

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
1	Page no 3	Technical Bid Submission (in Hard Copy) filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents. In sealed envelope, strictly by RPAD/Postal Speed Post on or before 16/03/2017 up to 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat. Price Bid Submission: To be submitted online only on https://smc.nprocure.com on or before 10/03/2017 up to 18:00 hrs	On account of Holi as most of the offices & banks will be closed on 13th & 14th so request you to kindly extend the due date for the submission of technical & financial bid for 1 more week. Further, please allow the online submission of technical bid.	Please refer Addendum & Corrigendum.
2	Notice inviting Request for proposal – Page No 3. Price bid submission	To be submitted online only on https://smc.nprocure.com on or before 10/03/2017 up to 18:00 hrs	Could you please extend this. There is no much time between the pre-bid meeting and Price bid submission.	

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3	Pages 8 & 14 - Para 18	The Open Source Software (OSS) shall have the following characteristics: 1) The source code shall be available for the community/ adopter/ end user to study and modify the software and to re-distribute copies of either the original or the modified software. 2) Source code should be free from royalty. Design and Development methodology of the portal to adhere to open source standard of GoI. SSCDL endeavors to adopt Open Source Software (OSS) as a preferred option compared to Closed Source Software (CSS). SSCDL endeavors for all its vendors to consider OSS along with CSS while responding. Vendors shall provide justification for exclusion of OSS in their response, as the case may be.	Leading Omni-channel portal offerings, as per Analyst reports, are CSS. It's our endeavor to bring the best technology fit for Smart City Surat, while keeping in mind the principals of co-innovation, open data and open APIs. Leading CSS Omni-channel portal offerings follow the same principals while allowing for secure identity and access frameworks, best business practices and templates across a wide range of use-cases, OEM support for all enhancements, maintenance releases and bug-fixes, continual technology upgrade etc. Lastly, leading CSS Omni-channel portal offerings provide the right amount of scalability – a critical aspect of its inherent architecture which is meant to avoid costly downtime and mitigate the risk of resultant citizen dissatisfaction. And we strongly recommend to make this point on OSS optional, so that we get all the above mentioned benefits and enable SMC to get a better solution platform.	OSS is a preferred option over CSS but Bidders are free to propose OSS/ Combination of OSS, CSS to fulfill the RFP requirement. Any license/subscription charges need to be mentioned as per the Appendix 2.
4	Section 1.4.2, Page No 11	Increased citizen experience : Consistent brand look and feel to all our online assets	Could you please provide us the existing assets related information which comes under this scheme/SSCDL.	The scope of current RFP is for MySurat portal and mobile application in terms of look and feel
5	Section 1.5, Page No 11	Citizen Engagement Eco-System: along with integration of individual mobile applications to a mother application.	How many individual applications are planned/ to be planned.	mySurat mobile app will act as a mother application having its own features/functionalities. It will also enable user to download other apps of SMC/SSCDL/sister organisations. If such mobile app is already installed by user, the app will enable user to open it.

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6	2. SCOPE OF WORK, Page no: 14	General	Kindly confirm if there is any existing data / contents migration is in scope of IT vendor. If yes, kindly share the volume / size of such data	No existing data needs to be migrated. In case such data is required to be used, api will be provided for integration. Based on the final design document, the identified pages from existing website will be required to be migrated.
7	2. SCOPE OF WORK, Page no: 14	General	We assume that there is no data digitization in scope of work of this RFP. kindly confirm	Data Digitization is not in scope of Bidder
8	Section 2, Page No 14 – Second para	The vendor should comply with the industry standards for website and mobile app development including guidelines, policy framework, security framework proposed by Gol.	Do we need to follow GIGW (Guidelines for Indian Govt. Websites) standards or any other standards?	Please refer Addendum & Corrigendum.
9	Section 2, Page No 14 – 4th para	The security framework of the application is recommended to be based on ISO 27001. The vendor to get the implemented solution ISO 27001 certified by STQC within three months of first Go-live & need to get to recertification every year during the course of the contract.	Does this 3rd party verification involved in this. Does this verification related charges will be part of price bid or not ?	Bidder is expected to specify the certification cost as part of financial proposal as per Appendix 2
10	2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #14	The vendor should create infrastructure for conformity assessment and certification of compliance to cyber security best practices, standards and guidelines (Eg. ISO 27001 ISMS certification, IS system audits, Penetration testing / Vulnerability assessment, application security testing, web security testing).	1. Who will bear the cost for certificaton & compliances.	
11	2.1 OVERVIEW OF PORTAL, Page no 14	The vendor to get the implemented solution ISO 27001 certified by STQC within three months of first Go-live & need to get to recertification every year during the course of the contract.	Clarification is sought whether the certification cost will be borne by the firm or by SSCDL	

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12	2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #14	The IT Vendor will be required to carry out all activities and perform roles & responsibility to meet the objective of the Citizen Engagement.	1. Please specify all activities and define clear roles and responsibilities for meeting the objective of the citizen engagement.	RFP already defines the roles of different vendors. The scope of work for Bidder for Portal and CMS is defined in sections 2.2 to 2.10
13	2.1.1 Page No – 14 Current State	Some of the key characteristics of the As-Is Digital Platform are as follows:	Does these systems have API/Web Services calls or do we need to develop these for integration with the to be developed portal and mobile applications	Details of the functionality for the portal and mobile application to be developed can be referred as mentioned in sections 2.2 to 2.10. For the purpose of integration, necessary api/web services will be provided by SMC.
14	2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #14	Integrations with Digital India initiatives like Digital Locker, Aadhar enabled logins, etc	1. We assume that all required API for integrating with Digital India initiatives will be provided by SMC. Please confirm. 2. Please provide the complete list of digital initiative which are required to be integrated with the system.	Necessary API will be provided for integration for Digital India initiatives like Aadhar enable login, Digi Locker, myGov, etc.
15	Page # 14, Section 2.1	The vendor should be open for enhancement of developer community, collaborative hackathons, and sharing of open source code to other communities, if required. This will help SMC to help other municipalities to adopt such a model in future as per their needs. The portal should be compatible to have integrations with Digital India initiatives like Digital Locker, Aadhar enabled logins, etc.	Will the technical stack details (APIs etc.) be available for digital lockers and Aadhar enabled logins to make it compatible with CMS?	The solution proposed should have capabilities to integrate with Digital Locker and Aadhar enabled login for which necessary details will be provided.
16	pg. no. 55, section 3.11.1	3.11.1 The eligible and technically qualified bidder having the lowest price (L1) shall be considered the Selected Bidder as per the terms of this RFP.	we request you to consider the overall capabilities which the Closed Source Software (CSS) shall bring to the project. For a level playing field to coexist in case of CSS based solutions, we request you to look at a Quality Cost Based Selection (QCBS) model for overall evaluation of the bid.	RFP Terms prevail

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17	Page # 15, Section 1. Release 1 – Digital Fundamentals & Portal-CMS	The focus of the first Release is to provide the core infrastructure for Digital; this Release should include a new content management system and portal and establishment of the platform for all digital channels. This release will also include setting up of social media analytics tool on the digital platform.	Is there any specific Web Analytics tool and Social Media Analytics tool, that is expected apart from Google Analytics? Please specify	Bidder should suggest best suitable and available Social Media Analytics tool/ Web analytics tool to fulfill all the requirements of MySurat Portal. Vendor has to propose social media tool along with license cost and subscription cost (if any) as part of financial proposal as per Appendix 2.
18	Page # 15, Section 2.1	Additional Work Packages: SMC/SSCDL may procure a number of additional work packages. The timing of any additional Digital Work Packages will be subject to further discussion between SMC/SSCDL and Bidder.	What will be part of additional work packages?	Additional work packages will be additional scope that will be decided in future.
19	Page # 16, Section 2.1.2.1	Customers have a single identity and single login across all web based digital assets	Is it possible to get a list of all current and to be web based digital assets? Is the single signon required for all of them? What are the technology stack for all those digital assets ?	For the convenience of citizens using mySurat mobile app, mySurat portal, SMC website, etc., there should be single login across these digital assets. Scope of the agency will be limited to mySurat portal and mobile app.
20	Page # 16, Section 2.1.2.4	Integration will be fit for purpose with a preference for real time integration for online services;	What are the real time integration services? What are the list of online services? Are APIs available for all those online services?	Details of the functionality for the portal and mobile application to be developed can be referred as mentioned in sections 2.2 to 2.10.
21	Pg#16, Section 2.1.2.4		What are list of online services to be integrated?	
22	Pg#16, Section 2.1.2.5		Assuming that SMC will have database with required information.	

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23	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS	Workflow Based Transactions	<ol style="list-style-type: none"> 1. How many services will be there? 2. Please provide SMC workflow with detailed steps, actions and actors for each transactions. 3. We are assuming SMC workflow is fixed. If not, 	Detailed Functionality will be finalized at the time of implementation - Design phase
24	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18	Payment Gateway	<ol style="list-style-type: none"> 1. How many payment gateways are required to be integrated? 2. Let us know the name of payment gateway(s) with which this system will be integrated. 3. We assume that payment gateway will be provided by SMC. 4. Please share the list of services for which the payments are required to be accepted from the citizens? 	Payment gateway will be provided by SMC. The solution should have the capability to integrate with payment gateways as per SMC requirements.
25	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS, Page No: 18, Query Based Transactions	Integration with other systems - Payment gateway	How many types of payment gateways need to integrate? Example like PayTM, PayUMoney, HDFC payment gateway, Freecharge etc..Please list out all Payment gateways need to integrate with new system.	

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26	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18	ERP	<ol style="list-style-type: none"> 1. We assume that there will be a TWO way integration with ERP. Please confirm or correct us if required. 2. What information / data needs to be integrated? 3 Please provide technology stack of each such application? 4. Are web-services for ERP integration will ready to integrate with this system? 5. If not ready, then who will develop the web service? SMC or Vendor? 	Integration with ERP services is not under the scope of this RFP.
27	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18	Authentication & authorization	<ol style="list-style-type: none"> 1. Please share different types of users and approx. number of users for each type. 2. What is the expected number of users accessing this application at the time of lanuch? 3. What will be the expected YoY growth of number of users? 	Bidder to comeup with there estimation model. Number of concurrent users are already estimated in section 2.7 of RFP.

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28	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18	SMS Gateway	1. We assume SMS Gateway will be provided by the SMC. Please confirm. 2. If vendor need to procure SMS Gateway then kindly provided estimated number of SMS required to be sent per Month & Year?	SMS and Email gateway will be provided by SMC
29	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform / Page #18	Integration with other systems: SMC domain systems	1. We assume that transcation of particular service & related workflow will be handled by respective domain system and vendor needs to take care for integration part only. 2. if not then 2.1 Total number of SMC Domain System? 2.2 Total number of Web Services? 2.3 Please provide complete work flow for each SMC Domain system?	Necessary integration APIs will be provided to the selected bidder.
30	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18	Email Gateway	1. Who will provide the eemail gateway? 2. Please share your expectations in this regard.	SMS and Email gateway will be provided by SMC

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31	2.2.2 Key Engagement Channels - Page# 20	2.2.2.3 Physical Touchpoints 1. Civic center, Mobile Vans, SMC Field workers 2. Kiosks	1. We understand that this will be taken care by SMC and not a part of Portal / Mobile Application Development Scope. Please confirm.	Yes, this is not in the scope of current RFP.
32	2.3 REQUIREMENTS OF PORTAL - Sr. No. 36 Email & SMS Gateway - Page No.23	The solution should have out of box support to integrate with external email gateway and SMS gateway.	We assume that only integration of email gateway and sms gateway is required from bidder there is no Email solution or SMS services is required from the Bidder, kindly confirm ?	SMS and Email gateway will be provided by SMC
33	2.2 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 2.2.1 Key Components of the Digital Platform Integration with other systems /Page #18 & 24	SMC domain systems The development of these dashboards may require integration with SMC domain systems like property tax, health related data, library department data, etc.	1. All relevant API will be provided by SMC for integrating SMC domain systems with this system. Please confirm.	All relevant APIs will be provided when integration is required.
34	2.3 REQUIREMENTS OF PORTAL 4. Security /Page #20	Portal should also support latest security certificates like SSL 3.0. If required, portal should have the ability for integration with any active directory server (supporting LDAP).	1. We assume that the SSL will be procured by SMC and the vendor will only intall the same. Please confirm.	SMC will procure and provide the SSL
35	Pg#20,Section 2.3.4		Assuming that SMC will provide SSL to vendor	
36	Pg#20,Section 2.3.10		How many dashboards to be prepared	Solution should have capabilities to create multiple dashboards with no restrictions on number

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37	2.3 REQUIREMENTS OF PORTAL 5. Content Display /Page #21	Portal should be able to display content from any CMS with proper formatting.	1. Please provide the list of CMSs from which content will be display on this portal. 2. Also provide technology platform of each CMS.	The only CMS would be the one proposed by the bidder as part of this RFP. The requirement is that the portal should be flexible enough to work with integrated CMS.
38	2.3 REQUIREMENTS OF PORTAL 8. Weather /Page #21	Portal should support display of weather information in different parts of Surat by integrating APIs for fetching weather information.	1. We assume that relevant APIs for displaying wheather information will be available. If not then SMC will be provide the same. Please confirm	Weather APIs will be provided by SMC
39	Pg#20,Section 2.3.8		Assuming that SMC will provide weather API	
40	2.3 REQUIREMENTS OF PORTAL 16.Social Networking & Collaboration Module /Page #21	Do:- Where citizens can do /submit various tasks like “Design a logo” for an upcoming competition etc. Portal should be compatible with various media forms like image, video, documents etc.	1. We assume that this feature of solution would only allow citizen to submit their logo. It will not allow creation of it. Please confirm. 2. Which types of Files / documents or extension of files / documents should be allowed to be uploaded in the system? 3. What would be the avg. size of documents that would be uploaded by the citizen? 4. What will be the average number of documents that would be uploaded by the citizen?	1. Assumption is correct. Point 2, 3 & 4, these parameters should be configurable through interface for different tasks.
41	2.3 REQUIREMENTS OF PORTAL 27.GIS Map /Page #22	Portal should have the capability of displaying any GIS map example open street maps, Google Map, etc. Portal should have capability to map boundary and locations with exact latitude and longitude.	1. Please share which GIS is implemented currently and details about its API. 2. Please share details about the number maps, type of data to be exchanged between the GIS & proposed system.	Bidder will be required to integrate OGC compliant maps provided by SMC. Currently SMC is using IGIS platform.

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42	Page#22, Requirements of Portal- S.No. 27	Portal should have the capability of displaying any GIS map example open street maps, Google Map, etc. Portal should have capability to map boundary and locations with exact latitude and longitude.	What kind of GIS maps are available with SMC? Is there any GIS software being used?	
43	2.3 REQUIREMENTS OF PORTAL 28.Search /Page #22	The portal should have built-in search or should be able to integrate with any third party search tool providing smart search.	1. Which type of search engine you are looking at to integrate?	The portal should have the builtin search functionality. Moreover, if required it should have capability to integrate with third party search tool like google search.
44	2.3 REQUIREMENTS OF PORTAL - Page# 22	28 - Search: The portal should have built-in search or should be able to integrate with any third party search tool providing smart search.	1. which third party search tool need to be integrated? Please provide list of such tools. 2. We assume that third party tools will be provided by SMC. Kindly confirm.	
45	2.3 REQUIREMENTS OF PORTAL 29.Social Media Analytics /Page #22	Portal should be able to integrate with all major analytics packages like WebTrends and Google Analytics etc. It should also support Social media analytics of FB & Twitter etc.	1. Please specify the name of social media platforms to be integrated and supproing requirement platforms.	Bidder should suggest best suitable and available Social Media Analytics tool/ Web analytics tool to fulfill all the requirements of MySurat Portal. Vendor has to propose social media tool along with license cost and subscription cost as part of finacial proposal as per Appendix 2.
46	2.3 REQUIREMENTS OF PORTAL 32.Multilingual /Page #23	Portal should support multiple languages (Hindi, Gujrati, English). A dropdown for selecting English/Gujarati/Hindi to be included on home page which allows users on the front end to select the language in which page content is displayed.	1. Does the multi-lingual support is required merely for labels or for content as well?	Multilingual feature is required for labels as well as content

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47	2.3 REQUIREMENTS OF PORTAL 34.Seamless Integration Capability /Page #23	Portal should be able to expose its services to third party systems/applications with REST/SOAP services or APIs . Portal should be able to integrate seamlessly with any other application. Portal should extend its capability to easily integrate with existing SMC Website . For Release 1 and 2, a reference link for “Virtual civic center” (https://www.suratmunicipal.gov.in/epay/) will be there in the MySurat portal.	1. Please specify number of services, which require to expose with third party systems/applications. 2. Integration with existing SMC website will require 1 way or 2 way	Point 1: Portal should be capable of consuming as well as exposing webservices without any limitations on number. Point 2: Integration with SMC website will be one way only.
48	2.3 REQUIREMENTS OF PORTAL - Sr. No. 42 Upcoming and ongoing projects updates Page No.23	A module should be developed in the portal to know about upcoming projects, approved projects, and project status of ongoing projects. Citizen engagement is required for the projects where decision of creating bridge/ assets, budget approvals, progress report is visible to them on a map (preferably).	We assume this will be static page and only uploaded pdf / jpg / image types of files to be put for only for display to users. No reports / dashboard types of functionality for this module. Kindly confirm ?	Reports and dashboards will be required and module wise requirements will be finalized during design phase.
49	2.4 Requirements of CMS – Page No 24	Security: CMS should support integration with Directory Services (supporting LDAP) to manage users and their preferences. CMS should also support latest security certificates like SSL 3.0	Hope you are equipped with LDAP	LDAP is not available with SMC currently but solution should be compatible in integrating with any active directory server (supporting LDAP) if required in future
50	2.4 REQUIREMENTS OF CONTENT MANAGEMENT SYSTEM (CMS), Page No : 25	REQUIREMENTS OF CONTENT MANAGEMENT SYSTEM	Can we consider any Open Source CMS system along with technology like PHP? Or is there any technology limitations?	CMS should meet the requirements of RFP within the timelines specified for the project

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51	2.4 REQUIREMENTS OF CONTENT MANAGEMENT SYSTEM (CMS) 4. Content Publishing /Page #25	CMS should be able to publish content to any external Portal apart from its native portal	1. Please elaborate on this technical requirement as to how you want it to be implemented?	CMS should be able to publish content on portal proposed by bidder and other SMC's portals that might be developed in future apart from Mysurat Portal.
52	2.4 REQUIREMENTS OF CONTENT MANAGEMENT SYSTEM (CMS) 10.Publishing content on Social Media / Page #26	CMS shall include a social media integration module that allows configurable publishing of content (pages, interactive data visualizations, images, videos) to a variety of social media (Facebook, Twitter, Google+, LinkedIn, Pinterest, Tumblr, etc. CMS should also support publishing of content specific to mobile app if required	1. Please provide the complete list of social media platform	Current social media platforms in scope for publishing content are facebook, twitter, youtube and instagram
53	2.4 REQUIREMENTS OF CONTENT MANAGEMENT SYSTEM (CMS) 11.Content Publishing on Multiple Portals / Page #26	The CMS should have the capability to create and deploy content on different portals with same or different branding	1. Do you want an ability to created multiple websites?	The solution should have the capability to create multiple portals using single CMS. Current scope of RFP includes creation of only single Mysurat Portal.
54	Page # 26, Section 4.4.11	Content Publishing on Multiple Portals - The CMS should have the capability to create and deploy content on different portals with same or different branding	Do we need to create multiple portals using single CMS?	The solution should have the capability to create multiple portals using single CMS. Current scope of RFP includes creation of only single Mysurat Portal.

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55	Page # 26, Section 4.4.21	COPE capability - CMS shall support hierarchical creation of sites (i.e. parent/child sites in the same domain) and enable the child site to either inherit the look & feel of the parent site or have its own style and branding	What will be the content for the child website?	The solution should have the capability to create multiple portals using single CMS. Current scope of RFP includes creation of only single Mysurat Portal. Content for child website will be decided at the time of child website implementation
56	2.4 REQUIREMENTS OF PORTAL - Sr. No.16 Version Control - page no. 27	CMS shall support version control (check-in, check-out, number of versions) and it must be possible to restore previous versions of a content item	Request you to please provide more information for version control. We assume that it is template, Docs, image files etc. required for earlier edited version.	Version control is required for all static and dynamic content published using CMS along with application code.
57	2.4 REQUIREMENTS OF CMS - Sr. No.29 Performance - page no. 28	The CMS shall be able to provide the following performance features: a. Database Replication b. Load Balancing	These functionalities are managed at the server level and not part of CMS, hence CMS shall not be able to provide these features, Request you to kindly clarify the same.	In case the CMS does not have mentioned features, the same needs to be configured at the server level by the bidder.
58	2.5 REQUIREMENTS OF MOBILE APPLICATION - Transactional Services - Page no. 29	<ul style="list-style-type: none"> •Check and Pay Outstanding or Advance Property Tax •Check and Pay Profession Tax (EC) •Check and Pay Water Meter Bills •Check and obtain Birth Certificate •Check and obtain Death Certificate 	We assume that SMC already has all these facility available in their existing website/application. The bidder only has to integrate with Mobile Application.	Under standing is correct.
59	2.5 REQUIREMENTS OF MOBILE APPLICATION / Page #29	This mobile application will act as a mother app and will list and link other mobile App of SMC/SSCDL (eg. SMC mobile app, SAFAL).	How many mobile applications needs to be present in mother app.	mySurat mobile app will act as a mother application having its own features/functionalities. It will also enable user to download other apps of SMC/SSCDL/sister organisations. If such mobile app is already installed by user, the app will enable user to open it.

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60	2.5 Requirements of Mobile application	The mobile application must be developed on both Android and iOS platform.	Any specific Platform versions of Android/iOS. Do you have any analytical report on Citizen mobile usage patterns	This will be finalized at the time of implementation - Design phase
61	2.6 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS / Page #30	1. Analyzing content received in groups/ open forums/ contests etc. on MySurat.in and other digital properties such as major news sites, blogs, social channels etc. across the web	1. Are we considering end-to-end ORM Solution? If so, please specify which segment/perspective of MySurat.in are we considering for Online Reputation Management. For eg. City Development and planning, Citizen Engagement, any others.	Bidder should suggest best suitable and available Social Media Analytics tool to fulfill all the requirements of RFP along with license cost and subscription cost as part of financial proposal as per Appendix 2. Segments/perspectives defined by SMC should be analysed.
62	2.6 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS Page No:30	1. The proposed solution for Analytics would essentially get data inputs from MySurat portal, leading news agencies websites, social media (Facebook pages, Twitter accounts, YouTube accounts, etc.)	As there are multiple social media sources like Facebook, Twitter, Instagram, WhatsApp, Pinterest, LinkedIn, Tumblr and Google+ , etc. mentioned in the RFP document in various sections, could you please give us a comprehensive and consolidated list of all social media sources as well as any other data sources you would like to include. The reference of sources in the document is not consistent.	Vendor has to propose social media tool along with license cost and subscription cost as part of financial proposal as per Appendix 2.

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63	2.6 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS / Page #31	9. The solution should have a pre-defined set of blacklisted keywords, including dictionary as well as non-dictionary words that are abusive, vulgar, offensive, threatening or harassing, personal attacks of any such kind, demeaning a particular religion, state, culture or ethnicity, or the Indian Republic in general, or offensive terms that target specific individuals or groups. The solution should also allow automatic addition of keywords as blacklisted words by selecting such words through user interface provided to MySurat, both for overall MySurat as well as for group/discussion/task-wise blacklisting, as a self-learning library. All user submissions containing these keywords should not be included for analysis. However, the solution should allow on-demand reporting of such keywords and matched submissions	1. Blacklisting keywords - Are we considering local language like Gujarti, Surti any other with English.	Languages in scope are Gujarati, English & Hindi. Surti is not a language.
64	Page#33, Scope of Work-Release 1	Social Media Analytics	We assume that paid subscriptions of any web media channel is available/made available to the implementing agency.	Vendor has to propose social media tool along with license cost and subscription cost as part of financial proposal as per Appendix 2.
65	Page 25, Section 2.7	Availability- Availability requirements address the time a system must be available (up and running) to service user requests. Availability is the acceptable and agreed-to level of service during scheduled periods.	To ensure availability of application during operational phase - do you recommend using a monitoring solution that can perform proactive monitoring of all end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnosis; allows usage of same transaction scripts for both performance testing and proactive monitoring (to ensure availability)	Bidder to propose best practices as part of technical proposal.

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66	Pgae 33, Section 2.7	NON-FUNCTIONAL REQUIREMENTS OF PORTAL The main areas addressed are - 1) Performance - Response Time and Throughput 2) Scalability	Are there are recommendations around the Performance testing tool that would be needed in order to measure and ensure performance (and scalability) of the applications?	Bidder to propose best practices as part of technical proposal.
67	Pgae 33, Section 2.7	NON-FUNCTIONAL REQUIREMENTS OF PORTAL The main areas addressed are - 1) Performance - Response Time and Throughput 2) Scalability	To meet this requirement - a performance testing tool would be needed - Should the performance testing solution provide Out of the box network emulation capabilities to test real world load test scenarios (mimicking real world network conditions - Low bandwidth/2G/3G/4G, etc.)	
68	Page 34, Section 2.7	Capacity Estimates & Planning- The architecture of the system must support the current anticipated load of more than 30,000 concurrent users. The portal is expected to provide acceptable level of performance under peak load. However, it is expected to handle burst level of activity for a short (usually 5-10 minutes) period without functional degradation	Anticipated load for the application is 30k concurrent users. But there is also a mention of burst level of activity. What is the expected number of concurrent users during the burst period? Is there any quantification available for this burst period?	Please refer Addendum & Corrigendum.
69	2.3 REQUIREMENTS OF PORTAL, Page : 23, Sr No : 34	Seamless Integration Capability. Portal should be able to expose its services to third party systems/applications with REST/SOAP services or APIs. Portal should be able to integrate seamlessly with any other application. Portal should extend its capability to easily integrate with existing SMC Website. For Release 1 and 2, a reference link for "Virtual civic center" (https://www.suratmunicipal.gov.in/epay/) will be there in the MySurat portal.	In which Technology current SMC website developed? Frontend, web services & backend? Integration means, new portal need to open(navigate to) that SMC website? Or we need to develop the New User interface using with existing APIs?	Current website is developed in ASP.net with MS SQL as backend database. Only a reference link of existing virtual civic center should be present in new solution.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
70	11. Provisioning (Page 36)	(a) System should support the ability for a new user to “self-register” on Portal using a unique ID provided. This should create an account for the user. (b) System should support the ability of a user to use a self-administration process to request access to new application or expand current access to applications.	1. How many internal (employees) & External (citizens) users should be considered for Provisioning. 2. Does this mean that Internal user management (creation / deletion / modification) would be done through provisioning system	There should not be any cap on the number of internal or external users. Number of concurrent users are already estimated in section 2.7 of RFP.
71	13. High Availability & Disaster Recovery (Page 37)	The DR Process will provide a foundation for managing disaster recovery, service continuity and IT Services’ responsibilities relating to crisis response and business continuity.	1. Is disaster Recovery site replica of production site or 50 % production site? 2. How much time in a year disaster recovery site would be used as Primary site.	To be finalized at the time of implementation - Design phase
72	13. High Availability & Disaster Recovery / Page #37	The IT vendor shall be responsible for designing and implementing High Availability for MySurat ecosystem.	1. We assume that infrastructure, os, software, firewall, require bandwidth between DC & DR Server will be provided by SMC and the vendor will only implement it for DR processes. Please confirm. 2. if not then please provide below detail for implementing DR Processes. 2.1 Who will bear the cost for required infrastructure, os, software, firewall, bandwidth, etc.? 2.2 Preferred location of DR server. 2.2 Please provide the detail for recovery time objective (RTO) and recovery point objective (RPO) parameters	Necessary infrastructure provisioning will be done by SMC.
73	13. High Availability & Disaster Recovery / Page #37	The IT vendor shall be responsible for designing and implementing High Availability for MySurat ecosystem.	1. We assume that infrastructure/ software will be procured by SMC and the vendor will only implement it for DR processes. Please confirm.	

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
74	12. Single Sign On (Page 37)	(a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications. (b) SSO solution should provide Session Security to ensure that the information is not tapped by unauthorized people.	1. How many internal (employees) & External (citizens) users should be considered for Single Sign-On. 2. What's maximum transactions per second assumed for the solution.	Integration with existing SMC online services may become part of additional work packages and not in the current scope of RFP. Solution should be compatible in achieving single signon if required in future. The solution should not be restricted by the number of transactions taking place.
75	Page # 37 Section 2.8	While developing mobile app, vendor should use standard SDKs of Android and iOS along with battery life saving APIs (Google Play Services) such that app consumes minimum battery of device. Few features that should be used to minimize battery life	Should we develop a application using native app SDK's like, android and iOS?SMC is open for hybrid app development?	Bidder should develop app using native APIs for android and IOS.
76	Page 37, Section 2.8	Non functional requirements of Mobile app - Mobile app should render properly on all devices of different size and resolution.	Should the mobile app be tested (including functional automation for regression and performance testing) majorly on real devices?	Mobile application should fullfill all functional as well as non functional requirements. Necessary testing should be performed on iOS as well as Android devices.
77	Page 37, Section 2.8	Non functional requirements of Mobile app - Mobile app should render properly on all devices of different size and resolution.	Is there any recommendation on using a Mobile testing tool that can support simulated and real-world exploratory testing of mobile applications with the capability to report back on usability, design, and defects, all on real devices.	Bidder to propose best practices as part of technical proposal.
78	Page 37, Section 2.8	App should support different network channels like Wi-Fi, 2G, 3G & 4G.	What is the recommended approach to test different network channels? Would there be a recommendation for a mobile testing tool that has in-built capabilities to emulate 2G/3G/4G network conditions (that include bandwidth, latency, packet loss and jitter)?	
79	Page 37, Section 2.8	App should support different network channels like Wi-Fi, 2G, 3G & 4G.	With reference to support for different network channels - Is there a recommendation to test this for both functional and performance testing?	

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
80	Page # 38, Section 2.9	Reference Architecture for MySurat Ecosystem	We assume Development and QA environment will be provided by bidder, whereas UAT, training and production environment will be provided by Customer. Is that correct? Who will setup client environment?	Bidder should set up all necessary environment including development, test and production environment on SMC datacenter.
81	Page # 38, Section 2.9	Interrupts, notifications and multi-tasking: App should not come in the way of the OS's processing the user's decision to respond to the interrupt (such as accepting a call or reading an SMS), and it does not result in any damage to application's ability to function normally after the OS 'foregrounds', i.e. resumes application after the user finishes handling the interrupt or after they choose to ignore the interrupt.	To test if the App supports Interrupts, notifications and multi-tasking while the app is being used - an automated testing solution which would simulate such events while the mobile app is under testing is recommended. With reference to same - would such a tool be explicitly recommended?	Bidder to propose best practices as part of technical proposal.
82	Page # 38, Section 2.9	Reference Architecture for MySurat Ecosystem	Who will deploy the build on the production environment?	Bidder needs to do it.
83	Page # 38, Section 2.9	Reference Architecture for MySurat Ecosystem	Who will procure hosting, domain, email accounts, SMS gateway, SSL certificate, Payment gateway and all other infra services for the customer? Is it IT vendor's responsibility?	Email gateway, SMS gateway & Payment gateway will be provided by SMC. SSL certificate will be procured by SMC.
84	Page # 38, Section 2.9	Reference Architecture for MySurat Ecosystem	Datacenter - Is it on-premise or cloud? If cloud, then is it dedicated or shared? Can we know the size of the server?	Datacenter is on-premise. Bidder should come up with sizing requirements
85	Page # 38, Section 2.9	Reference Architecture for MySurat Ecosystem	Where media files will be stored - on cloud server or CDN?	Media files should be stored on SMC datacenter
86	2.3 REQUIREMENTS OF PORTAL, Page : 23, Sr No : 38	Support Blind and Visually Impaired Users: The portal should be able to support blind and Visually impaired users by assistive screen reader technology or any other way.	Please elaborate the requirement	Overall content should be structured properly.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
87	2.10 POST IMPLEMENTATION SUPPORT AND MAINTENANCE 2.10.1 Post Go-Live Support / Page #42	As part of the delivery of the solution it is expected that the Bidder shall provide Post Go Live Support (“PGLS”) for the Solution for 3 years following project completion. The Post Go Live Support (“PGLS”) will start after completion of 2 months of Hypercare Support after Go Live.	1. We assume that only bug fixing will be considered in 3 years support period. Please confirm. 2. We assume that if new feature / functionality / module is required then it will be considered as Change Request and will be charged extra.	Please refer Section 2.10.3
88	Page 42, Section 2.10.1	Post Go-Live Support - During the course of the project there will be functionality developed and deployed on a Release basis, as a result each Release will need to be supported following go-live.	To support regression testing after each release - What is the recommended approach for regression testing of portal and mobile app? Is there any recommendation around using of automation tool for achieving faster, accurate and complete regression testing?	Bidder to propose as part of technical proposal.
89	2.10 POST IMPLEMENTATION SUPPORT AND MAINTENANCE 2.10.3 Service Management Support Process / Page #44	The Bidder needs to provide a centralized Service team which will be responsible for:	1. How many number of resources you are expecting onsite? 2. Also please specify their expected skill level.	Bidder to comeup with its resource deployment plan to satisfy SLAs and KPIs specified in RFP.
90	2.10.3 Service Management Support Process, Page No : 44	The SMC admin team/ L1 support help desk is envisaged to log tickets for issues noticed in the solution by the citizens/others	L1 Support team belongs to SSCDL Or Bidder?	SSCDL
91	Page 45, Section 2.11.2	Milestone 4 - Regression testing	What is the recommended approach for regression testing of portal and mobile app? Is there any recommendation around using of automation tool for achieving faster, accurate and complete regression testing?	Bidder to propose as part of technical proposal.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
92	Note 2, Page No.45	For delay of every day per milestone, a penalty of 1% of payment for corresponding/relevant milestone would be deducted, provided the delay is attributable to the vendor. The decision of SMC/SSCDL will be binding in this regard.	Recommended to consider overall cap of maximum penalty 5% of value of delayed part of work	RFP terms prevail
93	2.11.4, Page No.45	The payment to the Selected Bidder shall start on a quarterly basis based on SLAs in the Support phase.	Recommended payment terms on monthly basis. All payments shall release within 21 days on submission of Invoice.	RFP terms prevail
94	2.11.6, Page No.47	Monthly Penalty for Missed KPIs a) Penalty for missed KPIs for 1st instance in a particular month: No penalty b) Penalty for missed KPIs (upto 3) in a particular month: 5% deduction of relevant (implementation/support) monthly cost c) Penalty for missed KPIs (upto 6) in a particular month: 10% deduction of relevant (implementation/support) monthly cost	Recommended to consider overall cap of maximum penalty 5% of value of Monthly billing.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
95	2.11.8, Page No.50	<p>Penalty</p> <p>a) In case the overall support of the bidder to the SSDCL is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally up to 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the support is not found to be sufficient or satisfactory.</p> <p>b) In case the bidder fails to be compliant with SLAs and KPIs requirements at regular intervals as mentioned above, penalty will be imposed generally up to 10% of the consideration of contract depending upon the nature of failure or the short-fall.</p> <p>c) In case a serious bug / flaw / error is found in a system or the system is not found working as intended/ satisfactorily / properly due to the software developed then in that case, generally a penalty of up to 10% of the consideration of contract will be imposed. The penalty will be proportionate to the delay in amending the bug / flaw / error, etc. after the date of report.</p> <p>d) In case the support of the bidder's staff to the SMC is not found sufficient or satisfactory, the same will also amount to failure and attract a penalty generally upto 10% of the consideration of Contract. The penalty will be proportionate to the time period for which the</p>	<p>Recommended to consider overall cap of maximum penalty upto 5% of the contract value.</p>	<p>RFP terms prevail</p>

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
96	2.11.9 Limitation of Liability, Page no 51	This limitation of bidder shall not affect the bidder's liability, if any, for damage to Third Parties caused by the bidder or any person or Firm acting on behalf of the bidder in carrying out the Services or any obligation of the bidder to indemnify the Authority with respect to intellectual property rights infringement claims.	We request you to kindly cap the limitation of the liability to maximum 10% of the total contract value.	RFP terms prevail
97	3.10 SCHEDULE OF BIDDING PROCESS - Page no.54	To be submitted online only on https://smc.nprocure.com on or before 10th March 2017 up to 18:00 hrs.	As it is standard process of bid opening on other tenders within government of gujarat and on nprocure.com. The primary and technical bids get opened on provided time as per RFP. further, as per suggestions on CVC guidelines as well to open technical bid in presence of bidder's representatives. We request to kindly also inform the date and time of technical bid opening date and also allow bidder's who wish to attend technical bid opening on provided date and time as per RFP.	RFP terms prevail
98	3.11.12 TERMS OF CONTRACT, Page no :56	3.11.12 Training would be conducted by the IT vendor to the Digital Media Partner/ SMC/SSCDL employees for Content Management System and Social Media Analytics usage whenever required. For Content Management System thorough documentation/user manual would be provided by IT vendor which will be referred by digital media partner.	Request you to kindly share the total number of employees to be trained.	Details of training requirements will be finalized during implementation phase.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
99	3.11 TERMS OF CONTRACT /Page #56	3.11.12 Training would be conducted by the IT vendor to the Digital Media Partner/ SMC/SSCDL employees for Content Management System and Social Media Analytics usage whenever required. For Content Management System thorough documentation/user manual would be provided by IT vendor which will be referred by digital media partner.	<ol style="list-style-type: none"> 1. Total how many users need to be trained? 2. What will be the batch size? 3. We assume that training infrastructure will be provided by SMC. Please confirm. 4. We assume that training will need to be provided at single location. If multiple location then please specify the locations. 	
100	3.11.14, Page No 56	The agency must provide a dedicated team based in Surat to service the account of the SMC/SSCDL within 20 days from the date of award of contract.	Recommended to Consider timeline of 45 days for providing dedicated team from the date of award of contract	RFP terms prevail
101	3.11.12 TERMS OF CONTRACT, Page no :57	3.11.19 The bidder shall depute the same key personnel at SMC/SSCDL as listed in the BoQ and CV submitted as per form 1.10 in Appendix 1. The bidder shall depute a person on its staff at SMC/SSCDL only after the person is interviewed/ screened using any selection procedure by SMC/SSCDL and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 15 days. All persons deputed shall be on the payroll of the Bidder's organization.	We understand that following clause would be avoid if there would be any delay from SSDC end in the resource selection process. "3.11.14 The agency must provide a dedicated team based in Surat to service the account of the SMC/SSCDL within 20 days from the date of award of contract."	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
102	3.11.15, Page No.57	The Authority expects all the Key Personnel as specified in the resource deployment plan in the Proposal to be available during the contract period. The Authority will not consider any substitution of Key Personnel except under compelling circumstances beyond the control of the Agency and the concerned Key Personnel. Such substitution shall be subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority with an overlap period of minimum 15 days at agency cost. In case of more than one such substitution in first three months, more than two substitutions in next three months, Authority may reduce the remuneration of agency equal by 1% of total remuneration specified for the project.	Recommended to consider as below Authority may reduce the remuneration of agency equal by 1% of the Monthly/ quaterly billing.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
103	3.11.12 TERMS OF CONTRACT, Page no :58	<p>3.11.21 In case of personnel deputed at SMC/SSCDL by bidder as per the resource deployment plan is on a leave of absence for more than five days, ☐ then a competent substitute, fully conversant with the processes at SMC/SSCDL will have to be provided by the bidder. Thus, the bidder is required to keep other personnel employed but not deputed at SMC/SSCDL so that the vacancy of the key personnel could be kept filled in.</p> <p>☐ if the substitute is not provided for more than 5 days than such leaves after fifth day will be considered as if a person is not deployed by the We understand that working days as per government calendar shall be considered while calculating the days of absence. Please clarify. Further, the firm constantly provides training to its resources which are mandatory for their skill improvement. We understand that SSCDL will provide relaxation in such cases.bidder and monetary deduction will be made accordingly.</p>	<p>We understand that working days as per government calendar shall be considered while calculating the days of absence. Please clarify. Further, the firm constantly provides training to its resources which are mandatory for their skill improvement. We understand that SSCDL will provide relaxation in such cases.</p>	<p>RFP terms prevail. SMC leave calendar shall be considered while calculating the days of absence.</p>

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
104	3.11.12 TERMS OF CONTRACT, Page no :58	3.11.24 Non-adherence to above clauses within the said resource deployment plan will be considered as Absence of employee. For each day, the absence of "Project Manager, Technology Strategist & Social Media Analyst", the authority will deduct Rs 5000, for a Technical Lead/Senior Developer, Rs 3500, for rest of the profiles, the penalty will be Rs 2000 per day.	As this clause is restrictive in nature hence request you to kindly remove this clause.	RFP terms prevail
105	3.11.24, Page No.58	Non-adherence to above clauses within the said resource deployment plan will be considered as Absence of employee. For each day, the absence of "Project Manager, Technology Strategist & Social Media Analyst", the authority will deduct Rs 5000, for a Technical Lead/Senior Developer, Rs 3500, for rest of the profiles, the penalty will be Rs 2000 per day.	Recommended to consider as below Non-adherence to above clauses within the said resource deployment plan will be considered as Absence of employee. For each day, the absence of "Project Manager, Technology Strategist & Social Media Analyst", the authority will deduct Rs 1000, for a Technical Lead/Senior Developer, Rs 500, for rest of the profiles, the penalty will be Rs 500 per day.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
106	6.1 PRE QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA Page No :65	Bidder should be 1. A company incorporated in India under the Companies Act, 1956 and 2. Registered with the Service Tax 3. Operational for a minimum period of 5 years as on 1st February 2017 in India	A registered LLP as per the schedule 3 of the LLP Act 2008 of Ministry of corporate Affairs, Government of India. As per, Chapter II (Nature of Limited Liability Partnership) of the Gazette Notification of Government of India, dated 7th January 2009 clearly states that: “3.(I) A limited liability partnership is a body corporate formed & incorporated under this Act and a legal entity separate from that of its partners.” So in light of the above we request you to kindly modify this clause as follows: “Bidder should be A company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a LLP registered under LLP Act 2008.	Please refer Addendum & Corrigendum.
107	Page#66, Pre Qualification	The bidder should have a proven track record of one successful implementation of customer/citizen facing’ interactive portal with Content Management System (CMS) within last three years on its own without consortium, amounting for minimum Rs. 25 lakhs (excluding software license & hardware cost).	Request to allow consortium for strong propositions and technical offerings.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
108	6.1, Page No 66	The bidder should have a proven track record of one successful implementation of customer/citizen facing' interactive portal with Content Management System (CMS) within last three years on its own without consortium, amounting for minimum Rs. 25 lakhs (excluding software license & hardware cost).	Recommended to Consider: The bidder should have a proven track record of one successful implementation of customer/citizen facing' interactive portal with Content Management System (CMS)/smart ticketing/ e-governance within last five years on its own or with consortium, amounting for minimum Rs. 25 lakhs (excluding software license & hardware cost).	RFP terms prevail
109	clause 6.1 (Prequalification Criteria)item 3	the value of one complete project for proven track record is minimum 25 lakhs	However,under item 6.2(Technical Evaluation Parameters),item 1-the value of same project has been mentioned as 50 Lakhs. Please correct the value given in item 1 to 25 lakhs in the line with clause 6.1,item 3.	
110	6.1, Page No 66	The bidder should have minimum of two successful implementations of 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium, with minimum 30,000 downloads (total downloads from iOS and Android platforms).	Request to remove this clause	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
111	request for proposal(RFP): C. PROPOSAL EVALUATION 6. PRE-QUALIFICATION & EVALUATION CRITERIA 6.1 PRE-QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA Sr. No. 4 Page No. 66	The bidder should have minimum of two successful implementations of 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium, with minimum 30,000 downloads (total downloads from iOS and Android platforms).	sir, we have developed many mobile applications in public sector and corporate sector, but they dont have 30000 users. we would request you to change this clause as: The bidder should have minimum of two successful implementations of 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium.	
112	Page # 66, Section 6.1	The bidder should have minimum of two successful implementations of 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium, with minimum 30,000 downloads (total downloads from iOS and Android platforms).	Can you please relax this clause to minimum 10,000 downloads ?	
113	Page#66, Pre Qualification	The bidder should have minimum of two successful implementations of 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium, with minimum 30,000 downloads (total downloads from iOS and Android platforms).	1. Can we provide references of mobile implementations which are done for other industry domains? 2. Marketplace download limit should be removed as this doesn't provide realistic usage of the application.	1. The mobile application should be customer/citizen facing and can be from any domain 2. RFP Term prevails

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
114	Clause 6.1, Item no. 1, Pre-qualification Criteria	Operational for minimum 5 years as on 1st February 2017 in India.	Our company was registered in 2013 for Service Tax. Considering that we have relevant experience to bid, please change the condition to "Operational for minimum 3 years as on 1st February 2017 in India"	Please refer Addendum & Corrigendum.
115	Clause 6.1, Item no. 2, Pre-qualification Criteria	Turnover of last three financial years, average turnover of at least INR 10 Crores...	Considering the bid value of the project, the requested turnover is on higher side. Please change the turnover limit to "at least INR 2 Crores"	RFP terms prevail
116	request for proposal(RFP): C. PROPOSAL EVALUATION 6. PRE-QUALIFICATION & EVALUATION CRITERIA 6.1 PRE-QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA Sr. No. 2 Page No. 66	Turnover of last three financial years. Bidder should have had an average turnover of at least INR 10 Crores from the last 3 financial years (FY 2013-14, 2014-15, 2015-16).	Sir, we are Gujarat based IT company having similar experience and implemented the similar and greater than this required solutions in the Public/ Government sector. We have proven record and capable of implementing required solution within stipulated timeframe. We have cumulative turnover Rs. 13.35 crore from last 3 years and an average turnover of Rs. 4.3 crores from the last 3 financial years. We would request you to change this clause as: Bidder should have had an average turnover of at least INR 4.3 Crores from the last 3 financial years (FY 2013-14, 2014-15, 2015-16).	RFP terms prevail
117	Clause 6.1, item no. 5, Pre-qualification Criteria	The bidder must be profit-making company and should have positive net worth.	Request you to remove this condition as it is irrelevant, as long as we are meeting the turnover criteria. Our costs are up as we are investing into expanding the business and software development activities.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
118	clause # 6.1.5 on Page # 66	The Bidder must be a profit-making company and should have positive net worth in each of the last for three Commercial years as on 31st March 2016	The firm was established and has been profitable operationally, but due to debt interest cost we were negative in last 3 years as on 31st Mar'16. Now since our debt is restructured into equity, we have been profitable in FY16-17 year. Kindly let us know if this clause can be relaxed or limit to only positive net worth for last one commercial year as on 31st March, 2016.	
119	Section 6.2 Technical evaluation Criteria - Sr. No. 1	Relevant experience in 'customer/citizen facing' portal development with Content Management System (CMS) and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ Every Additional project (max 2) – 5 marks each ▶ Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks 	In reference to this clause we would like to inform that an open source based CMS and portal value's are not too high such as Rs. 25 Lakhs and here we request you to kindly also consider the projects having value of Rs. 20 lakhs for CMS and portal.	RFP terms prevail
120	6.2, Page No 67	Relevant experience in 'customer/citizen facing' portal development with Content Management System (CMS) and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ Every Additional project (max 2) – 5 marks each ▶ Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks 	Recommended to consider: Relevant experience in 'customer/citizen facing' portal development with Content Management System (CMS) and portal maintenance services/smart ticketing/e governance for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> ▶ 1st project – 10 marks ▶ Every Additional project (max 2) – 5 marks each ▶ Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks 	

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
121	Clause 6.2, Item no. 1, Technical Evaluation ParametersProject with project cost (excluding software license and hardware cost) > 50 lakhs	Referring to Clause 6.1, item 3, the value of one completed project for proven track record is minimum 25 lakhs. Please change the limit in this item to 25 lakhs in line with clause 6.1 item 3 prequalification criteria.	
122	6.2, Page No 67	Relevant experience in 'customer/citizen facing' portal application development & maintenance services OR 'customer/citizen facing' portal development with Content Management System (CMS) and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 25 lakhs	Recommended to Consider: Relevant experience in 'customer/citizen facing' mobile application development & maintenance services or 'customer/citizen facing' portal development with Content Management System (CMS) or e-governance or smart ticketing and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 25 lakhs	
123	Section 6.2 Technical evaluation Criteria - Sr. No. 3	For CMS: Experience in implementing same CMS as proposed for MySurat with a value of project greater than Rs. 25 lakhs ► For 1st project – 5 marks ► Every Additional project (max 2) – 2.5 mark each	In reference to this clause we would like to inform that there are very few portals such as MySurat Portal hence we request for removal of this clause.	RFP terms prevail
124	6.2 TECHNICAL EVALUATION PARAMETERS/ Bidder's Experience [Total – 65 marks] Clause No. 3/Page No. 67 of 115	For CMS: Experience in implementing same CMS as proposed for MySurat with a value of project greater than Rs. 25 lakhs ► For 1st project – 5 marks ► Every Additional project (max 2) – 2.5 mark each	We request SMC to please remove this clause from the technical evaluation criteria.	

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
125	6.2, Page No 67	For CMS: Experience in implementing same CMS as proposed for MySurat with a value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> ▶ For 1st project – 5 marks ▶ Every Additional project (max 2) – 2.5 mark each 	Recommended ot consider: For CMS/smart ticketing: Experience in implementing CMS /smart ticketing /e-governance as proposed for MySurat with a value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> ▶ For 1st project – 5 marks ▶ Every Additional project (max 2) – 2.5 mark each 	
126	Section 6.2 Technical evaluation Criteria - Sr. No. 2	Relevant experience in ‘customer/citizen facing’ mobile application development & maintenance services for distinct clients in last 5 years with 30,000+ downloads, supports more than one operating system <ul style="list-style-type: none"> ▶ For 1st project – 10 marks ▶ For 2nd project – 5 marks ▶ Every Additional project (max 2) – 2.5 marks each 	In reference to this clause we kindly request you to allow the in house mobile application developed for citizens / information for citizens and available in only one operating system.	RFP terms prevail
127	6.2, Page No 67	Relevant experience in ‘customer/citizen facing’ mobile application development & maintenance services for distinct clients in last 5 years with 30,000+ downloads, supports more than one operating system <ul style="list-style-type: none"> ▶ For 1st project – 10 marks ▶ For 2nd project – 5 marks ▶ Every Additional project (max 2) – 2.5 marks each 	Request you to remove this clause	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
128	Section 6.2 Technical evaluation Criteria - Sr. No. 6	Average annual turnover 10-20 Cr: 2 marks 20-40 Cr: 3 marks 40-70 Cr: 4 marks >70 Cr: 5 marks	In reference to this clause it is to inform that there is already mandatory requirement for minimum average annual turnover of the bidder in Pre Qualification Criteria hence the minimum capacity is being already ensured for execution of the project hence we request to kindly remove this clause and allot more markings for Technical Solution.	RFP terms prevail
129	Section 6.2 Technical evaluation Criteria - Sr. No. 7	Employee Strength in India 100-200 – 1 mark 200-300 – 2 marks 300-500 – 3 marks 500-1000 – 4 marks > 1000 – 5 marks	In reference to this clause it is to inform that there is requirement of minimum no. of resources to be deployed on dedicate basis at SMC and bidder will be giving confirmation for providing the number of dedicated resources to SMC. Hence an additional marking for strength in terms of number of employees of bidder seems optional we request to kindly remove this clause and allot more markings for Technical solution.	RFP terms prevail
130	6.2 TECHNICAL EVALUATION PARAMETERS/ Bidder's Experience [Total – 65 marks] Clause No. 1, 2 & 5/Page No. 67 & 68 of 115	1. Relevant experience in 'customer/citizen facing' portal development with Content Management System (CMS) and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs AND 2. Relevant experience in 'customer/citizen facing' mobile application development & maintenance services for distinct clients in last 5 years with 30,000+ downloads, supports more than one operating system AND 5. Relevant experience in social media analytics for distinct clients in last 5 years	We request SMC to consider multiple orders from same client in the technical marking instead of orders from distinct clients. In some cases, one client may give multiple orders in the form of renewal/fresh order etc. for similar work over the period of time. Hence, we request to consider multiple orders (relevant to the RFP requirement) from the same client as a separate project for the technical marking.	RFP terms prevail

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
131	6.3, page no 68	Relevant experience in social media analytics for distinct clients in last 5 years <ul style="list-style-type: none"> ▶ For 1st two projects – 3 marks ▶ Every Additional project (max 2) – 1 mark each 	Recommended to consider: Relevant experience in social media analytics or smart ticketing for distinct clients in last 5 years <ul style="list-style-type: none"> ▶ For 1st two projects – 3 marks ▶ Every Additional project (max 2) – 1 mark each 	RFP terms prevail
132	Form –1.6: Project execution Methodology (Detailed Write up and presentation) / Page #83	The technical proposal should explain the solution proposed by the Bidder and should highlight its salient features (if any). The Bidders will be required to provide a Solution Overview through brief Writeup & Presentation in written form not exceeding broadly 5000 words.	Please clarify this clause, whether vendor will required to provide presentation OR brief writeup in technical proposal only.	A writeup to be provided along with technical proposal and Bidders will be invited to present if they meet the qualification criteria.
133	Form –1.11: Resource Deployment Plan / Page #89	Resource Deployment	1. We assume that resource will not be required to be deployed on-site during Study and Development period. Please confirm 2. Resources will be required to be deployed onsite during implementation and support period only. Please confirm.	The bidder is required to deploy resources as per resource deployment plan in order to ensure meet the delivery and timelines specified in RFP.
134	Appendix 2: CONTENT AND FORMAT OF PRICE PROPOSAL / Page #92	Product License Cost for Portal including Annual Technical Support charges for 4 years (if any)	How many users will be required to consider for backend access?	License should not be based on number of users.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
135	Appendix 2: CONTENT AND FORMAT OF PRICE PROPOSAL / Page #92	Product License Cost for CMS including Annual Technical Support charges for 4 years (if any)	How many users will be required to consider?	License should not be based on number of users.
136	Appendix 2: CONTENT AND FORMAT OF PRICE PROPOSAL / Page #92	Product License Cost for Social Media Analytics tool including Annual Technical Support charges for 4 years (if any)	How many users will be required to consider?	License should not be based on number of users.
137	Appendix 4 Bill of Quantities - Page No.96	Eligibility of Key Personnel : Business Analyst, Tester & UX Designer	In reference to this key personal requirements. As per experience requirement It is mentioned that one resource having all these experience to be required from SMC/SSCDL. We would like to inform that UX designer will be only a Designer having degrees such as Diploma/PG Diploma/Bachelor/Masters in Arts and UX Designer will not B.Tech/B.E. further UX Designer will not have any expertise or experience as Business Analyst and Software Tester these are totally different requirements. Hence we request that these key personnel requirement to be separated as per resources available in market.	Please refer addendum & Corrigendum.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
138	Appendix 4 Bill of Quantities - Page No.96	Eligibility for Key Personnel : Project Manager, Technology Strategist & Social Media Analyst	In reference to the requirement of Project Manager, Technology Strategist & Social Media Analyst. It is to inform that Social Media Analyst / expert will not have capability for Web Portal Development. Neither Web Portal technical Project Manager will have Social Media Expertise. We assume that there is at least 2 professional one Web Portal Technology Strategist and another Social Media Analyst to be required from SMC/SSDCL.	
139	Appendix 4: BILL OF QUANTITIES Credentials of Team Members / Page #96	Bidder to share the profiles of named key personnel (as per format described in Form 1.10 of Appendix 1) who would be assigned to the project based out of Surat working from SMC office. The Authority expects all the Key Personnel specified in the Proposal to be available during implementation of the Agreement. The Authority will not consider any substitution of Key Personnel.	Please change this clause to providing of equally qualified/experienced resource.	RFP Terms prevail
140	Appendix 4: BILL OF QUANTITIES, Page no 96	Conditions of Eligibility for Key Personnel: Each of the Key Personnel must fulfill the Conditions of Eligibility specified below: Minimum qualification, B. Tech/B.E.	Request you to kindly modify this clause as follows "Minimum qualification, B. Tech/B.E/MCA."	Please refer Addendum & Corrigendum.
141	Page 102 Appendix 6: 1	Interests to be captured at the time of registration and relevant events push notifications to be sent to users via email, SMS and Mobile Push Notifications	Do you want system to send push notification via email?	RFP Terms prevail
142	Page 102 Appendix 6: 2	User Management (Administration of users and groups)	Mobile app will not support admin users? Please confirm.	Webbased module to be provided for User Management of portal and mobile app.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
143	Page 103 Appendix 6: 7	Near to Me' Module using Maps Nearest SMC Facility like Zone office, ward office, parking lot, etc. ii. Nearest places of interest Entertainment/Restaurants/Amusement parks, museums, parks etc. iii. Nearest city bus stop, BRTS station, etc.	Do we already have details /data for nearest POI's?	SMC will provide the data during requirement gathering/analysis phase. Module should have the capabilities to add new POIs without requiring code change. Portal admin should be able to add new POIs with intuitive configuration.
144	Page 103 Appendix 6: 8	Portal should support display of weather information in different parts of Surat by integrating APIs for fetching weather information.	Do we already have services which can be used for this purpose?	SMC will provide the weather API
145	Page 103 Appendix 6: 11	Tagging:- Portal should support page level as well as module level tagging.	Please elaborate.	User should be able to tag entire page or only selected sections within a page.
146	Page 104 Appendix 6: 12	Social Networking & Collaboration Module	From this module, what are the features should be applicable as mobile app?	RFP Terms prevail
147	Page 104 Appendix 6: 14	Abuse Flagging:- Portal should be able to flag content abuse and should not allow users to write abusive words.	Do we already have list of abusive words available with SMC?	List of abusive words will be finalized at the time of implementation and there should be mechanism to keep enhancing the list based on report abuse done by users
148	Page 104 Appendix 6: 17	Polls:- Polls are a great way to boost engagement. Portal should allow hosting polls pertaining to various topics, it can be attached to any page or article as well. Administrator should be able to view results of archived as well as current poll.	What will be features to be considered w.r.t. poll functionality?	Detailed Functionality will be finalized at the time of implementation
149	Page 105 Appendix 6: 22	Forms :- The solution should easily create and publish online forms.	Please elaborate.	RFP Terms prevail
150	Page 105 Appendix 6: 27	Portal should have the capability of displaying any GIS map example open street maps, Google Map, etc. Portal should have capability to map boundary and locations with exact latitude and longitude.	Do we have base map available with SMC? Do we have different layers available with SMC?	Yes.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
151	Page 106 Appendix 6: 29	Portal should be able to integrate with all major analytics packages like WebTrends and Google Analytics etc. It should also support Social media analytics of FB & Twitter etc.	Please specify analytics packages to be supported?	Bidder should suggest best suitable and available Social Media Analytics tool/ Web analytics tool to fulfill all the requirements of MySurat Portal. Vendor has to propose social media tool along with license cost and subscription cost as part of financial proposal as per Appendix 2.
152	Page 106 Appendix 6: 34	Portal should be able to expose its services to third party systems/applications with REST/SOAP services or APIs. Portal should be able to integrate seamlessly with any other application. Portal should extend its capability to easily integrate with existing SMC Website. For Release 1 and 2, a reference link for "Virtual civic center" (https://www.suratmunicipal.gov.in/epay/) will be there in the MySurat portal.	Please specify amount of webservices needed in future by portal.	Portal should be capable of consuming as well as exposing web services. There should not be restriction on number of webservices consumed or exposed.
153	Page 106 Appendix 6: 34	Portal should be able to expose its services to third party systems/applications with REST/SOAP services or APIs. Portal should be able to integrate seamlessly with any other application. Portal should extend its capability to easily integrate with existing SMC Website.	Since the REST/SOAP) services and/or API's will be exposed to third party systems/applications - Do they need to support a certain load/number of requests? If yes, should performance testing be undertaken for these services/API's? What is the number of peak transactions/user load for same?	Detailed Functionality will be finalized at the time of implementation - Design phase
154	Page 107 Appendix 7:2	Facility of link sharing for application download with fellow citizens	Please specify to be supported sharing option?	Query not clear
155	Page 107 Appendix 7:4	Structure overall content with proper tagging to make them screen reader friendly	Please elaborate.	Overall content should be structured properly.
156	Page 107 Appendix 7:4	Ensure Compatibility with all platforms like Android & iOS. It should be ensured that the Mobile Apps works flawlessly across different platforms	Please specify target platform? Are we expecting other then android and iOS platform, if yes then please specify.	Current scope of RFP envisions support only of iOS and Android

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
157	Page 109 Appendix 7	Mobile app should open and function properly with low bandwidth	Is there a recommendation to test Mobile app usability (under low bandwidth) - in context of both functional and performance testing?	Bidder to propose best practices as part of technical proposal.
158	Mobile Application	General Question	Current mobile application is developed using hybrid technology? Or native technology? Can we get the source code of the existing application?	Current application is developed using native technology.
159	General Question	General Question	What are the analytic products that you are currently using, if any?	Google analytics for web analytics is being used.
160	General Question		Assuming SMC will provide play store account for testing of native mobile application	SMC will provide play store and app store account.
161	General Question		We assume that the base map for the WebGIS application will be provided by the SMC.	Yes.
162	General Question		Assuming that Active directory is already available with SMC	Active directory is not implemented at present at SMC. But solution should be compatible for integration with any active directory server if required in future
163	General Question		Is the department expecting any notifications over email/SMS? If SMS notification is required, it will have SMS gateway. SMC should have subscription for this as this is a continuous service with unestimated count.	SMC will provide SMS gateway details. SMS/email notifications are part of functional requirements
164	General Question		What is the existing content management system software being used?	Currently no content management system is used.
165	General Question	General Question	Does APIs exist for the current applications to integrate with the CMS ?	Necessary API will be provided as and when required.
166	General Question	General Question	Considering the requirement of social media analytics, We see that this would be big data and analytics on top of it would be big data analytics, Is our assumption right ?	Bidder should suggest best suitable and available Social Media Analytics tool to fulfill all the requirements of RFP.
167	General Question	General Question	As GIS is part of the solution, who will own the google maps licensing cost ?	GIS map will be provided by SMC. The solution should be able to integrate with the map.

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
168	General Question	General Question	Does the system need to support adhoc reports generation ?	Adhoc report creation will be required
169	General Question	General Question	Does the system need to support analytics reports generation with drill up/drill down ?	Drill up/down reports will be required
170	General Question	General Question	Are you looking for open source /proprietary solution ?	Bidder to propose solutions based on RFP requirements
171	General Question	General Question	What would be the data size that the CMS should support ?(File Size / Database Size)	Query not clear
172	General Question	General Question	During the upload of Videos/Audios does the content need to be transcoded as per the device, If so who will own the streaming server license ?	SMC will provide necessary infrastructure.
173	General Question	General Question	Does sentiment analysis need to be done on the social media content / content across the application?(CMS, Forums)	Yes
174	General Question	General Question	Who will own the licenses cost of external application, if they are to be part of the application ?	Bidder to detail out all the licensing cost for all applications as part of financial proposal as per appendix 2.
175	General Question	General Question	Who will own the license cost for email & SMS gateways.	Email gaetway and SMS gateway will be provided by SMC.
176	General Question	General Question	Is this application to be deployed on cloud / in house ?	Solution need to be deployed in house
177	General Question	General Question	The mobile applications have to be developed in native (android) or hybrid methodology ? please clarify ?	Mobile application should be developed in native platforms.
178	General Question	General Question	Any existing application available for online payment and reconciliation ?	Yes
179	General Question	General Question	Who will manage infrastructure and hosting ? (DC & DR)	Solution should be hosted in SMC datacenter. Development, testing and production environment set up and management to be done by the bidder.
180	General Question	General Question	What applications are targeted for SSO ?	Detailed Functionality will be finalized at the time of implementation - Design phase

#	RFP Reference (Section, Page)	Content of RFP requiring clarification	Points of clarification required	Responses
181	General Question	General Question	Query based transactions : Types of services covered, How the integration with SMC backend systems work ?	Detailed Functionality will be finalized at the time of implementation - Design phase. Necessary API will be provided for the integration.
182	General Question	General Question	Workflow Based transactions : Types of services covered, detailed workflow, integration with any existing system ?	Detailed Functionality will be finalized at the time of implementation - Design phase. Necessary API will be provided for the integration.
183	General Question	General Question	Analytics reports details required.	Please refer RFP section 2.6
184	General Question	General Question	Preferred open source database Mysql? Or you have any software license available.	Bidder should suggest the solution to meet all functional requirements mentioned in RFP
185	General Question	General Question	How to integrate hardware like KIOSKS, Mobile van or any other physical hardware? Is there any API available?	Kiosks application is not in current scope, Mobile van will be using the same portal and mobile app over different devices.
186	General Question	General Question	All your existing website, mobile applications should replace by these new work?	Please refer the RFP document for clear scope understanding.
187	General Question	General Question	Are you using any analytics currently?	Google analytics is used for web analytics.
188	General Question	General Question	Do you prefer cloud based solution or Standalone solution	Solution to be hosted on SMC data center
189	General Question	General Question	Who is taking care DR part	SMC
190	General Question	General Question	Who is taking care application daily maintenance along with security and other maintenance?	SMC