| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 1 | Notice, page 3 | Bid submission date | Considering the time line form last date of prebid queries & the current submission date, the duration for responding to the RFP is constrained. Hence, we request you to kindly extend the bid submission date by another 10 days. | Please refer Addendum & Corrigendum. |
| 2 | Notice, page 3 | Price Bid Submission - 29/04/2017 upto 18:00 hrs. | We request extension such that we get atleast 2 weeks time to prepare after the respose for pre-bid queries/ corrigendum is published. | Please refer Addendum & Corrigendum. |
| 3 | Notice, page 3 | Price Bid Submission & Technical Submission date | Request to Extend the date by 10 working days. | Please refer Addendum & Corrigendum. |
| 4 | Notice, page 3 | Last date of bid submission | We request if last date of proposal submission can be extended for at least two weeks after publishing of response to pre bid queries. | Please refer Addendum & Corrigendum. |
| 5 | Notice, page 3 | Bid Submission end date: Price Bid Submission: 29-04-2017 up to 06 PM. Technical Bid Submission (in Hard Copy): 02-05-17 by 6PM | Since the RFP is published on 17-Apr-2017 and the deadline is 29-04-2017, We feel that the time given for submission of proposal is not sufficient and request you to kindly extend the bid submission date by atleast 15 days from the release of corrigendum. | Please refer Addendum & Corrigendum. |
| 6 | 1.5 CITIZEN ENGAGEMENT ECO-SYSTEM Page no: 13 | Help desk transformation partner • This pertains to intelligent help desk services to be provided by the Civic Center and the kiosks transformation. It will be mainly responsible for providing kiosks solution including necessary hardware and software and other infrastructure. | Request you to clarify if we have to include cost for kiosk or will Surat Municipal Corporation provide with the same. Please Clarify | This is not in the scope of current RFP. IT Vendor/ Portal CMS Vendor is not expected to include the cost of kiosk. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 7 | 1.6 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 1.6.1 Key Components of the Digital Platform Integration with other systems /Page #14 | Authentication & authorization | 1. Please share types of users and appox. number of users in each type. 2. How many expected number of users accessing this portal at the time of lanuch? 3. What will be the expected YoY growth of number of users? | Bidder to comeup with their estimation model. Number of concurrent users are already estimated in section 2.6 of RFP. |
| 8 | 1.5 CITIZEN ENGAGEMENT ECO-SYSTEM SMC Page 14 | SMC would continue to offer the transactional services to the citizens, online payment gateway, SMS Gateway. Some of the functions would be additionally carried out by SMC in future. These include content moderation and content approval. | Please provide detail of on-line payment gateway to be integrated with mobile and web portal. | Payment gateway will be provided by SMC. The solution should have the capability to integrate with payment gateways as per SMC requirements |
| 9 | 1.6 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 1.6.1 Key Components of the Digital Platform Integration with other systems /Page #14 | Payment Gateway | 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. 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 |
| 10 | 1.6 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 1.6.1 Key Components of the Digital Platform Integration with other systems /Page #15 | Workflow Based Transactions | 1. How many services will be there? 2. Please provide SMC workflow with detailed steps, actions and actors for each transcations. 3. We are assuming SMC workflow is fixed. If not, please give all possible variations of SMC workflow. | 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 |
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| 11 | 1.6 DIGITAL PLATFORM FUNCTIONAL REQUIREMENTS 1.6.1 Key Components of the Digital Platform Integration with other systems /Page #15 | 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 | Necessary integration APIs will be provided to the selected bidder. |
| 12 | 2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #16 | 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 specity all activities and define clear roles and responsibilites for meeting the objective of the citizen engagement for the users of web portal and mobile application. | 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 2.9 |
| 13 | 2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #16 | Integrations with Digital India initiatives like Digital Locker, Aadhar enabled logins, etc | 1. Please provide the complete list of digital initiative which are require to be integrated with the system in addition to Digital Locker and Aadhar enabled logins. 2. We assume SMC will also provide the necessay APIs for integrating those initiatives. | Necessary API will be provided for integration for Digital India initiatives like Aadhar enable login, Digi Locker, myGov, etc. |
| 14 | 2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #16 | Any registered users data, Static and Dynamic Content, pages from existing website need to be migrated to new solution based on design document finalized. | 1. Please provide the quantum of such data that needs to migrated from existing system in terms of 1.1 Number of Registered Users. 1.2 Number of CMS Pages 1.3 Details of Dynamic Contents 1.4 Number of form based data | No existing data needs to be migrated. In case such data is required to be used, APIs will be provided for integration. Based on the final design document, the identified pages from existing website will be required to be migrated. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 15 | 2. SCOPE OF WORK 2.1 OVERVIEW OF PORTAL /Page #16 | 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 certificatons & compliances. 2. Please provide the list of require certifiations and frequency for it during the project period. | Bidder is expected to specify the certification cost as part of financial proposal as per Appendix 2 |
| 16 | Section 2.1.2, Page 15 | Integration will be fit for purpose with a preference for real time integration for online services; | Scope of integration needs to be clarify , no. of services , type of integration, online /offline via portal , no. of database require to connect etc | Details of the functionality for the portal and mobile application to be developed can be referred as mentioned in sections 2.2 to 2.9 |
| 17 | 1. Release 1 – Digital Fundamentals & Portal-CMS Page 17 | General | What functionalities are expected in the proposed System as part of Social Media Analytics | Please refer RFP section 2.5 |
| 18 | 2. Release 2 – Mobility Page 17 | General | For which all versions of the ios and android platforms (Compatibility), the proposed mobile application needs to be developed. | This will be finalized at the time of implementation - Design phase |
| 19 | Additional Work Packages Page 17 | General | It would be helpful if Additional Work Packages are elaborated. | Additional work packages will be additional scope that will be decided in future |
| 20 | 2. Content Management, Presentation and UX: Changes to content are manual and completed with 3rd party web development support. The content managed is in-house. | General | Is there any existing system capability to maintain and manage the authored contents and citizen identity details? | No System is present currently |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 21 | 2.1.2 TO-BE Reference Architecture of Smart City/ Page #18 | 1. Customers have a single identity and single login across all web based digital assets | 1. We assume that solution will work as a gateway/platform for all other websites of SMC. In that user can view the list of other SMC websites, click on it and redirect to respective website. Allowing of user on particular website based on credential recorded on this SMC portal will be taken care at respective website. Please confirm<br>2. If not, then please provide the detail flow for accessing other website through this portal and also know us how user will be identified at other websites | For the convenience of citizens using mySurat mobile app, mySurat portal, SMC website, etc., there should be single login credentials across these digital assets. Scope of the agency will be limited to mySurat portal and mobile app. |
| 22 | 4. Citizen Tax Payment & Billing Page 18 | General | Is there any system in place to handle the Citizen Tax Payment and Billing? If yes, please provide details. | Yes the vb/asp.net based system is present. Integration with the application is not in scope of the RFP |
| 23 | 5. Citizen Services & Relationship Page 18 | General | Please provide us the details of the System through which citizen Services & Relationship is maintained. | Current website handles this feature. Integration with the website is not in scope of the RFP |
| 24 | 2.1.2 TO-BE Reference Architecture of Smart City/ Page #18 | 4. Integration will be fit for purpose with a preference for real time integration for online services; | 1. How the integration will be carried out for online services; whether it is just providing of redirection link to it OR a firm integration.<br>2 If firm integration, then let us know the below details of online service, which require to be integrated with this portal.<br>1. Number of online services<br>2. Technology stack of each online service<br>3. integration type: one way or two way<br>4. Who will provide the required webservices for integration. | A reference link for "Virtual civic center" (https://www.suratmunicipal.gov.in/epay/) will be there in the MySurat portal. Only a reference link of existing virtual civic center is to be provided in new portal.<br>Details of the functionality for the portal and mobile application to be developed can be referred as mentioned in sections 2.2 to 2.9 |
| 25 | 2.1.2 TO-BE Reference Architecture of Smart City page 19 | Figure 3 Reference Architecture of Smart City | Request you to provide detail of third party systems/applications with REST/SOAP services/web services /API to be integrated with Mobile and Web portal. | 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 |
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| 26 | Point 7, Near to Me' Module using Maps Page 20 | General | As we understand, for Near to Me module, services for the required functionalities would be provided by some existing applications. The proposed portal and Mobile App will integrate with those services: Contact details of those services will be provided by SMC. Please confirm. | For 'Near to Me' module, the bidder may be required to use the existing GIS Maps of SMC or will be required to use Open source maps like Google maps. |
| 27 | Point no 9, Calendar and Events Page 20 | General | Is event details capturing part of portal scope? Please confirm. | Yes event details need to be captured. Final requirements of the module will be decided during requirement gathering/analysis phase. |
| 28 | Point 11, Social Networking & Collaboration Module, Tagging:- Portal should support page level as well as module level tagging. Page 20 | General | Please elaborate the feature. | The Portal should be capable of providing feature to citizens where entire page or a single section/module on the page can be tagged. |
| 29 | 2.2 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 |
| 30 | 2.2 REQUIREMENTS OF PORTAL 10. Community Personalized Dashboards Module / Page #20 | Interactive community dashboards will be present at various levels (Zone/City, Ward, Society, Individual) to maintain citizen engagement. These dashboards will be a part of the MySurat portal to maintain active citizen engagement. The data of these dashboards will be fetched from third party systems via web service | 1. We assume that required web services will be provided by SMC. Please confirm. 2. if not then provide the below details of third party services. 2.1 Number of third party systems 2.2 Technology stack of each third party system 2.3 Who will develop/provide the required webservices for it. 3. How many dashboards needs to be prepare? | Solution should have capabilities to create multiple dashboards with no restrictions on number. Required web services will be provided by SMC. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 31 | Point, 22, Social Networking & Collaboration Module: - Forms :- The solution should easily create and publish online forms. Page 21 | General | Please elaborate the feature. | No major development should be required in the Portal in case administrator wants to create forms. Administrator should be able to drag/drop fields required to be displayed on the forms. |
| 32 | 2.2 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 |
| 33 | 2.2 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. Portal should have the capability to integrate existing as well as new maps. Bidder will be required to integrate OGC compliant maps provided by SMC. Currently SMC is using IGiS platform. | 1. Please share details about the number of maps, type of data to be exchanged between the GIS & proposed system. 2. Do SMC have base map available with different layers? | Bidder will be required to integrate OGC compliant maps provided by SMC. Currently SMC is using IGiS platform. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 34 | 2.3 REQUIREMENTS OF PORTAL 29. 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. |
| 35 | 2.2 REQUIREMENTS OF PORTAL 34.Seamless Integration Capability /Page #22 | 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 and details of services, which require to be exposed with third party systems/ applications. | Portal should be capable of consuming as well as exposing webservices without any limitations on number. |
| 36 | Point 40, Reports Module, Reports developed using Web Analytics platform should be listed for view for executive, management and operational users. It is described in section 2.5.2 Page 23 | General | As we understand, Report developed by Web Analytics would be readily available to allow portal to integrate with it. Please confirm. | Web analytics tool is to be implemented by the Bidder. Reports present on the web analytics tool should be made to display on portal. |
| 37 | Point 41 and 42, Page 23 | General | The services required for disruption details and upcoming / ongoing project updates will be provided by SMC to enable portal to integrate with | Bidder should make a provision in portal to capture the disruption details. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 38 | 2.2 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. | 1. We assume this will be static page and only uploaded pdf / jpg / image types of files to be put on it for display to users. No reports / dashboard types of functionality for this module will be required. Kindly confirm ? 2. If required, then kindly provide the number of reports and dashboards will be required in this functionality with respective details of it | Reports and dashboards will be required and module wise requirements will be finalized during design phase. |
| 39 | 2.3 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 abitlity 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. |
| 40 | 2.4 REQUIREMENTS OF CMS - Sr. No.29 Performance - page no. 27 | The CMS shall be able to provide the following performance features: a. Database Replicationb. Load Balancing | 1. 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. |
| 41 | 2.4 REQUIREMENTS OF MOBILE APPLICATION Page 28 | MySurat Mobile Application: The functional scope of work of the new mobile application (MySurat mobile app) will be equivalent to that of the portal. It will be a mobile version of all the features of portal on the mobile application platform. The mobile application must be developed on both Android and iOS platform | Please provide Android and IOS version to be supported by Mobile device. | This will be finalized at the time of implementation - Design phase |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 42 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS / Page #29 | 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 specifiy 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 finacial proposal as per Appendix 2. Segments/perspectives defined by SMC should be analysed. |
| 43 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 29 | General question | Please specify number of license required for the analytical solution | License should not be based on number of users. |
| 44 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 29 | 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 | Please specify the number of major news site's, blogs, social channels with names of the same to be analysed | Detailed Functionality will be finalized at the time of implementation |
| 45 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 29 | Preparing group-wise executive summaries for the consumption of various departments of SMC. | Please specify the parameters for executive summary | Detailed Functionality will be finalized at the time of implementation. |
| 46 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 30 | d. Identify advocates | Please clarify if advocates mentioned here indicates influencers. Please quantify the number of influencers need to be identified and monitored. | Yes, understanding is correct. Detailed Functionality will be finalized at the time of implementation. |
| 47 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 30 | b. Perform listening | Channel limitations due to API restrictions may cause difference in reporting between channels (Mentions/Keyword search & Audience is not possible for FB & Linkedin but the solutions have specific work-arounds to gather certain insights). However this is a universal limitation. Could we obtain a channel specific metrics/reporting requirement? | Bidder to suggest the best approach as per prevailing market trends, overall metrics and reporting requirements have been specified in the RFP and channel specific requirements will be decided at the time of implementation |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 48 | 2. Do snippet level sentiment analysis Page 30 | General question | Sentiment analysis for regional may have to be customized (Time & effort needs to be scoped). Request provisioning of the same. | Bidder to include the same within the financial proposal |
| 49 | 7. The solution should also have a self-learning engine that collects keywords automatically by looking at the scraped dataset to produce trends. Page 30 | General question | Can we have more clarity on this use-case? What is the objective | The objective is that the keywords used for listening and marketing and their analytics once carried out should become knowledge base for future. |
| 50 | 8. MySurat portal has polls and surveys which are open to users for participation. Page 30 | General question | Will Poll/survey/other portal data need to be integrated into analytical solution? Or will analytical data be outsourced to portal? Where do the SMC wish to see the final combined view of all reporting insights (Social/Digital/Non-Digital)? | There is a requirement that the analytical tool and portal will work in tandem. As specified in section 2.5.1 "Broadly, the intention is to provide cumulative intelligence to SMC/SSCDL and its stakeholders with the help of deployed analytics solution, deployed on the vendor's cloud within the geographical boundary of India. These reports/dashboards will be presented on the portal by the IT vendor." |
| 51 | MySurat data should be the property of SMC and should lie within geographical boundary of India. Page 31 | General question | As the solution might be hosted in cloud which has web servers outside geographical boundary of the Nation. Request to modify the requirement. | Please refer Addendum & Corrigendum. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 52 | 2.5 REQUIREMENTS OF WEB AND SOCIAL MEDIA ANALYTICS, Page 31 | c. Identify brand that needs to be monitored | Please quantify the number of brands need to be identified and monitored. | Detailed Functionality will be finalized at the time of implementation |
| 53 | Section 2.6, Page 33 | 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.) | Bidder to propose best practices as part of technical proposal. |
| 54 | Section 2.6, page 33 | 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. |
| 55 | Section 2.6, page 34 | 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. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 56 | 13. High Availability & Disaster Recovery Page no. 36 | In case of a disaster like flood, earthquake a Disaster Recovery ("DR") Process is required. The purpose of a DR Process is to enable SMC IT leadership, key stakeholders to plan and respond to events negatively impacting the services supported by SMC. The DR Process will provide a foundation for managing disaster recovery, service continuity and IT Services' responsibilities relating to crisis response and business continuity. | Will Surat Smart City Development Limited provide Hardware required for DR and DC. | Necessary infrastructure provisioning will be done by SMC. |
| 57 | 13. High Availability & Disaster Recovery / Page #36 | Necessary infrastructure provisioning for High availability and disaster recovery will be done by SMC. | 1. We assume that necessary infrastructure including Operating Softwares, Dabase License, Backup Software, Backup Storage Setup/device, Firewall, required bandwidth between DC & DR Server will be provided by SMC and the vendor will only implement it for Hosting, Maintenance and DR processes . Please confirm. 2. if not then please provide below details. 2.1 Who will bear the cost for required infrastructure including Operating Softwares, Backup Software, Backup Storage Setup/device, Firewall, required bandwidth between DC & DR Server, etc.? 2.2 Please provide the detail for recovery time objective (RTO) and recovery point objective (RPO) parameters | Necessary hardware infrastructure along with OS provisioning, firewall, bandwidth etc. will be done by SMC. All other third party software required for development and testing should be included in the bidder's proposal. Detailed Functionality will be finalized at the time of implementation. |
| 58 | 2.6 NON-FUNCTIONAL REQUIREMENTS OF PORTAL / Page #36 | 12. Single Sign On- (a) System should allow a user to log in once, using a single authentication method to gain access to multiple applications. | 1. We assume that this relates with accessing of proposed SMC webportal and mobile applications only. Please confirm | Yes, understanding is correct |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 59 | Section 2.7, page 37 | 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. |
| 60 | Section 2.7, page 37 | 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. |
| 61 | Section 2.7, page 37 | 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)? | Bidder to propose best practices as part of technical proposal. |
| 62 | Section 2.7, page 37 | 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? | Bidder to propose best practices as part of technical proposal. |
| 63 | Section 2.7, page 37 | 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. |
| 64 | Section 2.9.1, page 42 | 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. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 65 | 2.9 POST IMPLEMENTATION SUPPORT AND MAINTENANCE 2.9.1 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 and performance maintaing as per provided KPI 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 2.9.3 |
| 66 | Section 2.10.2, page 45 | 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. |
| 67 | 2.10.2 Project phases and deliverables / Page #46 | 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. | 1. As per industry standard there should be upper limit for penalty i.e. 10%. Please amend this clause and consider 10% upper limit for penalty during developmment phases | RFP terms prevail |
| 68 | 2.10.3 Payment Schedule for Implementation Phase Page 46 | Monthly Progress Reports/MIS to be submitted every month or as and when desired by SMC indicating the activities remaining/completed and progress as against the scheduled tasks / activities | Please change it to :- " Monthly Progress Reports/MIS to be submitted every month indicating the activities remaining/completed and progress as against the scheduled tasks / activities" | RFP terms prevail |
| 69 | 2.10.7 Service Level Agreements and Penalty Page 48 | General question | It is requested to include a Root Cause Analysis (RCA) report before adhering to SLA. | Root cause analysis will be required for incidents |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 70 | Section 3.5 (a). Page 52 | EMD ⬜ Rs. 2,00,000/- (by DD or Banker's Cheque only) | Request to exempt from payment of RFP cost and EMD for MSME unit as per governmnet noification (Para 10 of Public Procurement Policy for Micro and Small Enterprises Order 2012). Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012. Most of the PSU Banks have given this exemption. [Reference: Recent RFPs floated by PSU Banks and exemption given 1. Syndicate Bank(2500 Nos- "RFP for Supply, installation & maintenance of Self Service Passbook Printing Kiosk": Ref:RFP 213/CO: DIT/SSPBPK/rkh dated 20/09/2016) Refer Page No.15. Clause 10-Others. 2. Canara Bank( 1000 Nos- RFP for "Supply, Installation, Commissioning and Maintenance of Self ServicePassbook Printing KIOSKs & Bar Code Printers" Ref: RFP02/2016-17 dated 08/08/2016) Refer Page No.25. Clasue 32-Government of India Guidelines On Purchase Preference.] | RFP terms prevail |
| 71 | Section 3.9. Page 54 | Bid Fee (Non-refundable) ⬜ Rs. 3,600/- (by DD or Banker's Cheque only) | | RFP terms prevail |
| 72 | 3.5 EARNEST MONEY DEPOSIT (EMD); Page 52 of 117 | (a) Earnest Money Deposit (EMD) of amount Rs. 2,00,000 (Rupees Two Lakhs only) should be paid in the form of Demand Draft of any nationalized / scheduled banks, payable at Surat in the favor of the "Surat Smart City Development Limited". | We request SMC to allow submission of EMD in the form of Bank Guarantee. | RFP terms prevail |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 73 | 3.5 EARNEST MONEY DEPOSIT (EMD); Page 52 - 53 of 117 | (f) The EMD shall be forfeited and appropriated by the Authority as damages without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise, under the following conditions: 1) If a Bidder submits a non-responsive Proposal; | We request SMC to delete "1) If a Bidder submits a non-responsive Proposal."clause. | RFP terms prevail |
| 74 | 3.11.9 Intellectual Property Rights; Page 55 of 117 | SSCDL shall remain the owner of all the content, source code (for open source), architecture and design documents along with wireframes/prototype referred as "MySurat artifacts "conceptualized, created, and implemented by the selected agency under this engagement. | In case where bidder is proposing an ready framework and CMS that has been already developed, IPR of the same would rest with the bidder/ OEM if any. Soure code will need to be handedover the the department for its internal non-commercial use. Please Confirm. | Yes understanding is correct. |
| 75 | Section: 3.11 TERMS OF CONTRACT, Page -56 | The eligible and technically qualified bidder having the lowest price (L1) shall be considered the Selected Bidder as per the terms of this RFP. | To select most suitable bidder it is suggested if the evaluation criteria can be changed as QCBS evaluation with 70:30 marks distribution | RFP terms prevail |
| 76 | 3.11.12 Training; Page 56 of 117 | 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. | Please provide more details on this requirement. - No of trainees for each types of trainings - Lodging and boarding of trainers and tranees, - Who will provde IT and Non-IT infra required? | Details of training requirements will be finalized during implementation phase. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 77 | 3.11.15; Page 56 of 117 | 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. | We understand the concern of the SMC, however penalty of 1% of total remuneration specified for the project is too high, we request you to reduce this to 0.1% per substitution. | RFP terms prevail |
| 78 | 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. | 1. Total how many users need to be trained?<br>2. What will be the batch size?<br>3. We assume that training infrastructure will be provided by SMC. Please confirm.<br>4. We assume that training will need to be provided at single location. If multiple location then please specify the locations. | Details of training requirements will be finalized during implementation phase. |
| 79 | Section 3.11.32, Page 59 | Consortium/JV is not allowed. IT vendor can use tools and technologies (e.g. Portal, CMS, Web & Social Analytics etc.) | With reference to the above, we request SSCDL to allow Consortium / JV for bringing in diverse partners with inherent strengths in Portal Creation & Mgmt, Web & Social Media Analytics & App development. | RFP terms prevail |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 80 | Section 6.1 PRE-QUALIFICATION & EVALUATION CRITERIA | General question | We request the SSC to allow consortium to bring out to be best possible solution in term of Mobile and web. | RFP terms prevail |
| 81 | Section 6.1.2 Page 65 | 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). | (This clause restricts the new entrants and MSMEs like us to participate in the tender, while we have the technical capability)<br>1. Request to exempt MSE vendors to show Rs.10 Crores turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria.<br>2. Request the bank to change the minimum turnover to Rs.2 crores for the last 3 Financial Years | RFP terms prevail |
| 82 | 6.1 PRE-QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA; Sr. no. 3; Page 66 of 117 | The bidder should have implemented atleast one 'customer/citizen facing' portal with Content Management System within last three years (FY 2013-14, 2014-15, 2015-16) on its own without consortium, amounting for minimum Rs. 25 lakhs (excluding software license & hardware cost). | We request SMC to modify this to<br>The bidder should have implemented atleast one 'customer/citizen facing' portal with Content Management System within last three years (FY 2013-14, 2014-15, 2015-16) on its own with/without consortium (where the portal is developed by the bidder), amounting for minimum Rs. 25 lakhs (excluding software license & hardware cost).<br><br>It is possible that the project invovles many other aspects other than pure Web Portal development and hence the bidder may have excuted such project in consortium. Hence we request this change. The consortium if any should not be for the core work of web portal should not be done in consortium. | Please refer Addendum & Corrigendum. |
| 83 | Pre qualification Parameters Page 66 | General question | Request to include prior experience of management of content on Citizen engagement platform as pre qualification criteria. | RFP terms prevail |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 84 | 6.1 PRE-QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA; Sr. no. 4; Page 66 of 117 | The bidder should have implemented atleast one '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 20,000 downloads (total downloads from iOS and Android platforms). If the bidder is a Gov-ernment/semi-government organization and has developed the customer/citizen facing mobile application for Government/semi-government organization which is not available on App Store or Play Store, the bidder can submit client certificate indicating the number of downloads/users. | We request you to kindly amend the clause as below "The bidder should have implemented atleast one 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium for Government/semi-government organization. If the bidder has developed the customer/citizen facing mobile application for any Government/semi-government organization which is not available on App Store or Play Store, the bidder can submit client certif-icate indicating the number of downloads/users." | RFP terms prevail |
| 85 | 6.1 PRE-QUALIFICATION CRITERIA / BASIC ELIGIBILITY CRITERIA; Sr. no. 4; Page 66 of 117 | The bidder should have implemented atleast one '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 20,000 downloads (total downloads from iOS and Android platforms). If the bidder is a Government/semi-government organization and has developed the customer/citizen facing mobile application for Government/semi-government organization which is not available on App Store or Play Store, the bidder can submit client certificate indicating the number of downloads/users. | We request SMC to modify this to : The bidder should have implemented atleast one "customer/ citizen facing" interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17). The download for atleast 1 such apps should be min 5000 (total downloads from iOS and Android platforms) or total downloads of such Apps developed by the bidder should be 10,000 (total downloads from iOS and Android platforms). If the bidder is a Government/semi-government organization and has developed the customer/citizen facing mobile application for Government/semi-government organization which is not available on App Store or Play Store, the bidder can submit client certificate indicating the number of downloads/users. | RFP terms prevail |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 86 | Section 6.1.6 Page 66 | The bidder shall be certified as atleast CMM / CMMI Level 3 Company. | Request the bank to remove this clause, (as it restricts the new entrants and MSMEs like us to participate in the tender, while we have the technical capability) We are on par with CMMI Level 3 organizations. Request to consider ISO 9001:2008 Certfication for the same. | RFP terms prevail |
| 88 | 6.1.1 Pre-Qualification Criteria- OEM (if Closed Source Software is proposed) Page No:67 | Commitment to Support: The OEM should commit to support the software license provided in the scope of this RFP at least for 4 years. | Will Surat Smart City Development Limited provide software license for OS and other third party software used during development? | OS and hardware components will be provided by SSCDL/ SMC. All other third party softwares required for development and testing should be included by the bidder in the financial proposal. |
| 89 | Section 6.2, page 67, 1st point | Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs<br>► 1st project – 10 marks<br>► Every Additional project (max 2) – 5 marks each<br>► Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks | We feel that the objective of this RFP is to develop a digital platform to make it easy, effortless and intuitive for citizens to perform key tasks online such as billing, payments, to participate in the polls/surveys, to help develop a new policy or service.<br>So, we request you to kindly consider the experience in developing digital platform and amend the clause as below:<br>"Relevant experience in 'customer/citizen facing' web portal development and maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs<br>► 1st project – 10 marks<br>► Every Additional project (max 2) – 5 marks each<br>► Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks | Please refer Addendum & Corrigendum. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 90 | Section 6.2, page 67, 1st point | Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs<br>► 1st project – 10 marks<br>► Every Additional project (max 2) – 5 marks each<br>► Project with project cost (excluding software license & hardware cost) > Rs. 50 lakhs – 5 marks | This clause asks for relevant projects for distinct clients; which is restricting qualification of multiple qualified projects executed for the same client. Bidder may be awarded muliptle projects from the same client. Hence, we request SMC to ask "distinct projects for any client" instead of projects from "distinct clients". Additionally, cost of web portal development excluding the software licenses and hardware remians very less in such type of projects. Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for ANY clients in last 5 years with value of project greater than Rs. 20 lakhs<br>► 1st project – 10 marks<br>► Every Additional project (max 2) – 5 marks each<br>► Project with project cost (excluding software license & hardware cost) > Rs. 25 lakhs – 5 marks | Please refer Addendum & Corrigendum. |
| 91 | Section 6.2, page 67, 2nd point | Relevant experience in 'customer/citizen facing' interactive mobile application development & maintenance services for distinct clients in last 5 years with 20,000+ downloads<br>► For 1st project – 10 marks<br>► For 2nd project – 5 marks<br>► Every Additional project (max 2) – 2.5 marks each | We request SMC to modify this to<br>Relevant experience in 'customer / citizen facing' interactive mobile application development & maintenance services in last 5 years with atleast 5,000 downloads<br>► For 1st App – 10 marks<br>► For 2nd App – 5 marks<br>► Every Additional App (max 2) – 2.5 marks each | Please refer Addendum & Corrigendum. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 92 | Section 6.2, page 67, 2nd point | Relevant experience in 'customer/citizen facing' interactive mobile application development & maintenance services for distinct clients in last 5 years with 20,000+ downloads<br>► For 1st project – 10 marks<br>► For 2nd project – 5 marks<br>► Every Additional project (max 2) – 2.5 marks each | We request you to kindly amend the clause as below "Relevant experience in 'customer/citizen facing' interactive mobile application development & maintenance services for distinct clients in last 5 years<br>► For 1st project – 10 marks<br>► For 2nd project – 5 marks<br>► Every Additional project (max 2) – 2.5 marks each | Please refer Addendum & Corrigendum. |
| 93 | Section 6.2, page 67, 3rd point | For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs<br>► For 1st project – 5 marks<br>► Every Additional project (max 2) – 2.5 mark each | In this clause, a window of 5 years has been given to claim the project experience in the pre qual and tech eval. During the period, technology has been changed and newer technologies are available in the market. This type of clause is restricting bidder to propose a newer technology for such a prestigious project. Hence, we request SMC to review this clause and either remove it from evaluation criteria or give minimum weightage in the evaluation criteria and amend the clause as:<br>For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs<br>► For 1st project – 3 marks<br>► Every Additional project (max 2) – 1 mark each<br>Total 5 marks | Please refer Addendum & Corrigendum. |
| 94 | Section 6.2, page 67, 3rd point | For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs<br>► For 1st project – 5 marks<br>► Every Additional project (max 2) – 2.5 mark each | We request you to kindly remove this clause and also make the necessary changes in the Technical Evalua-tion Parameters. | Please refer Addendum & Corrigendum. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 95 | Section 6.2, page 67, 3rd point | For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs<br>► For 1st project – 5 marks<br>► Every Additional project (max 2) – 2.5 mark each | We request SMC to modify this to<br>For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs<br>► For 10 Websites – 5 marks<br>► Every Additional 10 websites (max 2) – 2.5 mark each | Please refer Addendum & Corrigendum. |
| 96 | Section 6.2, page 67, 4th point | Relevant experience in 'customer/citizen facing' mobile application development & maintenance services OR 'customer/citizen facing' portal development with Content Management System and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 25 lakhs | Similar project experience for a govt/ULB client should have more weightage in tech eval.Hence, we request to give at least 10 marks weightage to this clause. | Please refer Addendum & Corrigendum. |
| 97 | Section 6.2, page 67, 4th point | Relevant experience in 'customer/citizen facing' mobile application development & maintenance services OR 'customer/citizen facing' portal development with Content Management System and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 25 lakhs | We feel that Sr. No 1 of "Technical Evaluation Parameters Bidder's Experience" and the mentioned clause is same. So, we request you to kindly remove this clause. | Please refer Addendum & Corrigendum. |
| 98 | Section 6.2, page 69 | The minimum total technical score required shall be 70% to become eligible for opening of the Financial Proposal. | Tender has been refloated multiple times due to lower participation. Hence, we request you to please decrease the qualification marks cut off to 60%. This will attract more participants and give competitive edge to SMC | Please refer Addendum & Corrigendum. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 99 | Section 6.2, page 68 | Average annual turnover<br>10-20 Cr: 2 marks<br>20-40 Cr: 3 marks<br>40-70 Cr: 4 marks<br>>70 Cr: 5 marks | Considering the project size and turnover criteria asked in the pre qual bid, marking on average annual turnover should be revised and more weightage for mid-size companies should be given to increase participation. Requested amendment is:<br>Average annual turnover<br>10-15 Cr: 3 marks<br>15-20 Cr: 4 marks<br>20- 50 Cr: 5 marks | RFP Terms prevail |
| 100 | Section 6.2, page 68 | Employee Strength in India<br>100-200 – 1 mark<br>200-300 – 2 marks<br>300-500 – 3 marks<br>500-1000 – 4 marks<br>> 1000 – 5 marks | Considering the project size and manpower requirement to execute the project, slabs for marking on employee strength should be revised and more weightage for mid-size companies to increase participation. Requested amendment is:<br><br>Employee Strength in India<br>50-100-1 mark<br>100-150 – 2 marks<br>150-200 – 3 marks<br>200-500 – 4 marks<br>> 500 – 5 marks | RFP Terms prevail |
| 101 | Section 6.2, page 68 | CMMI Level 3: 3 marks<br>CMMI Level 4: 4 marks<br>CMMI Level 5: 5 marks | We recommend to give some weightage for ISO 9001: 2008 certification also.<br>CMMI Level 3 OR ISO 9001: 2008 : 3 marks<br>CMMI Level 3 AND ISO 9001: 2008 : 4 marks<br>CMMI Level 5: 5 marks | RFP Terms prevail |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
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| 102 | Section 6.2, page 68 | CMMI Level 3: 3 marks<br>CMMI Level 4: 4 marks<br>CMMI Level 5: 5 marks | In the last RFP there was an option for ISO 9000 or CMMI-3 level. But in the new RFP there is no such option in pre-qualification and the CMMI-3 has been made compulsory which makes us ineligible for this bid.Its a sincere request from our end that if this particular criteria is changed to include ISO 9000 vendors also as it would make us eligible for this bid. | RFP Terms prevail |
| 103 | Note , Page 68 | The firm must submit, with its Technical Proposal, the documentary evidences (such as letter of award/PO, contract copy) clearly specifying the contract value and scope of work regarding fulfillment of above criteria for Bidder's Experience. | The firm must submit, with its Technical Proposal, the documentary evidences (such as letter of award/PO, contract copy) clearly specifying the contract value and scope of work regarding fulfillment of above criteria for Bidder's Experience. In case the contract in under NDA, bidder can submit a self- certified letter indicating the value of project and nature of engagement. | RFP terms prevail |
| 104 | Section: 6.2 TECHNICAL EVALUATION PARAMETERS, Page no. 68 | Solution Prototype Presentation of MySurat.in by understanding the scope | As per part of technical presentation, it is desired to make live demonstration of proposed software.<br>It won't be possible for the bidder who are proposing to develop software in an open source environment. We request that it can be limit to sharing of screen shots in the form of presentation.<br>It would be good that bidder will prepare the software after detail requirement analysis. | Sharing of screen shots in the form of presentation for this purpose shall also work. Solution prototype presentation is desirable. |
| 105 | Appendix 1: Form 1.2: Page 80 | Format for Power of Attorney for Signing of the Proposal | We already have a power of attorney issued in the name of the concerned authorized person to sign the bid. Can we produce the same instead of getting a new one? | RFP terms prevail |
| 106 | Form –1.11: Resource Deployment Plan / Page #90 | Resource Deployment | 1. We assume that resouces, which are deployed onsite will work for development of SMC webportal and mobile application only. Please confirm | Yes understanding is correct. |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 107 | Form –1.11: Resource Deployment Plan / Page #90 | Area of Expertise/ Mobile Application Developer | 1. We assume that vendor has to deploy two resources as a Mobile Application Developer.<br>1. iOS Application Developer - One<br>2. Android Application Developer - One<br>Considering above scenario, vendor needs to deploy minimum 8 resouces during implementation period. | Yes, understanding is correct |
| 108 | Appendix 2: CONTENT AND FORMAT OF PRICE PROPOSAL Page 93 | General question | Please include a Product integration cost component, considering there are various integration scope. | Please include the integration cost within the Implementation cost |
| 109 | Appendix 2: CONTENT AND FORMAT OF PRICE PROPOSAL / Page #94 | Product License Cost for Social Media Analytics tool including Annual Technical Support charges for 4 years (if any) | 1. Please specify number of users for procuring these licenses. | License should not be based on number of users |
| 110 | Appendix 4: BILL OF QUANTITIES Credentials of Team Members / Page #98 | General question | Please include Social Media Manager Resource in the BoQ | Based on the resource requirement for completion of the mentioned scope of work, agency may deploy additional resources. Additional resources required for fulfillment of the project requirements can be specified in the resource deployment plan. |
| 111 | Appendix 4: BILL OF QUANTITIES Credentials of Team Members / Page #98 | 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. | 1. It is possible that resources for which CVs are submitted is not available at the time of project award. We therefore request you to allow bidder to deploy substitute resource with similar or higher qualification / experience. | RFP terms prevail. Resources for which CVs have been submitted will be deployed at SMC. Any substitution in the key personnel will be treated as per clause 3.11.15 |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 112 | Page 106 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. | 1. What will be the features needs to be considered w.r.t. poll functionality? Please provide complete scope related with polls module. | Detailed Functionality will be finalized at the time of implementation |
| 113 | Appendix 6 - Requirements of Portal and mobile application, page 108 | 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 |
| 114 | Page 108 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. | 1. 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? 2. If yes, should performance testing be undertaken for these services/API's? 3. What is the number of peak transactions/user load for same? 4. Please provide complete detail to come up on exact estimation for this requirement | Detailed Functionality will be finalized at the time of implementation - Design phase |
| 115 | Appendix 7 - Requirements of Mobile application, page 111 | 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. |
| 116 | General question | General question | 1. 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. |
| 117 | General question | General question | 1. Does the system need to support adhoc reports generation ? | Adhoc report creation will be required |
| 118 | General question | General question | 1. Does the system need to support analytics reports generation with drill up/drill down ? | Drill up/down reports will be required |

| # | RFP Reference (Section, Page) | Content of RFP requiring clarification | Points of clarification required | Responses |
|---|---|---|---|---|
| 119 | General question | General question | 1. 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. |
| 120 | General question | General question | 1. 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. |
| 121 | General question | General question | How many level of authentication require one level or 2 level? | Detailed Functionality will be finalized at the time of implementation - Design phase |
| 122 | General question | General question | Is existing LDAP server will be utilize if any available or SI to decide LDAP server | SMC would provide the LDAP server |
| 123 | General question | General question | Does Data migration from Existing Portal require | 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 reqquired to be migrated. |