

Response to Queries by Bidders for Tender "RFP for Design, Development, Hosting and Maintenance of Website/Portal for MMRC for 2 years."					
Sr. No.	Clause Ref. No.	Original Clause	Query	Proposal by Bidder	Clarification/ Modified Clause
1	2: Key Events and Dates	Last Date for submission of bids - 6th April 2015 till 3.00 PM	The time given for the submission is less than 20 days, it is therefore requested to extend the timelines of the submission to a later date.	Atleast the time should be extended till 20th April 15.	The Section 2: Key Date ans Events , point no. 6 stands modified as : Last Date (deadline) for submission of bids - 10th April 2015 till 3.00 PM
2	3.11 :Earnest Money Deposit	The lead bidder and the consortium partner has to jointly submit the EMD amount	The time given for the submission is less than 15 days and since there has to be a legal agreement or MOU that has to be made between the two partners before we get into a consortium. It is therefore requested to extend the timelines of the submission to a later date.	Atleast the time should be extended till 15th April 15.	The Section 2: Key Date ans Events , point no.7 stands modified as : Online EMD and Tender Fee Submission - Latest by 8th April 2015 to avoid any clearing house delays
3	2: Key Events and Dates-Submission Date		3. Along following two queries, there is one more request that considering the March end as financial year ending, it's been very busy. So is there any possibility that MMRC can extend tender submission deadline by approx.. 8 to 10 days?		Refer Clarification Point. No. 1
4	3.19 - Process Evaluation (Point No.3) , Page No. 16	Bidders scoring 70 marks or above in technical evaluation (Envelope B) will be considered to be eligible for financial evaluation (Envelope C)	Our Understanding: We understand that the objective of the RFP is to design a robust, user friendly website to attract maximum flux of the citizens, government agencies and media houses to access the content through this medium. Accordingly, the total focus given to the design is 40 Marks out of 100. However, the bidder qualifying for the Envelope C is 70 Marks. Therefore the focus on design may be deviated.	It is proposed that either the RFP should be have higher criteria for qualifying to the Envelope C or the RFP can follow the QCBS model.	The Section 3.19 : Process of Evaluation stands modified as : Bidders scoring 75 marks or above in technical evaluation (Envelope B) will be considered to be eligible for financial evaluation (Envelope C)
5	3.19 - Evaluation - Technical (Point No.4) , Page No. 17	Please note that such a Demo may be called from each technically qualified Bidder before opening of Financial Proposal or only from the selected Bidder after the evaluation of Financial Proposals. In any case, in the event of any deviation from the factual information provided by the Bidder in his Technical Proposal, MMRC can reject the Bid.	Query: In case the demo is called after financial proposal, what will be the parameters of evaluation for MMRC to award the work to the bidder.	The demo should be part of the Technical Evaluation. Accordingly, the scoring should be done on set parameter as defined by MMRC.	The Section 3.19 : Evaluation -Technical stands modified as : A Demo cum presentation shall be called from each pre qualified Bidder before opening of Financial Proposal.In any case, in the event of any deviation from the factual information provided by the Bidder in his Technical Proposal, MMRC can reject the Bid.
6	3.20 Technical Evaluation Criteria (Last item: Functionality / Integration / Compliance)	Query: Integration of GIS System: Is it only consuming the webservice provided by the GIS Vendor.	NA		It could be either integration of a webservice provided by the GIS Vendor or creation of a web service by writing a code
7	3.20 Technical Evaluation Criteria (Quality of Resource Proposed)	Onsite Project Manager having PM experience in Government/PSU domain = 5 yrs : 2 marks having PM experience in Government/PSU domain > 5 yrs : 4 marks Web Designer designing experience= 3 yrs :2 Designer having designing experience> 3 yrs:3 marks Onsite Content Writer/Manager Writer/Manager having experience=3 yrs:2 marks Writer/Manager having experience>3 yrs:3 marks	As specified in the technical qualification criteria, it is proposed to deploy two resource (Onsite Project Manager & Onsite Content Manager). However as refered in section no. 4.5 Resources & Manpower (Point No.2) It is proposd to deploy only one resource		Please refer Section 4.5: Resourcing and Manpower, Point no. 1, it is mentioned that dedicated Project Manager is required to be present onsite but not for Full time.

8	3.20 Technical Evaluation Criteria (Development & Hosting Experience)	No of website/ portal designed/ developed/ hosted and maintained in last 3 years for Government/PSU, with each order for a minimum value of 15 lakhs	NA	It is requested to either sum up the total value of all 3 websites / portals for past 3 years to 45 lakhs or reduce the minimum value of the each project from 15 lakhs to 10 lakhs	The tender condition remains unchanged
9	3.19 Process of Evaluation		The Evaluation of the said Tender Should be Done on QCBS basis		The tender condition remains unchanged
10	3.20 Technical Evaluation Criteria		CMM level 5 and ISO 9001:2008 to be included as a part of TEC		The tender condition remains unchanged
11	3.19: Evaluation-Technical	Demo of Prototype: The Bid Evaluation and Technical Committee may also call for a full Demo/ prototype of the proposed solution application. The Bidder will be required to demonstrate the functionality of the proposed solution as declared by him in his Technical Proposal	Will the demo/prototype required for both Website and Intranet Portal? What would be the scope for prototype?		Demo/Prototype is required only for website. For Scope of Prototype, Pls. refer Section 3.20 :Technical Evaluation-Proposed Solution for Portal
12	3.20 Technical Evaluation Criteria		Development & Quality of Resources criteria is not SME friendly		Please refer clarification no. 8 regarding Development & Hosting Experience under Section 3.20:Technical Evaluation Criteria. Tender clause remains unchanged for Quality of Resources to be deployed under Section 3.20:Technical Evaluation Criteria.
14	4.6 Project Timeline, Deliverables and Payment Schedule	Project Timeline, Deliverables and Payment Schedule: Preparation of SRS, FRS : T+ 15 days UAT Website/Portal –Standard Features : T+ 30 days Go-Live Website/Portal- Standard Features : T+ 45 days UAT Website/Portal- Advanced Features : T+ 150 days Audit, Training, Manuals : T+ 160 days Go-Live Website/Portal- Advanced Features : T+ 180 days		Please change the delivery schedule as suggested below: Preparation of SRS, FRS : T+ 30 days UAT Website/Portal –Standard Features : T+ 90 days Go-Live Website/Portal- Standard Features : T+ 120 days UAT Website/Portal- Advanced Features : T+ 180 days Audit, Training, Manuals : T+ 210 days Go-Live Website/Portal- Advanced Features : T+ 240 days	The tender condition remains unchanged
14	4.1 Project Components	Timeline - Phase-1: T+45 days	This is a very aggressive timeline for the expected scope; it can have an impact on application design/application stability.	T+60 days	Please refer clarification no. 13

15	4.6 Project Timeline, Deliverables and Payment Schedule	Payment Milestone		Please change the payment milestone as suggested below: 30% on Preparation of SRS, FRS 30% of the fees to be paid on Go-Live- Website/Portal- Standard Features 30% of the fees to be paid on Go-Live- Website/Portal- Advanced Features 10% of the fees to be paid after 3 months of Support post completion.	The tender condition remains unchanged
16	2. Hosting, Operations and Maintenance Fees	Hosting, O&M, Manpower annual fees as quoted in the financial bid will be paid at the end of the year and after submission of bank guarantee for the same amount. MMRCL will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order		Should be paid on monthly basis.	Section 4.6 :Project Timeline, Deliverables and Payment Schedule, subsection 2: Hosting, Operation and Maintenance Fees stands modified as : Hosting, O&M, Manpower annual fees as quoted in the financial bid will be paid on Half Yearly basis. In case of hosting services is started or stopped during mid-year, the pro rata amount will be paid. MMRCL will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order.
17	4.6.1. Payment of Fees	20% of the fees to be paid on Go-Live- Website/Portal- Standard Features and successful performance of website as directed by MMRCL. 75% of the fees to be paid on Go-Live- Website/Portal- Advanced Features and successful performance of website as directed by MMRCL. 5% of the fees to be paid after 3 months of Support post completion.		Cost towards software licenses & provisioning of hardware etc should be paid upfront.	Please refer clarification no.16
18	4.6.1. Payment of Fees	Software licenses	Would the bid need to include only the bill of materials for third party software licenses (e.g. from Microsoft)? Or do we need to include the costs of these licenses as well in the proposal.		The bid needs to have Cost of Licenses in the proposal (if relevant to the project)
19	3.19 Pre-Qualification Criteria		1. We were previously CMMi Level 3 but with India entity in 2011 we opted for ISO 20000 so will it be fine? or it is just scoring or evaluation criteria?		The tender condition remains unchanged
20	3.19 Pre-Qualification Criteria		2. Is it mandatory to have minimum 150 technical people/IT staff?		The tender condition remains unchanged
21	General		Being a niche player, we take up only a few projects in a year but execute them with excellence. It will be helpful if the pre-qualification criteria are considered as desirable instead of essential. We have executed projects of similar depth and complexity (major web portals, extranets, intranets, self-service applications, legacy integration & mobile apps)		The tender condition remains unchanged
22	4.2: Features/Modules: Phase 1	email management	Question: Please elaborate the Requirement of email management?		MMRCL has procured MS Exchange with Lync solution which would be hosted in a separate environment

23	4.2: Features/Modules: Phase 2	Advanced Features which includes but not limited to Integration with citizen services like grievance redressal system, RTI Module, Project Progress tracker system, Project R&R info Module, Public Information Module, Internal Portal Modules for Employees such as leave management, Travel desk management, Employee Self Service Apps, including Workflow for approvals etc.	Please provide the Architecture, Technology/Hosting Environment for all the modules which are ready with MMRCL. a. Provide list of modules ready, How do you propose to integrate with existing module. Where these modules are deployed and how to provide connectivity. b. Provide list of modules to be developed in Phase 2 & Phase 3		There is no IT system / module which is presently used
24	4.2: General Requirements: 1. Portal	The portal should provide log in for Internal employees as well as external Users allowing internal users different access rights than external users.	Question: What modules are expected for external users and in what phase these modules will be planned.		Modules relevant for external users would include compliant management system, which would be part of Phase 2
25	4.2: Primary Content	The information shall be collected by the successful bidder from various officers of the MMRCL within one week of the date of contract.	Question: the time frame of one week is very less. Suggest to increase time frame.		No change possible in the timeline. The content will be provided to the successful bidder by MMRC from time to time
26	4.2 Search	Should support index and search web sites, file shares, Exchange Server, Lotus Notes, Documentum and FileNet. Should be able to provides access to registered Web services (e.g. Seibel, SAP, etc.), line of business systems and databases such as SQL Server, Oracle, DB2, etc., so that these systems are crawled and searched with integrated relevance and results in a single user interface.	Please elaborate the crawling feature?		Crawling is the process of locating, fetching and storing pages/ ability to traverse interlinked pages just like a web search
27	4.2: Access and Personalisation:	Support multi-languages (English, Hindi, Marathi). The portal systems shall also allow users to select their language preference and automatically convert portal user interface to the language preference.	Question: Please clarify multilingual feature to be implemented only for Anonymous users for dissemination of information.		It should be in Marathi and English
28	General Query	Scope	In order to provide a fair estimate, we may need to make certain assumptions regarding Phase 2 & Phase 3 scope - e.g. no of self service applications and their complexity, etc.		The bidders may do so as appropriate
29	General Query		1. Payment gateway integration is required as part of which module?		This shall be decided later
30	General Query		2. How many department sites to be considered for Intranet Portal?		Not relevant
31	General Query		3. The proposed portal/ solution must be able to integrate with leading ERP applications, Mobile Applications, Web Applications etc. Which applications to be considered for integration?		Applications like ERP, GIS etc., which would be envisaged later. The Portal should be able to consume relevant web services
32	4.2: General Requirements	Should be Benchmarked with competitive metro portals in India and world over	Can MMRCL provide any reference sites/portals?		The bidders may do so as appropriate

33	4.2: General Requirements	The new portal shall be developed for the Microsoft Windows Server platform or Red Hat Enterprise Linux with any one of the following Web Application Frameworks / Web Content Management Systems / Application Server Software (at the latest stable version) such as: PHP: Drupal, Joomla; Java: Tomcat, JBoss; Microsoft SharePoint; LifeRay; WebSphere Or any other explicitly authorized by the department on solution provider's request and recommendation.	How is MMRCL planning to evaluate and compare the Open Source and Licensed Platforms? Commercially, the licensed platform based financial bids will always be higher than the Open Source based bids. A case in sight is the eTendering Portal is a JAVA based system.		The tender condition remains unchanged
34	4.3: 2. Sizing Considerations	Portal Response time Static pages <1 seconds Dynamic pages: < 2 seconds fetched from portal database)	This is very aggressive for CMS driven pages.		An appropriate and suitable response time may be discussed with the successful bidder
35	4.2: 13. Technical Requirements	To have the flexibility to be linked to any existing/ future applications	Question: Please elaborate requirement because integration of any application depends on the architecture and technology stack of provider application?		Applications like ERP, GIS etc., which would be envisaged later. The Portal should be able to consume relevant web services
36	3.5 Consortium and Joint Ventures	The lead bidder and the consortium partner shall be jointly and severally responsible to MMRCL for the fulfillment of the provisions of the contract	Query: The work order will only be given to the Lead Bidder?	The work order should also be given to the Consortium Partner as the Consortium partner will be jointly and severly responsible to MMRCL	Consortium Partners' name will be mentioned in the Work order
37	3.16 Disqualification	iii. The Bidder qualifies the Proposal with his own conditions.	Criteria of performance (page loading in < 1.0 sec etc) not achievable. Can a relaxation be made?		An appropriate and suitable response time may be discussed with the successful bidder
38	3.16 Disqualification	xvii. Bidder doesn't agree to the Terms and Conditions	Payment terms put serious pressure on cash flows for SME bidders.		The tender condition remains unchanged
39	3.17 Bid Opening	iv. At the end of the evaluation of the Technical Proposals, MMRCL shall invite bidders who have qualified for the opening of the Financial Proposals. The date, time, and location of the opening of Financial Proposals will be informed by MMRCL separately and individually to qualified bidders	Since the financial bid opening date is not known, the bid validity will be 180 days post the date of FB opening.		The tender condition remains unchanged
40	4.4: 2. Training	Online Training Modules	Question: Please elaborate online training module requirements.		Video tutorials can be made which can be uploaded online