

**Response related to Pre-Bid Queries in respect of
RFP: e-Tender of Appointment of An ICT Agency for Developing Workflow Application Software Portal for Public Grievances Redressal Management System Activities (including mobile Apps and Web Apps) for implementation in Delhi Development Authority & Special Task Force (STF) of Ministry of Housing & Urban Affairs, Government of India**

**(Ref No.F6(11)2020/sys)
Corrigendum No: 1 / 2020**

Response No.	Agency Pre-Bid Query No.	RFP Document			Content of RFP requiring Clarifications (s)	Points of Clarification (s)	Suggestions for Clarifications (if any)	Remarks by DDA
		Sec. / Form No						
Agency-1								
1.	1	Data Sheet 5	1.i	50	Development of the Workflow Engine based Single Window System, including (but not limited to) development of Mobile app and Web app linked to portal (using latest GOI Guidelines on Web Portal) architecture, functionality development, Content structuring and integration, website designing, user interface designing, user acceptance testing, document and information security, etc.	Gartner's Magic Quadrant/Forrester Wave Report are considered internationally as benchmark for quality. Request to incorporate that the proposed platform by IA should have presence in any of these report of relevant category,	Please consider the Gartner leader segment for benchmarking for such an esteemed project.	As per RFP.

2.	2					Should the portal and mobile app be from same OEM, thus reducing the complexities of integration?	Having two different solutions often results in downtime, integration challenges, security and the multiple challenges, thus will request you to consider that both are from same platform, thus avoiding such scenarios.	Not necessarily. It is up to the Bidder to provide effective and efficient software solution, as per RFP.
3.	3					As high availability and disaster recovery required.	Inputs are needed for estimation and architectural designs.	Yes. Architectural design is based on open source Workflow Engine is being chosen and quoted. Workflow Engine facilitates high availability and disaster recovery as built-in features.
Agency-2								
4.	1	DATA SHEET 8	7	67	Successful 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.	Please confirm if training will be at single location or at multiple locations. And also confirm who will be responsible for providing infrastructure for training such as Space, PCs, Connectivity, electricity etc.		It shall be conducted at DDA Training Centre. DDA will provide infrastructure for training such as Space, PCs, Connectivity, Electricity etc. Capacity building of DDA officials: Bidder will be responsible to

							<p>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.</p> <p>Training for operating the portal, Apps, 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.</p> <p>During O&M Phase too, Capacity Building of DDA officials are required to be provided to facilitate operational continuity of the Portal and Apps (Mobile and Web)</p>
--	--	--	--	--	--	--	---

5.	2	DATA SHEET 4	8	45	<p>The complainant will receive grievance registration no. / ID and Password by SMS/e-mail (if phone no. or e-mail is provided)</p>	<p>We understand that the bidder has to only integrate sms/e-mail gateway with the application.</p> <p>DDA shall procure sms/-email gateway and provide all required APIs/Web-services required for integration.</p>		<p>Yes. The bidder has to integrate sms/e-mail gateway, Whatsapp Gateway, Twitter Gateway, Facebook, Instagram Gateway etc. with the application.</p> <p>DDA will facilitate in getting data exchange format with Social Media, SMS/eMail Gateway etc. The Bidder shall develop necessary forward APIs / Web services required for integration.</p>
6.	3	Digital Work Flow Management	5 (j)	55	<p>Digitization of forms/formats/documents required for various approvals by different agencies.</p> <p>Support for online filling of forms wherever possible.</p>	<p>Kindly confirm if Digitization of forms/formats/documents is under the scope of bidder.</p> <p>Kindly confirm the no. of forms/documents to be digitized.</p>		<p>Digitization/Digitalisation of Public grievances received in forms/forms/formats/documents is under the scope of bidder.</p> <p>Proposed Work Flow Engine shall facilitate in customizing required format for digitisation of public grievances received as input.</p> <p>This needs to be achieved by providing support for online filling of forms.</p>

7.	4	Technology	1 (m)	55	DDA, through this Tender, intends to have these computerized applications developed using Open Technology Tools & Environment (Web Technology, Workflow Engine, RDBMS, GIS, Analytics and Dash Boards etc.) through Re-Engineering and Reverse Engineering methods (wherever required) and also migrating existing databases into new environment and make it operational during the project duration.	Please provide the following details for data migration: 1. existing database platform 2. Please clarify in what format is the existing data available 3. Kindly confirm the volume of data for migration.		<p>Existing Database</p> <ol style="list-style-type: none"> 1. CPGRMS: DB: SQLSERVER Vol: 8466 rec 2. PGMS of CM, Delhi: DB: SQLSERVER Vol: 12232 rec 3. LG Listening Post: DB: SQLSERVER Vol: 5755 rec 4. Raj Niwas Reference: DB: Oracle 8i Vol:1991 rec (2.23MB) 5. * DDA Smart City 311 App:DB Mongodb 6. * DDA Samasya Nidaan Sewa DB:Oracle 8i 7. * STF: DB:Oracle 8i *Vol: 57000 recs for 5,6,7(1GB)
8.	5	Deliverables for Portal & APP Development	5	57	Procurement of hardware [Servers, Router, Switches, LLB, desktops, Laptops and other types of hardware] and delivery at various locations of DDA	We understand that procurement & installation of these items/components is not in the scope of bidder. RFP is not clear with detailed technical specifications of the requirement.		On the basis of technical specification given by the selected bidder to provide effective performance of software solution to be developed, DDA shall procure these Hardware items.

						Kindly provide detailed specification of all hardware components along with quantity.		These technical specifications and Qty shall be provided by the selected bidder in the SRS document, and handhold DDA during operationalization. Please also see Data Sheet 5: the relevant Clause "S : Procurement and Ownership of Hardware and Software Tools" (Page 56).
9.	6	DATA SHEET 8	3	64	Integration Services / APIs (Interoperability) with related Both Central and State Government Organisations' Operational Information Systems;	We understand that the APIs and approvals/coordination required for integration with all these applications shall be provided to bidder		DDA shall provide approvals/coordination required for integration with all these applications shall be provided to bidder. Bidder shall provide necessary onwards APIs to integrate services. Please also see Response No. 5.
10.	7	DATA SHEET 8	3	64	MIS Reports Generation	Please let us know the approx. number of MIS report and Dashboards for effort estimation?		Since this solution is based on Workflow Engine, as many number of MIS Reports as required, can be generated. Dashboard is a generalized design as available under CPGRMS Portal, may be used for estimation.

11.	8	DATA SHEET 8	3	65	Technical help desk support	How Helpdesk Support is expected i.e. either through IVRS, Telephone or Email?		Helpdesk Support is expected either through IVRS, Telephone, Email, WhatsApp, Twitter, Facebook, Instagram etc.
12.	9	DATA SHEET 8	4	66	The system should be hosted in any of the approved cloud providers empanelled by the MeitY, as directed by DDA. The system developed should be cloud provider agnostic and should have the capability to migrate to any other cloud providers.	Kindly confirm who is responsible for providing cloud services.		Approved cloud providers empaneled by the MeitY, as directed by DDA.
Agency-3:								
13.	1	Data sheet 2	15	31	Bidder should be in the business of experience of executing Turnkey Work-flow Engine Based System Integration ICT projects and should have executed / operationalized relevant projects (Related to development of Workflow Engine Based ICT System integration applications) in last 5 Years, as on Date of Bid Submission, Government (or its Autonomous/	We request you to kindly consider / amend the Eligibility Criteria as per the following for maximum participation: Add <u>In India or Globally</u> in the clause		Accepted. In Clause 15 of Data Sheet 2, "In India" is modified as "In India or Globally".

					PSU/Subordinate Organisation/ Local Bodies etc.) or Large Corporations in India: Projects of numbers and amount mentioned in Data Sheet 1		
14.	2	Data Sheet 3	C (2)	36	2. Qualitative assessment by the Tender Committee. 1. If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero.	Kindly remove the condition of top 5 for World-wide Market as per the respective /relevant latest Gartner/Forrester report. Gartner reports are global reports with no or little consideration of Indian OEMS. Moreover this condition is against PMA policy of Make in India.	Please find attached letter where such conditions are not required for Smart City projects. Please see Response No. 32.
15.	3	Data sheet 8	2	64	Project Deliverables (iv) Source code	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.	Source code of COTS product can be submitted in ESCROW arrangement. We confirm.

						<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.</p> <p>Source code of COTS product can be submitted in ESCROW arrangement.</p> <p>Please confirm</p>		
16.	4	Data Sheet 5 Scope of Work : Overview of tasks	1 (ii)	50	ii. Operation of the portal, including (but not limited to) web hosting, content management for the portal, database creation, tagging and compilation of applications as per guidelines, MIS generation, process flow management, generation of various certificates, licenses and reports, generation of alerts and dashboards, training and capacity building etc.	Do we have SQL Server or Oracle database license to create a instance for new system? Or do we have to buy new licenses?		<p>These certificate and license are issued by DDA for its customers.</p> <p>Nothing to do with SQL Server or Oracle Database License with respect to this clause.</p>
17.	5	Section 3 Instructions for Online Bid Submission	120	24	120. The confidentiality of the bids is maintained since the Secured Socket Layer (SSL) 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.	Do we need to provide SSL Certificates? Do we have to do CERT-IN Performance testing?		<p>Please consult "Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this eProcurement Portal" (www.eprocure.gov.in).</p>

18.	6	General Query			Implementation	<p>For fast implementation, we prefer doing onsite implementation to meet the deadline. Will tender authority provide desk space for implementation team?</p> <p>We are assuming that this is going to be a centralised implementation at tender authority location.</p> <p>Please confirm.</p> <p>If not, then please mention number of locations where solution needs to be implemented.</p>		<p>Confirmed - This is a Centralised Implementation.</p> <p>DDA will provide minimum desk space for implementation for implementation team.</p>
19.	7	Data Sheet 1	4 (c)	26	c. Digitalisation of Grievances received from Common Public for Decision Support by creation of appropriate MIS, Dash Board and Alert Systems (via email, SMS, Social media and WhatsApp etc).	<p>Does tender authority have any existing SMS and Email subscription?</p> <p>If Yes then can we use the same in this system.</p> <p>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.</p>		DDA shall provide the selected Bidder SMS and Email subscriptions, and integration of the same shall be done by selected vendor.
20.		General Query			Training	We are assuming, tender authority will provide training infrastructure like training room, projector, table, chairs etc. Please confirm		Please see Response No. 4.

						Approx number of users to train?		
21.	9	General Query			Support timing and work days	What will be the support timing and work days?		Support timing shall be 9.00 A.M. to 6.30 PM on all Working Days (Monday to Friday) except Government Gazetted holidays.
22.		Data Sheet 5 Scope of Work for Grievance Management System (GMS) and Mobile App	1 (vi)	51	vi. Migration of existing data /database of both Mobile /Web Portal of Public Grievances Management System, as operational in DDA	Do we have to migrate any existing data? If Yes, then please mention volume and format module wise.		Please see the Response No. 7.
23.	11	Data Sheet 4 System Overview	4 (a)	41	The solution (Figure-2) achieves this by: a) Complaints through website & mobile apps and integration of all other channels by Web APIs.	For integration with all other systems, we need their APIs, all the system APIs will be provided by tender authority to integrate. Please confirm Also mention systems which needs to be integrated		Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder. Please also see Response No. 5, Response No.9. and Response No. 41.
24.	12	Data Sheet 5 j) Digital Work Flow Management	j (v)	55	v. Digitization of forms/formats/documents required for various approvals by different agencies. Support for online filling of forms wherever possible.	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		Please see Response No. 6.
Agency-4								

25.	1	Data Sheet 5 Functional requirement Online Application System	3 (ix)	Page 54	Creation of a robust document management system (DMS) linking all documents and uploads to unique application IDs given to each applicant.	<p>In assumption of the above understanding is correct, required DMS Application will be used for managing all documents and other contents in a central repository with an objective to reduce the effort for retrieving those materials in a quick & easy way. As per our assumptions from RFP objective, the required DMS applications should have the following mandatory functionalities, Document Management System</p> <ul style="list-style-type: none"> - Solution should be compliant to ODMA, WebDav open source standards. – <p>Categorization of documents in folders-subfolders just like windows-interface. There should not be any limit on the number of folder and levels of sub folder</p> <ul style="list-style-type: none"> - Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc - Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) - Repository should be format agnostic - Indexing of the documents on user defined parameters - Association of the key words with the documents - The Image applet shall support comprehensive annotation 	<p>In reference to the above statement addition, the following needs to be added as well as required functionalities / features,</p> <ol style="list-style-type: none"> 1. The required content / document repository should be compliant to ODMA, WebDav open source standard. 2. The required repository should capable of categorizing of documents in folder-subfolders basis & without any limit of number of folders / sub-folders. 3. The repository should have document and folder level operation such as move / copy, email, download, delete, metadata association etc. 4. The repository should support archival & view of PDF/A format documents (open ISO standard for long term archival of documents) & it should be format agnostic. 5. The document or content archival to that repository should be done through indexing of the documents on configurable user defined parameters. 6. The required 	<p>As per RFP. DMS needs to be an Open Source Technology product, Industry standard (Enterprise version), compliant to Open source standard either ODMA or WebDAV or CMIS, capable linking all documents (uploads) to unique application IDs given to each applicant.</p>
-----	---	---	--------	---------	--	---	---	--

					<p>features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.</p> <ul style="list-style-type: none"> - Server based Inbuilt Document Image Viewer for displaying image document without native viewer - Viewer should be platform independent - Automatic stamping of annotations with user name, date and time of putting annotations - Securing annotations for selective users. Please confirm whether this understanding is correct. 	<p>document / content repository should have image applet that shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.</p> <p>7. The repository should have Server based Inbuilt Document Image Viewer for displaying image document without native viewer which is also platform independent.</p> <p>8. The archived document / content of the repository should have facility of Automatic stamping of annotations with user name, date and time of putting annotations that is secured for selective users.</p>	
26.	2			54	<p>As per our understanding from the RFP statement, DDA requires a robust, unified Enterprise Document Management System (DMS) that needs to be architecturally scalable and secured i.e. it shall have a separate image storage and only metadata to be stored in RDBMS which can be able to store all</p>	<p>In addition to the mentioned statement, the following suggested to be added "The required inventory should be a robust, unified Enterprise Document Management System (DMS) that needs to be</p>	<p>Please see Response No. 25.</p>

						respective documents and other content related to DDA Grievance Redressal Management System. Please confirm if our understanding is correct.	architecturally scalable and secured i.e. it shall have a separate image storage and only metadata to be stored in RDBMS which can be able to store all respective documents and other content related to DDA Grievance Redressal Management System."	
27.	3					Document Management System (DMS)	With reference to the requirement, the required Document Management System or Enterprise Content Management should be industry standard COTS product and enlisted in renowned Analyst MQ i.e. Gartner or Forrester.	Please see Response No. 25.
28.	4	Data Sheet 3 Technical Evaluation	C (9)	37	Proposed Solution: Scalability of Solution	So, with respect to the requirement, we suggest that the department should look out for a proven solution wrt to the scalability and the volume. So, the department should look for a Document Management System which has at least <u>one live implementation site</u> in India in Govt/PSU with more than 10 crores document archived in document management repository with		Scalability is an aspect or rather a functional quality of a system, software or solution. A system that can accommodate expansion without hampering the existing workflow and ensure an increase in the output or efficiency of the process, is a scalable system.

						more than 5000 users using this Document Management System.		During Technical Evaluation, the Bidder is expected to present proposed solution which shall have scalability as its functional quality.
29.	5	Data Sheet 5 Functional requirement		54	Support for uploading of user documents in multiple formats such as JPEG, PDF etc	As understood from the RFP statement, that DDA requires a underlying Enterprise Level Document / Content Management System where any content (Irrespective of its type i.e. Digitized Files, E-Files, Audio, Video etc.) can be archived, associating with their respective metadata in a robust & secured document repository. Please confirm whether the above understanding is correct.	In addition to the mentioned statement of RFP, it is suggested to be added "The proposed document / content repository should be capable of archiving any content irrespective of its type i.e. Digitized Files, E-Files, Audio, Video etc. with associating facility of their respective metadata in a robust & secured document repository.	Please see Response No.25. Uploaded documents (received along with complaints) are to be kept in a robust & secured document repository. This feature is provided by an open source DMS product. Retrievable through metadata (Dublin Core metadata standards) features is required.
30.	6	Data Sheet 5 Term of Reference	(c)	53	General Features of Grievance Management System (GMS): Workflow–Automated process flow between Stakeholders and Complainants. Online filling of forms/formats required by concerned agencies for various approvals / disposal / resolution at various stages.	In assumption with above understanding is correct in terms of Workflow Requirement, we presume that DDA requires a BPM based Workflow Management System to cater required Grievance Redressal processes automation (Grievance Management System) that will come up with following mandatory functionalities, 1. The system shall facilitate re-engineering of processes and act as a platform for building specific application and have a workflow	In reference to the mentioned statement the following are suggested to be added as the mandate features of required workflow solution, 1. The proposed workflow solution should facilitate re-engineering of processes and act as a platform for building specific application and have a workflow engine to support different types	As per RFP. However, it is clarified that "DDA requires Business Process Management (BPM)and WorkFlow operating together to improve efficiencies, by eliminating wasteful practices and procedures to achieve optimal performance.

					<p>engine to support different types of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing.</p> <p>2. The BPM system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities.</p> <p>3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge.</p> <p>4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.</p> <p>5. The system shall provide facility to define variables in the process or in external database tables, which can be linked to fields defined in the form for efficient data entry.</p> <p>6. The system shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions.</p> <p>7. System shall provide a facility to configure dashboard for individuals as per User Role or Group.</p> <p>8. The workflow management system shall support extensive password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be</p>	<p>of document routing mechanism including Sequential, Parallel, Rule Based & Ad-Hoc Routing.</p> <p>2. The required workflow solution shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities.</p> <p>3. The required solution shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge and is also having inbuilt facility to design Custom forms that can be attached at one or more stages of workflow.</p> <p>4. The proposed workflow solution shall provide facility to define custom triggers like Emails, Word template or launching executable etc. on predefined conditions.</p> <p>5. The workflow / BPM system should provide a facility to configure dashboard for individuals as per User Role or Group and also supports extensive</p>	<p>The proposed Work flow engine shall facilitate building up both BPM and Workflows.</p> <p>The selected Bidder shall include BPM and Workflows in the proposed SRS document."</p>
--	--	--	--	--	---	--	---

						<p>alphanumeric and of minimum character length etc.</p> <p>Please confirm whether the above understanding is correct.</p>	<p>password validations i.e locking of user account after specified number of unsuccessful login attempts, password history, password expiry, passwords must be alphanumeric and of minimum character length etc.</p>	
31.	7	Data Sheet 8 Development Platform	1	64	<p>Open Technology Workflow Engine or customized COTS workflow engine or Bespoke development model.</p>	<p>Request you to include the following specification to ensure best of breed solution for the Workflow Management System.</p> <p>Workflow management system should be compliant to workflow standards: BPMN, BPEL and WFMC.</p>	<p>In assumption with above understanding is correct in terms of Workflow Requirement, the following is suggested to be added:</p> <p>"The Open Technology Workflow Engine or customized COTS workflow engine should be compliant to workflow standards: BPMN, BPEL and WFMC."</p>	<p>As per RFP.</p> <p>Workflow Engine has been developed to facilitate Workflow Management system based on Industry standards such as BPMN, BPEL and WFMC etc.</p>
32.	8	Data Sheet 3	B (2)	36	<p>If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero.</p>	<p>As per our experience with these analysts firms, both Gartner & Forrester are equally competent in rating and benchmarking the product. So the COTS based Workflow System should be either Gartner or Forrester MQ listed.</p>	<p>It is suggested to modify the content as "If the COTS based Workflow System are Gartner or Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero."</p>	<p>Accepted.</p> <p>Modified as follows: -</p> <p>"If the COTS based Workflow System are Gartner <u>or</u> Forrester MQ Listed, then it will</p>

						Please confirm our understanding.		carry 3 Marks, otherwise Zero." Please see also Response No. 14.
33.	9	Data Sheet 8	1	64	Open Source Java/PHP Technology stack as recommended by OTC/.Net platform	As understood from the RFP statement that the required solution should be built on Open Source Platform i.e. Java / J2EE etc. Please confirm whether the above understanding is correct.	Instead of the mentioned statement, it is suggested to add the following "The proposed solution (Document Management & Workflow System) should be built on Open Source Platform i.e. Java / J2EE etc."	As per RFP.
34.	10	Data Sheet 8	1	64	Open database Technology – MySQL, PostGreSQL, MongoDB etc.	As understood from the RFP Statement, it is assumed that DDA requires a DMS & Workflow Solution which is platform agnostic i.e. Compatible with all standard database (MS-SQL, PostGre, Oracle). Please confirm whether the above understanding is correct.	Instead of the mentioned statement, it is suggested to add the following "The proposed solution (Document Management / Content Management & Workflow System) should be platform agnostic i.e. Compatible with all standard database (MS-SQL, PostGre, Oracle) and OS (windows, Linux)."	As per RFP. The Bidder is expected to deliver solution, Workflow solution having DMS as built-in feature, under this RFP, based on Development Technology Platform specified.

35.	11				General	<p>As per our experience of working with the Government Organisations, the system should have the capability of centrally controlled auditing, expiration & retention policies, archival, retention and regulatory compliances.</p> <p>So with this our understanding is that the department requires the integrated Records Management System which has the below mentioned capabilities:</p> <ul style="list-style-type: none"> a. Capability to define retention policy, disposition policy etc b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc. c. Capability to track Physical 	Integrated Record Management System is out of scope of this RFP.

						records movement d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc. Please confirm our understanding.		
36.	12	Data Sheet 3	C (8)	36	Demonstration of Workflow Engine with "Use Case" for form Digitalisation with localization features (both in English and Hindi) showing capabilities for an end-to end solution	Please confirm whether DDA intends to have solution interface in Hindi OR they want the user input (During document indexing) to be also done in Hindi.		It is clarified that all output screen titles are to be specified in both English (Roman Alphabet) and Hindi (Devanagari Script). Please see Response No. 59.
37.	13	Data Sheet 5 Number of Users	w	58	Approximately- Concurrent users shall be 50; Departmental users will be 200 and Public users shall be about 15000.	As understood from this RFP statement, required application should have a total as well as concurrent user base. Accordingly, please confirm on the following, 1. Total user volume of DMS & Workflow. 2. Concurrent user volume of DMS & Workflow . 3. Approximate number of user access (At one given point of time) from 3rd party application to DMS & Workflow solution.		It is clarified that the Workflow system, envisaged under this RFP, shall have about "number of users" as per RFP : 1. Total user volume of Workflow System: approx.: 15000 2. Concurrent user volume of Workflow: approx.: 50; 3. Approximate number of user access (At one given point of time) from 3rd party application to Workflow solution: approx. 50.

38.	14				Query on Required Environment	<p>Please confirm whether Required Solution should come with the following Environments,</p> <ol style="list-style-type: none"> 1. Production (With Active-Active Clustering OR Active-Passive Clustering OR As a Standalone System) 2. DR Environment 3. UAT Environment 4. Development/ Test/ SIT Environment 		<p>As per best practices adopted to develop solution by IT Industry. The main SDLC environments include:</p> <ol style="list-style-type: none"> 1. The Analysis and Design Environment. 2. The Development Environment. 3. The Common Build Environment. 4. The Staging Environment 5. The Testing Environment: Systems Integration Testing Environment &The User Acceptance Testing Environment. 6. The Production Environment. 7. The Deployment Environment 8. The DR Environment etc.
39.	15				General	Please provide clarity on the number of locations from where the scanning activity will be carried out.		Out of Scope of RFP.
40.	16				General	We understand that less paper initiative is key requirement of project and so there will be requirement of capture solution	It is suggested to add that paper less initiative is key requirement of project and so there will	Scanning is out of scope of this RFP.

						<p>for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning <p>Please confirm if our understanding is correct.</p>	<p>be requirement of capture solution for scanning paper documents with support for following :</p> <ul style="list-style-type: none"> • Both bulk and web scan capabilities • Automatic extraction of data using OCR • Automatic file and document separation using blank page separator, barcode separator and fix page • Automatic correction of parameters like improper resolution, format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc during scanning 	
41.	17	Terms of Reference	3	50	<p>Integration of Grievance Redressal System with existing online/ digital/ manual systems used by departments/ agencies of DDA for processing applications.</p>	<p>As understood from the mentioned statement, the proposed Document Management System & Workflow Solution (Grievance Redressal System) need to be integrated with following applications ,</p> <ol style="list-style-type: none"> e-filing systems Idli Bhumi Awaas Application. <p>Please confirm whether apart from the above, is there any other application needs to be integrated and if 'YES', please mention the name of the same.</p>		<p>As per RFP.</p> <p>Since the proposed solution is Workflow Engine based, integration shall be easier and appropriate APIs needs to be developed (Inward and outward). DDA shall provide all desired inputs for developing APIs for seamless integration, to the selected Bidder.</p>

									Please also see Response No. 5, 9 and 23.
42.	18			50		<p>In assumption of the above understanding is correct, it is assumed that the objective of integration proposed solution with existing solution will be as follows,</p> <ol style="list-style-type: none"> 1. Data Push / Pull during various stages of workflow approval process. 2. Viewing of DMS archived documents from 3rd Party Application Interface. <p>Please confirm whether the above understanding is correct.</p>	<p>In reference to the mentioned statement of RFP, it is suggested to add the following statement that "The objective of the integration of proposed system with existing application will be</p> <ol style="list-style-type: none"> (1) Image Enablement –Viewing DMS archived documents/ contents from 3rd Party application interface and (2) Pushing/ pulling of data (Through staging table / DB link / Flat file based / Web Service / Web API) from & to 3rd Party Applications in various stages of workflow approval process." 	<p>As per RFP.</p> <p>Workflow Engine based System solution provides such features as built-in, for data exchange between systems through APIs.</p>	
Agency-5									
43.	1	Data Sheet 5		53 – 54	Scope of Work for Grievance Management System (GMS) and Mobile App.	Functional Requirements	Kindly confirm if the bidder shall propose to use attended process automation tool for automating various repetitive tasks for	The Bidder shall adopt and use " agile methods and best Industry practices " for developing software solution, to	

						<p>"DDA PGRM Portal Project ", with support for Process Activity Recorders to enable quick prototyping and decisions around the feasibility of automating a process; and then capturing process steps as part of the actual process automation.</p> <p>Kindly confirm if the solution should support to trigger the automation on events such as hotkey press, mouse clicks or other events in the workstation.</p>	<p>meet the objectives of this RFP. Data Sheet 8 details appropriate "Standards and guidelines to be followed for application development".</p> <p>Data Sheet 4 and Data Sheet 5 broadly cover and detail the desired Intend.</p>
44.	2					<p>Kindly confirm if the proposed process automation tool should be a leader in the latest Gartner's magic Quadrant for Robotic Process Automation</p>	<p>The Proposed solution is based on a Workflow Engine based Workflow Digitalisation System and not Robotic Automation Process.</p>
45.	3					<p>Kindly confirm if the proposed process automation solution should be supported at 24*7 level Online OEM support with OEM support team presence in India</p>	<p>Please see as the Clause : Resource Deployment of Data Sheet 8 (page 67) of the RFP.</p> <p>Kindly see Clause 3 (iv) : O&M Support, Data Sheet 8 (Page 65).</p> <p>Helpdesk Support is expected either through IVRS, Telephone, Email,</p>

								WhatsApp, Twitter, Facebook, Instagram etc. OEM support is required both offline and online, and can be made available from OEM support team present in India.
46.	4	Data Sheet 8	7	67	Capacity building of DDA officials:	Capacity building of DDA officials:	Kindly confirm if the proposed process automation solution should have a free Online OEM learning platform for easy access to learning content for the proposed process automation tool.	Please see Response No. 4. Workflow system shall be bundled with Online OEM learning material as one of the deliverables under this RFP (Knowledge Transfer). Please also see Data Sheet 3: Clause C (9) : Project Work Break-Down Structure : Methodology for Technical handover).
47.	5	Data Sheet 8	6	67	6. Resource Deployment		Kindly confirm if at least one of the deployed Developers should have OEM Advanced Developer Certification for RPA in order to harness the benefits of Automation for the esteemed project	AS per RFP.
48.	Agency-6							

49.	1	Data Sheet 4	5.A (a)	42	a. CPGRAMS (Centralized Public Grievance Redress & Monitoring System) is a web enabled portal receiving references from President's Secretariat, Prime Minister's Office (PMO)	<p>Since there is integration with the CPGRAMS , who will write the api for pulling and pushing of the data.</p> <p>If vendor needs to do it , complete data structure and access needs to be provided along with technology.</p>	<p>Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder.</p> <p>Please also see Response No. 5, 9., 23 and 41.</p>
50.	2		5.A (b)	42	b. PGMS (Public Grievance Management System) is a web based system wherein grievances are entered on daily basis by the CM Office/ IT Division of Delhi Government. This system is operational since 11.01.2014.	<p>Since there is integration with the PGMS , who will write the api for pulling and pushing of the data.</p> <p>If vendor needs to do it , complete data structure and access needs to be provided along with technology.</p>	<p>Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder.</p> <p>Please also see Response No. 5, 9., 23 and 41.</p>
51.	3		5.A (c)	43	c. LG Listening Post is a web based portal being operated and monitored by Raj Niwas, designed by NIC.	<p>Since there is integration with the LGLP , who will write the api for pulling and pushing of the data.</p> <p>If vendor needs to do it , complete data structure and access needs to be provided along with technology</p>	<p>Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder.</p> <p>Please also see Response No. 5, 9., 23 and 41.</p>

52.	4		5A (d)	43	d. RNRMS (Raj Niwas References Monitoring System) Software helps to view the RNRs online, download the same, take printout and also to post the ATRs online so that the status of RNR is available online.	Since there is integration with the RNRMS , who will write the api for pulling and pushing of the data. If vendor needs to do it , complete data structure and access needs to be provided along with technology		Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder. Please also see Response No. 5, 9., 23 and 41.
53.	5		5A (e)	43	e. DDA Smart -city 311 Mobile App	Since there is integration with the DDA Smart City app , who will write the api for pulling and pushing of the data. If vendor needs to do it , complete data structure and access needs to be provided along with technology		Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. This involves only data migration.
54.	6		5 A (f)	44	f. Samasya Nidaan Sewa (SNS) (http://www.dda.org.in/sns) is an in-house On-line Public Dealing Portal	Since there is integration with the SNS , who will write the api for pulling and pushing of the data. If vendor needs to do it , complete data structure and access needs to be provided along with technology		Receive - APIs of those systems for to be integrated with PGRM System will be provided by DDA. This involves only data migration.
55.	7		5 B (a)	44	a. Inter Departmental References received from MoH&UA, Raj Niwas, President's Secretariat, Prime Minister's Office (PMO), Department of Public Grievances (DPG), Department of	Now the information received offline will be entered in the system? Who will do that data entry for this .		This needs to be integrated with PGRMS Portal proposed under this RFP. Receive - APIs of those systems for to be

					Administrative Reforms and Public Grievances (DARPG), and Department of Pensions;			integrated with PGRM System will be provided by DDA. Send-APIs shall be developed by the selected Bidder. Please also see Response No. 5, 9, 23 and 41.
56.	8	Data Sheet Function Requirement 3. Online Application System	3(i)	53	Shall facilitate AI (ML, DL) based data analytics using Natural Language Processing on real time basis to (i) identify the complaint of similar nature lodged by the same/ habitual complainant; (ii) creation of separate case file/ folder for each complainant for tracking purpose;	For the implementation of the AI, who will procure the licenses for the same.		As the solution envisaged is based on Open Source Technology platform, the bidder may build such application using the open source AI technologies (with its extensive range of libraries). Open AI NLP Chatbots modules are being progressively developed and deployed for user interactions very effectively. This does not require an Enterprise version license. Open AI Module available requires to be customized for this requirement (3(i)).
57.	9		3(ii)	53	Build database of (generic) questions and answers based on complaints/ queries and	Chat Bot required by DDA will be dynamic or static? Please confirm		Chatbots shall be dynamic and needed to be deployed on SMS, Facebook, Twitter and

					replies thereof, to enable DDA to develop chat-bot based replies to generic queries.			WhatsApp etc – SMS Chatbot etc.
58.	10		3 (iii)	53	(iii) Shall facilitate data display on GIS platform, if complaints received from land owners and developers.	Please elaborate the requirement in detail		It is further elaborated that Land related public grievances from Land Owners and Land Developers, are required to be digitalised with data parameters (e.g. land Unique id, layout plan id no etc) so that parametrized information can be displayed on GIS Platform for facilitating decision making and further planning purposes.
59.	11		5 (iii)	53	(iii) Provide the users an online zero-paper system for participating in PGRM process. This will be a dual-language (English and Hindi) Web / Mobile interface - that is interactive and easy to use.	Since application will be developed in Hindi also. Kindly confirm who will do that translation. If to be done by vendor, who will do the proof reading		It is clarified that all output screen titles are to be specified in both English (Roman Alphabet) and Hindi (Devanagari Script). Please see Response No. 36.
60.	12		3 (vii)	53	Support for online and offline application process (creation of online and offline application forms).	From creation of offline application forms means that there is development of desktop application or offline application		This means that Apps shall be able to upload data to the server when Internet Connection is available (Rich Internet Application – RIA - Web application

					Support for uploading of user documents in multiple formats such as JPEG, PDF etc.			using e-Form characteristics).
Agency-7								
61.	1	Data Sheet 3	A (1)	32	Average Annual turnover from IT Business /ITES [Systems Development projects and Application development] in last 3 Financial Years (Turnover in Rs. Crores) on the date of bid submission. (In calculating turnover of consortium, sum of turnover of members shall be considered)	<ol style="list-style-type: none"> 1. Greater than or equal to Rs. 15 Crores: 10 marks 2. Less than Rs.15 Crores but greater than or equal to Rs. 10 Crores: 9 marks 3. Less than Rs. 10 Crores but greater than or equal to Rs. 7.5 Crores: 8 marks 4. Less than Rs. 7.5 Crores but greater than Rs. 5 Crores: 7 marks 5. Less than Rs. 5 Crores but greater than Rs. 3Crores: 6 Marks 6. Less than 3 Crores : 0 marks 	Request for marks distribution as below: 1. Greater than or equal to Rs. 10 Crores: 10 marks.	As per RFP with modification as proposed in Response No. 90 below.
62.	2		C (2)	36	Evaluation of Workflow Engine (to be deployed under this project) developed by the Bidder (COTS/Bespoke Model/Open Technology Standards based/Dot(.)NET technology platform	Qualitative assessment by the Tender Committee. 1. If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks,	Please allow marks for Open Source customized workflow solution instead of only COTS . This should be COTS/Customized	Please see Response No. 14 and 32 above.

						otherwise Zero. 2. Demonstration of Workflow Engine with "Use Case" for form Digitalisation with localization features (both in English and Hindi) showing capabilities for an end-to-end solution of the chosen Use-Case : 2 Marks		
63.	Agency-8							
64.	1	Data Sheet 1 3. Minimum Qualifying Technical Score & Section 3 52 (iii)	3	27	Minimum Technical Score required for the Technical Bid to qualify is 70 and 60% score in each category (A, B, C, and D of Data Sheet 3)	Qualifying percentage in each category should be removed.	Request to consider overall score of 70 and not to score 60% in each category as it will be prohibiting more participants for this bid.	As per RFP.
65.	2	Data Sheet 3	B (1)	34	Past Experience of the implementation of Workflow based Applications using Work Flow Engine (workflow Automation) with User Authentication, Single window system, completed and operational, during the last 5 years, as on Bid Submission date, for Government (or its	Work flow engine or Custom Workflow.	Past Experience of the in implementation of Workflow based Applications using Work Flow Engine or custom Workflows (workflow Automation) with User Authentication, Single window system, completed and operational, during the last 5 years, as on Bid Submission date, for	As per RFP.

					Autonomous / PSU/Subordinate Organisation/ Local Bodies), Large Corporates etc., in India, as on Bid Submission Date".		Government (or its Autonomous / PSU/Subordinate Organisation/ Local Bodies), Large Corporates etc., in India, as on Bid Submission Date". Note : Large Corporation means organisations that have turnover 100 Crore per year or more.	
66.	3		A (5)	33	IPR (Copyright, Trademark, Patent) Credentials of Bidder on e-Governance Software Solutions/ Software Products (as on Bid submission date)	Suggest changes in this clause.	IPR (Copyright, Trademark, Patent) Credentials of Bidder on Software Solutions/ Software Products that is used in e-Governance or Public sector (as on Bid submission date)	Accepted. Modified Clause is as follows: - "IPR (Copyright, Trademark, Patent) Credentials of Bidder on Software Solutions/ Software Products that is used in e-Governance or Public sector or Large Corporate sector (as on Bid submission date)"
67.			A (6)	33	Bidder shall have at least one mobile application in the e-governance sector and have a particular number of downloads (N) in Android or iOS or Windows, as on the date	We suggest to "Bidder shall have at least one mobile application in the e-governance sector in Android or iOS or Windows, as on the date of submission of BID."	Please do not specify the number of downloads as it may depend on the client's requirements and the types of services. Cannot be validated that maximum number of downloads defines the	As per RFP.

					of submission of BID.		quality of the mobile applications or the services integrated to it. The expertise should be there to develop such applications.	
68.	5	Terms of Reference	1	48	The agency is expected to develop and maintain Single Window Portal for Integration of multiple online PG portals into a unified platform	What are the technology stacks of these PG portals that need to be integrated? Who will be providing API for integration?		Please also see Response No. 5, 7, 9., 23 and 41 above.
69.	6		2	49	Develop a Mobile Application (App) with separate modules for Special Task Force (STF) and General Complaints (SAGR)	The features are similar to existing mobile app. Any new features factored? Mobile App to be developed in Native or Hybrid?		Please see Data sheet 5 : Scope of Work and Data Sheet 8 : Standards and guidelines to be followed for application development (Mobile App to be developed in Native)
70.	7	Terms of Reference	3	50	Integration of Grievance Redressal System with existing online/ digital/ manual systems used by departments / agencies of DDA for processing applications (e.g. e-filing systems, Idli, Bhumi Awaas Application etc)	Will the API be provided by the concerned Application incumbents?		Please response No. 41 above.
71.	8	Data Sheet 5	2	50	Scope of Work for Grievance Management System (GMS) and Mobile App	Operation of the portal, including (but not limited to) web hosting, content management for the portal, database creation, tagging and compilation of applications as per guidelines	Where is the application currently hosted? DC and DR details ?	Please see Response No. 41 above.
72.	9		6	51		Migration of existing data /database of both Mobile /Web	What is the volume of data that need to be	Please see Response No. 7.

						Portal of Public Grievances Management System, as operational in DDA	migrated? Format of data present with current system?	
73.	10		4	53	Notifications/alerts – Auto alerts and notifications regarding important mile stones, dates, process updates, flagged issues, etc. to be notified via e-Mail to the concerned authorities and applicants throughout the process	Is there an existing email gateway to support email notifications?		Yes. Details may be provided to the selected Vendor during SRS stage.
74.			1	54	Build database of (generic) questions and answers based on complaints/ queries and replies thereof, to enable DDA to develop chat-bot based replies to generic queries.	Is chat bot envisaged under scope of work? If so, Is it limited only to set of replies for generic queries or an online chat bot?		Yes. Chat BOT is envisaged under the Scope of Work. Please response No. 57. above.
75.	12		3	54	Providing secure administrative access to the concerned department/agencies through bio-login facility. Provision for digital approvals including digital signatures	Does the existing system support digital signatures?		Not supporting. But envisaged under this RFP.
76.	13		6	64	Security Audit Clearances	Assuming Bidder need to rectify the issues pointed by security audit agency whose responsibility is third party agency security auditing?		Yes. As per RFP.

77.	14	Data Sheet 8	6 (a)	67	6. Resource Deployment	<p>Development stage:</p> <p>The team should be comprised of adequate number of experts for development of software, web design, testing, security systems, data management etc as provided in Data Sheet 3.</p> <p>The team should also include sufficient support staff comprised of coders, database designers, user interface designers, and professionals trained in Web Technology and Open Technology Workflow Engine, to undertake development work. [The Project Lead, and GIS lead will be provided On-Site].</p>	Is it mandatory for project lead and GIS lead to be onsite?	Yes. As per RFP.
78.	15	Data Sheet 8 Capacity building of DDA officials	7	67	Successful 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	Assuming the entire training sessions happen at a single location. Who will provide infrastructure required for training?		Please see Response No. 4 and 46 above.
Agency9								
79.	1	DATA SHEET 2	2 (4)	29	(Under 2. Pre-qualification parameters and Documents to be submitted in	As per the requirement mentioned in DATA SHEET 3, our understanding is - this is a typo error, and that this point is	Please clarify on our understanding. If we are correct,	Modified as follows: - "(4) Bidder (Sole Bidder / Consortium

					Prequalification bid) (4) Bidder should have valid (non-expired) ISO 9001: 2000 certification or equivalent in ICT related area as on date of submission of the bid.	asking for ISO 9001:2015 certification (instead of ISO 9001:2000) requirement.	request you kindly change the requirement to ISO 9001:2015 certification.	Members) should have valid (non-expired) ISO 9001: 2013 (or above) or equivalent in ICT related area as on date of submission of the bid."
80.	2	Data Sheet 3 C. Solution Proposed, Approach and Methodology (25)) Criteria	C (2)	36	2. Evaluation of Workflow Engine (to be deployed under this project) developed by the Bidder (COTS/Bespoke Model/Open Technology Standards based/Dot(.)NET technology platform based) (if any). Basis for Valuation Qualitative assessment by the Tender Committee. 1. If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero. 2. Demonstration of Workflow Engine with "Use Case" for form Digitalization with localization features (both in English and Hindi) showing capabilities for an end-to-end solution of the chosen Use-Case : 2 Marks	As per our understanding when bespoke model is allowed, there should not be an additional weightage of 3 marks given to companies who are giving COTS based product for Workflow System. This will affect on the marking for the companies who are not proposing COTS product and are going for bespoke development or whose COTS products does not fall under Gartner & Forrester MQ.	Request you to kindly remove the first point: 1. If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero. And change the clause to: Qualitative assessment by the Tender Committee. Demonstration of Workflow Engine / System with "Use Case" for form Digitalization with localization features (both in English and Hindi) showing capabilities for an end-to-end solution of the chosen Use-Case : 5 Marks	As per RFP. Please see also Response No. 14, 32, 36 and 59 in this regard.

81.	3	Functional Requirements	3	54	Shall facilitate AI (M, DL) based data analytics using Natural language processing on real time basis	<ol style="list-style-type: none"> 1. Please confirm the number of BI Reports & Dashboards we should build, and what would be the proportional break-up of these reports and dashboards? 2. What are the estimate of data volume (No. of Records/ size in GB/TB) and the % incremental change in a month? 	Kindly clarify	<p>Such details (1 & 2) shall be made available during SRS stage, to the selected Bidder, and then frozen.</p> <p>Since the solution envisaged under this RFP is based Workflow Engine based system, the scalability is not an issue.</p>
82.	4	DATA SHEET 8	3	64	Application Software Framework features based on Workflow engine, with following functions MIS Report Generation, Dashboard & Data Analytics	<ol style="list-style-type: none"> 1. Does the customer have any technology preferences for Dashboard and Reports? 2. Please elaborate expectation from real time data integration of grievance database? 		<p>As per RFP.</p> <p>This RFP envisages dynamic and real time integration of Grievances Database from multiple sources as identified in this RFP.</p>
83.	5	General				We assume that recurring charges for sms will be borne by DDA, please clarify on this?		Recurring charges shall be borne by DDA.
84.	6	General				Please clarify who will bear the cost of security audit testing and certificate cost?		The Bidder will bear the cost of security audit testing and certificate cost. The Financial bid can include this cost.
85.	7					Please let us know the complete Database size for transactional information for migration activity? Apart from that is there any other DB migration requirement?		Please see Response No. 7 above.
86.	8					We assume that all the API's will be provided by respective		Please also see Response No. 5, 7, 9., 23 and 41 above.

						integrator service providers, please clarify?		
87.	9					We assume that all training logistics and facility will be arranged by DDA and provided to vendor for conducting training without any charge.		Please see Response No. 4 and 46 above.
88.	10	DATA SHEET 1	3 (19)	27	The bidders who are not registered in DDA and wish to bid in DDA tenders are required to pay annual charge of e-tendering of Rs. 20,000.	As per our understanding, the bidders who have already paid the e-tendering charges need not to pay Rs. 20000?	Kindly suggest in this case which pdf document the bidder will upload under point no. 3 Scan copy of e-tender annual charges under Cover No. 1, Fee/Pre Qual on http://www.eprocure.gov.in website	Please see Section-3 : "91.Proof of registration (if applicable) and the proof of payment i.e., RTGS/NEFT number and its scan copy is to be uploaded in the technical bid." Of this RFP.
89.	Agency:- 10							
90.	1	Data sheet 3	A (1)	32	Average Annual turnover from IT Business /ITES [Systems Development projects and Application development] in last 3 Financial Years (Turnover in Rs. Crores) on the date of bid submission. (In calculating turnover of consortium, sum of turnover of members shall be considered)	<ol style="list-style-type: none"> 1. Greater than or equal to Rs. 15 Crores: 10 marks 2. Less than Rs.15 Crores but greater than or equal to Rs. 10 Crores: 9 marks 3. Less than Rs. 10 Crores but greater than or equal to Rs. 7.5 Crores: 8 marks 4. Less than Rs. 7.5 Crores but greater than Rs. 5 Crores: 7 marks 5. Less than Rs. 5 Crores but greater than Rs. 3Crores: 6 Marks 6. Less than 3 Crores : 0 marks 	Request for marks distribution as below: <ol style="list-style-type: none"> 1. Greater than or equal to Rs. 10 Crores: 10 marks 2. Less than Rs.10 Crores but greater than or equal to Rs. 9 Crores: 9 marks 3. Less than Rs. 9 Crores but greater than or equal to Rs. 7.5 Crores: 8 marks 4. Less than Rs. 7.5 Crores but greater than Rs. 5 Crores: 7 marks 5. Less than Rs. 5 Crores but 	As per RFP with modification as follows:- <ol style="list-style-type: none"> 1. Greater than or equal to Rs.15 Crores: 10 marks 2. Less than Rs.15 Crores but greater than or equal to Rs. 10 Crores: 9 marks 3. Less than Rs. 10 Crores but greater than or equal to Rs. 7.5 Crores: 8 marks 4. Less than Rs. 7.5 Crores but greater than or

							greater than Rs. 3Crores: 6 Marks 6. Less than 3 Crores : 0 marks	equal to Rs. 5 Crores: 7 marks 5. Less than Rs. 5 Crores but greater than or equal to Rs. 3Crores: 6 Marks 6. Less than 3 Crores : 0 marks
91.	2		6	33	Bidder shall have at least one mobile application in the e-governance sector and have a particular number of downloads (N) in Android or iOS or Windows, as on the date of submission of BID.	Marking system for downloads shall be as follows: 1. N < 5000: 0 Mark 2. N >= 5000 & <10,000: 1 Mark 3. N >=10,000 & < 25,000: 3 Marks 4. N >= 25,000 & < 50,000: 5 Marks 5. N >= 50,000 & < 1,00,000: 8 Marks 6. N >= 1,00,000: 10 Marks	Requesting for the marking system for downloads as follows : 1. N < 5000: 0 Mark 2. N >= 5000 & <10,000: 1 Mark 3. N >=10,000 & < 25,000: 5 Marks 4. N >= 25,000 & < 30,000: 6 Marks 5. N >= 30,000 & < 40,000: 8 Marks 6. N >=40000 : 10 Marks	Agreed. This clause is modified as follows: - 1. N < 5000: 0 Mark 2. N >= 5000 & <10,000: 1 Mark 3. N >=10,000 & < 25,000: 5 Marks 4. N >= 25,000 & < 30,000: 6 Marks 5. N >= 30,000 & < 40,000: 8 Marks 6. N >=40000: 10 Marks
92.	3	Data Sheet 6		61	Table F : Payment Milestones for License Fee (G) of GIS tool	Its seems Table F not related to DDA-PGRM Portal RFP this copied from some old RFP	Delete it	Deleted. However the proposed Workflow Engine shall have GIS feature component to display PGRM related to Land Owners and Land Developers to display aggregated Grievances category wise (problem wise) for decision support and policy purposes.

								Please see Response No. 58 above.
93.	4	DATA SHEET 7 Service level Agreements (SLAs)	5	62	5. Geo-reference point accuracy 0.50 m.	Please increase accuracy to 1 m.		Deleted. Not relevant.
94.	5	Data Sheet 3	A (5)	32	IPR (Copyright, Trademark, Patent) Credentials of Bidder on e-Governance Software Solutions/ Software Products (as on Bid submission date)	1. Having Copyright / Trademark / Patent: 5 Marks 2. Not having : 0 Mark	Trademark is only to save the brand and its has nothing to do with product quality /services / process so there is no logic asking for this as credentials in tender 2 . Patent is given for the process. In the whole world no such patent has been given for E-Governance. Requesting to delete this clause .	Please see Response No. 66 above.
95.	6		A (4)	32	Bidder should have undertaken / executing relevant project in any one state/ central government agencies Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) in India, as on bid submission date.	"Maximum 1 project" 1. Project related to development of Workflow based Public Grievances Redressal System (including web Portal) – 5 Marks 2. Project related to development of ICT application for computerization of work-flow /	Please include experience of (Lead /consortium) partner.	Agreed. Modified as follows: - "Bidder (Sole Bidder / Lead Bidder in case of Consortium) should have undertaken / executing relevant project in any one state/ central government

						<p>processes– 3 Marks</p> <p>3. Project related Software Services / Website Services Rollout Services – 2 marks</p> <p>4. Project related to Network Services – 1 Marks</p> <p>5. Project related to Manpower Services – 0 Mark</p>		<p>agencies Government (or its Autonomous/ PSU/Subordinate Organisation/ Local Bodies etc.) in India, as on bid submission date. ”</p> <p>In general, Bidder means Sole Bidder / Consortium of Members, for this Tender, unless it is mentioned otherwise suitably of various clauses of the Tender.</p>
96.	7		B (2)	34	<p>Past Experience of the in implementation of Workflow based Applications using Work Flow Engine (workflow Automation) with User Authentication, Single window system, completed and operational, during the last 5 years, as on Bid Submission date, for Government (or its Autonomous / PSU/Subordinate Organisation/ Local Bodies), Large Corporates etc., in India, as on Bid</p>	<p>"Maximum Five Projects (Maximum marks 10):</p> <p>1. Projects undertaken in India, with project value >= Rs. 2.5 Crore (each project will carry 5 Marks)</p> <p>2. Projects undertaken in India, with project value >= Rs. 1 Crore but < 2.5 Crore (each project will carry 4 Marks)</p> <p>3. Projects undertaken in India, with project value >= 50</p>	<p>Please include experience of (Lead /consortium) partner.</p>	<p>Agreed.</p> <p>Modified Clause is as follows: -</p> <p>Past Experience of Bidder (Sole Bidder / lead Bidder) the in implementation of Workflow based Applications using Work Flow Engine (workflow Automation) with User Authentication, Single window system, completed and operational, during the last 5 years, as on Bid Submission date, for</p>

					Submission Date". Note : Large Corporation means organisations that have turnover 100 Crore per year or more.	Lakhs but < Rs. 1 Crore (each project will carry 3 Mark). 4. Projects undertaken in India, with project value >= 25 Lakhs but < Rs. 50 Lakhs (each project will carry 2 Mark). 5. Projects undertaken in India, with project value >= 10 Lakhs but < Rs. 25 Lakhs (each project will carry 1 Mark).		Government (or its Autonomous / PSU/Subordinate Organisation/ Local Bodies), Large Corporates etc., in India, as on Bid Submission Date". Note : Large Corporation means organisations that have turnover 100 Crore per year or more.
97.	8	Data Sheet 3	C (2)	36	Evaluation of Workflow Engine (to be deployed under this project) developed by the Bidder (COTS/Bespoke Model/Open Technology Standards based/Dot(.)NET technology platform	Qualitative assessment by the Tender Committee. 1. If the COTS based Workflow System are Gartner & Forrester MQ Listed, then it will carry 3 Marks, otherwise Zero. 2. Demonstration of Workflow Engine with "Use Case" for form Digitalisation with localization features (both in	Please allow marks for Open Source customized workflow solution instead of only COTS. This should be COTS/Customized"	As per RFP. Please see also Response No. 14, 32, 36 and 59 in this regard.

						English and Hindi) showing capabilities for an end-to-end solution of the chosen Use-Case : 2 Marks		
Agency:- 11								
98.	1	Data Sheet 2	4	29	Bidder should have valid (non-expired) ISO 9001: 2000 certification or equivalent in ICT related area as on date of submission of the bid.	We have ISO:9001:2015 and latest ISO:27001:2013. So please allow us for participating.		As per RFP. Please also Response No. 79 above, for modified clause.
99.	2	Data Sheet 1	2 (7)	27	Minimum Turnover required INR 3.00 Core IT Business /ITES [Systems Development Projects and Application development]	<ol style="list-style-type: none"> 1. We request you to change the criteria from 3 Core to 1 Core as our company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. 2. Hence, we request you to consider our work experience rather than the years of experience in industry. We are expertise in development of mobile application and we have worked with many of the Government in different state and we have provided this type of solutions. 3. Please find the name of the city and state list mentioned below for the solution we 		As per RFP.

						<p>have provided to them:</p> <p>Gujarat:</p> <ul style="list-style-type: none"> • Ahmedabad Municipal Corporation (AMC) • Junagadh Municipal Corporation (JMC) • Ahmedabad Urban Development Authority (AUDA) • Surat Municipal Corporation (SMC) • Commissioner of Geology and Mining (CGM) <p>Madhya Pradesh (MP)</p> <ul style="list-style-type: none"> • Indore Municipal Corporation (IMC) • Jabalpur Municipal Corporation (JMC) <p>National Capital Region (NCR)</p> <ul style="list-style-type: none"> • New Delhi Municipal Council (NDMC) • South Delhi Municipal Corporation (SDMC) • East Delhi Municipal Corporation (EDMC) • Delhi Development Authority (DDA) <p>Uttar Pradesh</p> <ul style="list-style-type: none"> • Lucknow Municipal Corporation • Ghaziabad Nagar Nigam <p>Rajasthan</p> <ul style="list-style-type: none"> • UIT KOTA 	
100.	3	Data Sheet 3	A (2)	32	Certification and Credentials of Bidder (valid on the date of submission of bid) ISO 9001: 2015 or latest; and SEI-CMMiL3	<p>You have mentioned in eligibility criteria that you need ISO: 9001:2000 certificate but in marking criteria you have mentioned that ISO:9001:2015 or latest ,</p>	<p>There is no typo error.</p> <p>As per RFP.</p> <p>Please also Response No. 79 above.</p>

					Certification or above;	so I want to know that is there any typo error? I request you to please clarify the certification.		
101.	6	Data Sheet 5	2 (i)	52	<p>Key features of the proposed Mobile App</p> <p>Clause in RFP: Window - mobile phones and tablets with OS such as android, iOS & Windows</p>	<p>Windows environment is not up to the mark</p> <p>In the case of business application window environment Up to the marked.</p> <p>More details check below points:</p> <p>Windows-based devices consist of less than 3% of the entire smartphone population. So is it not worth to develop an app for Windows</p> <p>Windows Phone development has extra costs.</p> <p>You have to pay for the full version of Visual Studio and you have to pay an annual fee (99\$) if you want to publish an application or deploy your app on your device.</p> <p>No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities.</p> <p>Recent market studies show that Microsoft's mobile operating system is gaining traction, but at tortoise speed.</p>	We request you to kindly remove this Clause.	<p>Existing Clause is modified Clause as follows: -</p> <p>"shall be bilingual (English/Hindi), responsive, dynamic, online support on mobile phones and tablets with Operating Systems (OSs) such as Android and iOS and Windows (latest versions)".</p>

						<p>Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience.</p> <p>Version incompatibility</p> <p>For more details please check below URL:</p> <p>https://www.onmsft.com/news/top-five-reasons-avoid-windows-phone-and-keep-your-android-device</p>		
102.	7	Data Sheet 5 General Features of Grievance Management System (GMS) and Mobile App	(b)	53	Bio-Login - At multiple levels to safeguard and to avoid tampering of information by unauthorized users	Do we need to integrate here any third party authentication mechanism?		<p>Yes. Bidder needs to integrate NIC's eParichay (Single Sign On – SSO) for bio-login.</p> <p>Please see Response No. 75.</p>
103.	8	Data Sheet 5	(s)	56	Procurement and Ownership of Hardware and Software Tools	Where we need to integrate GIS tools?		<p>Please see Response No. 8 in this regard, above.</p> <p>GIS tools are to be integrated with the</p>

								envisaged Work Flow Engine .
104.	9	Other Suggestions	1		We need to suggest or recommend SaaS based Model which is working fine as of now at DDA and Central Govt. is also promoting SaaS as of now. That will save major CAPAX cost as well as its day to day maintenance cost for the Department.			As per RFP.
105.	10		2		We need to mention that marking should not be on the basis of turnover as a Startup / MSME, one should get an advantage and hence requesting you to change Marking pattern. However, looking at Startup / MSME policy in India, we suggest to keep 1 Cr. as a maximum turnover requirements and Marking should be according to 1 Cr only.			As per RFP. Please see Response No.90. for modification proposed.
106.	11		3		Considering Startup / MSME policy of India, we again request you to not assign full / 100% marks to CMMI level company.			As per RFP . It is expected that Startup/ MSME who are involved software development as their "core competency", are

					As no startup or MSME will have CMMI Level certification			to have their process certified (CMMi). Otherwise how to stand up and start up in India?
Agency- : 12								
107.	1	Data Sheet 2	2 (4)	29	Bidder should have valid (non-expired) ISO 9001: 2000 certification or equivalent in ICT related area as on date of submission of the bid.	We have ISO:9001:2015 and latest ISO:27001:2013. So please allow us for participating.		As per RFP. Please also Response No. 79 above, for modified clause. Also see Response No. 98.
108.	2	Data Sheet 1	2 (7)	27	Minimum Turnover required INR 3.00 Core IT Business /ITES [Systems Development Projects and Application development]	We request you to change the criteria from 3 Core to (50 lakhs to 1 Core) as our company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. Govt of India also promoting Start-up Company and so we requesting you please allow start-up term and condition.		As per RFP. Please see Response No.90. for modification proposed.
109.	3	Data Sheet 3	A (2)	32	Certification and Credentials of Bidder (valid on the date of submission of bid) ISO 9001: 2015 or latest; and SEI-CMMiL3 Certification or above;	You have mentioned in eligibility criteria that you need ISO: 9001:2000 certificate but in marking criteria you have mentioned that ISO:9001:2015 or latest , so I want to know that is there any typo error? I request you to please clarify the certification.		As per RFP. Please also Response No. 79 above, for modified clause.

110.	4		A (2)	32		<p>You are allowing Startup / MSME company in EMD. So according they have not CMMiL3 certificate.</p> <p>So I request you to please allow ISO:9001:2015 or ISO:27001:2013.</p> <p>So again its humble request to remove CMMiL3 . So like us new start-up company get opportunities.</p>		Please see Response No. 79 and 106 in this regard.	
111.	5	Data Sheet 5	2 (i)	52	<p>Platform / Key features of the proposed Mobile App</p> <p>Clause in RFP:</p> <p>Window - mobile phones and tablets with OS such as android, iOS & Windows</p>	<p>In today's smart-phone era its only 0.1 using window phone maximum number using android. And as per technologies give daily some new update in smart phone like Android, IOS it very difficult to get updates of such feature.</p> <p>So it's our request please remove windows development in RFP</p>		Please see Response No. 101 in this regard.	
112.	8		(b)	53	Bio-Login - At multiple levels to safeguard and to avoid tampering of information by unauthorized users	Please explain which kind of Bio- login you did is any 3rd parties		Please See Response No. 102 and Response 75 in this regard.	
113.	9		(s)	56	Procurement and Ownership of Hardware and Software Tools	As per scope where did GIS tool will be use due to in RFP your saying one side use Google map so how can GIS tools will come on picture so may this will be typo error.		<p>Please see Response No. 8 and 103 in this regard.</p> <p>During SRS stage, this issue shall be discussed and frozen.</p>	
Agency- 13									
114.	1	Data Sheet 2	2 (4)	29	Bidder should have valid (non-expired) ISO 9001: 2000	We have ISO:9001:2015 and latest ISO:27001:2013. So please allow us for		As per RFP.	

					certification or equivalent in ICT related area as on date of submission of the bid.	participating.		Please also Response No. 79 above, for modified clause. Also see Response No. 98 and 109.
115.	2	Data Sheet 1	2 (7)	27	Minimum Turnover required INR 3.00 Core IT Business /ITES [Systems Development Projects and Application development]	We request you to change the criteria from 3 Core to 1.5 Core, hence our request is to change the criteria.		As per RFP. Please see Response No.90. for modification proposed. Also see Response No. 108.
116.	3	Data Sheet 5	2 (i)	52	Platform / Key features of the proposed Mobile App Window - mobile phones and tablets with OS such as android, iOS & Windows	We request you to kindly remove window Clause.		Please see Response No. 101 in this regard.
Agency- 14								
117.	1	Data Sheet 1 & Section No. 3	52 (iii)	26	You have mentioned that Minimum Technical Score required for the Technical Bid to qualify is 70 and 60% score in each category (A, B, C, and D of Data Sheet 3)	Our Request: Kindly consider this criteria and modify the same as.. Minimum Technical score to qualify the bid is 70 and remove the criteria of scoring 60% in each category - A,B,C & D of Data Sheet 3.		As per RFP.
118.	2	Data Sheet 3	3	32	Bidder having ISO/IEC 27001 Certification an information security standard (valid on the date of submission of bid)	Kindly consider and modify this condition because you have already mentioned ISO 9001: 2015 & CMMI L3		As per RFP.

119.	3	Data Sheet 3	5	33	Bidder should have IPR (Copyright, Trademark, Patent) Credentials of Bidder on e- Governance Software Solutions/ Software Products (as on Bid submission date).	<p>Kindly consider and modify this condition</p> <p>because you are supposed to accept the proposal against the RFP as SAAS (Software as a service model) but prefer Product as a service.</p> <p>Many IT / Software firms are developing software solutions for their clients and clients are doing copyright, Trademark, patent for themselves rather than Development firm.</p> <p>If you are preferring IPR then it must be related with similar work i.e Web portal development & Mobile App Development instead of using general terms like Software solution, because simple website may have copyright.</p>		Please see Response No. 66 above.
120.	4	Data Sheet 3	6	33	Bidder shall have at least one mobile application in the e governance sector and have a particular number of downloads (N) in Android or iOS or Windows, as on the date of submission of BID.	<p>Kindly consider and modify this condition because there are lots of good mobile app available on play store, Appstore and windows store but its no of download varies from app to app and it can be achieved by using promotional activities, digital marketing, social media and by paid services.</p>		Please see Response No. 91 in this regard.
Agency 15								

121.	1	Data Sheet 2	2 (7)	27	Minimum Turnover required	Rule 173 (i) of the GFR exempts the Startup from prior turnover requirements for DPIIT recognized Startups in case of public procurement.	Request you to add a Clause or amend the provision accordingly.	As per RFP.
122.	2		2 (13)	28	Number of technically qualified manpower required.		Request to remove.	As per RFP.
123.	3		2 (14)	28	Projects numbers and amounts required.	Rule 173 (i) of the GFR exempts the Startup from prior turnover requirements for DPIIT recognized Startups in case of public procurement.	Request you to add a Clause or amend the provision accordingly.	As per RFP.
124.	4	Data sheet 3	A (1)	32	Average Annual Turnover	Rule 173 (i) of the GFR exempts the Startup from prior turnover requirements for DPIIT recognized Startups in case of public procurement.	Request you to add a Clause or amend the provision accordingly.	As per RFP with modification as proposed in Response No. 90 above.
125.	5	Data Sheet 3	A (4)	33	Government Experience	Kindly clarify if Proof-of-Concept (POC) Documents issued from Government Authority would count towards Government Experience.		It is clarified that experience towards POC projects undertaken (developed, operationalized, technically handed over with all technical documents) will be counted as past Government experience.
126.	6	General Query				Kindly clarify if deployment has to be done on-premise (on MeghRaj/NIC servers) or via a METIY empaneled Cloud Service Provider.		Digital services of DDA are of now made available from NIC / NICS Data Centre and Sify Data Centre. It is clarified that "Deployment is required to be done on

								Government approved Platform. However, this RFP envisages Cloud-Ready / Cloud Enabled solution. "
127.	7					Kindly also clarify whether deployment of solution can be done on Google Cloud Platform.		It is clarified that "Deployment is required to be done on Government approved Platform. However, this RFP envisages Cloud-Ready / Cloud Enabled solution".