perform integrated reporting to simulate and plan future development.	<u>Query is not clear. Details shall be discussed during SRS stage.</u>
72.	23.	Page No 66 Point No- LND_17	LND_17 Support Rental accounting, rent adjustments, and the administration and collection of service charges	Support Rental accounting, rent adjustments, and the administration and collection of service charges.	<u>Query is not clear. Details shall be discussed during SRS stage.</u>
73.	24.	Page No 67 Point No- LND_48	LND_48 The system allots properties in the order of priority as per defined business rules.	Does system keep predefined priority rules or will it change at run time?	They are dynamic, and rules can change from time to time.
74.	25.	Page No 68 Point No- LND_63	LND_63 System shall have the facility to enter ground rent payment and lease execution in case the allotment is made to societies	How would the system provide the facility to enter ground rent payment and lease execution in case the allotment is made to societies?	Through input screens. Details shall be provided during SRS stage.
75.	26.	Page No 68 Point No- LND_66	LND_66 The system shall have facility to import soft copy of payment details received from banks	Which format payment details would be provided by banks to import data and all the banks would use the same format?	Formats may change from bank to bank. Details shall be provided during SRS stage.
76.	27.	Page No 68 Point No- LND_69 and LND_70	LND_69 System shall be able to generate discrepancy report allottee wise against payments made. o LND_70 System shall be able to generate discrepancy report allottee wise against payments received from banks	How the discrepancy report will be generated based on allottee wise against payments made and allottee wise against payments received from banks.	Based on data compiled from challans & data compiled from banks.
77.	28.	Page No 70 Point No- LND_109	LND_109 System shall be able to display the current status of each application, which officer is handling the application, reasons for delay based on pre-defined deadlines for disposal	Details of the receipts whether online or offline shall be maintained online.	Online, ofcourse. As per RFP.
78.	29.	Page No 70 Point No- LND_125	LND_125 As soon as receipts are updated/loaded online by cash	As soon as receipts are updated/loaded online by cash (main)/cash (H), system shall pick up receipts	As per RFP.

			(main)/cash (H), system shall pick up receipts for credit to individual's Account and it's balancing.	for credit to individual's Account and it's balancing.	
79.	30	Page No 70 Point No- LND_137	LND_137 Survey reports shall be scanned and stored with a database on crucial parameters	What would be the crucial parameters to store survey reports with a database on? And how it will be stored from scanned copy? What format would we use to generate report?	Store it as pdf file and tag it to property id/ document meta data. To be displayed whenever necessary. Details shall be provided during the SRS stage to the selected Bidder.
80.	31.	Generic		What is the expected load of users at ideal time and at the peak time like any scheme gets launched?	There may be about 50 - 100 concurrent users who will access the system at ideal time.
AGENCY 7					
81.	1.			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.	<u>As per RFP.</u>
82.	2.			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).	<u>As per RFP. It is only INR 2.0 Crores</u>
83.	3.			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. GEL would humbly submit here that, it is a complete subsidiary of Economic Development Corporation Limited (EDC) of the State whose net-worth is Rs.477.23 lakhs as on 31/03/2018. During the financial year 2017-18 the sales turnover of EDC was Rs.115.24 crores with a net profit of Rs.56.35 crore.	As per RFP. However, The Word "Tenderer" is replaced with "Tenderer (Sole Bidder / All Members of Consortium (Combined))"
AGENCY 8					
84.	1	Page 28 2.1: Eligibility and Evaluation Criteria point no 4	The Tenderer should be in the business ofDevelopment of e-Governance Applications : Conversion of existing Intranet Applications into Internet and InterNetApplication,	The project experience scope given is confusing as Multiple definitions such as Conversion of Intranet Application, Workflow Engine and Web Technology etc are given.	This Clause is modified as follows: - "The Tenderer (Sole Bidder/Lead member of the Consortium) should be in the business of Development of e-Governance Applications: Conversion of existing Intranet Applications

			using Open Source Technology Workflow Engine and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents (viz., software design, RDBMS, 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 1516, FY 14-15, FY 13-14).	Request you to reframe the firms experience criteria as mentioned below for wider participation and clear understanding. The Tenderer should be in the business of Development of e-Governance applications using Web Technology having product subcomponents (viz., software design, RDBMS, development, deployment, installation, commissioning, and Operations& Maintenance) in India and should have executed / operationalized relevant projects in last 5 Years, as on Bid Submission Date (FY 17-18, FY 16-17, FY 1516, FY 14-15, FY 13-14).	into Internet and InterNet Application, using Open Source Technology Workflow Engine (or Customized COTS Workflow Engine or Bespoke Development Model), and Web Technology - Design, Development and implementation for Decision Support System (DSS) having project subcomponents in India and should have executed / operationalized relevant projects in last 5 Years, as of Bid submission Date.”. Please also see responses given to Query No. 19 & 14.
85.	2	Page 30 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 2.0 Crore(Rupees Two Crore only).	Request you to kindly re-look into the clause as the turnover criteria and the project experience criteria is not in sync and are not as per the guidelines. 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.
86.	3	Page 32 Technical Evaluation Point Number 4	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).	Please see Appendix-A for changes effected in PQ and TQ Criteria.
87.	4	Page 33 Technical Evaluation Point Number 6	Prior Experience in integration of 3 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	Request you to please include higher projects and reduce number of projects requirement when higher value projects are given by the bidder. We suggest to ammend the clause as below: Maximum Five Projects	Please see Appendix-A for changes effected in PQ and TQ Criteria.

			<p>Autonomous / PSU/Subordinate Organisations/Office etc., in India completed in past 5 financial years.</p> <p>Maximum Five Projects</p> <p>1. Projects undertaken in India, with project value \geq Rs. 1 Crore (each project will carry 2 Marks)</p> <p>2. Projects undertaken in India, with project value \geq 50 Lakhs but $<$ Rs. 1 Crore (each project will carry 1 Mark)</p> <p>3. Projects undertaken in India, with project value \geq 25 Lakhs but $<$ Rs. 50 Lakhs Crore (each project will carry 0.5 Mark)</p>	<p>1. Projects undertaken in India, with project value \geq Rs. 3 Crore (each project will carry 5 Marks)</p> <p>2. Projects undertaken in India, with project value \geq Rs. 1 Crore (each project will carry 2 Marks)</p> <p>3. Projects undertaken in India, with project value \geq 50 Lakhs but $<$ Rs. 1 Crore (each project will carry 1 Mark)</p>	
88.	5	Page 33 and 34 Point Number 7	<p>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.</p>	<p>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, Kindly consider the below clause:</p> <p>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, private sector/Major Corporates etc., in India completed in past 5 financial years as on Bid Submission date</p>	<p>Please Responses given for Query No 48.</p> <p>"Large Corporates" to "Private Sector/Major Corporates having Annual Turnover more than INR 100 Crores".</p>
89.	6	Page 2 Point Number 1	<p>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).</p>	<p>Request to allow Bank Guarantee for EMD.</p>	<p>AS per RFP.</p>

90.	7	Page 91 Point Number 2	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.	Accepted. Changes effected appropriately in Clause 5 and Clause 44. Please also see Appendix-A.
91.	8	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.	It is clarified that Facility Maintenance and Management Services means the Scope under the O&M Phase.
92.	9	Page 6 Point Number 37	The tenderer shall be provided with adequate office space with 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.	Request you to relax this clause from the RFP. As a bidder, we shall take care of our responsibilities towards our associates and DDA shall not in any way be accountable for their salaries and allowances.	The tenderer will provide minimum space required for implementation team at the identified central location. The development can be on-site or off-site depending upon the space constraints. 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.
93.	10	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.,	Please see response given in Query No .8 and No. 29.
94.	11	Page 7 Point Number ii	Warranty Support	As per our understanding warranty support is for 6 months post Go-Live. Please confirm the same?	Confirmed.
95.	12	Page 10 1Point 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.
96.	13	Page 22 Development Platform	Development Platform 1.Open Source Java/PHP Technology stack as recommended by OTC;	Request you to please change the clause "Open RDBMS (MySQL, PostGres etc.)" to "Open Database (MySQL, PostGres etc.)" as few open	Please see Response given to Query No. 14, 30, 35 & 40.

			2. Common Minimum Framework (cmf.gov.in) for Portal development 3. Open Technology Workflow Engine 4. Open RDBMS (MySQL, PostGres etc.)	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.	
97.	14	Page 89 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.	Please see Appendix-B for the Changes effected in this regard.
98.	15	Page 34 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 developed by the bidder.	Please see Appendix-A for changes effected in PQ and TQ criteria.
99.	16	Page 24 Development Platform	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 4. Open RDBMS (MySQL, PostGres etc.) 5. Customisation of COTS Product or Bespoke development model.	Please modify the section as below with respect to the query raised by us earlier. 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 Customised COTS workflow engine or Bespoke Development Model 4. Open Database (MySQL, PostGres etc.) 5.. Customisation of COTS Product or Bespoke development model.	Please see Response given to Query No. 14, 30, 35 & 40
100.	17	Page 113 Annexure 21- SLAs	Severity Response Time & Resolution Time	Annexure 21- SLAs Severity Response Time & Resolution Time Please consider "Emergency", "High", "medium" and "Low" categories as explained below and consider SLA table accordingly. Emergency: The issue affects the production system and client's use of the software product is so severely impacted that reasonable work cannot continue. High: Important software product features are unavailable but a workaround is available, or less significant software product features are unavailable with no reasonable workaround. The client's work has no major loss of operating capability or implementation resources; and the support issue affects the production system.	Please also see the response given for Query No. 36. Accepted. Annexure-21 shall be suitably modified. Severity Response Time & Resolution Time Emergency: The issue affects the production system and client's use of the software product is so severely impacted that reasonable work cannot continue. High: Important software product features are unavailable but a workaround is available, or less significant software

				<p>Medium: The problem causes a minor loss of service which is inconvenient to client but which does not materially affect Operating Capability; and this includes all calls that were originally classified as Emergency or High, but with respect to which level 1 support has provided a solution that restores functionality to this level.</p> <p>Low: Client requests information, or clarification regarding the Software Product or Documentation but there is no or minor impact on the Operating Capability of the Software Product. Client Solution's implementation or production use of the Software Product is continuing and there is no work being impeded at the time; and the Support Issue doesn't affect either the Production System or the Non-Production Systems.</p>	<p>product features are unavailable with no reasonable workaround. The client's work has no major loss of operating capability or implementation resources; and the support issue affects the production system.</p> <p>Medium: The problem causes a minor loss of service which is inconvenient to client but which does not materially affect Operating Capability; and this includes all calls that were originally classified as Emergency or High, but with respect to which level 1 support has provided a solution that restores functionality to this level.</p> <p>Low: Client requests information, or clarification regarding the Software Product or Documentation but there is no or minor impact on the Operating Capability of the Software Product. Client Solution's implementation or production use of the Software Product is continuing and there is no work being impeded at the time; and the Support Issue doesn't affect either the Production System or the Non-Production Systems.</p> <p>Please see Appendix-A.</p>

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