

Section/Page reference of RFP	Clause	Recommendation from bidder with justification	JSCL Response
Name of the firm- XtraNet Technologies Pvt. Ltd.			
<p>10. 1 Pre-qualification Evaluation/point No. 1 Page No 11</p> <p>The firm/agency (all bidders in case of consortium) should be a registered entity with minimum 3 years of experience.</p>		<p>Kindly amend the clause to: The firm/agency (prime bidder in case of consortium) should be a registered entity with minimum 3 years of experience.</p>	<p>No Change</p>
<p>11. 1 Pre-qualification Evaluation/point No. 1 Page No 12</p> <p>Bidder having Quality Certification Appropriate CMMi Level 3 or above (CMMi Level 3- 3 Marks, CMMi Level 5- 5 Marks)</p>	<p>As per Pre-qualification criteria, ISO 9001:2000 is considered but not considered in QCBS.</p>	<p>Kindly amend the clause to: Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks, CMMi Level 5- 5 Marks)</p>	<p>11. Evaluation of technical proposal,point No. 1 Page No 12-</p> <p>Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks), CMMi Level 5- 5 Marks. The certificate should be valid as on last date of bid submission.</p>
<p>11. 2 Evaluation of Technical Proposal/Point No. 2 Page No 12</p> <p>Bidder having average annual turnover of Rs. 20 Crore or above during last 3 financial years as of bid publication date Rs. 20 Cr or 25 Cr : 1 marks Above Rs. 25 Cr or 30 Cr : 3marks Above 30Cr : 5 marks</p>	<p>As per Pre-qualification criteria – “the firm/agency should have average annual turnover on INR 20 Crores during last three financial years”, but in QCBS due weightage is not given to average annual turnover.</p>	<p>Kindly amend the clause to: Bidder having average annual turnover of Rs. 20 Crore or above during last 3 financial years as of bid publication date Rs. 10 Cr or 15 Cr : 1 marks Above Rs. 15 Cr or 20 Cr : 3marks Above 20Cr : 5 marks</p>	<p>11. Evaluation of technical proposal,point No. 2 Page No 12-</p> <p>Bidder having average annual turnover of Rs. 05 Crore or above during last 3 financial years as of bid publication date Rs. 05 Cr or 10 Cr : 1 marks Above Rs. 10 Cr or 15 Cr : 3marks Above 15Cr : 5 marks2</p>

<p>11. 5 Evaluation of Technical Proposal/Point No. 5 Page No 12</p> <p>Agency/company having registered office within Jabalpur</p>	<p>Support office within jabalpur should also be allowed.</p>	<p>In order to invite fair participation kindly amend the clause to: Agency/company having registered /support office within Jabalpur</p>	<p>The lead bidder or consortium should have project office within Jabalpur city or should give self declaration of setting up one before starting of the project.</p>
<p>Section 10 - Pre-Qualification Criteria</p>	<p>The firm/ agency (all bidders in case of consortium) should be a registered entity with minimum 3 years of experience.</p>	<p>Kindly amend the clause to: The firm/agency (prime bidder in case of consortium) should be a registered entity with minimum 3 years of experience.</p>	<p>No Change</p>
<p>Section 11 - Evaluation of Technical Proposal</p>	<p>Bidder having Quality Certification Appropriate CMMi Level 3 or above (CMMi Level 3- 3 Marks, CMMi Level 5- 5 Marks)</p>	<p>As per Pre-qualification criteria, ISO 9001:2000 is considered but not considered in QCBS. Kindly amend the clause to: Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks, CMMi Level 5- 5 Marks)</p>	<p>11. Evaluation of technical proposal, point No. 1 Page No 12-</p> <p>Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks), CMMi Level 5- 5 Marks</p>

Section 11 - Evaluation of Technical Proposal	Bidder having average annual turnover of Rs. 20 Crore or above during last 3 financial years as of bid publication date Rs. 20 Cr or 25 Cr : 1 marks Above Rs. 25 Cr or 30 Cr : 3marks Above 30Cr : 5 marks	As per Pre-qualification criteria – “the firm/agency should have average annual turnover on INR 20 Crores during last three financial years”, but in QCBS due weightage is not given to average annual turnover. Kindly amend the clause to: Bidder having average annual turnover of Rs. 20 Crore or above during last 3 financial years as of bid publication date Rs. 10 Cr or 15 Cr : 1 marks Above Rs. 15 Cr or 20 Cr : 3marks Above 20Cr : 5 marks	11. Evaluation of technical proposal,point No. 2 Page No 12- Bidder having average annual turnover of Rs. 05 Crore or above during last 3 financial years as of bid publication date Rs. 05 Cr or 10 Cr : 1 marks Above Rs. 10 Cr or 15 Cr : 3marks Above 15Cr : 5 marks2
Name of the firm- Precise Automation & Robotics			
RFP Page no 11; Pre-qualification Evaluation, point number 7	The Firm/Agency should have average annual turnover of INR 20Croresduring the last three financial years	The Firm/Agency should have average annual turnover of INR 5Crores during the last three financial years	Page no 11; Pre-qualification Evaluation, point number 7: The Firm/Agency should have average annual turnover of INR 5 Crores during the last three financial years
Name of the firm- Cognic Systems Pvt Ltd			

<p>3. Goals and Objectives : To provide timely & accurate information to tourists/visitors</p>	<p>Who will provide the source information for portal and other services and take their legal responsibility in case of inaccuracy?</p>		<p>If required, the hired agency may need to create relevant content in the form of text, pictures or videos by themselves to be uploaded in the envisaged application. The content will be published in consultation with JSCL or whomsoever that may be decided later by JSCL. For reference purpose the 50 (Minimum 5 mins each) number of videos will be required. for each video after 50 videos per video unit charges will be paid extra which should be mentioned separately in the commercial proposal.</p>
<p>Section 2: Instructions to Bidders / Consortium of Bidders (ITB) : The selected Agency / Consortium should not be currently associated / under agreement consideration for Tourism Promotional Mandate of State Boards which qualifies as direct competitors of Jabalpur. Non-disclosure of such an association</p>	<p>Please elaborate this. Need more detail.</p>		<p>Clause stands withdrawn.</p>

10. Pre-qualification Evaluation S. No. 5	If the firm is running under a contract with the India and other foreign Govt. Will it be considered or not & is this a mandatory or optional requirement and what is the weight age for same?		The bidder (Any member of consortium) will need to provide work order/completion certificate for atleast one IT implementation project with Central/State Government of India.
10. Pre-qualification Evaluation S. No. 7 -> Turnover 20 crores	What is the size of Budget for this project. And why 20 Crores turnover is required. Does JSCL have any proper reason for the same. This condition should be removed from eligibility criteria. Medium companies should be allowed as this project call		Budget cannot be shared with the RFP. For turnover requirements plz refer to similar clauses above.
Page no. 15> 13. Payment Terms	Is Domain Name will be provided by the JSCL ?		Yes, but all the formalities like registration etc will have to be taken care by the bidder.
Section 3: Scope of Work : 1. Web & Mobile Application : 1. Key Features & requirements – 1. Tourism packages, 2. Events and Entertainment, 3. Fare details for taxi, auto and other public transports details.	Does JSCL have its TOUR PACKAGES ? or How this information will be provided to us in future on Day to Day basis?		it is expected from the bidder to coordinate with various tourist operators and other similar agencies and develop attractive tour packages. the same will be added to the tool in consultation with JSCL.
Name of the firm- Barrla Systems Private Limited			
Section 1. Clause 4	The RFP Document can be availed by making a payment of INR 2,000	Request to exempt from payment of RFP cost and EMD for MSME unit as per government notification (Para 10 of Public Procurement	The tender document fee and EMD will have to be submitted/paid as described in the RFP.

Section 2. Clause 6	<p>EARNEST MONEY DEPOSIT i.The Bidder shall furnish an Earnest Money Deposit (EMD) amounting to INR 50,000</p>	<p>Policy for Micro and Small Enterprises Order 2012). Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012. Most of the PSU Banks have given this exemption. [Reference: Recent RFPs floated by</p>	<p>The tender document fee and EMD will have to be submitted/paid as described in the RFP</p>
Section 2. Clause 10.7	<p>The firm/Agency should have average Annual turnover of Rs.20 Crores during the last three financial years</p>	<p>(This clause restricts the new entrants and MSMEs like us to participate in the tender, while we have the technical capability) 1. Request to exempt MSE vendors to show Rs.20 Crores turnover. Attached the MSME Government notification for Public Procurement Policy for Micro and Small Enterprises Order 2012 and other circulars relating to MSME units for exemption of prior experience and turnover criteria. 2. Request the bank to change the minimum turnover to Rs.2 crores for the last 3 Financial Years</p>	<p>Page no 11; Pre-qualification evaluation, point number 7: The Firm/Agency should have average annual turnover of INR 5 Crores during the last three financial years</p>
Section 7 7.8: Form 8	<p>Power of Attorney</p>	<p>We already have a power of attorney issued in the name of the concerned authorized person to sign the bid. Can we produce the same instead of getting a new one?</p>	<p>To be prepared afresh specifically for this bid.</p>

Name of the firm - Outline System India			
We have our own company in USA, so requesting you to please allow this overseas company as a consortium partner for this tender. Everything will be done by Outline Systems India Pvt. Ltd. Only because of turnover we are taking help of our parent company.			Companies applying for this tender have to be registered in india as per Indian Companies Act 1956/ 2013.
Please share the call center shift timing, as well as preferred			12 hours a day * 365 days a year.
Please furnish the financial bid format for call center costing			The cost has to be included in the Comercial Bid -Section 7.7- Form 7C - Point 6 - Application support charges for one year after Go-Live
Support for mobile and web application, onsite or offshore ?			Both onsite and offsite depending the project requirement
The expenses for security audit would be borne by whom ?			JSCL
Name of the firm - BSNL MP Telecom Circle			
Invitation of Bidders/Consortium of Bidders	RFP document can be availed by making a payment of Rs. 2000/	Govt. PSU should be exempted from this clause.	The tender document fee and EMD will have to be submitted/paid as described in the RFP
Bid Security	Bid Security / EMD (Refundable) INR 50,000/-	Govt. PSU should be exempted from this clause.	The tender document fee and EMD will have to be submitted/paid as described in the RFP
Bid Security	Bid Security / EMD (Refundable) INR 50,000/- in form of Banker's Cheque or Demand Draft	Should be allowed BG also in EMD.	Bid Security / EMD (Refundable) INR 50,000/- in form of Banker's Cheque or Demand Draft

Pre-qualification Evaluation	Bidder having quality certification appropriate ISO 9001:2000 or CMMi level 3 or above	As per pre-qualification criteria, Bidder having quality certification appropriate either ISO 9001:2000 or CMMi level 3 or above but during technical proposal evaluation, marks will be awarded for only CMMi level 3 or above certification whereas no marks awarded for ISO 9001:2000 certification	11. Evaluation of technical proposal, point No. 1 Page No 12-
Evaluation of Technical Proposal	Bidder having quality certification CMMi level 3 or above (CMMi level 3 - 3 Marks, CMMi level 5 - 5 Marks)		Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks), CMMi Level 5- 5 Marks
Name of the firm - Optimize IT Systems Pvt. Ltd			
Page 11. Pre-Qualification Evaluation Clause No. 7	In comparison to the other pre-qualification evaluation points, this clause is on the higher side for evaluation. Hence, we request you to consider average turnover of INR 5 Crs. to encourage participation of able organizations who can provide satisfactory solution.		Page no 11; Pre-qualification Evaluation, point number 7: The Firm/Agency should have average annual turnover of INR 5 Crores during the last three financial years
	OIT as an IT company qualifies against all the pre-qualification criteria mentioned in the RFP except the turnover clause. Request for your kind consideration.		Page no 11; Pre-qualification Evaluation, point number 7: The Firm/Agency should have average annual turnover of INR 5 Crores during the last three financial years

General	We request you to extend the date of submission by a period of 15 days from the date of publication of response to Prebid queries		The revised date for submission of proposal is: 22-May-17
Name of the firm - ABM Knowledgeware Limited			
Pg. 6, Cl. 2 - Invitation for proposal (sub clause - 1.3)	The bids comprising mandatory compliance along with technical bids and price bids shall be submitted in two separate envelopes, placed in an outer envelope along with bid security and CD including the technical proposal shall be delivered at the address given below Executive Director Jabalpur Smart City Limited (JSCL), ManasBhawan, Near Teen Patti Square Jabalpur MP 480021	We understand that Part 1, Part 2 & Part 3 has to be submitted in two hard copies i.e. one original and one copy. Only technical Proposal in CD has to be submitted. Please Confirm.	Yes
Pg. 9, Cl. 8 - Submission of Proposal	Proposals shall be submitted in three parts. [2 hard copies (1 original + 1 copy) + CD of Technical Proposal Only] Part 1: Pre-qualification Proposal Part 2: Technical Proposal Part 3: Commercial Proposal		

Pg. 6, Cl. 2 - Invitation for proposal (sub clause - 1.4)	The proposals should be submitted not later than (29/04/2017). In the event that the due date for bid submission is a holiday, the next working day will be the date of submission.	We understand that here you are referring to online submission only. And physical submission would be on 3rd May. Please Confirm. We request extension such that we get atleast 2 weeks time to prepare after the respose for pre-bid queries/ corrigendum is published.	The revised date for submission of proposal is: 22-May-17
Pg. 17, Cl. 1 - Web & Mobile Application (Sub Clause 1. Key Features & requirements)	It is envisaged that this application would be downloadable for free from the appropriate Google Store, Apple store, etc.	We understand that the mobile app shall be developed for iOS and Android platform only. We also understand that the cost for registration to App stores would be borne by the department. Please Confirm.	The cost of registration and hosting the app to App stores or google play store shall be borne by the selected agency.
Pg. 18, Cl. 3. Integration with external applications	There shall be a requirement to integrate the proposed application with other Government department applications or any external application as per the requirement from JSCL. Also, there may be a requirement to integrate the application with other travel applications like www.makemytrip.com, www.tripadvisor.com, www.goibibo.com, etc.	We request department to provide the list of Government Applications and other external applications to be integrated with the mobile application to be developed.	The envisaged application will have to be integrated with approximately 15 external/third party applications using web services. The list of applications will be provided later by JSCL.
		We also understand that API of the applications to be integrated would be ready from respectvie website and that needs to be consumed by the bidder. Please confirm	The envisaged application will have to be integrated with approximately 15 external/third party applications using web services. The list of applications will be provided later by JSCL.

Pg. 19, Cl. 5 - Technology and Server Requirements	Admin CMS application should be developed in PHP/.net and uses MySql/MS SQL open source Database.	We request department to allow development in any technology that is commonly used in the industry and do not have restriction on any specific technology.	The development will be as per the details mentioned in the RFP
Pg. 22, Cl. 12 - General Terms & Conditions (Sub Clause - c.)	The Mobile applications should be developed in any of language like .net, PHP, HTML5, JQuery etc.		The development will be as per the details mentioned in the RFP
Pg. 21, Cl. 9 - Training	<p>For the effective uses of the supplied software/application licenses and their functionalities, the selected vendor must compulsorily provide classroom training for JSCL officials at Jabalpur Government of Madhya Pradesh. Following training needs are to be provided by Vendor as part of the scope:</p> <ul style="list-style-type: none"> • Content Management Training • Deployment and Hosting Training • Application Submission Training • Support Handover 	<p>Please provide more details on this requirement.</p> <ul style="list-style-type: none"> - Who will provide the locations for trainings, (we understand that it will be done at a central location at SPV office), - No of trainees for each types of trainings - Lodging and boarding of trainers and tranees, - Who will provde IT and Non-IT infra required? 	The trainings will be held at Jabalpur for JSCL and nominated officers by JSCL. Training equipment and material shall be arranged by selcted agency. However, Lodging & boarding of the trainees will be managed by JSCL.

Pg. No. 21, Cl. 10. Support	IT Helpdesk comprising of Call Centre operations shall be the first point of contact for the users for resolving all IT related incidents or service requests including help on the navigation of the	We understand that here user means the departmental users (JSCL) of the portal and mobile application not the end users of the system/ citizens	User means citizens availing services from the application.
Pg. No. 21, Cl. 10. Support	JSCL envisages outsourcing required Call Centre operations to bidder on per seat basis.	Does the client has any estimates on the no. of seats required for the call center facility.	Call Center has to function for 12 hours a day, selected bidder is required to do the needful planning to run it efficiently.
Pg. No. 21, Cl. 10. Support (sub clause - c & d)	c. Bidder shall maintain a centralized dedicated hotline no. for users to call and log issues they are facing d. Provisioning of a Toll Free helpdesk number will be the responsibility of the bidder. The toll free numbers shall be property of JSCL.	We understand that the client will provide all the necessary document and support for getting the toll free number on JSCL's name as the same shall be the property of JSCL. Please Confirm.	Yes
Pg. No. 22, Cl. 11. Intellectual Property Rights	The Intellectual Property Rights of the application will rest with JSCL. The vendor will provide the source code of the application to JSCL at the time of sign-off.	In case where bidder is proposing an ready framework and CMS that has been already developed, IPR of the same would rest with the bidder/ OEM if any. Soure code will need to be handedover the the department for its internal non-commercial use. Please Confirm.	Yes

<p>Pg. No. 22, Cl.12. Change Management</p>	<p>System integrator shall conduct Change Management workshops and build appreciation of change management and develop change leadership across the stakeholder groups. System integrator shall define the requirements based on the detailed analysis and shall also design the necessary content (reading material, presentations) in English, Hindi (if required) for the Change Management Workshops. System integrator shall conduct Change Management Workshops (minimum of one-day) for each group of stakeholders. These workshops shall be conducted at the locations provided by the JSCL.</p>	<p>Please provide more details on this requirement.</p> <ul style="list-style-type: none"> - Locations for Change management workshop (we understand that it will be done at central location), - No of groups of stakeholders for workshop - Lodging and boarding of trainers and tranees, - Who will provide IT and Non-IT infra required? 	<p>Please refer to similar response above</p>
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Pg. No. 26, Section 4: General Terms and Conditions	Successful Bidder will have to execute an agreement within a period of 3 days of receipt of confirmation order and deposit security amount equal to 3% of the value of goods & services as Performance Bank Guarantee (PBG).	Please clarify the value of PBG.	Selected agency shall submit Performance Security in the form of Bank Guarantee/ Demand Draft for a value equivalent to 10% of the contract values to JSCL
Pg. No. 4, Cl. 1 Data Sheet, Sr. No. 12 - Performance Security	Selected consultant shall submit Performance Security in the form of Bank Guarantee/Demand Draft for a value equivalent to 10% of the contract values to JSCL. The Performance Security shall be submitted on or before signing of Agreement.		
Pg. No. 12, Cl. 11 Evaluation of Technical Proposal, Sr. No. 3	In last 3 years, Firm / Agency must have completed minimum 2 projects (1 project each for Development of Mobile Application and Development or Integration of Web Portal) in Government or Private Sector. Additional marks will be given for Apps related to Tourism Sector. 4 marks for each project. - Maximum Weightage 16	Please provide the detailed distribution of Marking system for this criteria, and how much additional weightage will be given to application related to Tourism sector.	2 Projects- 4 Marks More than 4 projects- 8 Marks More than 8 projects - 12 Marks Experience in application development for tourism sector/department/ministry - 4 Marks

Pg. No. 17	Integration with payment gateways for payment of cab, hotels etc.	We understand that there procurement of payment gateway is out of scope of Bidder and work is limited only for integration. Is the understanding correct ?	Yes
Pg. No. 18, Cl. 3. Integration with External Apps	Integrate the proposed application with other Government department applications or any external application as	For Integrating with existing applications, will there be technical support to get details on the API's exposed ?	Yes
Pg. No. 19, Cl. 6. Testing	A security Audit of Complete Application to be done by the vendor before moving into production environment	Who shall bear the cost of Security Audit ?	JSQL
Pg. No. 20, Cl. 8. Hosting Application	The Service Provider/System Integrator would be required to host the solution on cloud.	Location of Cloud Hosting Not Provided. Is bidder free to decide ?	The location of cloud hosting must be within India and the CSP should adhere to Meity guidelines
Pg. No. 21, Cl. 10. Support	IT Helpdesk comprising of Call Centre operations	Timing for Helpdesk is not mentioned. Kindly specify the same	12 hours a day * 365 days a year.
-	Not Given	What is the estimated no. of concurrent users for the portal ?	The envisaged application should be able to handle upto 500 concurrent users
-	Not Given	What is dept's expected peak load on the Portal & Mobile Application?	The envisaged application should be able to handle upto 500 concurrent users
-	Not Given	Please suggest minimum specs for the VMs and infra required on Cloud. This will ensure all bidders quote atleast bare min required infrastructure.	This has to be analysed by the bidder based upon their hosting requirements

Name of the firm - Cyient Limited

Section#1.1, Data Sheet, S.No. 14, Page # 5	Consortium is allowed.	How many companies are allowed for consortium? Please clarify.	One lead bidder and one consortium member
Section # 2.11, Serial #5, Page# 12	Registered office within Jabalpur	This clause should be changed as Registered office in India to facilitate more companies to participate in bidding for better competition. Or, It should be mentioned as 'Establishment of project office in Jabalpur for the successful Bidder' by giving a self declaration.	The lead bidder or consortium should have project office within Jabalpur city or should give self declaration of setting up one before starting of the project.
General	Resource Deployment	What is the proposed model of resource deployment during implementation and support period?	Sufficient number of resources should be available all the time to meet the project timelines. This has to be proposed by the bidder
Section# 2.13, Page#15	Payment Terms	Payout during implementation period is 40% only. We request to ammend the implementation term payment between 70-80% and rest for support	No Change
Section# 3, Scope of Work, Page#16	Key Features & Requirements: (g)- map using Google Map API	Will department provide Google Map API or Bidder need to procure this?	Bidder will need to procure
Section# 3, Scope of Work, Page#16	Key Features & Requirements: (h)- 'Events and Entertainment' with a focus on what is happening and available that evening.	This requires integration with any event portal (existing and running which has this information) or manual updatation? Please clarify. If manual updatation, what is the source of this information and frequency?	The hired agency needs to create relevant content in the form of text, pictures or videos by themselves to be uploaded in the envisaged application. The content will be published in consultation with JSCL or whomsoever that may be decided later by JSCL.

Page# 17, NOTE	Content for the application and sections mentioned above will have to be created/updated by the implementing agency in consultation with JSCL or whomsoever that may be decided later by JSCL. The content on the mobile application should be available in Hindi and English language	1) What is the source of all the data to be collected as a base information? 2) What kind of data updations are expected? 3) Frequency of data updation? 4) Will data collection require firms to visit other places?	The hired agency needs to create relevant content in the form of text, pictures or videos by themselves to be uploaded in the envisaged application. The content will be published in consultation with JSCL or whomsoever that may be decided later by JSCL.
Section# 3.1.1, Scope of Work>Key features & requirements, Page#17	Mobile applications should be developed as native app.	Request to allow Hybrid development as well to save time & money.	The application has to be developed on native model
Section# 3.1.1, Scope of Work>Key features & requirements, Page#17	Integration with payment gateways for payment of cab, hotels etc.	In what way payment gateway for cab and hotel payments will work? Is cab booking function also expected?	This would include integration with payment gateways/wallets/third party/external applications
General	Mobile application in marketplaces	Who will bear the subscription cost for the marketplaces (Google Play & iStore)?	Selected Agency
Section# 3.1.3, Scope of Work>Integration with external applications, Page#18	Integrate with travel applications.	Please specify if integration with other travel websites is part of the current scope? If yes, please specify the websites and level of integration.	The envisaged application will have to be integrated with approximately 15 external/third party applications using web services. The list of applications will be provided later by JSCL
Section# 3.1.5, Scope of Work>Technology and server requirements, Page#19	CMS system should be hosted on vendors own data base after completion of project which is handing over to JSCL as per latest technology and Server.	Please elaborate this point. We also assume that hardware & databases supply are not part of this scope.	CMS system should be hosted on vendors own data base. After completion of project the same shall be handed over to JSCL. Responsibility of keeping it updated shall be with selected agency.

Section# 3.1.8, Scope of Work>hosting the application, Page#20	Hosting the application	Can bidders proposed own infra to host the applications?	Yes, The application may be hosted on Infra decided by the bidder but complying with Gol guidelines.
Section# 3.1.10, Training>Support, Page#21	IT Helpdesk, Call centre operations	We assume that outsourcing of call centre operations to the bidder shall be on additional cost (apart from the proposed application). Please clarify.	The call centre would function- 12 hours a day * 365 days a year and the cost for the same has to be borne by the bidder
Section# 3.1.10, Training>Support, Page#21	ticketing and logging system	We assume that cost of the software to be used for ticketing will be additionally paid as it is not specified in the Form7C-Commercial Bid Format (Page#38)	No additional cost will be paid. Commercial bid is expected to be complete in itself. (as per the revised bid format)
General	Softwares & Hardware	We assume that any of hardware supply is not part of the current scope. Also, software required will be paid additionally by JSCL.	All the software cost has to be included in the commercial proposal and no additional cost will be borne by JSCL
Section# 2.13>Payment Terms, Page#15	No additional amount will be paid to the consultant towards Application Hosting (Web portal & Mobile Application).	In Page#20, 8. Hosting the application: The Service Provider/System Integrator would be required to host the solution on cloud. Cost of cloud hosting to be included in the financial bid of the bidder Are they talking about two separate things here? If no, one of them	The application hosting charges has to be included in the commercial bid

Section# 3, Page#16	Web & Mobile Application	Who is incharge of the content for all the sections? This includes for both English and Hindi.	The envisaged application will have two language options (English & Hindi) and the all the content on the application should be in English & Hindi; with Hindi as primary language
Section 3.1.1>Scope of work>Key features and requirements	Fare details for taxi, auto and other public transports details.	1. For Transport, will we integrate the website with local taxi apps like Uber, Ola etc? Also, do we need to take help of govt tourism services? (eg. APSRTC). If yes, who will bear the charges for integration? 2. How many such external integrations are to be made?	Details about integration with external/third party applications have been provided above
Section# 3.1.10, Training>Support, Page#21	IT Helpdesk, Call centre operations	How is the billing determined? Fixed or number of tickets handled?	Fixed
Section# 3.1.11>Intellectual Property Rights, Page#22	The vendor will provide the source code of the application to JSCL at the time of sign-off	. Do we have any assurance wrt payment before the code handover?	The payment will be as per the payment terms in the RFP
Section# 3.1.5, Scope of Work>Technology and server requirements, Page#19	Admin CMS application should be developed in PHP/.net and use MySql/MS SQL open source Database.	If Open Source LAMP Stack is proposed versus .net/MS SQL; the different in infrastructure costs & pricing due to licensing will be different. The .NET/MS SQL combination will come out expensive due to MS Licensing for Windows Server and MS SQL DB. We could use an Open Source CMS for LAMP or .NET - so no impact of license costs for CMS	Cluase is revised as under: Bidder may decide upon the appropriate technology stack for developing and implementing the system as per the requirements mentioned in RFP.

Section# 3.1.5, Scope of Work>Technology and server requirements, Page#19	Vendor has to ensure the development of mobile application as per guidelines issued by Testing Application stores. For ex: Google play, iTunes etc. Vendor has to submit mobile app binary to iTunes	Who pays for the setup of iTunes or any other store costs for hosting the applications in the stores. iTunes is around USD 199 and Google Play store is USD 25	Selected Agency
Section# 3.1.9, Scope of work>Training, Page#21	.Following training needs are to be provided by Vendor as part of the scope: Content Management Training Deployment and Hosting Training	What is the current IT skill level of the users? Put together all the three areas, how many total number of users need to be trained?	upto 40 users will required to be trained
Section# 3.1.9, Scope of work> Integration with external applications, Page#18	To integrate the proposed application with other Government department applications or any external application as per the requirement from JSCL. Also, there may be a requirement to integrate the application with other travel applications like www.makemytrip.com,	How many external application are expected to integrate.External applications should provide JSON data to support for the integration	The envisaged application will have to be integrated with approximately 15 external/third party applications using web services. The list of applications will be provided later by JSCL
Section# 2.1.5., Scope of work> Integration with external applications, Page#18	CMS should be protected using HTTPS for secure access of information and access for CMS users	We recommend using Certbot for HTTPS. Please consider.	CMS should have a valid SSL certificate

General	General	Please allow Subcontracting/outsourcing for this tender as to get local (Jabalpur based) company's support for handholding and coordination.	One lead bidder and one consortium member
Name of the firm - IIC Technology			
11. 1 Pre-qualification Evaluation/point No. 1 Page No 12	Bidder having Quality Certification Appropriate CMMi Level 3 or above (CMMi Level 3- 3 Marks, CMMi Level 5- 5 Marks)	We request you to consider and modify the clause as Bidder having Quality Certification Appropriate ISO Certification or CMMi Level 3 (ISO Certification- 5 marks CMMi Level 3- 5 Marks)	11. Evaluation of technical proposal,point No. 1 Page No 12- Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks, CMMi Level 5- 5 Marks)
12. 1 Evaluation of technical proposal No.5	Agency/company having registered office within Jabalpur – 4 Marks	We request you to Modify the clause as Agency/company having registered office within Jabalpur or Bidder should give a declaration that the company will establish an office within 1 month of award of contract -	Please refer to similar response above

Section 3: Scope of Work	1. Key features & requirements NOTE: Content for the application and sections mentioned will have to be created/updated by IA in consultation with JSCL	The content for the portal includes GIS and non-spatial data. Which GIS/map data is already available with JSCL and at which resolution. (Satellite Imagery/ Base Map / Aerial Survey data/ LiDAR/ Other survey data of Jabalpur Smart City) Accordingly we need to figure out survey element in building in the	
Section 3: Scope of Work	Agency should provide trip planner facilities or virtual tour	1) Whether we are required to provide both trip planner and virtual tour or one of them 2) Can more details regarding expectations from Trip Planner or Virtual Tour be provided.	Details are available in RFP. However, its clarified that - 1 : Selected agency is required to provide both virtual tour and trip planner options; 2: Details have to be discussed and agreed with JSCL after onboarding. Bidders are encouraged to submit effective plan from their side as part of the technical proposal.
Section 3: Scope of Work	2. Admin User - Content Management Functional Requirement Specification	We understand CMS tool for managing content shall be provided on web portal and not required on mobile application. Please confirm.	Admin control of CMS to reside on webportal.
Section 3: Scope of Work	Admin CMS application should be developed in PHP/.net and uses My Sql/MS SQL open source Database	Please let us know if there is any preference for 1, Open source technologies 2, PHP/.net for portal MySQL/MSSQL for database Whether using other technologies such as Java & Python for Portal and Postgre SQL for database is	Details about the CMS are metioned in the RFP
Section 3: Scope of Work	A security Audit of Complete Application to be done by vendor before moving into production environment	Please let us know if both GIGWcompliance and CERT-IN are required.	Yes

Name of the firm - IPE Global			
Section 2; Clause 11	Conflict of Interest	As you are aware that IPE Global Limited holds PMU for Area Based Development under smart City Project and in then RFP's clause mentioned in Section 2 Clause 1 speaks about Conflict of Interest. We hope as this particular assignment comes under ICT initiative under Smart city project and PMU for the same is hold by some other agency. Hence we understand we are eligible for participation in this bid for Tourism. Pls clarify	Firms engaged with JSCL in any consulting assignment are not eligible to participate in this RFP.
Section 2; Clause 11	Bidder having Quality Certification Appropriate CMMi Level 3 or above (CMMi level 3 - 3 marks, CMMi level 5 - 5 marks)	As for successful development of application, its delivery & maintenance essentially depends upon the proper Project Management, Project Planning, Risk Management, Verification & Validation, Project Monitoring & Control, and Project Quality Assurance. These areas are covered under CMMi level 3 Certification. Therefore it is requested to give full marks on having CMMi Level 3 certification	11. Evaluation of technical proposal, point No. 1 Page No 12- Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks, CMMi Level 5- 5 Marks)

Section 2; Clause 11	General	We suggest you to do evaluation and marking on ISO 9001 and ISO 27001 certification and as both certificates are essential for quality and Information Security respectively.	11. Evaluation of technical proposal, point No. 1 Page No 12- Bidder (any member in case of consortium) having Quality Certification Appropriate ISO 9001:2000 or CMMi Level 3 or above (ISO 9001:2000 or CMMi Level 3 - 3 Marks, CMMi Level 5- 5 Marks)
Section 2; Clause 11	In the last 3 years, Firm/Agency must have completed minimum 2 projects (1 project each for development of Mobile Application and development or Integration of web portal) in govt. Or private sector. Additional marks will be given for Apps related to Tourism Sector.	Request you to please clarify and provide break up of additional marks for apps related to Tourism sector.	2 Projects- 4 Marks More than 4 projects- 8 Marks More than 8 projects - 12 Marks Experience in application development for tourism sector/department/ministry - 4 Marks

<p>Section 2; Clause 13</p>	<p>The Firm/agency must have minimum 4 exp. professionals (2 each in the area of Development of mobile App and development or Integration of web portal) with a minimum 5 years of exp in handling</p>	<p>Request you to please clarify whether the resources asked will be deployed at client place or they can develop the app and web integration in backend.</p>	<p>Sufficient number of resources should be available all the time to meet the project timelines. This has to be calculated and proposed by the bidder for effective and timely implementation of the project.</p>
	<p>Security Audit</p>	<p>We understand that after development of Mob app and portal the developed solution should go for security audit by cert-in empaneled agencies. Request you to pls clarify whether JSCL will take the responsibility of security audit and if bidder will do the security audit then who will bear the cost of security audits.</p>	<p>JSCL will take the responsibility of security audit of the envisaged application.</p>

END