

INFORMATION TECHNOLOGY DEPARTMENT

NDMC: PALIKA KENDRA

SUBJECT:DESIGN, DEVELOPMENT, CUSTOMIZATION, CONFIGURATION, CLOUD HOSTING & MAINTENANCE OF MOBILE APP SOLUTION FOR MONITORING OF NDMC CIVIC SERVICES, PUBLIC GRIEVANCE REDRESSAL AND INTEGRATION WITH EXISTING NDMC CALL CENTRE AND CRM ON MONTHLY LICENSE FEE BASIS (SOFTWARE AS A SERVICE (SAAS)) FOR A PERIOD OF FIVE (05) YEARS.

Pre-Bid Queries Reply

I. M/s Civic Solutions Private Limited

Sr.No.	Query	Page No. of tender document	Clause of RFP Clarification Required	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
1	CHAPTER-III, Point No. 3.5.1. Issues reported by citizen through What's App	16	Is it direct WhatsApp integration to the system? Or User will read WhatsApp complaints and import into Dashboard web console.	In the para 3.5.1, Chapter III page 16, following is added in the end of paragraph: Call center executive will read WhatsApp complaints and import into Dashboard web console/CRM.
2	CHAPTER-IV, Point No. 4.3. contact center technology that will help in delivering good customer experience. All types of complaints coming from WhatsApp	19	Is it direct WhatsApp integration to the system? Or User will read WhatsApp complaints and import into Dashboard web console.?	
3	CHAPTER-IV, Point No. 4.3. Count the hours between the every time login of entry and exits at the premises /field.	22	Is there any shift base different working hours? What happens if any officer works between multiple premises? Does system need to maintain check-in and checkout for each premises?	In the CHAPTER-IV, Point No. 4.3.clearified that various department of NDMC officials working in shift wise.so system need to maintain check-in and checkout time and , location captured through GPS.-

				Through this log system one should be able to check the first entry and last exit time and location, for the change in premise location, official can always give inspection report using inspection module.
4	<p>CHAPTER-IV, Point No. 4.3.</p> <p>To develop a fully functional and user interactive online tool which can enhance and help various project management of various department users to manage and compile their work efficiently by tracking the physical and financial status of the project. The brief required features are:</p> <p>a. Assign different tasks to different members/Departments.</p> <p>b. Maintain start date and end date of each project</p> <p>c. Maintain the overall timeline of the project with Dash board. 2. This module contains following features:</p>		How our system will get financial progress from your system? Does Officer updates physical progress from field or from office? Is it necessary to capture GPS location for such physical progress reports?	In the CHAPTER-IV, Point No. 4.3-Project Tracking Module Page 22 clarified that: Officer updates physical progress from field and location captured through GPS and App also filled to enter financial progress in terms of percentage progress incurred.
5	<p>CHAPTER-IV, Point No. 4.3.</p> <p>MIS and Statistics - APIs for sharing e-Challan information for online integration</p>	23	Do you want another external body / party / system can interact with e-Challan through API?	In the CHAPTER-IV, Point No. 4.3.e-Challan Module clarified that system can interact with e-Challan through API

6	CHAPTER-IV, Point No. 4.3. Inspection of parking lots and status of parking management	25	Does it real-time through any system of sensors? Or Officer will update this information from mobile app?	In the CHAPTER-IV, Point No. 4.3. amended as Officer will update this information through mobile App.
7	CHAPTER-IV, Point No. 4.3. License Payment-Paid or Due	26	Is there any system while contains such information and our system will push such data to show in mobile app? Is there any payment gateway integration?	In the CHAPTER-IV, Point No. 4.3. amended as: the system while contains such information and push data to show in mobile App. Not yet buy system
8	CHAPTER-IV, Point No. 4.3. Inspected Route on Map.	26	Is it google map to show walking path while on inspection? Or system has to validate that officer must go through particular geo-fenced route only? If officer not follow that route, then system should show alerts?	In the CHAPTER-IV, Point No. 4.3. Page 26 clarified that google or any open platform map to show walking path while on inspection
9	CHAPTER-IV, Point No. 4.7. Version 6 and above	28	It must be iOS 7 and above	No Change
10	CHAPTER -I, Point No. 1.7.1 An EMD of Rs. 1 Lakhs (Rs One Lakhs) to be deposited in the form of Demand Draft/Pay order/Bankers Cheque/FDR/TDR.	7	The units registered under Single Point Registration Scheme of NSIC are eligible to get the following benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India,	No Change

			Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012 □ Exemption from payment of Earnest Money Deposit (EMD)	
11	CHAPTER -I, Point No. 1.8.2 The Performance Security/ Guarantee shall be for an amount equal to 10% (Ten per cent) of the total value of the Contract (tendered /bid amount).	8	Request you to change the Performance Security/ Guarantee criteria from 10% of the total value of the tender amount to 2.5%. As the tender is for 5 years and NDMC is not going to pay in one time full payment, it is according to subscription base. In addition, the bidders have to bare Cloud Hosting base server charges.	No Change.
12	CHAPTER-V, Point No. 5.3.2. Bidder should have ISO, NASSCOM, CMM or higher Certification for software / application / website development	38	Bidder Should have ISO or NASSCOM or CMM or higher or Certification for software / application / website development	In the CHAPTER-V, Point No. 5.3.2. Page 18 amended as : ISO/NASSCOM/CMM or higher Certification for software / application / website development.

II. C-NET INFOTECH PRIVATE LIMITED

Sr.	Query	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
13	Total module wise expected users	Total 600 to 1000Expected User.
14	Is native compulsory / or we can use hybride as this is the latest technology	In the Clause 4.9 (C) page 29, it is clarified that: Mobile App development should be in Native languages, responsive, dynamic, online and robust mobile

		application, which is to be supported on smart mobile phones and tablets with o/s such as Android and iOS including future versions of the mentioned O/S.
15	Is there any provision of the payment using the mobile application are citizen using them, which are the services and what uses of the application	Only NDMC Officers/officials will be using this mobile application.
16	what are current license fee and what is the model of transaction	This can't be disclosed.
17	If citizens will also be using these apps?	No, Only NDMC Officers/officials will be using this mobile application.
18	Do department want the apps to be hosted at google play and apple store	Yes.
19	If deparment wants the product development to go thru STQC Audit?	No.
20	What is the size, format and type of the data to be migrated	Around 10 GB Data needs to be migrated. NDMC using MongoDB
21	The timelines of 10 weeks for developing the mobile application in native is very short. We request you to atleast extend the timeline to atleast 18 weeks.	Para 4.15 &4.16 page 31 amended to the extend that the execution time shall be 12 weeks (84 days) from the date of execution of the contract agreement.AccordinglySr No. 05,06& 07 on page 31 & 32 may be read as T+09, T+10 and T+12 respectively instead of T+08, T+09 and T+10 respectively.
22	Please explain the definition of Active Users per month.	Active user mean who has downloaded the mobile App and same is activated with user Id.
23	If one user is using two mobile apps in a month then the user count will be 2 or 1?	User will be counted on the basis of number of Mobile App uploaded on mobile phones and activated by due authentication process. One user will have only one authenticated and activated App.For example 500 active would mean 500 mobile app uploaded and activated on 500 smart phones.

III M/s E &Y

BIDDER's REQUEST FOR CLARIFICATION					
Sr. No	RFP Reference(s) (Section & Page Number(s))	Document (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
24	Chapter 4, Scope and Objectives of the Work/Project, 4.2. Scope of the Work, Page No 18		Regarding Technology Preference	Request you to please specify in details in case if there is any specific preference on Technology for development of the Software Solution	Already Explained at Sr No 14 on above.
25	Chapter 4, Scope and Objectives of the Work/Project, 4.3 Mobile App Solutions and Features required, Page No 19, Feature Required 1		CRM module to be developed for registering complaints from various sources i.e. through citizen app, web app, twitter, facebook, and telephone etc.	Will the System need CRM for telephonic complaint registration or it should be IVR based solution?	In the Chapter 4, Scope and Objectives of the Work/Project, 4.3, Mobile App Solutions and Features required, Page No 19, Feature Required 1, is amended to the extent that CRM module to be developed for registering complaints from various sources i.e. through citizen app, web app, twitter, Facebook, telephone and social media etc. and CRM must be integrated with IVR.
26	Chapter 4, Scope and Objectives of the Work/Project, 4.3 Mobile App Solutions and Features required, Page No 19, Feature Required 1		CRM module to be developed for registering complaints from various sources i.e. through citizen app, web app, twitter, facebook, and telephone etc.	Will user post complaints on department's Facebook page?	In the Chapter 4, Scope and Objectives of the Work/Project, 4.3 Mobile App Solutions and Features required, Page No 19, Feature Required 1 amended as : CRM module to be developed for registering complaints from various sources i.e. through citizen app, web app, twitter, facebook, and telephone etc. and

				citizen can post complaints on department's Facebook Page.
27	Chapter 4, Scope and Objectives of the Work/Project, 4.3 Mobile App Solutions and Features required, Page No 20, Feature Required 2	This module will enable the field staff to capture photo of the inspected site/installations and GPS Information of the locations, which automatically tags its respective circles and zones/areas	Does the department have geo coding for tagging respective circle/zone based on the GPS Location?	In the Chapter 4, Scope and Objectives of the Work/Project, 4.3 Mobile App Solutions and Features required, Page No 20, Feature Required 2 is clarified that: Department have geo coding for tagging respective circle/zone based on the GPS Location.
28	Chapter 4, Scope and Objectives of the Work/Project, 4.2. Scope of the Work, Page No 18	Regarding Integration	Kindly specify the scope of integration activities for integrating with existing systems	In the Chapter 4, Scope and Objectives of the Work/Project, 4.2. Scope of the Work, Page No 18 it is clarified that: Department will provide webservers/API if integration required with existing system.
29	Chapter 5, Instructions to Bidder & Eligibility Criteria, 5.1 Scope of Tender, Page No 35	NDMC invites bids to this Tender Documents from eligible registered firms (Consortium and JV not allowed) as per the scope of work defined in this Tender Document. Tender document means this Tender document, Contract agreement, supporting annexures / appendices / formats etc., any addenda/corrigendum to this Tender Document and all other such documents.	Keeping in view the scope of work we request you for the benefit of the project at large to allow participation in consortium. Hence, request you to kindly modify the clause as mentioned below - NDMC invites bids to this Tender Documents from eligible registered firms (Consortium and JV allowed) as per the scope of work defined in this Tender Document.	No Change.

			Tender document means this Tender document, Contract agreement, supporting annexures / appendices / formats etc., any addenda/corrigendum to this Tender Document and all other such documents.	
30	Chapter 5, Instructions to Bidder & Eligibility Criteria, 5.3.2. Basic Eligibility Conditions for Pre-Qualification, Page No 37	The Bidder shall be a company/firm incorporated in India under the (Indian) Companies Act 1956/2013 or a company incorporated under equivalent law abroad.	We understand that Limited Liability Partnership (LLP) is also eligible to bid under this clause as Limited Liability Partnership (LLP) act 2008 is an extension of the Companies act and is legally permissible under the Corporate Law. Hence, request you to kindly modify the clause as mentioned below - The Bidder shall be a company/firm incorporated in India under the (Indian) Companies Act 1956/2013, Limited Liability Partnership (LLP) act 2008 or a company incorporated under equivalent law abroad.	Agreed. Chapter 5, Instructions to Bidder & Eligibility Criteria, 5.3.2 is to be read as: The Bidder shall be a company/firm incorporated in India under the (Indian) Companies Act 1956//2013, Limited Liability Partnership (LLP) Act 2008 or a company incorporated under equivalent law abroad.

IV M/s Mobiloitte Technologies (I) Pvt. Ltd

Sl. No.	Clause No Of the RFP	Query/ Clarification Sough	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
31	Page No 38. Clause No 3.	Please change this clause as ISO or CMMI certificate.	Already explained at Sr No 12.
32	Page No 39. Clause No 5.	We have done more than 2000 mobile apps. We have solid experience with international clients. We have done project upto 1.25 crore. But we do not have work order for this. We have only agreement for the same. It has mentioned cost of the project. We would like to bid in this tender. So please give relax for the same showing agreement in place of work order.	No Change.

V MsStesalit Systems Limited

Sl. No.	NIT / RFP Reference Clause	Existing Clause	Clarification Requested	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
34	Page 25 - Pt. 10;	RFID / Barcode / QR code based hawker inspection module.	RFID / Barcode / QR code based hawker inspection module development requires the operating systems and other details about the device on which this will be implemented.	NDMC will provide at the time of actual implementation of project.
35		GPS Attendance Module	This needs high precision GAGAN enabled GPS module in the handheld device. NMDC needs to share the specifications of this handheld devices.	NDMC already provided Android based mobile and 4G SIM for using mobile App.
36		GPS Road Checking Module	This needs high precision GAGAN enabled GPS module in the handheld device. NMDC needs to share the specifications of this handheld devices.	
37		Project Tracking Module	This needs high precision GAGAN enabled GPS module in the handheld device. NMDC needs to share the specifications of this handheld devices.	
38	Page 46 - Article 5.18	CMMI and ISO certifications.	There is no point for CMMI and ISO certifications. There should be some additional points for these quality certifications.	Already explained at Sr No 12.

VI Ms. Cube Software Pvt. Ltd.

Sr No	Query	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.

39	we have ISO & NSIC Registration for the same solution but do not have NASSCOM , CMMI certificate	Already explained at Sr No 12.
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VI M/s Interlace

S. No	Questions	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
40	RFID scanners – has NDMC previously issued RFID to hawkers and please confirm if any software in place to inspect them?	NDMC only expected SAAS based mobile App hosted on cloud by the developer. Rest are to be provided by NDMC.
41	Remote access – The web application is intended to be available in any remote location from the web and not restricted to any specific Intranet or location specific, please confirm?	The web application is intended to be available in any remote location from the web.
42	ROR & PHP means application framework and language or Resources Of a Resource & Project Honey Pot.	Means application frame work only.
43	Are you very specific to 10 Weeks development timeline or is there any scope for Time line extension?	Amended to 12 weeks as per reply at Sr No 21 above.
44	Mentioned 70 days consists of just the number of working days or is the total timeline for developing both the mobile application and CRM	Please refer clause no.4.16: 84 days consists of the total timeline for developing both the mobile application and CRM from the date of execution of contract.
45	Cloud Service: Do you see any specific duration where the app utilisation traffic to hit higher volumes (eg, during natural calamities, Festival Season, etc.), in that case do you want the application hosting cloud to be Elastic Load Balancer enabled? Also please provide the time period of the year when you expect user traffic to be very high.	During office hours traffic utilization to be very high.
46	Is mentioned 750 users are the current expected number of users to utilise the mobile app for an initial phase of 1st year?	600 to 750 users are expected in current scenario.
47	The Application will be English only and multi-lingual option is not needed even during the five year licensing period, please confirm?	The Application will be in English only during contract period.

48	What is the Database which has been utilized currently by the existing CRM?	NDMC using MongoDB
49	What technology/Development Framework is been used for the current CRM?	ROR & MongoDB
50	Is there any module/modules, needs to be reutilized when developing the new CRM Application.	New CRM required.
51	What is Contact Centre solution, which has been implemented and needs to be integrated with the CRM, please list out?	New CRM required.
52	Will you take up the Mobile Application Store hosting charges for iTunes and Play Store?	NDMC expected for monthly license fee basis (Software as a service (SAAS)) for a period of five (05) years from the date of Go-live of all mobile App module.

VII M/s Cyfuture

Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required	Decision of NDMC on the queries submitted during Pre-Bid meeting held on 11.01.2016.
53	Citizen Relationship Module (CRM)	19	Customer is notified with Complain ID via SMS a unique ID inside system is created	Who will bear the cost of SMS gateway and how many SMS will required per month?	NDMC shall provide SMS gateway. The selected bidder only configure/integrate with proposed mobile App.
54	VBD (Vector Borne Disease) Tracker	24	The purpose of VBD tracker would enable the officials of the Public Health Department of NDMC to supervise, monitor, evaluate all preventive measures taken for controlling VBD & water borne diseases.	Please explain the module VBD (Vector Borne Disease) Tracker, who will provide us the data and thermal map?	NDMC will provide data only. Rest are responsibility of selected bidder.
55	SOFTWARE	30	The software licenses required if any	If no charges applies for the	This tender is onmonthly

	LICENSES		shall be procured by the bidder. The system software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the New Delhi Municipal Council	procurement on the Licences. Kindly suggest what kind of licenses charges which should include in the financial bid.	license fee basis (Software as a service (SAAS)) for a period of five (05) years from date of Go-live of all Mobile App module. All applicable levies, taxes, licenses and cloud hosting charges (if any) shall be taken in to account while quoting the monthly license fee. NDMC shall pay only on the basis monthly license fee quoted in financial bid schedule-ANNEXURE-I of the tender document.
56	Format 3: Project Experience	86	To be submitted on letterhead of customer separately for every similar kind of project)	Its bit challenging to gather the information from Govt customer. We would request you to consider the Work orders following to completion certificates in place of suggested format.	No change.

Note:-Further, all the terms and condition remain same.

The Last date of Bid Submission/Tender Due Date –is extended to 24/01/2017 at 3:00 PM (Tuesday)

The replies to the queries shall form the part of the Tender Document.

Director (IT)

Date 13/01/2017