

Reply for Prebid Queries for the Project of "Appointment of Agency for Software Development at Patna Smart City Limited

SN	RFP Document Reference(s) {Section & Page No(s)}	Content of RFP Requiring Clarification(s)	Point of Clarification	Our Remark
1	Section 3 Duration of the Assignment, Page no-8	The duration of assignment for satisfactory performance of the services the contract will be one year from the date of signing of the contract agreement	As per section 6. Deliverables, Timelines and payment Schedule, we understand that the software development period is 6 month from date of signing of agreement (T), and Go-live is to be achieved in 6 month (T+6 months) after which maintenance support period will start for 12 months. Hence the contract duration should be 1.6 year initially. Kindly confirm	Partially accepted, duration of go-live is reduced to three months hence total contract period is for 15 months, however project manager and data base specialist will be deployed for first 12 months while all data entry operator will be deployed after the date of roll-out or at any early date as communicated by PSCL for 12 Months.
2	Section 3 Duration of the Assignment, Page no-8	PSCL reserve the right to extend the tender for further period of 2 year for maintaining of software on the additional fee calculated according to rate quoted for component-2 maintenance of software in finance bid.	we request to include that- if the tender is extended for further period of 2 year for maintenance of software it will be done with an increment of 15% on the additional fee calculated according to rate quoted for component-2 maintenance of software in finance bid.	Not accepted
3	General: Scope of Proposal, Page No-11	Bidder should have similar experience of successful completion of at least 2 projects in PSU/Government Departments.	We understand that "similar experience" will mean web based application/e-Gov. solution/project monitoring system Development, Implementation and Support projects in any Government departments or PSUs. Kindly Confirm	Similar experience means experience related to e-bill or any other software related to Measurement Book, estimate of projects, RA Bill, Final Bill, Variance has been supplied and maintained in Government departments/ PSUs.
4	General: Scope of Proposal, Page No-11	Technical Capacity The Bidder should have the experience of developing at least one website/web portal application with content management ability involving a minimum of 500 users being able to change or modify content of different parts of the website/web portal.	Request you to modify the clause as- Generally, in any software such large number of user is not allowed to do changes because it can destabilize the functioning of software. We understand that this criterion is to evaluate a bidder's capabilities to develop a stabilized software application with large user base. Therefore, we request to modify this criterion as- The Bidder should have the experience of developing at least one website/portal application with content management ability. The application should have a minimum user base of 2000 users.	The Bidder should have the experience of developing at least one website/web portal application with content management ability involving a minimum of 500 users

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07/07/2017
CGM



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5	General Experience of the Firm, Page No-13	(i) Up to 5 Years- 0 Marks (ii) More than 5 year but up to 15 Years- 25 Marks (iii) More than 15 years but up to 25 years-50 Marks (iv) More than 25 Years-100 Marks	We request you to modify the clause as- (i) Up to 5 Years- 0 Marks (ii) More than 5 year but up to 15 Years-25 Marks (iii) More than 15 years but up to 20 years-50 Marks (iv) More than 20 Years-100 Marks	Not accepted
6	Firm Experience, Page No-13	The Bidder should have the experience of developing at least one website/portal application with content management ability involving a minimum of 500 users being able to change or modify content of different parts of the website/web portal. (i) Involving 500-750 Users – 25 Marks (ii) Involving 750-1000 Users- 50 Marks (iii) Involving more than 1000 Users - 100	As requested in the query above, please modify the clause as- The Bidder should have the experience of developing at least one website/portal application with content management ability. The application should have a minimum user base of 2000 users. (i) 2000 to 2500 Users – 25 Marks (ii) >2500 to 3000 Users- 50 Marks (iii) More than 3000 Users - 100 Marks	The Bidder should have the experience of developing at least one website/portal application with content management ability. The application should have a minimum user base of 500 users. (i) Involving 500-750 Users – 25 Marks (ii) Involving 750-1000 Users- 50 Marks (iii) Involving more than 1000 Users - 100Marks
7	Firm Experience, Page No-13	Experience of the agency in implementation of e-bill in same pattern at ULBs/ government client/ other big infrastructure private party (i) At least 1 projects- 25 Marks (ii) More than 1 but up to 3 projects- 50 Marks (iii) More than 3 projects- 100 Marks	section 1.4.4 of the guidelines for Model RFP Published by Meity state that- any requirement very specific in nature may result in restricting competition. Project requirement is to be have an MIS so that physical and financial progress of various projects can be monitored. Evaluation bases on just E-bill doesn't fulfill the purpose. therefor, we request you to kindly modify the clause as- Experience of the agency in implementation of e-bill/project monitoring/web based MIS at ULBs/government client/other big infrastructure private party- (i) At least 1 projects- 25 Marks (ii) More than 1 but up to 3 projects- 50 Marks (iii) More than 3 projects- 100 Marks	Not Accepted, Point will remain as per RFP.

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2/2/2018

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8	Technical Evaluation of Proposals, Page No-13	Experience of the agency in Advisory/Consultancy to Govt. Departments	Nature of this project is more of system integration (SI) rather than advisory/Consultancy. Therefore, request to modify the clause as- Experience of the agency in Advisory/Consultancy/System Integration to Govt. Departments.	Not accepted, we need party that have IT as well domain knowledge of work/ contract bring under taken by our nature of organization.
9	Technical Evaluation of Proposals, Page No-13	Presentation of POC and DEMO	Kindly Specify the duration of presentation and the contents to be showcased. Also, what is exactly required to be shown in POC and Demo.	Presentation on e-bill features, screenshots of software and web-link should be attached with the technical proposal. Management may ask to give demo/POC on e-bill software if required in front of PSCL officials.
10	D APPOINTMENT OF AGENCY, s. Execution of Agreement	After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Agreement within 15 working days. The Selected Applicant shall not be entitled to seek any deviation in the Agreement.	We suggest to modify the clause as below- After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Agreement within 15 working days. The Selected Applicant shall be entitled to seek any deviation in the Agreement only after mutual decision.	Accepted.
11	3.1 An indicative approach toward construction work is given as below. Page No-31	IT tool should also have a dashboard and mobile app for real time updating and reporting.	Kindly specify the platform of mobile and details the functionalities required from the app.	Platform: as per Meity guidelines, open source preferable after discussion with PSCL. Detailed functionalities will be final in requirement study report, basic functionalities are given in ToR.
12	Scope of Work, Page No-31	Providing of customized e-bill web tool and Definition & feature updating real time	The current scope description doesn't describe the required functionalities of application in detail. We request to provide a functional requirement specification for greater understanding of requirements. Also we request to describe E-bill requirements in depth.	Bidder are requested to visit office and understand the process, Functionality requirement specification will be prepared by successful bidder in discussion with PSCL.

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27/2019



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13	D. Deployment, configuration and GO-Live, Page No-33	Deployment, configuration and GO-Live	Kindly clarify where the software will be hosted? We understand that necessary infracture for hosting the software like server, networking etc. shall be provided by PSCL. Kindly confirm	Yes, PSCL will providing hosting facility, however till roll-out, bidder have to manage their own.
14	Component-2 Team Deployment, Page No-33	Team Deployment	We understand that the software development period is 6 months from date of signing of agreement (T), and Go-live is to be achieved in 6 months (T+6 months) after which maintenance support period will start for 12 months. Kindly confirm	Same as SL. No.1
15	Component-2 Team Deployment, Page No-33	Consultant will require deputing following team at PSCL office	We understand that during software development period no Onsite resources are required to be deployed. Onsite resources are to be deployed after Commencement of Maintenance period for 12 months. Kindly Confirm	Same as SL. No.1
16	1.2 For Maintenance of Software, Page No-33	Data has to be migrated within three month from the date of supply by PSCL.	we Understand that PSCL shall provide data in formats given by bidder and shall validate the data. Further, bidder shall only be responsible for data entry operations. Data digitalization Including scanning; sorting etc. is not part of scope of work of bidder . Kindly confirm Please specify the quantum of data to be migrated	No It is in the scope of bidder
17	1.2 For Maintenance of Software, Page No-33	After installation of software, following will be deputed at PSCL office for data migration, training to PSCL officials	Kindly specify the number of user to be trained. We understand , all the required infrastructure for training shall be provided by PSCL Kindly Confirm.	Number of user may reached up to 100 Yes, the infrastructure shall be provided by the PSCL

Handwritten signature and date: 27/2019

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18	Penalties for Non-Performance	1% of corresponding billed amount for delay of every week in corresponding deliverable will be charged subject to maximum 5%.	We request you to Kindly modify the Penalty terms as below- 0.5% of corresponding billed amount for delay of every week in corresponding deliverable will be charged subject to maximum 5% for reasons solely attributable to bidder. Penalties shall not be applicable for cases beyond the control of bidder.	Not accepted
19	APPENDIX-I Form-7 CURRICULAMVITAE (CV) FOR PROPOSED EXPERTS, Page No-42	CURRICULAMVITAE (CV) FOR PROPOSED EXPERTS	We Understand that CV of Only two key resources i.e., Project Manager and Database Expert is to be submitted. Kindly confirm.	Yes, in the prescribed format as per the Appendix-1 Form-7
20	APPENDIX-I Form-7 CURRICULAMVITAE (CV) FOR PROPOSED EXPERTS, Page No-42	CURRICULAMVITAE (CV) FOR PROPOSED EXPERTS	For reasons beyond the control of bidder, onsite resources may be required to be replaced. We understand that resources replacement is allowed. Kindly Confirm	Yes but the same must be approved by the PSCL authorities.
21	Appendix-II, Form-2, Page No-45	Once contract is awarded Client shall not be responsible for any other cost apart from the gross quoted rates with applicable GST.	we understand that GST shall be calculated as per the applicable rate at the time of billing. Any changes in the GST rates shall be accounted by PSCL.	Accepted
22	General	Integration & Gateways	We understand that the bidder shall be responsible for providing any integration services only and all the API's of other applications/ solution and new plug in modules or third party devices etc. shall be provided by PSCL. Further we assume that the SMS/payment/email gateways shall ne provided by the PSCL and the bidder shall be responsible for integration services only.	Partly Accepted. SMS/ Payment gateways shall be provided by the bidder.

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27/10/17



Smart City Patna

“बेहतर हो पहचान अपना, विकसित गजधानी सुन्दर पटना”

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23	General	Security Audit	We assume PSCL Shall do Security audit and shall bear all the cost. Bidders shall only be responsible to give compliance to security audit. Kindly Clarify In case bidder has to get security audit done, please specify number of security audits required.	The responsibility of Security audit will be done by Patna Smart City Limited or PSCL will take care for Security Audit

Date:- 02.07.2019

Place:-Patna


02/07/2019

(Sudhir Kumar Sahu)
Chief General Manager
Patna Smart City Limited