

Selection of System Integrator for Online Building Plan Management System for Punjab
Corrigendum I

Date: 13th February 2018

Subject: - Corrigendum for Selection of System Integrator for Online Building Plan Management System for Punjab

With reference to the above mentioned subject, following corrigendum is issued for publication.

A. Under Section 1.2, point stands changed as below:

Last Date and Time for Submission of Proposals	27 th Feb 2018, by 3 PM
--	------------------------------------

Response to pre-bid queries are posted along with this Corrigendum


13/2/18
Director Local Government

Sr. No	RFP Document Reference (Volume , Section No., Page No.)	Content of the RFP requiring clarification	Query/Suggestion	Comments (LGP)
1	Page 4/ 4 & Page 9/ 4.1 & Page 12/ 4.8	<p>1.2 Important Dates / Information</p> <p>Point 4. Cost of this RFP Document (through e-Payment Gateway)</p> <p>Page 9, 4.1 Cost of RFP The Cost of Tender document (INR 5,000/-), to be submitted in the form of Demand Draft</p> <p>4.8 Submissions of Bids Point 3: Bids must be accompanied with scanned copies of Demand Draft (Cost of Tender Document) in favour of _____, on nationalized bank or Scheduled Bank except Co-operative Banks, payable at Chandigarh. Bid shall be treated as invalid if scan copies are not submitted online along with the bid.</p>	Query: Mode of payment is electronic or Demend Draft?	<p>Payment to be made online through e-payment gateway. Please submit UTR as evidenced of payment while submitting the bid. Bids of the bidder who have not paid the tender fee will not be accepted.</p> <p>DD will not be required and will not be accepted.</p>

2	Page 4/ 6 & Page 13/ 4.8	<p>16th Jan 2018, by 5 PM Bidders will have to pay the cost of this RFP online through the portal before submission of queries through email</p> <p>Point 4. Cost of this RFP Document: Point 4 The bidders are required to submit Original Demand Drafts of payment towards Cost of Tender Document at least one working day (either by hand delivery or by post) before opening of Technical Bids. The Physical form D.D. submitted shall be the same as scanned copy submitted along with the bid, if found mismatch, the bid may get rejected.</p>	Suggestion: Please Make the RFP cost at the Time of Submission of BID.	Cost of RFP to be paid only online at any time prior to the submission of the bid.
3	Page 5/ 14	Method of Selection: Two stage evaluation, Lowest Cost (L1)	Suggestion: We request you to consider QCBS based selection	QCBS mode of selection (Technical score 70: Commercial score 30)

4	Page 5/ 15	Consortium & Sub-Contracting, : Not Allowed	Suggestion: We request you to consider allowing Consortium	<p>Consortium is allowed. Consortium can have maximum of 2 participants including the Lead Bidder. Additional clauses related to the consortium will be available in the revised RFP that would be uploaded in a day or two.</p> <p>Sub-contracting is allowed to manage following tasks: Training Help Desk Handholding (for 1 month post Go Live)</p> <p>Apart from this, the vendor may sub-contract any other service after seeking written approval from the client</p> <p>Bidder needs to give details in his bid about scope of work being sub-contracted, details of sub-contracting agency. The subcontractor shall submit a declaration for non blacklisting in the same format as bidder is required to submit. This declaration shall form part of the proposal.</p>
5	Page 7/ 3	3. Pre-Qualification Criteria Point 6: Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years.	Suggestion: Please allow OEM experience to be valid proof. Thus, Refrase the clause to : "Bidder/ OEM should have successfully implemented the solution in at-least10 ULB/ Development Authority/ Govt. Department in India during last 5 years."	See revised criteria

6	Page 16/ 4.13.1	<p>Capability of the Bidder/ OEM to execute similar projects (number of projects)</p> <p>Experience of the bidder in implementing installation of similar projects in the last 5 years</p> <p>Similar project would be implementation of the Online Building Management System in a ULB/ Development Authority/ Govt. Department in India</p>	Suggestion: Please allow OEM experience.	See revised criteria
7	Page 16/ 4.13.1	OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client-would be considered)	Please consider ongoing engagements as well	RFP clause shall prevail
8	Page 16/ 4.13.1	Product Capability	Suggestion: There should be Marks for a completely Online system. Thus, 5 or 10 marks for suggested capability: "Completely Web based online system, without any offline or desktop based application/plugin requirements."	See revised marking criteria

9	page 17/ 4.13.3	Learnings from past work that would be extrapolated to the engagement	Query: This is very subjective and 20 marks. Please elaborate this further, what is expected out here? Suggestion: Reduce the Marks and make this objective.	This section counts for 20% of marks for 10% weightage; i.e. 2 marks. This section is intended for the bidder to explain the learnings from their past implementations that would be extrapolated to the implementation of BPMS for LGP.
10	Page 20 / 5	NOCs that need to be provided by the Department needs to be issued through the system	Query: Can a list of all the required NOC's be shared/ listed out.	Required NOCs (as applicable bye-laws) need to be provided by system. Provision for increase of 4 or 5 more such NOCs to be factored in by bidder. List of existing NOCs as applicable: Fire Airport Authority National Highway Forest
11	Page 22 / 5	The system should enable downloading of utility software by registered Architects.	Query: Please elaborate what utility software needs to be downloaded by Architects? This is a Online web based system or Client desktop based one?	We are looking at a web based system which is compatible across popular browsers viz. Internet Explorer, Chrome, Firefox etc.
12	Page 22 / 5	E-Sign feature should be available in the system, which should be Aadhaar authenticated. In case of non availability of aadhaar, architect should integrate with digital signature.	Query: Can the volume of e-Sign to be issued quantified? Please elaborate digital signature requirement, this add's to overall solution costing?	The bidder should provide a system that allows for digital signature feature to ensure web based signage of documents. The system should maintain logs for analysis of log files (whenever needed). One approving authority per ULB would be needing the digital signature.

13	Page 24/ 4	25% of training cost at the end of training of 5 batches with average feedback marks for all trainings >=75%. Evaluation criteria for trainings to be defined at a later stage.	Query: Please clarify, How will Balance cost of Training be paid?	25% payment would be made at the end of training a set of 5 batches.
14	Page 30/ 5	“Helpdesk Support” shall mean the 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.	Suggestion: This should be as per the working day/ Hrs of ULBS	For a period of 6 months post Go Live, the Helpdesk Support would be needed for 12*7. On completion of 6 months, Helpdesk Support would be needed 8 hours (10 am to 6 pm) on working days. However, the technical support team of the vendor at the back-end may be needed to work on weekends and holidays in order to ensure that the SLAs are met Helpdesk may be set up centrally at Chandigarh.
15	Page 31/ 2	Will attract penalty of Rs. 5000 per hour of unscheduled downtime. The unscheduled downtime may not exceed 4 consecutive hours in a month.	Query: Is penalty based on 99.95% availability or based on downtime of 4 consecutive hours in a month.	Both
16	Page 32/2	99.5% Availability	Query: Is there a tool owned by PMIDC to measure this or bidder has to deploy such a tool to provide availability figures?	There is no tool owned by LGP. Tool is to be provided by bidder
17	Page 43 / 1	All the prices and other terms and conditions of this Tender are valid for a period of 90 calendar days from the date of opening of the Tenders	Query: Page no 5 is asking for 180 days validity? Which one to consider?	180 days

18	Page 51/ 24	The system should facilitate Change of Land Usage (CLU) functionality.	Query: Please elaborate what all is required?	The system should have the necessary features to integrate with application/ module developed to manage CLU functionality.
19	Page 51/ 25	The system should be able to calculate the Property Tax for the properties that have been scrutinized	Query: Please elaborate what all is required?	The solution should have the ability to integrate with the Property tax module that would be developed for the entire state under the e-governance project for all the ULBs
20	Page 23/ 6	Timeline, deliverable and payment schedule	Suggestion: Request to provide 20-25% advance for mobilisation of project resources, as bidder has to shell out advance payment to related solution OEM's.	Payment schedule is revised. Kindly take a look at that
21	Pg 8, Pre QC	Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years.	As OEMs bid through their authorised partners/resellers, it is suggested to allow the experience of the OEM to be counted.	RFP clause shall prevail
22	Pg 17, Presentation and demonstration	<input checked="" type="checkbox"/> Compliance to the RFP requirements <input checked="" type="checkbox"/> Past experience of the firm and the resources <input checked="" type="checkbox"/> Learnings from past work that would be extrapolated to the engagement	Please make it mandatory for the bidders to show these during the demonstration. There are bidders who have the capability to lie in the bid documents.	Demonstration is already mandatory.

23	Pg 22, SoW	All steps during processing of file to be intimated to the applicant via email and SMS (integration with SMS and Payment gateway to be available).	Do we have to setup an email gateway also? How many users you expect to use email services.	Vendor has to set up SMS and email gateway. Number of ULB staff - Approximately 1000 staff members of ULBs would be receiving emails/ SMS. The bidder is expected to factor variation of 30%
24	Page 23/ 6	6. Timeline, deliverable and payment schedule 1. System Requirements Specification (T+2 Weeks)	Very stringent timelines, Need at least 1 months to prepare SRS, as requirement gathering and data collection across ULBs take lot of time	RFP clause shall prevail
25	Page 23-24	6. Timeline, deliverable and payment schedule 2. Customization and Development (T+12 Weeks)	Very stringent timelines, Need at least 8 months for customization and development	RFP clause shall prevail
26	Page 24	6. Timeline, deliverable and payment schedule 3. Go-Live of the Application (T+16 Weeks)	Very stringent timelines, Need at least 9 months to make Go-live	RFP clause shall prevail
27	Page 23	State-wide Roll out: The bidder is expected to implement the solution in all the ULBs and Improvement Trusts.	Please mention the no. of ULBs and Improvement Trusts in the scope	165 ULBs and 27 Trusts

28	Page 30	<p>7. Service Level Agreement</p> <p>1.Implementation of end to end Application System</p> <p>Timelines for completion of stages as per approved project plan during entire implementation</p> <p>Delay of no more than 2 weeks for any given stage AND no more than 6 weeks' time cumulatively for the entire project.</p> <p>After 2 weeks will attract a 0.5% penalty per day of delay (on that milestone payment)</p>	<p>Request to relax the penalty clause as -</p> <p>Delay of no more than 4 weeks for any given stage AND no more than 8 weeks' time cumulatively for the entire project.</p> <p>After 4 weeks will attract a 0.5% penalty per day of delay (on that milestone payment)</p>	RFP clause shall prevail
29	3. Pre-Qualification Criteria, Page No. 7	Bidder should have minimum ISO 9001-2008 certification	There is a duplication of clause related to ISO certification. Our understanding for the these two clauses is that the above clauses shall be interpreted combinely as below	Bidder should have ISO 9001:2008 certification or SEI CMM Level 3 (or higher) certification
30	3. Pre-Qualification Criteria, Page No. 7	Bidder should have SEI CMM Level 3 certification or higher/ ISO 2000	<p>as below</p> <ul style="list-style-type: none"> • Bidder should have quality certification of ISO 9001:2008 or 	

31	6. Timeline, deliverable and payment schedule Page No. 24	Application hosting (Cloud Service Provider Cost) and Application Maintenance Support for three years post Acceptance of Go-Live	Kindly provide the required Servers, licenses of OS and RDBMS for the Cloud deployment of Application.	It is left at the bidder's discretion. LGP is only focused on the SLAs and the solution's performance
32	3. Pre-Qualification Criteria, Page No. 8	The proposed product (for BPMS) should have been running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last 2 years	Kindly request you to consider the experience of proposed product of running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last one year. This will help in larger participation of bidders.	See revised criteria
33	4.11 Documents Comprising of Bids Page No. 14	10. Performance Bank Guarantee	We assume that this is typo error for submission of PBG during bid submission. The Performance Bank Guarantee shall be submitted by the successful bidder after getting the contract. Please confirm the same.	Performance Bank Guarantee needs to be submitted within 14 days of award of work

34	4.7 Earnest Money Deposit (EMD) Page No. 12	Bidders shall submit, along with their Bids, EMD of Rs. Two Lakh (2,00,000/-), specified in section 2.2 in the form of Bank Guarantee valid for 120 days from date of opening of bid	We request you to exempt Tender fee and EMD amount for NSIC registered companies considering Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. (http://www.nsic.co.in/gp.asp).	RFP clause shall prevail
35	4.13.1 Bidder's Competence (A) Page No. 16	Experience of the bidder in implementing installation of similar projects in the last 5 years	Our understanding is that the bidder has to submit work orders of similar project in the last 5 years as a supporting documents for the same. Please confirm the same.	Work order and completion certificates for similar projects (Building Plan Management Systems implementation) to be submitted as supporting documents
36	4.13.1 Bidder's Competence (A) Page No. 16	OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client-would be considered)	We request you to consider Clients dashboard / MIS Report / URL with live file / no. of building plan or area counts as an credentials for compliance of this clause.	This can be shown during presentation and demonstration but cannot be used as a certification / evidence of completion.

37	4.13 Evaluation of Technical Bids Page No. 16	Bidder's Competence (A) – 50% of the total weightage	Kindly clarify the total marking for this parameter as all other parameter is evaluated against total 100 marks whereas this parameter has total marks only 50 i.e. 50% of 50 marks means 25 marks. Kindly clarify the same.	<p>Technical Evaluation of the bids would be carried out on 4 broad parameters as given below :</p> <ul style="list-style-type: none"> o Bidder's Competence (A) – 50% of the total weightage o Quality of Resources proposed (B) – 20% of total weightage o Approach and Methodology (C) – 10% of the total weightage o Technical Presentation (D) – 20% of the total weightage <p>The scores of the sub parameters would be weighted in a manner that the maximum possible score is 100.</p>
38	5. Scope of Work Page No. 26	Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary	We assume that Office space with electricity, water, furniture, computers, printers, plotters, scanner, photocopier, stationeries etc. and high-speed internet Broadband connectivity for deployed manpower shall be responsibility of LGP or respective ULB/district level Authority. Kindly confirm the same.	The understanding is correct
39	5. Scope of Work Page No. 26	Department of Local Government of Punjab desires that the online Building Plan Management System that is to be developed, should cater to all the Urban Local Bodies of Punjab.	Our understanding is that the LGP aim is to implement centralized system for online Building Plan Management so that the Applicant will submit the application on portal and plan will be scrutinized and then the system will forward it to the necessary ULB for approval and generation CC/OC certificate. Kindly confirm the same.	The understanding is correct

40	5. Scope of Work Page No. 26	Currently most of the councils follow a complete manual mode of providing various building related approvals and related NOCs.	Our interpretation is that the proposed system should provide APIs for integration with related NOCs and not mapping complete process of NOC approval. Kindly provide the list of NOCs required for integration. Kindly confirm the same.	The relevant officer within the Building Plan department would be able to forward the file to the respective officers in the respective Departments for NOCs. These officers would be provided a login to the BPMS and they would be able to view the files and necessary supporting documents, based on which they would be able to approve/reject the application and also submit their comments. When the respective GIS layers are made available, the system should be integrated with the same and forward the application to the respective Departments as needed.
41	Summary of Cost Components Page No. 46	The bidder is supposed to provide a project manager for the entire duration of the project	Our understanding is that the Project Manager shall be available for the entire duration of Project including maintenance phase. Please confirm the same.	The understanding is correct
42	Summary of Cost Components Page No. 46	The bidder is supposed to provide a project manager for the entire duration of the project	We request you to provide minimum qualification and experience of Project Manager and other resources to be deployed for this Project.	See revised marking criteria
43	Implementation Cost (A) Page No. 47	The bidder is required to provide adequate manpower for the successful implementation and running of operations and support throughout the project	Kindly provide the numbers and minimum qualification and experience required for successful implementation and operations and support throughout the project.	The client is focusing on the SLAs and the vendor needs to plan adequate staffing to meet the SLAs. The qualification of the minimum resources to be deployed is provided in the revised marking criteria
44	Summary of Cost Components Page No. 46	Note: LGP reserves its right to alter the scope (increase quantity / remove certain items)	Kindly provide the percentage of variation in alteration of scope compared to scope given in RFP to arrive at pricing.	Note: Increase of up to 20% of project value will need to be managed by the bidder at no additional cost to the LGP. Any change above this will be subject to mutual discussion and agreement. Training is not to be part of this 20% variation. LGP reserves the right to increase or decrease the number of training sessions and the payment would be made on pro-rata basis.

45	4.8 Submissions of Bids	Bids must be accompanied with scanned copies of Demand Draft (Cost of Tender Document) in favour of _____, on nationalized bank or Scheduled Bank except Co-operative Banks, payable at Chandigarh. Bid shall be treated as invalid if scan copies are not submitted online along with the bid.	Kindly provide the name of Authority on whom the Demand Draft should be drawn	Payment to be made online through e-payment gateway
46	Section 4.17 Performace Bank Guarantee S.No.3 Page No.18	The Performance Bank Guarantee may be discharged/ returned by department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.	We propose that Performance Bank Guarantee shall be conditional and can be invoked only for material breach. Such guarantee shall be valid for the term of the contract	RFP clause shall prevail

47	Section 7.7.3 Service Level Agreement - Liquidated Damages Page 32	Liquidated damage(s) shall be calculated for default on the part of Contractor when the down-time of any service as detailed above exceeds the SLA of components in a month. The amount equivalent to the sum of all such liquidated damage(s) calculated on monthly basis shall be deducted from monthly payments to the Contractor. In case the penalty reaches 10% of the contract cost, provision for Termination by LGP shall be invoked.	We propose LD only for delay and at the rate of 1% per week of the delayed deliverables with a maximum cap of 10% of the delayed deliverables and shall be paid by TechM if the delay is solely attributable to TechM. Such LD shall be the sole remedy for the customer in case of delay in deliverables. In case of termination customer shall pay TechM for the services rendered till the date of termination.	RFP clause shall prevail
48	Section No.-3 Pre-Qualification Criteria S.No. 6 - Page No.8	Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years	Request to drop 10 ULB's or replace with 1 ULB's.	See revised marking criteria
49	Section No.-3 Pre-Qualification Criteria S.No. 6 - Page No.8	Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years	Request to include Self Certified by company secretary certified	RFP clause shall prevail

50	Section No.-3 Pre-Qualification Criteria S.No. 8 - Page No.8	The proposed product (for BPMS) should have been running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last 2 years	Request to add term "Proposed Solution" along with "Product" i.e. "Product/Proposed Solution" which can be Bespoke or COTS .	Agreed
51	Section No. 5- Scope of Work Page No. 22	Workflow Management: The architect/ citizen would submit the drawings in the CAD format. The system should be able to associate the relevant data with the drawing. The bylaws would be configured in the system.	For how many building types need to scrutiny? - Any subtype?	As per law and regulation
52	Page No. 5, Section 1.2 point 15	Consortium not allowed.	However in 4.13.1 Bidder/ OEM experience is accepted. In case of SI/OEM what kind of relationship should be there	See revised marking criteria
53	Page 16, Section 4.13.1	OEM/Bidder's Prior experience in Building Permission systems for ULBs	Area scrutinized @0.5 crore sq. feet and 10000 drawing files processed criteria is too high. There are new companies in this field who has implemented this solution and the files are being processed is less. Request you relax this criteria.	See revised marking criteria

54	20	Implementation of the software shall be done at Department HQ and its branch offices / ULB's and the client shall provide the adequate office space, necessary hardware, Internet connectivity, electricity for the vendor.	We understand that this system is developed and deployed on Central Server. So there is no need of Hardware required for Vendor for deployment of system. Have we understood properly? Requesting your response	The solution needs to be web-based and needs to be hosted on cloud.
55	21	The vendor shall provide training for the users of the system.	Please provide the list count of training users different category wise; - Architects - Officers	<p>20 batches to be trained with 25 members in each batch</p> <p>Apart from this, the bidder also has to factor in at least two sessions of training for architects in the Architect Chapter/ Forum. As part of their deliverables, the Vendor has to provide self-help videos and Training Manuals that may be accessed through the Local Government portal by Architects.</p> <p>Also the bidder is required to train the 15-20 Master Trainers (identified by the Department) and make them proficient in using the system independent of support from the Vendor. The system would not be considered to be made live unless the Master trainers are comfortable in managing the system independently.</p> <p>Venue and Training expenses (refreshments) to be borne/ reimbursed by the Department. All other costs including travel costs of trainer, training materials and hardware and software required for the training will be the responsibility of the vendor.</p>
56	21	The vendor is supposed to provide handholding support to the ULB officers for a period of one month in order to ensure easy acceptance of the solution by the stakeholders.	Please provide the number of manpower required for handholding. Are they required to be deployed at ULB level?	Number of manpower needed is dependent on the solution provided by the bidder. At least one resource is required to be deployed at the ULBs for a period of one month for hand holding.

57	21	The bidder is expected to make all the arrangements for the training.	The bidder will deploy trainer and Copy of Users Manuals, tutorials only. Training Infrastructure like sitting arrangement, desk, computers with internet connectivity, projector, white board and required softwares too conduct training will be provided by LGP. Please clarify	Venue and Training expenses (refreshments) to be borne/ reimbursed by the LGP. All other costs including travel costs of trainer, training materials and hardware and software required for the training will be the responsibility of the vendor.
58	21	The bidder is expected to make all the arrangements for the training.	Training will be conducted at one central location for all the users. Please clarify.	Training may be conducted in 10 Municipal Corporation towns and 6 offices of Regional Deputy Director
59	22	Integration with SMS and Payment gateway to be available	Who will procure SMS Gateway?	SMS and email gateway to be part of the vendor's scope
60	22	Cloud Service	Please provide us the statistics of Building Plan Proposals Processed ULB wise for sizing	No such data is available readily with the department
61	22	The network connectivity and availability would be in the vendor's scope.	Do we required to provide connectivity at ULB? If yes then please provide what bandwidth is required?	No, connectivity is not part of vendor's scope.

62	26	6.4 Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary	We understand from the given statement that Bidders can decide the number of staff to be deployed at Onsite for various activities like server management, database management, application support executive, etc. We request you to define specific category of manpower mandatorily required at onsite for O&M phase to help us in better planning, effort estimation and more avoid various assumption which will create major price variation bidder to bidder	<p>The LGP is focusing on the SLAs and the vendor needs to plan adequate staffing to meet the SLAs.</p> <p>However, the Department understands that there should be at least a Project Manager (with education and experience as quoted in the RFP) and two developers on site to manage the work load during O&M phase. The bidder is free to factor in more resources in order to meet SLAs. However, if there is constant breach of SLAs then LGP reserves the right to request the vendor to increase the number of resources which the vendor shall adhere to within 10 working days without any cost implication on LGP.</p> <p>The bidder is supposed to give a break-up of the monthly rates of the different types of resources (during implementation and during O&M) allocated in the project in the Cover Letter.</p>
63	26	6.4 Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary	<p>Helpdesk is playing major role in O&M phase for ULB users. Is helpdesk part of this RFP scope?</p> <p>If yes</p> <ul style="list-style-type: none"> - Helpdesk will be at where? - Who will provide infrastructure like Phone lines, Sitting Arrangement, Desks, Computers with network connectivity, Printer and Scanner and various software licenses required to support system? 	<p>All the infrastructure like office space, desks, etc would be provided by the client. The specification for the computers needs to be provided and basis that, the client shall make the same available.</p> <p>Helpdesk may be set up centrally at Chandigarh.</p>

64	26	6.4 Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary	Does this RFP scope include deployment of manpower at ULB level?	No
65	21	BPMS: In this module, the bidder shall be responsible to develop or customize the proposed solution to automate the process of building plan approval which involves the survey of the site, work flow for the approval process & scrutiny of the site plan with issuance of appropriate approvals and certificates from respective ULBs. There should be provision for geo-tagged images of the site inspection using mobile based solution to validate the ground truth.	We understand hybrid mobile application supporting all standard platforms should suffice. Native mobile applications would not be required here. Please confirm.	The understanding is correct
66	21	The module shall enable the architect / owner to register itself and prepare the drawing (site plan in CAD format) on the proposed application.	We understand that procurement of the auto CAD tools would not be in scope of implementation of bidder. Please confirm.	The understanding is correct

67	22	E-Sign feature should be available in the system, which should be Aadhaar authenticated. In case of non availability of aadhaar, architect should integrate with digital signature. System should enable online verification of certificate by third party.	Please confirm that the cost of integration with Aadhar and the cost of procurement of digital signature would be borne by the government.	Procurement of digital signature would be borne by the client
68	52	Email Viewer - View/Export (PDF) your Outlook email messages in our web based viewer.	The proposed solution would have an inbuilt application specific inbox which will have the list of all online documents/ files / applications. Please confirm if that would suffice here. In case, integration is expected with MS Outlook, please confirm that the procurement of the MS Outlook along with the integration specific libraries would not be in scope of the bidder.	The proposed web based solution should have an inbuilt application-specific inbox which will have the list of all online documents/ files / applications.
69		General - Integration with existing applications and mobile applications	We understand that integration with the existing mobile application or other third party applications would be purely API based only. Please confirm on our understanding.	The understanding is correct

70		General	<p>1. Please let us know the amount of data to be migrated (for example type and quantum of master data, open items, balances etc.). We can provide the necessary templates and upload data, however we expect pre defined Team would fill the Template. Please confirm your acceptance of this approach.</p> <p>2. What is the quantum of Data to be migrated/entered - please give module wise details? Who will provide infrastructure for data entry? Is this referring to one time legacy- cutoff data entry or day to day operations as well?</p> <p>3. Please confirm size of electronic data that needs to be migrated to the new system.</p>	<p>1. Bidder to provide the necessary templates and upload data, however pre defined Team would fill the Template.</p> <p>2. The reference is w.r.t. legacy data only. The client will manage the same.</p> <p>3. Size not yet determined. Vendor to do a rough estimation</p>
71		General	Please provide the approx. number of track wise user base who would be using the system	Irrelevant query

72		Pg 8/ Pre-Qualification Criteria-The proposed product (for BPMS) should have been running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last 2 years	Since you are going for the statewide roll out with over 160+ ULB, the experience sought is too less and hence if the unexperienced or less experienced bidder wins can wreck havoc in project delivery. Also implementing a solution across the state is much different from implementing the solution in a stand alone authority, hence please ask for the experience of State Wide deployment.	See revised criteria
73		Pg 16/OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client-would be considered)- 0.5 Crore sq feet	Please clarify the units. Department & 0.5 Crore sq feet shall use metric scale or lbs?	Metric scale

74		Pg 16/OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client-would be considered)-OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client-would be considered)	The client certificate will have the issues of the cross validation. Please change ot to the system reports, self attested by the bidder.	Reports from the system duly self certified by the OEM may be considered for evaluating the sq. feet area etc. provided the reports are clear and gives a clear picture. Nonetheless, respective client should also sign / certify the said report.
75	Page 16	Pg 16/Functional Compliance of the proposed product to the requirements of the Department- Compliance <=50% Compliance >50 and <=75% Compliance > 75% and	Please suggest how the compliance %age would be ascertained	This clause stands deleted
76		Pg 17/Presentation and Demonstration · Compliance to the RFP requirements · Past experience of the firm and the resources · Learnings from past work that would be extrapolated to the engagement	These points have to be shown in presentation or they have to be demonstrated	The points need to be shown in the presentation and demonstrated wherever applicable

77		Pg 21/ Detailed scope:- The module shall enable the architect / owner to register itself and prepare the drawing (site plan in CAD format)	Please suggest the Cad format means only AutoCad or Architects can use CAD software other than AutoCAD	There is no restriction on the CAD software that may be used by architects.
78		Pg/21 The expectations from the vendor for BPMS are:- The vendor is supposed to provide handholding support to the ULB officers for a period of one month in order to ensure easy acceptance of the solution by the stakeholders.	What is the scope of handholding?	<p>The vendor needs to deploy his at least one personnel/ULB to guide the users at the respective ULB on using the application. In addition, the vendor's personnel also need to help out if any architects visit the ULB for guidance.</p> <p>The vendor also needs to provide updated videos, FAQs that would be uploaded on the portal for all the users to access and manage their respective work in the BPMS</p>
79		Pg 21/ 5. Scope of Work- Pre-approval process > Online Registration of Architects / Engineers / Supervisors	Please detail the process of registration of Engineers/Supervisors	No existing process for registration of engineers/ supervisors. This feature may be needed once the system is in place. The successful vendor needs to study the requirement and provide workflow in the system
80		Pg 43/ Annexure 8: Commercial-All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 90 calendar days from the date of opening of the Tenders.	On pg 5, it is mentioned validity of bids as 180 days. Which one we should take?	180 days

81		3.2 / Page 7-Bidder should have an average annual turnover of Rs. 15 crores in each of the last three (3) financial years i.e. FY 2016-17, FY 2015-16 and FY 2014-15.	We request you to amend this clause to read as combined turnover of 25 crores. In the last three (3) financial years i.e. FY 2016-17, FY 2015-16 and FY 2014-15.	Agreed
82	Page 7	3.6 / Page 7-Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years.	Please clarify 6 and 8 appear to be same.	See revised criteria
83	Page 8	3.7 / Page 8-The bidder should have at least 100 employees on his payroll at the time of submission of the bid	To be amended to "The bidder should have at least 50 employees as the product doesn't require Manual Intervention for smooth operations.	See revised criteria
84	Page 8	3.8 / Page 8-The proposed product (for BPMS) should have been running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last 2 years	Please clarify 6 and 8 appear to be same.	See revised criteria
85		4.11.2 / Page 14-5. Manufacturer's Authorization Form	Please clarify. Does this mean Bidder can be OEM Partner.	MAF is only to ascertain that the bidder has proper authorization from OEM to quote OEM's product.

86		4.13.1 / Page 16-OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client would be considered)	The reports from the system duly self certified by the OEM may be allowed.	Reports from the system duly self certified by the OEM may be considered for evaluating the sq. feet area etc. provided the reports are clear and gives a clear picture. Nonetheless, respective client should also sign / certify the said report.
87	Page 16	4.13.1 / Page 16-Files/drawings processed	The marking may be amended as below. Total 20 marks may be changed to 10 marks. 10000 Drawings / Files = 5 Marks. 1 mark for each additional 5000 drawings/ files.	See revised marking criteria
88		4.13.1 / Page 16-Product's capability	Please add the below clause for 10 marks. If the system is fully web based and online and does not require any offline /desktop based application- 5 points else If the system does not involve any human intervention during the scrutiny process -5 points else 0.	RFP clause shall prevail
89		6 / Page 23-Timeline, deliverable and payment schedule	We request advance of 20% as huge costs will be incurred in delivery and customization.	Change in Payment terms: SRS- 10% Configuration & Development – 40% Go-Live – 50%

90		6.3 / Page 25-The selected vendor will ensure that the data migration task is completed before shifting to the new application. The selected vendor has to design data migration & acceptance methodology and plan and get it approved from LGP	Please clarify what is the level of current data available with ULBs. Does it include digitizing paper drawing also.	Currently data is maintained manually. Digitization the paper drawings is not under the scope of the vendor
----	--	---	--	---

91		<p>6.4 / Page 26-The selected vendor shall ensure compliance to uptime and performance requirements of Project solution as indicated in the SLA in the RFP and any upgrades/major changes to the software shall be accordingly planned and implemented by selected vendor at no additional cost for ensuring the SLA requirements.</p>	<p>Please add the following in this section. "The proposed solution must Automatically discover business transactions:</p> <ul style="list-style-type: none"> - Count, measure and score every transaction - Identify slow and stalled transactions without manual intervention - Identify errors and slow SQL queries in transactions - Identify Code deadlocks - Automatic analysis of transactions data to provide root cause analysis" <p>The solution should automatically baseline every component within the Transaction – so we understand not just that transaction is slow but specifically which component is breaching the baseline.</p>	<p>The selected vendor shall ensure compliance to uptime and performance requirements of Project solution as indicated in the SLA in the RFP and any upgrades/major changes to the software shall be accordingly planned and implemented by selected vendor at no additional cost for ensuring the SLA requirements. The proposed solution should include Application performance management solution with following features</p> <ul style="list-style-type: none"> • Performance of individual web requests or transactions • Usage and performance of all application dependencies like databases, web services, caching, etc • Detailed transaction traces down to specific lines of code • Code level performance profiling • Basic server metrics like CPU, memory, etc • Application framework metrics • Custom applications metrics • Application log data • Application errors • Real user monitoring
92		<p>6.4 / Page 28-Maintain System documentation Source code is documented (Any customisation made specific to LGP; the IPR for the same would remain with LGP)</p>	<p>Source Code / IPR of the COTS will remain the property of the Vendor.</p>	<p>Any customisation made specific to LGP; the IPR in customisation for the same would remain with LGP to the extent licensing terms of the COTS product allows it</p>

93		Page 37-Annexure 2: Check list for the documents to be included in the Pre-Qualification Envelope Certificate from the Auditor towards Revenue of the firm work from last 3 financial years	Please remove this point as we are providing the complete set of IT Papers for three financial years.	RFP clause shall prevail
94		9 / Page 50-Functional Requirement Specifications	Kindly include the following point. Should identify various elements of building drawing using the methodology of colour codes	RFP clause shall prevail
95	3. Pre-Qualification Criteria, Pt. 6	Bidder should have successfully implemented the solution in at-least 10 ULB/ Development Authority/ Govt. Department in India during last 5 years. Work order along with completion certificate duly signed by concerned department/ organization.	We are currently engaged with several on-going projects of similar categories. We believe that the experience or capability of the bidder in execution of projects can also be judged based on the on-going projects. Therefore, we request you to consider the completed/ on-going bespoke projects with work order and Completion/ On-going certificate duly signed by concerned department/ organization.	RFP clause shall prevail

96	3. Pre-Qualification Criteria, Pt. 8	The proposed product (for BPMS) should have been running successfully in at least 10 ULB/ Development Authority/ Govt. Department in the last 2 years	<p>We assume that the proposed product (BPMS) here refers to the bespoke software solution which have been running successfully in at least 10 ULB/ Development Authority/ Govt. Department in the last 2 year. Kindly clarify .</p> <p>Further, we request you to consider on-going projects with work order and Completion/ On-going certificate duly signed by concerned department/ organization for evaluation purpose.</p>	See revised criteria
97	4.4 Pre-Bid Meeting	LGP will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section 2.2.	Clause 2.2 does not exist . We assume the reference is to clause 1.2. Kindly confirm	The understanding is correct

98	4.13.1 Bidder Competence (A), Product's capability	<p>OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client- would be considered) - 40 marks</p> <p>Area scrutinized - Total marks 20</p> <p>0.5 Crore sq feet - 10 marks (1 mark for each additional 1 crore sq. feet)</p> <p>Files/ drawings processed - Total marks 20 1000 drawings/ file - 10 marks (1 mark for each additional 5000 drawings/files</p>	<p>This clause seems to be restrictive in nature and will limit participation of bidder. Therefore we request considering experience of implementation of eGovernance Projects.</p> <p>Request to amend it as "Bidder should have successfully implemented at least ten successful e-Governance projects in last 5 years ending with 31/03/2017with minimum project value of 1 Crore 1 Project - 10 Marks 5 mark for each additional project</p>	See revised marking criteria
----	--	---	--	------------------------------

99	4.17 Performance Bank Guarantee	The Vendor shall at his own expense, deposit with department, within seven (07) working days of the notification of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized or Scheduled Bank other than co-operative Banks as per the format given in this RFP, payable on demand, for the due performance and fulfilment of the contract by the bidder.	We request to kindly accept the performance guarantee as per the following milestones and not on the total project cost from the beginning of the project - a) First PBG shall be of value 5% of the total Implementation Cost excluding taxes, valid for the implementation period. b) Upon successful Go-Live, the same shall be returned to the bidder upon submission of a 2nd PBG of value 5% of the Post Implementation Cost excluding taxes. The 2nd PBG shall be valid for a period of 3 years to be renewed annually.	RFP clause shall prevail
100	5. Scope of Work	Selected bidder will also develop an online rating system of registered agencies (architects) in line with the guidelines from MoUD for Ease of Doing Business	We request the dept. to elaborate the requirement for online rating system for better understanding.	Based on the effectiveness, adherence to the bye-laws and accuracy of the plans submitted by the architects/ applicant, the Department should be in a position to accord ratings to the architects. The system should facilitate the same based on the number of applications received from the respective architect/applicant and how many have been approved/ rejected
101	Section 5. Scope of Work	The vendor would have to facilitate audit and assessments as and when required in order to procure the security audit certificate.	Kindly clarify who will bear the cost of security audit? Selected Vendor or Client?	Client will bear the cost of security audit

102	5. Scope of Work	The vendor is supposed to provide handholding support to the ULB officers for a period of one month in order to ensure easy acceptance of the solution by the stakeholders.	We Assume that the handholding support for a period of one month will start after the Go-Live of the application. Kindly clarify.	The understanding is correct
103	Section 5. Scope of Work	The network connectivity and availability would be in the vendor's scope.	As per the " Annexure 8: Commercial Proposal Formats ", any infrastructure cost is not taken into consideration in the commercial proposal. Hence this clause is contradictory. Kindly eliminate this clause or keep provision in the commercial format to add infrastructure cost	Availability of the solution is in the vendor's scope. The network connectivity would not be in the vendor's scope.
104	5. Scope of Work	The work flow management should have administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform (for any envisaged integrations in future).	Kindly Clarify if the Standard Google Map APIs will suffice the requirement of GIS or should we consider the paid version of the same.	As per bidder's discretion

105	6. Timeline, deliverable and payment schedule, Pt. 5	Post Implementation Support Application hosting (Cloud Service Provider Cost) and Application Maintenance Support for three years post Acceptance of Go-Live - Post Implementation cost to be paid in 12 instalments	To bring more clarity we suggest the clause to be as follows: Post Implementation Support Application hosting (Cloud Service Provider Cost) and Application Maintenance Support for three years post Acceptance of Go-Live - Post Implementation cost to be paid in 12 instalments on quarterly basis.	Post Implementation Support Application hosting (Cloud Service Provider Cost) and Application Maintenance Support for three years post Acceptance of Go-Live - Post Implementation cost to be paid in 12 instalments on quarterly basis(after deduction of penalties, if any)
106	6.3 Data Migration	The selected vendor is not responsible for the digitization of the data currently available in manual form.	Please confirm the various applications or database from where the data will be migrated. We Assume that the bidder is not responsible to verify the data before migration to the proposed application.	The understanding is correct

107	7. Service Level Agreement	Issue Management Procedures - In case the issue is still unresolved, the arbitration procedures described in the Contract will be applicable.	Arbitration procedures are unspecified. Kindly provide the same.	<p>Arbitration -</p> <ol style="list-style-type: none"> 1. In case of dispute or difference arising between the LGP and the SI relating to any matter arising out of or connected with the award of contract, such dispute or difference shall be referred to an arbitration tribunal of three arbitrators of which one arbitrator is to be appointed by the LGP, one by the vendor and third arbitrator by the two arbitrators so appointed by the parties. The provision of Arbitration and Conciliation Act, 1996, as amended from time to time, shall apply. 2. Arbitration proceedings shall be held at Chandigarh and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English. 3. The decision of the Arbitration tribunal shall be final and binding upon both parties. The cost and expenses of arbitration proceedings will be paid as determined by the Arbitrators. However the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings shall be borne by each party itself. <ol style="list-style-type: none"> a. The parties shall continue to perform their respective obligations under the Contract unless they otherwise agreed ; and b. The LGP shall pay the SI any money due to the SI. <p>All disputes shall be subject to the jurisdiction of the Courts at Chandigarh only.</p>
108	Annexure 2: Check-list for the documents to be included in the Pre-Qualification Envelope	Hard copy and Scanned copy of RFP Fee of Rs. 5,000/- (Scanned copy to be emailed to the bid submission email id)	The submission is online, Hence, sending scanned copy on e-mail ID is not required. Kindly confirm.	The understanding is correct

109	Annexure 5: Format for Declaration by the bidder for not being Blacklisted / Debarred	(To be submitted on a 100 rupee stamp paper)	We request the department to accept the declaration by the bidder for not being Blacklisted / Debarred on Company's letterhead duly signed by the concerned authority.	Agreed
110	Commercial Bid formats	It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable	We request to allow submission of commercial bids excluding taxes.	RFP clause shall prevail
111	Annexure 9: Functional Requirement Specifications	Mobile Application	It is not clear in the scope that the mobile application will be developed in which platform. Please clarify the same.	Android and iOS platforms
112	Annexure 10: Manufacturer's Authorization Form	This form has to be provided by the OEMs of the products proposed in their letter head	Owing to internal policies certain OEMS may not provide MAFs in the RFP format. We request acceptance of MAFs not strictly as per RFP format.	MAFs may be submitted substantially in the format provided in the RFP.