

S. No.	Tender Document Reference(s) (Section & Page Number(s))	Tender Document content for Clarification(s)	Points of clarification	Reply/Decision taken
1	Page 15, Point 4.3 Sr No. 1, Citizen Relationship Module	It is mentioned that Existing CRM module data to be migrated in new CRM.	Is the existing CRM over web or mobile app & is developed in which technology? Pls clarify. Is developing a web based CRM application also a part of the scope of this project. Kindly confirm.	Existing module is Web based developed in Java. Scope covers its integration with the mobile app through webservice to be provided by existing SI.
2	Page 15, Point 4.3 Sr No. 1, Citizen Relationship Module	It is mentioned that "All types of complaints coming from (Facebook, Twitter, WhatsApp, Telephone, Handwritten, website, etc.) should directly go to one central support system."	Is a direct integration with the mobile app desired for the mentioned social media systems as a part of this RFP? We believe otherwise. In that case, will such social media complaints be manually input into the system through web or mobile app CRM module? Kindly clarify, and if manually done, then who will do that?	It is direct integration of the social media platforms as mentioned that complaints should go to a central system.
3	Page 19, Point 4.3 Sr No. 5, eChallan	It is mentioned in point g. that "APIs for sharing e-challan information for online integration"	Kindly clarify as to for which system the APIs are to be developed for integration and what is the technology for that system.	APIs is to be developed for e-challan to share its information for integration with existing online application.
4	Page 20, Point 4.3 Sr No. 10, Public Toilet Inspection	Upload and referring of PTU database	What is PTU & where is its database available?	It refers Public Toilets and Urinals from its master database. Inspection of the same with the current status of cleanliness.
5	Page 21, Point 4.3 Sr No. 13, Bin Inspections	Day summary is required to be shown on thermal maps on a real time basis.	What kind of thermal map is desired? Is it to be developed over GIS maps or open source (like google) maps?	It is a GIS map plotting with geo-tagged markers and geofencing of zone/ward boundaries of the corporations.
6	Page 21, Point 4.3 Sr No. 15, Mobile based customization of online civic services	The customizations of online services includes the existing web application of the corporations to be onboarded on mobile app.	Please mention the technology over which the existing web applications are developed. Also, is there any customization envisaged for the selected vendor under scope of this project for the existing web applications. Kindly confirm.	The existing web application uses multiple technology as PHP and JAVA. The customisation is required for Citizen mobile app for integration of the existing online application through webservices.
7	Page 25, Point 4.9, Implementation module	The service provider shall build, maintain and upgrade the application for the duration of 01(three) years from date of Go-Live of all mobile app modules and extendable for further two years on the same terms and conditions	It is our suggestion that, at the time of extension for this further two years, the extension shall be with 10% escalation per annum on the quoted fee.	As per the tender document
8	Page 26, Point 4.15 Project Schedule	The selected bidder shall be required to execute and complete the work including design, development, customization, configuration, data collection , geo-tagging, customizing, configuration, testing, hosting commissioning of mobile applications	Will the data collection be under scope of the vendor? If yes, then till what extent. Pls clarify.	Yes.

9	Page 32, Point 5.3.2 Sr No. 4, Basic Eligibility Conditions for Pre-Qualification	It is mentioned that "Firm/Agency must have completed min. 3 similar projects (citizen centric mobile app development) in government / state Government / PSU / ULB with at least one project having value of Rs. 1 crore or higher during last three years.	Considering the annual turnover of bidder needed as 50 lakhs per annum, this condition looks on the higher side. You are therefore requested to kindly revise this condition to: "Firm/Agency must have completed min. 3 similar projects (citizen centric mobile app development) in government / state Government / PSU / ULB during last three years." OR "Firm/Agency must have completed min. 3 similar projects (citizen centric) in government / state Government / PSU / ULB with at least one project having value of Rs. 1 crore or higher during last three years."	As per the tender document
10	Page 45, Point 6.16.2, Payment Terms	The monthly payment shall be released as per the actual activated users.	While a tentative of 1300 users are mentioned in the RFP, but there is no explicit mention of a minimum number of users for billing purpose. There should be a minimum number also defined for in case the number of users are very less during any month, it might impact the vendor's project cost. Shall we consider 1300 as the minimum number of users to be billed for in any given month? Kindly confirm.	Payment will be made as per user basis.
11	Page 45, Point 6.16.5 Sr No 3 in the table under Payment Terms	For user base between 1501 to 2000, it is mentioned that 30% discount is to be given "if the user base exceeds 1300 and goes upto 1500"	This looks like a typo error and it should have been "if the user base exceeds 1500 and goes upto 2000". Kindly confirm.	Typo error rectification and shall be read as "if the user base exceeds 1500 and goes upto 2000.
12	Page 46, Point 6.17 Performance Security Deposit	It is mentioned that "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) and shall be released after Six (06) months of successful completion of the project" while in point iii. it is mentioned that "The BG shall be valid for a period of 66 months from the date of signing of agreement"	Based on our understanding, considering 3.5 months for initial development and 3 years of contract period plus 6 months after completion of project, the security duration shall be 45.5 months which can be further extended for two more years as per the contract extension. Kindly confirm our understanding.	It is as per the point no. 1.8.4 on page 7 of the tender document.
13	Page 50, Point 6.35 Taxes and Duties	it is mentioned that " the successful bidder shall bear & pay all taxes, duties, levies & charges including service tax, if applicable, in connection with the completion of the contract. Any taxes and duties shall be to the successful bidder's account and no separate claim in this regard will be entertained by SDMC". While in the Financial Bid Format, page 53, it is mentioned that "Above cost is exclusive of applicable taxes".	Kindly confirm the applicability of service tax in the bid. We believe that we need to quote the bid in format excluding service tax. Kindly confirm.	The bid is exclusive of the applicable taxes.
14	Page 7, Tender Schedule Sr. No 4	Tender Due date / last date of bid submission is mentioned as 15/06/2017 3.00 pm	With a project of such quality, we would request you to kindly extend the bid submission deadline (for at least 7-10 days) for proper preparation of proposals.	As per the tender document

15		General	Same subject tender has been published from all three corporations but are published as separate tenders. In such a case there can be different winners in the three cases. How will implementation and integration be handled if three different parties work on the same thing for the three corporations? Does the client foresee any challenge with this? In this context, attention is drawn to Page 45, 6.16, Point 6.16.2 - "The monthly fee shall be made on quarterly basis by department as per actual number of activated users (from all three corporations) in the month." This clause indicates all three projects coming under the same bracket and treated as one single unit. In the financial bid format as well, user numbers of all three corporations are specified and quote invited as per that. Please clear out the confusion regarding this	It is single tender for all three corporations and SDMC is the lead corporation executing this process.
16	Page 6	EMD	Please allow exemption for NSIC & MSME registered organizations. If exemption is not possible; kindly allow EMD in the form of Bank Guarantee	Exemption admissible under GFR will be allowed.
17	Page 7	Tender Schedule, Point 4	Please allow at least 10 days' time after publishing of pre-bid details for submission of tender	As per the tender document
18	Page 8	Tender Schedule, Point 10	Presentation - Please provide at least 7 days' notice for the presentation	The date will be communicated through email.
19	Page 37	Evaluation Criteria, Point 1	Please clarify as to what extent the proof of concept have to be developed for presentation. Can this be shown through other projects that are already live?	As per the points mentioned in the tender document and bidder may showcase the live project executed by them.
20	Page 50	Taxes and duties	We are in the verge of implementation of GST. Please allow separate indication of taxes in the financial and taxes be paid as per applicable rate during the time of billing. In the financial bid format, bidders have been asked to quote prices exclusive of taxes.	As per the applicable taxes at the time of billing.
21	Page 53	Financial Bid Format, Point 2	You have invited "Cost (one time) for customization of citizen app for existing online services/applications of the corporation - One time only" Please clarify "existing online services/applications" and what amount of customization will be required. In case this work is significant, please showcase the existing application to the bidders.	The existing online services/application are citizen centric and available to all through MCD website - mcdonline.gov.in
22	Page 53	Financial Bid Format, Point 3	Cost per user - As the bidder is only being directed by the estimated number of users provided by the client, we suggest bidder be provided a fixed amount even if the user number is less than 1300. The discounts applicable above 1300 users are justified and can be worked out.	Payment will be made as per user basis.

23	Page 6,30 & 35	Submission	Please clarify mode of submission. On page 6 & page 30 (50.2.3) it has been stated that EMD & Tender Cost along with other technical documents needs to be submitted at SDMC office in sealed envelopes. Whereas at page 35 point 5.15.4 it's stated "The format/documents/figures shall be typed or written in indelible ink and signed by authorized signatory of the bidder and then uploaded" Kindly clarify which to go by? Is the tender submission e-submission or physical submission? If submission is to be through e-portal do we need to submit the tender document in MCD portal?	The word "uploaded" shall be read as "submitted". There is a physical submission of tender.
24	Page 15	Mobile based customization of existing Online citizen centric services?	What kind of customization / integration?	As mentioned above at S. No. 6
25	Page 16	Mobile App solutions	What technology was used for existing CRM? Will they provide web services for inbound and out bound queries?	As mentioned above at S. No. 1
26	Page 17	Mobile App solutions, CRM Module	What kind of integration is needed with existing Citizen app and Officer app? - Need more clarity	The citizen app and Officer app both are the part of the Mobile app. Citizen app to be used by the citizens for availing online services and lodging their complain/griveance for redressal. The officers app to be used by the Officers of the corporations to attend/resolve the complains/grievances of the citizen with other mentioned departmental function/duties as per tender document.
27	Page 18	Mobile App solutions, Field work monitoring module	What kind of Audit Trails? Kindly elaborate. Wants to view? Is it flow chart types?	Audit trails refres the entire thread view of the actions taken and communication between the officers realted to the concerend field work monitoring.
28	Page 18	Mobile App solutions, GPS Attendance Module	MIS reports statistics to be made available in mobile app or any web dashboard? Kindly clarify	Refer Point No. h on page 17 - It shall be available in Officer app.
29	Page 19	Mobile App solutions, Module for unauthorized hawking/ encroachment	MIS reports statistics to be made available in mobile app or any web dashboard? Kindly clarify	Statistics shall also be availabe on mobile app (Officer app) for the required components as mentioned in tender document and the detailed MIS report along with the statistics shall be available on web dashboard.
30	Page 19	Mobile App solutions, Project Tracking Module	MIS reports statistics to be made available in mobile app or any web dashboard? Kindly clarify	Statistics shall also be availabe on mobile app (Officer app) for the required components as mentioned in tender document and the detailed MIS report along with the statistics shall be available on web dashboard.
31	Page 19	Mobile App solutions, Complaints Redressal of Citizens	Dashboard needed in mobile app or any web UI is needed?	Statistics shall also be availabe on mobile app (Officer app) for the required components as mentioned in tender document and the detailed MIS report along with the statistics shall be available on web dashboard.
32			Bulk SMS & email Notification Service should be provide to Vendor?	To be provided by the vendor.
33	Page no. 26 clause 4.15 Sub Clause 3	Live Demonstration of Application Prototype	Time for SRS Phase is not mentioned. Directly it is asked for Live demonstration of Prototypes. Are requirements are captured already and SRS is available?	As per the tender document

34	Page no 50 Clause 6.35	Taxes and duties Except as otherwise specifically provided in the contract, the successful Bidder shall bear and pay all taxes, duties, levies and charges including service tax, if applicable, In connection with the completion of the contract. Any taxes & duties shall be to the Successful Bidder's account and no separate claim in this regard will be entertained by SDMC.	Can you please confirm if variation in the tax component in future will be considered.	As mentioned above at S. No. 20
35	Page no 53 Annexure-1	Price Bid Above cost is exclusive of applicable taxes	Kindly confirm if we have to mention Service Tax and then quote or Excluding Service Tax, and variation in the tax component will be considered as per actuals?	As mentioned above at S. No. 13
36	Page no 5 Clause 1.7.1	EMD EMO of Rs 6 Lakhs in the form of DD	Can you allow EMO in the form of Bank Guarantee	As per the tender document