

Corrigendum No. 1

Selection of a solution provider for the implementation of a website for the Directorate of Tourism, Government of Maharashtra, and development of a mobile application for Maharashtra Tourism

Please find below table highlighting the revision in the original clauses of the RFP based on the Queries received from the Participating Bidders

S.N	Clause Reference	Original Clause	Revised Clause
1	Section 2.5 Consortium, Joint Venture and Subcontracting Page 13	Consortium, Joint Venture and Sub-contracting is not allowed	Kindly refer to "Annexure A" for revision in this clause
2	Section 2.25 Pre-Qualification Criteria; Page 18	Work order + Completion Certificates from the client Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.	Kindly refer to "Annexure B" for revision in pre-qualification criteria section
3	Section 2.29 Technical Evaluation Criteria; Page 22	Technical Evaluation Criteria	Kindly refer "Annexure C" for revisions in Technical Evaluation Criteria section
4	Section 5.3, Format to share financial details, Page 80	Annual Turnover of Bidder	Kindly refer "Annexure D" for revised section 5.3
5	Section 5.3, Format to share Bidders firms Particular, Page 80	Format to share bidder firms particular	Kindly refer "Annexure D" for revised section 5.4

S.N	Clause Reference	Original Clause	Revised Clause
6	2 Annexure II – Format for CV of the Proposed Resources Summary of resources Sr. No. 1; Page 109	<p>Roles Project Manager</p> <p>Role Responsibility</p> <ul style="list-style-type: none"> • Creating and Maintaining Project Plans and Organizing work environment • Manage Project Risk and Client Expectations • Promote Communications and Coordination at all organization level • Help Ensure milestones are met and quality is delivered • Ensure documentation of Project Activities <p>Qualification & Experience (Indicative)</p> <ul style="list-style-type: none"> • Full-Time Graduation Degree in Engineering • Post-Graduation degree in Business Administration and PMP Certification • Minimum 10 Years of Work Experience • Experience of managing turnkey project including software solution and hardware implementation 	<p>Roles Project Manager</p> <p>Role Responsibility</p> <ul style="list-style-type: none"> • Creating and Maintaining Project Plans and Organizing work environment • Manage Project Risk and Client Expectations • Promote Communications and Coordination at all organization level • Help Ensure milestones are met and quality is delivered • Ensure documentation of Project Activities <p>Qualification & Experience (Indicative)</p> <ul style="list-style-type: none"> • Full-Time Graduation Degree in Engineering • Post-Graduation degree in Business Administration and PMP/Prince 2 Certification • Minimum 10 Years of Work Experience • Experience of managing turnkey project including software solution and hardware implementation
7	New Annexure	Not Applicable	Kindly refer “Annexure E” for the format for authorization letter from OEMs
8	Section 1.1.	Key Events and Dates	Refer “Annexure F” for the revised Key Events and Dates
9		Clarifications for Queries Received in Pre-Bid	Refer “Annexure G” for the clarifications for queries received during Pre-bid

Annexure A – Consortium, Joint Venture and Subcontracting

The joint ventures and subcontracting are not allowed for the scope of this RFP. However, the bidders are allowed to form consortiums subject to following conditions:

1. **The number of Consortium members cannot exceed two, including the Lead Member.** The Consortium partnership can be allowed only for the highlighting the project experience as mentioned in pre-Qualification & technical evaluation criteria and execution of the project specific work
2. Only the Lead Member will submit the Proposal and sign the Contract with SJSA Department.
3. All the consortium members including Lead bidder are Jointly & Severally responsible for execution of the Contract
4. No Consortium member can be a part of more than one Consortium. Only one Bid will be allowed from a Consortium. The partners of a Consortium are not allowed to bid individually
5. All the signatories of the Joint Consortium Agreement shall be authorized by a Power of Attorney signed by the respective Managing Director or Board resolution and authorization letters of Board of Directors of the Companies.
6. Each Consortium member shall execute and submit along with the respective Pre-qualification Proposal, a registered power of attorney in favor of the Lead Member which shall inter-alia, authorize the Lead Member to act for and on behalf of such member of the Consortium and do all acts as may be necessary to or for the performance under the contract.
7. The Consortium Agreement shall provide at least the following information in respect of the Consortium member that the Bidder will engage to provide any of the services required under this RFP.
 - a. Brief description of nature of products/services to be provided by Consortium member;
 - b. Head and Branch offices (if responsible for work under the contract) (provide mailing addresses, phone, fax and email);
 - c. Date, form and state of incorporation of each Consortium member;
 - d. Contract Administrator (Name, business address, fax, phone and email address of individual responsible for administering any Contract that might result from this RFP);
 - e. Company Principals (Name, title and business address); and,
 - f. Current or prior successful partnerships with proposed Consortium member including Client reference (Contact name, phone number, dates when services were performed).
8. The Consortium Agreement concluded by the Lead Member and Consortium member(s) should also be addressed to DOT clearly stating that the Agreement is applicable to the contract executed out of this RFP and shall be binding on them for the Contract Period. Notwithstanding the Agreement, the responsibility of completion of job under the contract will be with the Lead Member.
9. Change in members of the Consortium of the successful Bidder anytime during the Contract will be allowed only with prior approval of DOT. However, in this scenario, the lead member shall provide the new consortium member with equivalent or higher capabilities
10. The Lead Member shall be solely liable to and responsible for all obligations towards DOT for performance of works/services including that of its partners/associates under the contract

Annexure B – Revision in Section 2.25: Pre-Qualification Criteria

The below section highlights revisions in pre-qualification criteria of the RFP document.

S. No	Basic Requirements	Eligibility Criteria	Document to be submitted
PQ1	Legal Entity	The bidder or in case of a consortium, the lead bidder and consortium member, must be a company registered under the Companies Act, 1956 and should be in existence in India for at least the last 5 years as on date of submission of the bid.	<ul style="list-style-type: none"> Copy of Certificate of Incorporation/ Registration Copy of GST registration number. Copy of PAN Card
PQ2	Turnover form IT/ITeS	The bidder or in case of a consortium, the lead bidder must have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years(FY 17-18, FY 18-19, FY 19-20)OR (FY 16-17, FY 17-18, FY 18-19)	<ul style="list-style-type: none"> Copy of the audited Balance Sheet and Profit & Loss Statement of the company Certificate from the Chartered Accountant clearly stating the turnover from IT/ITes Services
PQ3	Net worth	The bidder or in case of a consortium, the lead bidder must have a positive net worth for the last 3 financial years (FY 17-18, FY 18-19, FY 19-20)OR (FY 16-17, FY 17-18, FY 18-19)	Certificate from the Chartered Accountant clearly stating the net worth
PQ4	Technical Capability	<p>The bidder or in case of a consortium, the lead bidder or the consortium member must have an experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 3 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any State / Central Government Organization / PSUs in India during the last five financial years from the bid due date.</p> <p>Note: Only projects that have gone-live and at least one phase of project has been completed will be</p>	<p>Work order + Completion Certificates from the client for completed projects</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP. Bidders must produce Go-Live Certificate / Substantial Completion Certificate / Phase Completion Certificate.</p> <p>In case bidder is submitting information for substantially completed projects/projects with phase completion, the project must have achieved a value equivalent to at least INR.</p>

S. No	Basic Requirements	Eligibility Criteria	Document to be submitted
		<i>considered.</i>	<p>2.0Crores. The value in such cases will be determined by documents such as</p> <ol style="list-style-type: none"> 1. Payments made by the client 2. Invoices raised against approved milestones <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>
PQ5	Bidder Experience	The bidder or in case of a consortium, the lead bidder or the consortium member must have conceived and executed at least 2 IT/ITeS projects of similar scope relating to Tourism promotion / Culture Development / Travel / Hospitality, and marketing related to mentioned sectors, during the last five years preceding to the bid due date.	<p>Work order + Completion Certificates from the client for completed projects</p> <p>Note: -Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>
PQ6	Certification	The bidder or in case of a consortium, the lead bidder or the consortium member must have the following valid certifications as on the date of submission of the bid	Copy of valid certificates/reports as on date of submission of Bid
PQ7	Blacklisting	The Bidder and the consortium member, if any, must not have been debarred/ blacklisted by any Government/PSU in India for failure to perform or deliver services as on date of submission of the Bid.	A self-certified letter in the format provided in section 5.5, signed by the Authorized Signatory of the Bidder.

S. No	Basic Requirements	Eligibility Criteria	Document to be submitted
PQ8	OEM Leadership Criteria	i. Existence in India <ul style="list-style-type: none"> • Proposed OEM should have presence in India ii. OEM Leadership Criteria: <ul style="list-style-type: none"> • Proposed OEM should be under leader quadrant in Gartner's magic quadrant / Forrester Wave Report / IDC Marketscape in Web Content Management/Digital Experience Management for the last 3 years (FY 16-17, FY 17-18, FY 18-19) 	i. Supporting Document: Self Certification from OEM on their company letterhead ii. Supporting Document: Relevant reports of Gartner / Forrester / IDC.

Annexure C – Revision in section 2.29: Technical Evaluation Criteria

The Technical evaluation criteria of the RFP shall be observed as per requirements mentioned in Table below

Sr. No.	Criteria	Evaluation parameters	Max. Marks	Documents Required
Relevant Experience (70 Marks)				
TQ1	The bidder or in case of a consortium, the lead bidder or the consortium member must have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Central Govt./ State Govt. /PSUs in the last 5 years preceding to the bid due date.	2 projects: 5 marks 3 projects: 7 marks >=4 projects: 10 marks	10	<p>Work order + Completion Certificates from the client for completed projects</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP. Bidders must produce Go-Live Certificate / Substantial Completion Certificate / Phase Completion Certificate.</p> <p>In case bidder is submitting information for substantially completed projects/projects with phase completion, the project must have achieved a value equivalent to at least INR. 2.0Crores.</p> <p>The value in such cases will be determined by documents such as</p> <ol style="list-style-type: none"> 1. Payments made by the client 2. Invoices raised against approved milestones <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>
TQ2	The bidder or in case of a consortium, the lead bidder or the consortium member must have executed minimum one project of	1 project: 5 marks >=2 projects: 10 marks	10	<p>Work order + Completion Certificates from the client for completed projects</p> <p>In case of Ongoing projects, the</p>

Sr. No.	Criteria	Evaluation parameters	Max. Marks	Documents Required
	<p>value at least Rs. 3 Crores involving development of a portal with an integrated enterprise application and customised workflows and helpdesk support for a minimum of 1 year for a State / Central Government Department or a PSU within India. The project must have been executed within the last 5 years preceding the bid due date.</p>			<p>total work order value must comply with criteria mentioned in this clause of RFP. Bidders must produce Go-Live Certificate / Substantial Completion Certificate / Phase Completion Certificate.</p> <p>In case bidder is submitting information for substantially completed projects/projects with phase completion, the project must have achieved a value equivalent to at least INR. 2.0 Crores.</p> <p>The value in such cases will be determined by documents such as</p> <ol style="list-style-type: none"> 1. Payments made by the client 2. Invoices raised against approved milestones <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>
TQ3	<p>The bidder or in case of a consortium, the lead bidder or the consortium member must have executed at least one project with a Web portal and Mobile Application development for a State Government / Central Government / International Governmental Organization / Private Organization. Projects executed in sectors such as Tourism / Culture Development / Travel /</p>	<p>1 or 2 projects: 7 marks</p> <p>3 or 4 or more projects: 10 marks</p> <p><u>Additional 5 marks shall be awarded</u> in case at least one of the cited project/s are related to sectors such as Tourism / Culture / Travel / Hospitality</p>	15	<p>Work order + Completion Certificates from the client for completed projects</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>

Sr. No.	Criteria	Evaluation parameters	Max. Marks	Documents Required
	Hospitality Sectors, shall be accorded preference. The projects must have been executed within the last five financial years preceding to the bid due date.			
TQ4	OEM solution/s for the development platform must have been implemented in minimum three projects in Government Organizations/ Public Sector Undertakings/Private Organizations in India in the last 5 financial years preceding to the bid due date.	3 projects: 5 marks 4 projects: 7 marks >5 projects: 10 marks	10	Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP.
TQ5	Proposed OEM solution should have been implemented in atleast two Central / State / Regional Governments* / Semi-Government Organizations (PSUs / State Level Corporations) in India or abroad or Private Organizations within India, that are related to Tourism / Culture / Hospitality / Travel Sectors	2 projects: 10 marks 3 projects: 12 marks >4 projects: 15 marks	15	Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP.
TQ6	The bidder or in case of a consortium, the lead bidder or the consortium member must have experience in developing and updating web contents in minimum of 3 Indian and 3 international languages (excluding English)	Experience in developing and updating web contents in minimum of 3 Indian AND 3 international languages (excluding English): 10 Marks Non-Compliance to above condition: 0	10	Work order + Completion Certificates from the client for completed projects In case of Ongoing projects, the work order must comply with criteria mentioned in this clause of RFP. Bidders must produce Go-Live Certificate / Substantial Completion Certificate / Phase Completion Certificate. Note:

Sr. No.	Criteria	Evaluation parameters	Max. Marks	Documents Required
		Marks		Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value and the languages.
Presentation & Demo (30 Marks) - To be conducted by Evaluation Committee				
TQ7	Understanding of Scope of Work and Proposed solution	-	10	-
TQ8	Approach, Methodology, and Project Roll-out Plan	-	5	-
TQ9	Operation and Maintenance Plan	-	5	-
TQ10	Scalability of proposed solution to handle increased no of users	-	5	-
TQ11	Website concept and Illustrative User Interfaces	-	5	-
		Total	100	

* Regional Governments are defined as Cities / Districts / Counties known for their popular tourism activity. DOT shall be the final authority to take a decision on whether the cited projects in case of Regional Governments would meet the intended standards.

Annexure D – Revised Section 5.3 and 5.4

Revised Section 5.3 – Format to share Financial Details

(To be submitted duly signed by Statutory Auditor of the bidder on its letter head)

1. Annual Turnover of the bidder

Sr. No.	Years	Turnover Details in Rs.
A	2019 – 20	
B	2018 – 19	
C	2017 – 18	
D	2016 – 17	
Average Annual Turnover (A+B+C)/3 OR (B+C+D)/3		

Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years either (FY 16-17, FY 17-18 and FY 18-19) or (FY 17-18, FY 18-19 and FY 19-20) shall be submitted as supporting evidence

Revised Section 5.4 – Format to share Bidders /Lead Bidders (In case of Consortium) and Consortium Partner's (if any) firms Particular

Bidders /Lead Bidders (In case of Consortium) Firms Particular

The Table below provides the format in which general information about the bidder/lead bidder (in case of consortium) must be furnished.

Sr. No.	Information	Details
1.	Name of Bidding firm:	
2.	Address and contact details of Bidding firm:	
3.	Firm Registration Number and Year of Registration	
4.	Web Site Address	
5.	Area of Business/Services of the Firm/Company	
6.	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
7.	Company's Goods and Service Tax Registration No.	
8.	Company's Permanent Account Number (PAN)	
9.	Company's Revenue for the last 3 years (Year wise)	
10.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
11.	Telephone number of contact person:	
12.	Mobile number of contact person:	
13.	Fax number of contact person:	
14.	E-mail address of contact person:	

Consortium Partner Firms Particular

The Table below provides the format in which general information about the consortium partner's (if any) firms particulars must be furnished.

Sr. No.	Information	Details
1.	Name of firm of consortium partner:	
2.	Address and contact details of consortium partner: firm:	
3.	Firm Registration Number and Year of Registration	
4.	Web Site Address	
5.	Area of Business/Services of the Firm/Company	
6.	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
7.	Company's Goods and Service Tax Registration No.	
8.	Company's Permanent Account Number (PAN)	
9.	Company's Revenue for the last 3 years (Year wise)	
10.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
11.	Telephone number of contact person:	
12.	Mobile number of contact person:	
13.	Fax number of contact person:	
14.	E-mail address of contact person:	

We hereby declare that our proposal submitted in response to this RFP Stage-I is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Date:

(Signature)

Name

In the capacity of

[Seal / Stamp of bidder]

Annexure E – Format for Authorization Letters from OEM

< to be signed along with the Agreement>

To

The Director (Tourism)
Directorate of Tourism, Government of Maharashtra
Apeejay House, 4th Floor,
3 DinshawVacha Road,
Churchgate, Mumbai-400020

Sub: Authorization letter to M./s. -----for the participation in bid for Selection of a solution provider for the implementation of a website for the Directorate of Tourism, Government of Maharashtra, and development of a mobile application for Maharashtra Tourism

Ref : Bid No: <No> Dated <DD/MM/YYYY>

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having offices at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above mentioned bid for the above product / software manufactured / developed by us.

We herewith certify that the original CMS solution proposed in the RFP are not end-of-the life as well as end-of-sale and we hereby undertake to support these product / software for the duration of minimum 5 years from the date of submission of the bid. The licenses proposed for this solution are perpetual along with Maintenance, Upgrades and Updates for Duration of Contract. In addition, this OEM solution warranty will be registered on the name of DOT, in case of selection of solution for this project.

Yours Sincerely,

For and on behalf of M/s _____ (Name of the manufacturer)

Signature:

Annexure F – Revised Key Events and Dates

Sr. No.	Particular	Details
1.	Advertising Date	24 th August 2020
2.	Name of the project	RFP for “Selection of a solution provider for the implementation of a website for the Directorate of Tourism, Government of Maharashtra, and development of a mobile application for Maharashtra Tourism”
3.	Project Period	Three Years starting from the Actual date given in the work order
4.	Bid Procedure	Two Part (Technical & Financial), Open competitive bid
5.	RFP Document Download Start Date & Time	From 24 th August 2020 at 11:00 HRS (IST) to 25 th September 2020 till 13:00 HRS
6.	Website for downloading Tender Document, Corrigendum's, Addendums etc.	https://mahatenders.gov.in
7.	Last Date for submitting pre-bid queries as per the format given in section 5.6. Pre-bid queries to be submitted only over email to “diot@maharashtratourism.gov.in”	31 st August 2020 till 3:00 PM
8.	Last date (deadline) for Submission of bids	25 th September 2020 till 13:00 HRS
9.	Date and time of opening of Technical bids	28 th September 2020 after 15:00 HRS
10.	Date and time for opening of Commercial bids	Will be intimated later to the qualified bidders
11.	Declaration of Successful bidder and release of work order	To be informed later.
12.	Detail of the contact person and Address at which sealed bids are to be submitted	Office of The Director Directorate of Tourism Apeejay House, 4 th Floor, 3 DinshawVacha Road, Churchgate, Mumbai-400020. Tel: 022-22044040 Fax: 022-22024521 E-mail: diot@maharashtratourism.gov.in

Annexure G – Clarifications for Queries Received in Pre-Bid

Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested / Clarification Required	Recommendation / Clarification
1	2.25 Pre-Qualification Criteria	19	<p>PQ5: Bidder Experience The Bidder should have conceived and executed atleast 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last five years</p>	<p>The crux in the scope of work is related to application development. Restricting the project experience to Tourism promotion and marketing will limit the no. of bidders and thus fair competition. We request you to kindly amend the clause as: In last 3 years, Firm / Agency (Any member of the Consortium) must have completed / in progress minimum 2 projects for Development of Mobile Application, Development or Integration of Web Portal in Government sector.</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
2	2.29 Technical Evaluation Criteria	22	<p>TQ 2: The bidder should have executed minimum one project above Rs. 3 Crores involving development of a portal with an integrated enterprise application and customised workflows in the last 5 years within India and minimum one project providing post implementation Help Desk support for more than a minimum of 1 year in India</p>	<p>We request you to kindly amend the clause as: The bidder should have executed minimum one project above Rs. 5 Crores involving development of a portal with an integrated enterprise application and customised workflows in the last 5 years within India and minimum one project providing post implementation Help Desk support for more than a minimum of 1 year in India</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

3	2.29 Technical Evaluation Criteria	22	TQ 3: The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector	We request you to kindly amend the clause as: The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector / Natural Resources domain/Urban Utilities domain	Kindly refer to "Corrigendum 1" for revised criteria
4	General		OEM Criteria	Please specify the scope of OEM. Will there be any MAF requirement from the OEMs involved?	Refer RFP Page No. 100 of 119
5	DISCLAIMER	6	The DOT is not bound to accept any or all the Proposals. The DOT reserves the right to reject any or all the Proposals without assigning any reasons. No Bidder shall have any cause for action or claim against the DOT or its officers, employees, successors or assignees for rejection of his bid. The RFP submitted by the bidder will be the property of the DOT.	We request that any rejection of bid is accompanied with valid reasons for rejection.	As per the RFP

6	3 General Conditions of Contract (GCC)	66	<p>Dispute Resolution</p> <p>In the case of dispute arising, upon or in relation to, or in connection with the contract between DOT and the Successful bidder, which has not been settled amicably, first appeal shall be made to the Director, Directorate of Tourism, Government of Maharashtra. As the case may be, if not resolved the second appeal can be made to the Principal Secretary (Tourism), Govt. of Maharashtra and if then also not resolved the matter shall be referred to the Hon'ble High Court, Mumbai Bench.</p>	<p>It is requested that standard arbitration clause be followed for resolution of disputes as reproduced below:</p> <p>All disputes and differences arising between the parties hereto, including any dispute or difference in regard to the interpretation of any provision or terms or the meaning thereof, or in regard to any claim of one party against the other or in regard to the rights and obligations of any parties hereto under this Agreement or otherwise, howsoever, shall be referred to arbitration and such arbitration shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 along with its modification/amendment. Either Party shall appoint its respective arbitrator or those two arbitrators in turn shall appoint a presiding arbitrator whose decision shall be binding on the Parties hereto. The venue of arbitration shall be Mumbai and courts of Mumbai shall have exclusive jurisdiction to try and entertain any proceedings under the above Act. The cost of the arbitration shall be borne by both the parties equally.</p>	As per the RFP
7	General			Kindly throw some light on the existing content, platform of the Maharashtra tourism website	Maharashtra Tourism Department does not have any official website as on date.

8	General			Please specify per day turn up of the data for the cloud hosting.	Bidder will have to make the necessary assumptions as the Maharashtra Tourism Department does not have any official website as on date.
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9	2.25 Prequalification Criteria, PQ-4	19	<p>Technical Capability: The Bidder must have experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 3 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last five financial years</p> <p>Note: Only projects that have gone-live and at least one phase of project has been completed will be considered.</p> <p>Document to be submitted Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of</p>	<p>Kindly amend the clause as; Technical Capability: The Bidder must have experience in implementation of at least one IT / ITeS projects of amount not less than Rs. 1.5 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state/central government organization in India during the last five financial years</p> <p>Note: Only projects that have gone-live and at least one phase of project has been completed will be considered.</p> <p>Document to be submitted Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority</p>	Kindly refer to "Corrigendum 1" for revised criteria
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			<p>Project</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>		
10	2.25 Prequalification Criteria, PQ-5	19	<p>Bidder Experience : The Bidder should have conceived and executed atleast 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last</p>	<p>Kindly amend the clause as; Bidder Experience : The Bidder should have conceived and executed atleast 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing/eGovernance/Web portal or Web Application Development for Central Govt/State Govt/PSU/BFSI/fintech Sectors during the last five years</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

		<p>five years</p> <p>Document to be submitted Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project</p> <p>Note: -Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>	<p>Document to be submitted Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project</p> <p>Note: -Copy of Work Order and Client certificate signed by a competent authority</p>	
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11	2.25 Prequalification Criteria, PQ- 8	20	<p>OEM Leadership Criteria</p> <p>i. Existence in India - Proposed OEM should have presence in India</p> <p>ii. OEM Leadership Criteria: -Proposed OEM should be under leader quadrant in Gartner's magic quadrant / Forrester Wave Report/ IDC Marketscape in Web Content Management, for the last 3 years (FY 16-17, FY 17-18, FY 18-19)</p>	<p>Kindly amend the clause as;</p> <p>OEM Leadership Criteria</p> <p>i. Existence in India - Proposed OEM should have presence in India and should have support centers in India</p> <p>ii. Kindly remove the clause</p>	As per the RFP
12	2.29 Technical Evaluation Criteria TQ1	22	<p>Criteria :</p> <p>The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years</p> <p>Evaluation parameters: 2 projects: 5 marks 3 projects: 7 marks >=4 projects: 10 marks Max. Marks :10</p> <p>Documents Required Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of</p>	<p>Criteria :</p> <p>The bidder should have executed at least 1 IT/ ITeS projects of similar (Tourism promotion and marketing/eGovernance/Web portal or Web Application Development) scope of value above Rs. 1.5 Crores each involving services to Indian Govt./ PSU in the last 5 years</p> <p>Evaluation parameters: 1 projects: 5 marks 2 projects: 7 marks >=2 projects: 10 marks Max. Marks : 10</p> <p>Documents Required Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project.</p> <p>Note:</p>	Kindly refer to "Corrigendum 1" for revised criteria

			<p>RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project.</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>	<p>Copy of Work Order and Client certificate signed by a competent authority</p>	
13	<p>2.29 Technical Evaluation Criteria TQ2</p>	22	<p>Criteria :</p> <p>The bidder should have executed minimum one project above Rs. 3 Crores involving development of a portal with an integrated enterprise application and customised workflows in the last 5 years within India and minimum one project providing post implementation Help Desk support for more than a minimum of 1 year in India</p> <p>Evaluation parameters: 1 project: 5 marks >=2 projects: 10 marks Max. Marks :10</p>	<p>Kindly amend the clause as;</p> <p>Criteria :</p> <p>The bidder should have executed minimum one project above Rs. 1.5 Crores involving development of a portal with an integrated enterprise application and customised workflows in the last 5 years within India and minimum one project providing post implementation Help Desk support for more than a minimum of 1 year in India</p> <p>Evaluation parameters: 1 project: 5 marks >=2 projects: 10 marks Max. Marks :10</p> <p>Documents Required Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

			<p>Documents Required Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project. Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>	<p>of Project. Note: Copy of Work Order and Client certificate signed by a competent authority</p>	
14	2.29 Technical Evaluation Criteria TQ3	22	<p>Criteria : The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization/Private Organization in the Tourism Sector Evaluation parameters: 2 projects: 10 marks 3 projects: 12 marks</p>	<p>Kindly amend the clause as; Criteria : The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization/Private Organization in the Tourism Sector/any other sector Evaluation parameters: 2 projects: 10 marks 3 projects: 12 marks >=4 projects: 15 marks Max. Marks :15 Documents Required Work order or Completion Certificates from the client</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

			<p>>=4 projects: 15 marks Max. Marks :15</p> <p>Documents Required Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project.</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p>	<p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project.</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority</p>	
15	2.29 Technical Evaluation Criteria TQ4	23	<p>Criteria :</p> <p>OEM solution/s for the development platform must have been implemented in minimum three projects in government organizations/ public sector undertakings/ private organizations in India in the last 5 financial years.</p> <p>Evaluation parameters: 3 projects: 5 marks</p>	<p>Kindly amend the clause as;</p> <p>Criteria :</p> <p>Bidder/OEM should have been implemented in minimum three projects in government organizations/ public sector undertakings/private organizations in India in the last 5 financial years.</p> <p>Evaluation parameters: 3 projects: 5 marks 4 projects: 7 marks >5 projects: 10 marks Max. Marks :10</p>	As per the RFP

			<p>4 projects: 7 marks >5 projects: 10 marks Max. Marks :10 Documents Required Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP</p>	<p>Documents Required Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP</p>	
16	2.29 Technical Evaluation Criteria TQ5	23	<p>Criteria : Proposed OEM solution should have been implemented in at least two national/ state tourism department in India or two national tourism departments across globe Evaluation parameters: 3 projects: 5 marks 4 projects: 7 marks >5 projects: 10 marks Max. Marks :10 Documents Required Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP</p>	<p>Kindly amend the clause as; Criteria : The bidder/OEM should have experience of implementing solutions in central/state/PSUs/BFSI/fintech Sectors Evaluation parameters: 3 projects: 5 marks 4 projects: 7 marks >5 projects: 10 marks Max. Marks :10 Documents Required Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

17	2.29 Technical Evaluation Criteria TQ6	23	<p>Criteria :</p> <p>Experience in developing and updating web contents in minimum 3 Indian and 3 international languages</p> <p>Evaluation parameters: 1 project: 5 marks 2 projects: 7 marks >=3 projects: 10 marks</p> <p>Max. Marks :10</p> <p>Documents Required Work order + Completion Certificates from the client</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value and the languages.</p>	<p>Criteria :</p> <p>Experience in developing and updating bilingual web contents</p> <p>Evaluation parameters: 1 project: 5 marks 2 projects: 7 marks >=3 projects: 10 marks</p> <p>Max. Marks :10</p> <p>Documents Required Work order + Completion Certificates from the client</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority</p>	Kindly refer to "Corrigendum 1" for revised criteria
18	2.30 Instructions for Resources	25	2.30 Instructions for Resources	Kindly confirm where resource will get deployed at client side or bidders	There is no specific requirement of full-time deployment of resources at client site. The resources involved in development effort can work

					<p>offshore. However, resources such as Project Manager, Business Analyst, GUI Designer, etc must be available for meetings scheduled by the client.</p> <p>During the O&M phase the SI is expected to deploy one full-time resource at onsite for communicating client requirements with the backend team.</p>
19				Kindly confirm shift timing for these resources ?	The resources deployed onsite need to follow client working calendar and working hours.

20				Kindly confirm Work Location for each resource ?	Same as Sr. No. 18
21				Contract duration for each resources ?	As per the RFP
22				Kindly confirm DOT will provide Desktop/Laptop for all resources ?	The SI will be responsible for providing all hardware, software, internet connectivity, etc., to its resources for ensuring seamless support to the client
23	3.14.8. Security Audits	44	The service provider needs to update the system in response to any adverse findings in the report, without any additional cost to DOT ensure complete security audit done successfully. DOT may also depute auditors to conduct security check/ vulnerability test/penetration test.	Kindly confirm does CSP also needs to perform VAPT audit If yes, then kindly confirm how many audits in a year	As per the scope defined in Cloud Services Empanelment done by DIT, GoM

24	3.14.8. Security Audits	44	If required, portal should have the ability for integration with any active directory server (supporting LDAP).	Kindly confirm total number of users for AD/LDAP	The bidder to make the necessary estimations during the requirement gathering stage
25	3.14.16. Data Migration	47	3.14.16. Data Migration	1.Kindly confirm current DC location	Maharashtra Tourism Department does not have any official website as on date.
26				2.Kindly confirm DOT will provide USB Storage Device with all data at CSP datacenter for migration ?	No
27				3.Kindly confirm total data size for migration including Database/Logs/Flat files in (GB/TB) (Ex: 600GB OR 1TB)	Less than 200 GB
28				4. Kindly confirm what is size of other data to be migrate like Files/Pdf/Docs etc. (GB/TB) (Ex: 100GB OR 1TB)	Less than 200 GB

29				5.Kindly mention Existing Servers and infra details ?	Maharashtra Tourism Department does not have any official website as on date.
30				6.Kindly mention Existing platform details ?	Maharashtra Tourism Department does not have any official website as on date.
31				8.Kindly mention Existing Operatig system edition/ version ? Ex: Windows Server 2012 etc	Maharashtra Tourism Department does not have any official website as on date.
32				9.Kindly mention Existing database name edition and version ? Ex: MySQL Commutity Edition 5.1 /MariadbCommutity Edition 5.5 / MSSQL Express Edition 2012 etc.	Maharashtra Tourism Department does not have any official website as on date.

33				10.Kindly confirm if any database/software/operating system upgradation is require before after migration ?	Not required
34	6.4.1. Technical Requirements : Website Designing & Development	91	7.15 The Solution shall provide the ability to perform archival/incremental backups and the abilityto perform database backups.	i.Kindly confirm required backup space in GB/TB ? Ex: 100 GB / 1 TB etc.	Bidder to suggest the solution
35	6.4.1. Technical Requirements : Website Designing & Development			ii.Kindly provide backup policy such as frequency,retention period	As per digital Data retention policies defined by MeITY / DIT, GoM policy
36	6.4.1. Technical Requirements : Website Designing & Development	92	9.7 The Solution shall provide the ability for concurrent users to simultaneously view the same record, documentation and/or template.	Kindly confirm number of concurrent users and total users	The bidder to fully understand the requirements during the requirements gathering stage and make the necessary estimations.

35	2 Annexure II – Format for CV of the Proposed Resources Summary of resources Sr. No. 1	109	<p>Roles Project Manager Role Responsibility</p> <ul style="list-style-type: none"> • Creating and Maintaining Project Plans and Organizing work environment • Manage Project Risk and Client Expectations • Promote Communications and Coordination at all organization level • Help Ensure milestones are met and quality is delivered • Ensure documentation of Project Activities <p>Qualification & Experience (Indicative)</p> <ul style="list-style-type: none"> • Full-Time Graduation Degree in Engineering • Post-Graduation degree in Business Administration and PMP Certification • Minimum 10 Years of Work Experience • Experience of managing turnkey project including software solution and hardware implementation 	<p>Roles Project Manager Role Responsibility</p> <ul style="list-style-type: none"> • Creating and Maintaining Project Plans and Organizing work environment • Manage Project Risk and Client Expectations • Promote Communications and Coordination at all organization level • Help Ensure milestones are met and quality is delivered • Ensure documentation of Project Activities <p>Qualification & Experience (Indicative)</p> <ul style="list-style-type: none"> • Full-Time Graduation Degree in Engineering • Post-Graduation degree in Business Administration and PMP/Prince 2 Certification • Minimum 10 Years of Work Experience • Experience of managing turnkey project including software solution and hardware implementation 	Kindly refer to "Corrigendum 1" for revised clause
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36	Scope of Work	31	Multi-Site and Multi Lingual Management.	As per RFP, DOT Website display Indian Language and Foreign Language too, So DOT required a Translation tool or a Manual Translation Assumption: During Manual Translation content in any other language will be provided by organization or is it bidders responsibility. Kindly Suggest	Please refer to RFP section 3.3 page numbers 29, 30 and 31 for content related scope.
37				Does the Admin module (CMS) also have to be bi-lingual / multi-lingual ?	As per the RFP
38	General		Feedback form option, FAQ, Chatbot	Do you want Chatboat? If yes, then it be basic FAQ based single language chatbox ? Will it be integrated with any system internal/external ?	As per the RFP
39	General		Licensing / Subscription to the services	Whether the cost of hosting environment, datacenter facilities, license of system software (such as operating system, RDBMS, SMS system, any other tool) and hardware required for hosting the application will be borne by the LPAI	Query not clear

40	General		Portal Maintenance/ uploading requirements on the portal	Is the web portal / website required to be hosted at the bidder's end?	The webportal shall be hosted as per the hosting policy defined by Directorate of Information Technology, GoM
41	General		Portal Maintenance/ uploading requirements on the portal	Kindly confirm the expected backup space and type to be proposed	As per the RFP
42	General		Other Support Requirements	Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	Same as Sr. No. 18
43	General		Other Support Requirements	Kindly confirm the retention policy/period of backup data	As per digital Data retention policies defined by MeITY / DIT, GoM policy

44	General		Training	Please share training locations for all of your offices. How many training session are require for each location?	Trainings to be provided centrally at a location decided by DOT
45	General			How many officials would be there for the training?	Around 60
46	General			If the training sessions have to be online/via video conferencing - How many employees will join video conference in each session?	The numbers will be communicated if and when the training sessions are to be organized
47	General		General	Do you need Web application firewall?	As per the scope defined for CSP in Cloud Services Empanelment done by DIT, GoM
48	General		General	Do you need any specific CMS (Content Management System) or COTS (Commercial off the Shelf) ?Please specify name.	As per the RFP

49	General		General	Do you want a responsive/WCAG/Cross platform compatible website?	As per the RFP
50	General		General	Should the website be compatible with any version of IE/Chrome/Firefox/Opera/etc.?	As per the RFP
51	General		General	Do you need both STQC and CERTIN audits?	As per the RFP
52	Scope of Work		All logins and payments transaction must operate on secure protocols. It should provide support for website security audit.	For security audits (STQC) kind share the below information: 2.1. Who will bare the charges of Security Audit? 2.2. Number of Security audits need to be performed and at what interval? 2.3. We assume that STQC and Cert-in empaneled vendor can perform the security audits. Please confirm.	Please refer to RFP section 3.14.8 on page number 43
53			General	Please share the total number of resources need to be deployed onsite along with the list of location. For support, development and maintenance.	Bidder to propose
54	General		General	Do you need Cloud flare for enhanced protection against DDOS? Paid or free version?	Hosting services shall be procured through the CSP empanelment done by Directorate of Information Technology, GoM

55	General		General	All hardware/ software resources for DC & DR services would be provided by the LPAI Please confirm.	Hosting services shall be procured through the CSP empanelment done by Directorate of Information Technology, GoM
56	General		General	Your existing domains which need to be transferred to us?	Maharashtra Tourism Department does not have any official website as on date.
57	General		General	Do you want us to maintain or renew any of your domains?	Maharashtra Tourism Department does not have any official website as on date.
58	General		General	How many onsite resources are expected to be deployed ? Please provide required qualification details of onsite engineers	Same as Sr. No. 18

59	General		General	Who will be responsible for purchasing SMS package? How many SMS are expected per month/year?	Please refer to RFP section 3.14.4 on page 42
60	General		General	Who will be responsible for purchasing Email gateway?	Please refer to RFP section 3.14.4 on page 42
61	General		General	Is an existing SMS gateway already in use? If yes, kindly share the details. If not, then kindly share information around which SMS gateway is preferred.	Maharashtra Tourism Department does not have any official website as on date.
62	General		General	What level of SEO is being expected ? Do you need basic SEO or detailed SEO (Google Analytics) ?	As per the RFP
63	Scope of Work		All logins and payments transaction must operate on secure protocols. It should provide support for website security audit.	Is their any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to procure the cost of same ? How many PG's are envisaged ?	Please refer to RFP section 3.14.4 on page 42

64	General		General	Kindly specify which database is currently in use along with the version	Maharashtra Tourism Department does not have any official website as on date.
65	Scope of Work		GIS functionality to be built-in to the site for presenting the ICPs on map on the Home page to inform users about Operational, Phase I and Phase II check posts.	GIS Support using Google Map Integration or Open street Maps? If yes who will bear the cost of Google Map API?	Query not clear
66	Scope of Work		Should have Search Engine Optimization (SEO) facility to rank better on search engines.	Do you want Meta Keywords support?Whether SEO Reports also required if yes at what frequency?	As per the RFP
67	Migration of existing website		all the contents of existing website should be migrated to the new website	Please mentioned the size of data to be migrated from existing website to new website (In Mb,Gb'setc)	Less than 200 GB

68	General			Kindly confirm daily data generation in MB/GB	Bidder to assess during requirements gathering phase
69	General			Kindly confirm compute for DR will be 50% of DC or 100% of DC (in terms of vCPU and RAM / Qty) Ex: 50 % VM count / 50% Configuration	Bidder to assess during requirements gathering phase
70	General			Kindly confirm existing domain and sub-domain Ex: 1 main domain and 2 sub domains etc	Maharashtra Tourism Department does not have any official website as on date.
71	General			What are expected IOPS per TB ? Ex: 1000 IOPS /TB etc	Bidder to assess during requirements gathering phase
72	General			Kindly confirm any specific security components are expected on Host/Network levels along with their detailed specifications.	Bidder to assess during requirements gathering phase

73	2.25 Pre-Qualification Criteria	21	OEM Leadership Criteria - Proposed OEM should be under leader quadrant in Gartner's magic quadrant Forrester Wave Report / IDC Marketscape in Web Content Management, for the last 3 years (FY 16-17, FY 17-18, FY 18-19)	<p>RFP requirements are much more than the standard content management requirement. Feedback management, compliant Management, user management, Personalization, Document and Digita Asset management capabilities and Collaboration features like Blog, Forums etc. Such requirement are fulfilled by Digital Experience Platforms where CMS also plays a strong component. Also Gartner has already sunset the WCM report from current year merging it with DXP report.</p> <p>Hence request to kindly consider OEMs from "Digital Experience Platform" report also along with Web Content Management report.</p>	Kindly refer to "Corrigendum 1" for revised criteria
74	2.29 Technical Qualification Criteria	24	Proposed OEM solution should have been implemented in atleast two national / state tourism department in India or two national tourism departments across globe	As in many countries Tourism and Cultural Ministry/Department are same so please include Culture department/ministry in the criteria as well. Moreover as mentioned that proposed OEM solution should have been implemented in at least two national/state tourism departments so we request to consider same for across the globe clause as well i.e. it should have been implemented in two national/regional tourism/culture departments across the globe. Please confirm.	Kindly refer to "Corrigendum 1" for revised criteria
75	3.5 Search Functionalities and SEO	33	Search engine and Sitemap functionalities on site to facilitate easy navigation and instant access to relevant information.	Search functionality has proved to be a very critical and important aspect of any tourism led websites in order to find categorised, relevant and suggested information quickly. Nowadays these functionalities are implemented using enterprise search engine which provides full-text, wildcard, faceted search with auto-suggestion and ranked search query features. So would suggest to add a clause for using Enterprise search platforms in the requirement	As per the RFP

76	2.29	23	Proposed OEM solution should have been implemented in at least two national / state tourism department in India or two national tourism departments across globe	As mentioned for TQ3 clause please relax the existing clause to include Private Organizations (Travel & Hospitality) as well along with National/State/ Regional tourism departments as these private organization play a import role in promotion of any state tourism so their experience should be considered as relevant.	Kindly refer to "Corrigendum 1" for revised criteria
77	3.1	28	Create provision for User Generated Content including blogs, photo uploads, videos, etc.	We understand that collaboration with tourists for generation of content and reviews is an important aspect of new website/tourism portal so we request you to include blogs, forums, message boards,polls, events, activity wall etc. collaboration functionalities to be available in OEM product out of the box without customization. Please confirm.	Bidder is free to propose additional functionalities relevant to the scope
78	3.1	28	Detailed Scope of Work	Based on our experience of working with other tourism entities across the globe we request you to include personalization capabilities to deliver relevant experiences based on tourist segment across multiple touchpoints as key requirement in the RFP. The system should deliver personalized experiences across pages, navigation and asset. Please confirm.	As per the RFP
79	3.2	30	Blogs and Experiences	We understand that collaboration with tourists is an important aspect of new website/tourism portal so we request you to include blogs, forums, message boards, polls, events, activity wall etc. collaboration functionalities to be available in OEM product out of the box without customization. Please confirm.	Bidder is free to propose additional functionalities relevant to the scope

80	3.7	33	The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently	As Maharashtra Tourism portal needs to be developed on modern architecture which should be scalable so we recommend that the platform should be based on Micro-services architecture and the proposed OEM solution should support Micro service-based Container Architecture. The container platform shall support deployment and orchestration of multiple containers formats (for e.g. docker etc).Please confirm.	As per the RFP
81	3.3	31	Circular/Notifications Recruitment and Tenders	As proposed application will include multiple type of documents like tenders, circulars, brochures, concession documents etc. so the proposed solution should have inbuilt document management capability to store, archive and retrieve documents. It should support searching and metadata management. Please confirm as inbuilt document management feature is required in all Government projects.	As per RFP. Bidder is free to propose additional functionalities relevant to the scope
82	3.11	38	WCMS should be able to be integrated with any workflow systems, which supports eforms.	As we understand that Maharashtra Tourism department will extend the application to offer various services online like registration of tour operators, hotel, film shooting application form, registration form for tourist guide etc. so we recommend that the proposed OEM solution should have out of the box capabilities for Forms and Workflows. The system shall provide inbuilt facility to design forms which can be submitted online and that can be attached at one or more stages of workflow and should have an inbuilt workflow engine with a Graphical workflow designer for modelling simple to complex Business Processes using drag and drop facilities.	As per the RFP

83	3.14.3	42	Forms: - The solution should easily create and publish online forms.	We understand that proposed OEM solution shall provide inbuilt facility to design forms that can be published online and can be attached at one or more stages of workflow. The solution should have Form designer interface to define text boxes, Combo boxes, radio buttons, Drop down etc. to easily create and publish forms.	As per the RFP
84	Technical Requirements 4.3	90	The websites and portals may be deployed on High-Availability architecture, for example, by means of clustering techniques; thus the bidder shall ensure that websites and portals work on such High-Availability architecture.	Cloud service provider facilitate the high availability and uptime of Applications. Clustering techniques are required when there are more than one server instances running and there must be clustering taking place between them. Do we still need to consider it as server clustering based High Availability or Cloud infrastructure can be considered for HA	As per RFP and it shall be considered at cloud infrastructure level
85	11 Live Support Software	100	The bidder should provide insight and advice on a live chat to provide online assistance to users, get feedback and increase conversion. The bidder will also be responsible to integrate the live chat software with the website. The chat will take place between current/potential user, and the department.	Is it an automated chat or chat bot solution expected or a manual customer service desk kind of solution	As per the RFP

86	3 Scope of Work	29	Integration of various existing & envisaged modules, APIs, and web views with the website	Please confirm that this is including the booking portal (https://mtdcrrs.maharashtratourism.gov.in/Account/Login.aspx) & other similar sites which are linked to current tourism portal. Please confirm that migration of these portals are not envisaged in the scope of work.	Approximately 200 GB of information need to be migrated from existing portal. Bidder to assess this during requirements gathering phase
87	6.4.1	100	Section 14: OEM	We request you to share a manufacturer authorization form(MAF) which can be issued by OEM on their letter head mentioning all points mentioned in section 14: OEM like perpetual licenses, back-to back support agreement, India support office etc.	Kindly refer to "Corrigendum 1" for format of Manufacturer authorisation from
88	6.4.1	93	The bidder shall provide DOT with readable source code and object (executable) code, documentation for all functionality developed by the bidder, license storable source code and object (executable) code, and documentation for all functionalities	Our understanding is the Maharashtra Tourism requires source code of both OEM proposed solution as well as of any customization done during implementation. Please confirm our understanding.	As per the RFP
89	6.4.1	100	Section 14: OEM	Please include in the section clause that the OEM should have support office in India for last 5 years so that required support can be provided as and when needed by the department.	As per the RFP

90	2.25	20	<p>OEM Leadership Criteria-Proposed OEM should be under leader quadrant in Gartner's magic quadrant / Forrester Wave Report / IDC Marketscape in Web Content Management, for the last 3 years (FY 16-17, FY 17-18, FY 18-19)</p>	<p>As per analysts like Gartner, Forrester etc, "Web Content Management" (WCM) has reached its maturity with products becoming more homogenized and demand has been shifting from WCM to the broader scope of DXP (Digital Experience Platforms) with WCM becoming a critical part of DXP. Gartner has already sunset the WCM report from current year merging it with DXP report. Hence request to kindly consider OEMs from "Digital Experience Platform" report also along with Web Content Management report.</p> <p>Request to rephrase the criteria as follows: OEM Leadership Criteria-Proposed OEM should be under leader quadrant in Gartner's magic quadrant / Forrester Wave Report / IDC Marketscape in Web Content Management/Digital Experience Management, for the last 3 years.</p> <p>(Reference: https://www.gartner.com/en/documents/3986313/gartner-retires-magic-quadrant-for-web-content-managemen)</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
91	2.29	23	<p>Proposed OEM solution should have been implemented in at least two national / state tourism department in India or two national tourism departments across globe.</p>	<p>Our understanding of " national tourism departments across globe" includes "regional tourism departments across globe" also like "state tourism department in India". Please confirm.</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

92	3.1	28	Detailed Scope of Work	Based on our experience of working with other tourism entities across the globe we request you to include personalization capabilities to deliver relevant experiences based on tourist segment across multiple touchpoints as key requirement in the RFP. The system should deliver personalized experiences across pages, navigation and asset. Please confirm.	As per RFP. Bidder is free to propose additional functionalities relevant to the scope
93	3.7	33	The architecture should support both horizontal & vertical scaling with each layer in the architecture able to scale independently	We recommend that Maharashtra Tourism should mandate the solution/platform which supports containerization. The container platform shall support deployment and orchestration of multiple containers (for e.g. docker etc).	As per the RFP
94	3.11	38	WCMS should be able to be integrated with any workflow systems, which supports eforms.	A Digital Experience Platform comprises of natively integrated Workflow capabilities which supports eforms. Since workflow would be required for offering any online services, we strongly recommend to have a "Digital Experience Platform" as the platform, instead of just WCM, which has out-of-the-box capabilities of workflow engine and eForms thereby removing the requirement looking for a 3rd party application for workflow. Please confirm,	As per RFP. Bidder is free to propose additional functionalities relevant to the scope
95			Section 14: OEM	Since COTS solution is to be provided, we assume that "Manufacturer Authorization Form" need to be submitted by the bidder in OEM Letter head along with confirmation of points under Section 14. Please confirm.	Please refer Corrigendum
96	2.2	12	Provide an interactive and engaging experience for all visitors landing on the website of Maharashtra Tourism	How interactive? Interaction can mean the website content changes dynamically in real time based on visitor for specific Geo or Country OR repeat visitor etc. On the other hand, interaction also means simple clicking on the site! Please clarify what level of interaction you are	As per RFP. The tourism offerings presented to a visitor should be personalized as

				looking for.	per parameters mentioned in RFP
97	2.2	12	To provide an interactive & responsive user centric design & content strategy that presents the best story of Maharashtra and distinguishes its site from the competition	The best tourism sites use Machine Learning to define, in real time, content paths that the user takes to help him/her reach destination. Are we expected to incorporate this feature as well? Please confirm	As per RFP. Bidder is free to propose additional functionalities relevant to the scope
98	2.5	14	Consortium, Joint Ventures and Sub Contracting is not allowed.	To bring core expertise of technology and tourism industry on table, we request the department to allow consortium.	Kindly refer to "Corrigendum 1" for revised criteria
99	2.25 - PQ2	19	The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17-18, FY 18-19)	We request the dept to decrease the minimum average turnover to ensure capable companies with less turnover can also participate.	Kindly refer to "Corrigendum 1" for revised criteria
100	2.25 - PQ 5	20	The Bidder should have conceived and executed atleast 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last five years	Is it only for tourism department, or travel and tourism sector businesses (private and govt) are also included. Please elaborate.	Kindly refer to "Corrigendum 1" for revised criteria

10 1	2.29 TQ 2	23	minimum one project providing post implementation Help Desk support for more than a minimum of 1 year in India	We wanted to clarify, since helpdesk is not needed in the project, if dept can remove this experience clause.	Kindly refer to "Corrigendum 1" for revised criteria
10 2	2.29 - TQ 5	24	Proposed OEM solution should have been implemented in atleast two national / state tourism department in India or two national tourism departments across globe	We request the dept to allow considering experience of state level tourism projects in international level as well. For ex- Barcelona city tourism site experience should be considered, not only Spain national tourism website.	Kindly refer to "Corrigendum 1" for revised criteria
10 3	Point no. 2	32	All content shall be displayed in at least the following Indian languages including but not limited to Marathi, Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Tamil, Telugu, Assamese, Oriya and other prominent languages as agreed with DOT. The site shall display the contents in at least the following foreign languages including but not limited to Japanese, French, German, Spanish, Chinese, Arabian, Russian, Portuguese and other prominent languages as agreed with DOT	Will dept provide the translated content? We understand that system should be capable to show all these content. Please clarify, if translation is also in the scope of work. If yes, then how are the financials of translation work would be?	As per RFP. Please refer to RFP section 3.3 page numbers 29, 30 and 31 for content related scope.

10 4	3.16	50	Hosting	Where the application will be hosted?	The webportal shall be hosted as per the hosting policy defined by Directorate of Information Technology, GoM
10 5	2.25 Pre- Qualification Criteria	18	PQ#2: The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17-18, FY 18-19)	We request MTDC to kindly give some relaxation in this clause and reduce the TO criteria as below: <i>"The bidder should have cumulative annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17-18, FY 18-19)"</i>	Kindly refer to "Corrigendum 1" for revised criteria

<p>10 6</p>	<p>2.25 Pre- Qualification Criteria, PQ#4</p>	<p>18</p>	<p>The Bidder must have experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 3 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last five financial years</p> <p>Note: Only projects that have gone-live and at least one phase of project has been completed will be considered.</p>	<p>We request MTDC to also allow ongoing projects which have been substantially completed OR completed value of work is meeting the value criteria of the clause.</p> <p>We request MTDC to kindly amend this clause as below:</p> <p>The Bidder must have experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 3 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last five financial years</p> <p><i>Note: Either Completed or Substantially completed projects will be considered. In case of substantially completed projects, the project must have achieved a value of 3 Cr. from financial perspective.</i></p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
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<p>10 7</p>	<p>2.25 Pre- Qualification Criteria, PQ#5</p>	<p>19</p>	<p>The Bidder should have conceived and executed at least 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last five years</p> <p>Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project</p> <p>Note:</p>	<p>We request MTDC to also allow ongoing projects which have been substantially completed OR completed value of work is meeting the value criteria of the clause. We request MTDC to kindly amend this clause as below:</p> <p>"Work order + Completion Certificates from the client/Substantial completion certificate</p> <p>In case of Ongoing projects, the completed work value must comply with criteria mentioned in this clause of RFP. and the cited project must have substantially completed and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
<p>10 8</p>	<p>2.25 Pre- Qualification Criteria, PQ#6</p>	<p>19</p>	<p>The Bidder should have the following valid certifications as on the date of submission of the bid</p> <p>i. CMM/CMMI Level 3 or above in services and development AND</p>	<p>We understand that CMMi Level certificate for Software development will suffice the requirement. Please confirm.</p>	<p>No Change. As per RFP</p>

<p>109</p>	<p>2.29 Technical Evaluation Criteria, TQ# 1</p>	<p>23</p>	<p>The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years</p>	<p>We assume that here similar scope stands for "Website Application Development, Software Support, training, support manpower & maintenance involving services" Please confirm.</p>	<p>As per the RFP</p>
<p>110</p>	<p>2.29 Technical Evaluation Criteria, TQ# 1</p>	<p>23</p>	<p>The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years. "Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>We request MTDC to also allow ongoing projects which have been substantially completed OR completed value of work is meeting the value criteria of the clause. We request MTDC to kindly amend documentary evidence requirement as below: "Work order + Completion Certificates from the client/Substantial completion certificate In case of Ongoing projects, the completed work value must comply with criteria mentioned in this clause of RFP. and the cited project must have substantially completed and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

<p>11 1</p>	<p>2.29 Technical Evaluation Criteria, TQ# 2</p>	<p>23</p>	<p>The bidder should have executed minimum one project above Rs. 3 Crores involving development of a portal with an integrated enterprise application and customised workflows in the last 5 years within India.</p> <p><i>"Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project."</i></p>	<p>We request MTDC to also allow ongoing projects which have been substantially completed OR completed value of work is meeting the value criteria of the clause. We request MTDC to kindly amend documentary evidence requirement as below:</p> <p>"Work order + Completion Certificates from the client/Substantial completion certificate</p> <p>In case of Ongoing projects, the completed work value must comply with criteria mentioned in this clause of RFP. and the cited project must have substantially completed and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
<p>11 2</p>	<p>2.29 Technical Evaluation Criteria, TQ# 3</p>	<p>23</p>	<p>The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector</p>	<p>We request MTDC to allow qualified projects where either web or mobile application developed under the projects. Requested clause: "The bidder should have executed a Web portal AND/OR mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector"</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

<p>11 3</p>	<p>2.29 Technical Evaluation Criteria, TQ# 3</p>	<p>23</p>	<p>The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector</p> <p>"Work order + Completion Certificates from the client In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>We request MTDC to also allow ongoing projects which have been substantially completed OR completed value of work is meeting the value criteria of the clause. We request MTDC to kindly amend documentary evidence requirement as below:</p> <p>"Work order + Completion Certificates from the client/Substantial completion certificate</p> <p>In case of Ongoing projects, the completed work value must comply with criteria mentioned in this clause of RFP. and the cited project must have substantially completed and bidder must produce the client certificate stating completion of at least one phase of Project."</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
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<p>11 4</p>	<p>2.29 Technical Evaluation Criteria, TQ# 6</p>	<p>24</p>	<p>Experience in developing and updating web contents in minimum 3 Indian and 3 international languages</p>	<p>There is no weightage for work experience on proposed software platform to ensure the previous work experience of bidder on the proposed technology/software platform. We request MTDC to please remove this requirement and assign some weightage to work experience and scale of implementation on proposed technology platform as below: <i>The bidder should have executed an Integrated Digital Platform using proposed development platform including web portal development, centralized booking engine, Grievance Redressal, social media integration, live chat support module etc. for a State/Central Government /International Governmental Organization / Private Organization in the Tourism Sector.</i></p> <p><i>Project Value 3 Cr = 5 Marks</i> <i>Project Value 6 Cr = 7 Marks</i> <i>Project Value 9 Cr = 10 Marks</i></p> <p><i>"Work order + Completion</i> <i>Certificates from the client/Substantial completion certificate</i></p> <p><i>In case of Ongoing projects, the total work value must comply with criteria mentioned in this clause of RFP. and the cited project must have substantially completed and bidder must produce the client certificate stating completion of at least one phase of Project."</i></p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
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11 5	2.29 Technical Evaluation Criteria, TQ# 6	24	Experience in developing and updating web contents in minimum 3 Indian and 3 international languages	Whether all Indian and 3 International languages to be covered in a single workorder or multiple work order will suffice the requirement.	Kindly refer to "Corrigendum 1" for revised criteria
11 6	2.29 Technical Evaluation Criteria, TQ# 6	24	Experience in developing and updating web contents in minimum 3 Indian and 3 international languages	We assume that "Experience in developing and updating digital contents in minimum 3 Indian and 3 international languages" will suffice the requirement. Please confirm.	Kindly refer to "Corrigendum 1" for revised criteria
11 7	3.19. Payment Milestone	54	Payment for Software platform license	Considering the RFP requirement of COTS based software platform requirement, we request MTDC to add separate payment terms for "Software Platform License". Such platforms comes with subscription based model hence payment should be on annual/six monthly advance basis from the date of supply of licenses.	As per the RFP
11 8	2.2	13	Provide a personalized experience to website visitors based on user insights obtained from users	Is this mandatory compliance requirement?	Yes. As per RFP
11 9	2.2	13	Provide a personalized experience to website visitors based on user insights obtained from users	Please let us know how many such different experience needs ot be preapred in the priod of three years.	Bidder to assess during requirements gathering phase

120	310 C	37	Prototype of Revamped Website - After a final go-ahead is provided by DoT, the Bidder is required to present wireframes followed by Min. 5 browser enabled prototype of website.	How many wire frames will be required in three years contract period?	As per the RFP
121	vii. Administrator's Control Panel	40	The System should be able to use AI/ML to identify anomalies for any metric and report it	Please list the types of anomalies that needs to be captured.	Bidder to assess during requirements gathering phase
122	vii. Administrator's Control Panel	40	The System should be able to use AI/ML to identify anomalies for any metric and report it	Is this mandatory compliance requirement?	Yes. As per RFP
123	16. Monitoring & Logging	95	The Solution shall send alerts based on the monitored attributes. The Solution must support E-Mail / SMS based alerts. (maximum of 10 E-Mail IDs of MTDC/DOT personnel)	Kindly share type of alerts required to help us estimate cost.	Bidder to assess during requirements gathering phase

12 4	2.2	13	Provide an interactive and engaging experience for all visitors landing on the Maharashtra Tourism portal.	How interactive? Interaction can mean the website content changes dynamically in real time based on visitor, repeat visits and location. On the other hand, interaction also means clicking on the site! Please clarify what level of interaction you are looking for.	As per RFP. The tourism offerings presented to a visitor should be personalized as per parameters mentioned in RFP
12 5	2.2	13	Make the Maharashtra Tourism portal a one-stop-shop for all tourists planning to visit Maharashtra's destinations by providing complete information on destinations and enabling end to end planning.	At present, our research says that only a fraction of people who want to visit Maharashtra comes to the site: and most people visit other sites such as Tripoto, Trip Advisor, Make My Trip, etc. Just changing the website won't help unless coupled with digital marketing. Is this aspect supposed to be done by the vendor? And if it is, what is the percentage increase the department expects after go-live of the new site, vs the present site?	As per the RFP
12 6	2.2	13	Improve traffic to the portal and eventually improve tourist traffic into State	Almost same as above. Improving traffic also depends on other criteria such as digital marketing, ad spend etc. Kindly clarify if the vendor is also expected to do these things. And there has to be benchmarking on the percentage increase in traffic that the dept expects, y-o-y.	As per the RFP

127	2.2	13	To provide an interactive & responsive user centric design & content strategy that presents the best story of Maharashtra and distinguishes its site from the competition	The best tourism sites use Machine Learning to define, in real time, content paths that the user takes to help him/her reach destination. At present, this feature is available to competitors, but not to Maharashtra Tourism. Are we expected to incorporate this feature as well?	Bidder to propose
128	2.2	13	— Enrich the website content by enabling users to share their experiences and information	Is this just a moderated forum that we are talking about, or a system, where content generated by users, after moderation, is used in destination pages (automatically based on tagging) to attract more customers and build a faithful community of followers?	Bidders to propose
129	3.10 C	37	Prototype of Revamped Website	Post the prototype, all global standard sites undergo A/B testing on original and revamped site to see whether the B (revamped) site meet the KPIs so that the end objective is reached after we launch it. Is this expected for the vendor?	As per the RFP
130	3.10 C	37	Design Interface	Globally, technology such as eye tracking, cognitive load mapper, A/B clickthrough testing, etc are used to arrive at an optimal design. Is the vendor required to adopt such global standards?	As per RFP. Bidder is free to adopt additional standards relevant to the scope
131	vii. Administrator's Control Panel	40	Administrator's Control Panel The reports must be updated real-time without any time lag	Multiple functionalities requires real time data, while GA does not support real time data. We request department to remove this RESTRICTIVE clause.	As per the RFP
132	Site Logs	44	Via Web Analytics Tool	You need Sample data to be captured and presented to department or 100 % data	As per RFP (100% Data)
133	Site Logs	44	Via Web Analytics Tool	Analytics service are available Software as a service - Not perpetual license. Hope this is acceptable by department.	As per the RFP

3				Please confirm?	
13 4	3.3 (a)	Page no: 29	Trip Planning and Recommended trips	We request to provide detail clarification for Trip Planner requirement.	Bidder to assess during requirements gathering phase
13 5	3.3 (a)	Page no: 31	360 degree/3D views of the destinations and drone views of important destinations	We assume that Photos/Videos will be provided by the DOT	Yes. As per RFP
13 6	3.3 (a)	Page no: 31	Bookings	Request to provide detail clarification for Booking Module requirement.	Bidder to assess during requirements gathering phase
13 7	3.9	Page no: 33	Objective: To make Mobile App accessible on all platforms like windows, Android, Blackberry & Mac iOS etc.	As per current market scenario, windows and Blackberry mobile platform are outdated Hence, we suggest developing mobile app for Android and Mac iOS. Please clarify.	As per the RFP
13 8	3.11	Page no: 38	WCMS should be able to be integrated with any workflow systems, which supports e-forms.	Please clarify, e-form development is part of the scope? If yes, please provide sample of e-form for better understanding.	As per RFP. Bidder to assess during requirements gathering phase
13 9	3.14.3	Page no: 42	Forms: - The solution should easily create and publish online forms	Please clarify "create form" functionality. We assume that form creating is based on google forms	As per the RFP

140	3.14.5	Page no: 43	Integration with existing services and Open API's	We assume that service provider is responsible for API integration. Required API cost will be borne by the DOT.	As per RFP. Please refer to RFP section 3.15 on page numbers 47 of RFP
141	6.4.2	Page no: 98	Web Analytics	We assume that required Analytics API will be provided by the DOT.	As per RFP. DOT will not provide any APIs
142	6.4.2	Page no : 99	Live Chat Support	We assume that, service provider have to develop FAQ based chat application or CHATBOT ? or Third party Chat software cost will be reimburse by the DoT? Please clarify.	As per the RFP
143	2.25 Pre-Qualification, Criteria PQ 2	18	Turnover form IT/ITeS The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17-18, FY 18-19)	We request the client toChange the clause as Follows: The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 17-18, FY 18-19, FY19-20)	Kindly refer to "Corrigendum 1" for revised criteria
			The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17-18, FY 18-19)		

				<p>"The bidder should have minimum average annual turnover of INR 45Crores from IT/ITeS in last three financial years (FY 17-18, FY 18-19, FY 19-20)".</p>	
14 4	2.25 Pre- Qualification, Criteria PQ 5	19	Bidder Experience	In order to show the work expertise which are under maintenance phase we request client to consider to Go-live certificate in place of completion certificate. Kindly confirm.	Kindly refer to "Corrigendum 1" for revised criteria
			The Bidder should have conceived and executed at least 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last five years		
			Documents Required:		
			Work order + Completion Certificates from the client		
			In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of		

			Project		
			Note:		
			Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.		
14 5	2.29 Technical Evaluation Criteria, TQ 1	22	The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years.	Request the client to kindly changes the clause as follows: The bidder should have executed at least 2 egovernance projects of value above Rs. 3 Crores each involving services to any State Govt / central Govt./ PSU in the last 5 years.	Kindly refer to "Corrigendum 1" for revised criteria
			Documents Required	"The bidder should have executed at least 2 e-Governance projects of value above Rs. 3 Crores ach involving services to any State Govt. / Central Govt. / PSU in the last 5 years."	
			Work order + Completion Certificates from the client		
			In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of		

			Project.		
14 6	2.29 Technical Evaluation Criteria, TQ 3	22	<p>The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector</p> <p>Documents Required: Work order + Completion Certificates from the client</p> <p>In case of Ongoing projects, the total work order value must comply with criteria mentioned in this clause of RFP and the cited project must have gone live and bidder must produce the client certificate stating completion of at least one phase of Project.</p>	<p>The Technical Qualification seems to be providing preference to the bidder having experience in Tourism sector only. However, there are so many bidders who has similar kind of experience in other sectors as well. Therefore we request the client to change the clause as follows: "The bidder should have executed a Web portal and mobile application development for a State / Central Government / International Governmental Organization / Private Organization"</p>	Kindly refer to "Corrigendum 1" for revised criteria
14 7	2.29 Technical Evaluation Criteria, TQ 6	23	<p>Experience in developing and updating web contents in minimum 3 Indian and 3 international languages</p>	<p>The Technical Qualification seems to be providing preference to a specific bidder. To have a healthy competition, we would like to request the client to change the clause as follows: "Experience in developing and updating web contents in at least 2 Indian and 1 international languages apart from</p>	Kindly refer to "Corrigendum 1" for revised criteria

				English language. "	
14 8	3 Scope of Work, 3.1 Detailed Scope of Work	28	<p>The selected Bidder shall be responsible for end to end managed services for design, development and implementation of the website and mobile app, and provide necessary maintenance support services for a period of 3 years.</p> <p>The Selected bidder shall take over the current domain of www.maharashtratourism.gov.in and design the new website on the same domain name and develop a new mobile app for DOT, by using state-of-the-art technology in consultation with various stakeholders.</p>	<p>Request the client to clarify the following:</p> <ol style="list-style-type: none"> 1. The domain www.maharashtratourism.gov.in does not currently have SSL certificate. Is the vendor expected to procure the SSL certificate for the 3 years? 2. Is the vendor expected to procure the SSL certificate for the 3 years for the booking subdomain of https://mtdcdors.maharashtratourism.gov.in/ or is the validity will continue to be in place? 3. Are there any other subdomains for which the vendor needs to procure the SSL 	<p>Maharashtra Tourism Department does not have any official website as on date.</p>

149	3 Scope of Work, 3.1 Detailed Scope of Work	28	<p>The selected bidder shall perform the following brief scope of activities where bidder has to:</p> <p>3. Takeover the current website (software, licenses, etc.) in coordination with the existing vendor</p>	<p>We request the client to assign a SPOC at the time of implementation for providing all necessary information of existing website?</p>	<p>Maharashtra Tourism Department does not have any official website as on date. However, selected bidder will need to coordinate with DOT and existing SI for existing data required to be migrated on new portal</p>
150	3 Scope of Work, 3.1 Detailed Scope of Work	28	<p>"The selected bidder shall perform the following brief scope of activities where bidder has to</p> <p>1. Designing the website to make the site responsive</p> <p>2. Adopt the existing domain of www.maharashtratourism.gov.in</p> <p>3. Takeover the current website (software, licenses, etc.) in coordination with the existing vendor"</p>	<p>Request the client to clarify the following:</p> <p>1. What are the various software licenses procured for this website and what is the attached validity?</p> <p>2. Is there any proprietary CMS being used for this website? If yes which one is being used and also we request the client to share the license details.</p>	<p>As per the RFP</p>
151	3 Scope of Work, 3.1	28	<p>6. Updation of information available on site and constant</p>	<p>Please outline with a yes or no if the following form a part of the scope :</p>	<p>The responses are as mentioned</p>

	Detailed Scope of Work		monitoring and uploading of information	<p>1. Content creation</p> <p>2. Content refurbishment and curation</p> <p>3. Does content include texts only or also images, videos etc.?</p> <p>4. Is the vendor going to gain full access to the current media and textual content?</p> <p>5. Is the content stored in some sort of indexed repository ONLINE? Or does the content need to be properly indexed and stored Online?</p> <p>6. How much of the content in terms of texts, brochures, media and other collaterals is digitized and how much isn't in percentage?</p>	<p>below:</p> <p>1. Yes</p> <p>2. Yes</p> <p>3. Content includes text, images, videos etc.</p> <p>4. Yes, SI will have access to current media and textual content</p> <p>5. Bidder to assess during requirements gathering phase</p> <p>6. Bidder to assess during requirements gathering phase</p>
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15 2	3 Scope of Work, 3.1 Detailed Scope of Work	28	7. Customer Relationship Management functionality to keep users informed about latest events, festivals, packages, delights etc., with the help of newsletters, Electronic Mailers etc. as well as maintaining easy to use and comprehensive database of service providers in the tourism sector (viz. approved tour operators, hotels, etc.) with search functionality	We assume that the CRM software will be limited to the customers of the MTDC only. Kindly Confirm.	As per the RFP. Bidder may propose further value add in its proposal.
15 3	3 Scope of Work, 3.1 Detailed Scope of Work	28	9. Live and dynamic maps with active content display and synchronization with the information	Will the paid API be provided to the vendor or will the vendor have to procure the same?	Vendor will have to procure
15 4	3 Scope of Work, 3.1 Detailed Scope of Work	28	11. Provision of weather charts and distance calculator tools.	Will the paid API be provided to the vendor or will the vendor have to procure the same?	Vendor will have to procure
15 5	3 Scope of Work, 3.1 Detailed Scope of Work	28	Integration of various existing & envisaged modules, APIs, and web views with the website	Request the client to kindly mention the list of existing applications & their technology with whom integration will be made.	Bidder to assess during requirements gathering phase

<p>15 6</p>	<p>3 Scope of Work, 3.1 Detailed Scope of Work</p>	<p>29</p>	<p>The bidder shall ensure translation of website into various national and international languages and upload these mirror websites on Maharashtra Tourism website. The site shall display the contents in at least the following Indian languages including but not limited to Marathi, Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Tamil, Telugu, Assamese, Oriya and other prominent languages as agreed with DOT. The site shall display the contents in at least the following foreign languages including but not limited to Japanese, French, German, Spanish, Chinese, Arabian, Russian, Portuguese and other prominent languages as agreed with DOT. The participating bidder shall have to study in detail the existing website, functional organization and accordingly design the new application portal as per requirement of this RFP.</p>	<p>Will the bidder only have to provision for multi-lingual support? Who will provide the content in the various languages?</p>	<p>Please refer to RFP section 3.3 page numbers 29, 30 and 31 for content related scope.</p>
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157	3.3. Scope of Content	30	· Links to important websites – airlines, railways, bus services, car rental, Tourism offices etc.	Only the link of the mentioned websites shall be provided in the Tourism Portal or any integration also needs to be done?	As per RFP
	a. Design, development, operation and maintenance of website for DOT		· Links to major tourism website in the state and in the country such as www.incredibleindia.org, website of MTDC, Forest Development Corporation of Maharashtra, PWD rest houses, Shirdi Sai Sansthan, Pandarpur Devasthan, Tuljapur Devasthan, Mahalaxmi Devasthan etc.		
158	3.3. Scope of Content a. Design, development, operation and maintenance of website for DOT	30	The tourism offerings presented to a visitor should be personalized based on their profile, navigation history, traffic source and other parameters based on real-time analytics.	Does the department currently have any way of capturing web analytics? If yes, kindly mention the existing Analytics tool?	Maharashtra Tourism Department does not have any official website as on date.
159	3.3. Scope of Content a. Design, development, operation and maintenance of website for	30	· Integration of payment gateway with the website	Is there any existing payment gateway?	Maharashtra Tourism Department does not have any official website as on date.

	DOT				
				Would the department be willing to change the payment gateway service provider to a more easy to use payment aggregator like paytm?	Bidder to assess requirements gathering phase
160	3.3 a, i. Website Design and Development, A) Primary Content	31	3. Maharashtra Tourism profile with respect to:	Request the client to kindly clarify the following:	The Selected bidder is expected to create the itineraries, 360 degree views & virtual tours based on the information shared by Department
			· Category wise detail of Tourist destinations in Maharashtra with the display of how to reach the destinations Experiences	1. Does the department have a repository of itineraries?	
			· Tourist Services	2. Does the department have a repository of 360 degree views and virtual tours?	
			· Plan – collecting user preferences and mapping to the relevant destinations	3. Who is expected to create the content for points 1 and 2 i.e. “Category wise detail of Tourist destinations in Maharashtra with the display of how to reach the destinations Experiences” & “Tourist Services”?	
			· Trip Planner and Must-Do Activities in Maharashtra		
			· 360 degree/3D views of the destinations and drone views of important destinations		
16	3.3 a, i.	31	4. Bookings	Request the client to clarify the following:	1. Books for but

1	Website Design and Development, A) Primary Content			1. Please mention the different types of booking required in new tourism site.	not limited to, Homestays, Recreational activities, Tours and Events, etc. 2. No 3. No 4. Bidder to suggest as a part of solution.
				2. Is there a booking engine already in place or would it have to be developed from scratch? If the existing booking engine is to be used, who will be handling it going forth? Who will help the current vendor with the functional & developmental support required for integration?	
				3. Does the department expect bookings to happen online for MTDC properties, packages and experiences or also for other service providers such as eco-tourism from the state and/or the tour operators, travel agents and other private registered properties with the department?	
				4. Is the booking of online tour guides also expected to take place?	
16 2	3.8. Annual Maintenance Services	33	Assimilating, editing, summarizing & uploading of Announcements, Orders, etc. in English, Marathi and/or Hindi as provided by the Ministry of Tourism. The documents will be provided in English, Marathi and/or Hindi language in Word Document or PDF format.	Request the client to accept the documents in English and Hindi Only.	As per the RFP

163	3.9. Develop a mobile application for Maharashtra Tourism	33	As part of the digital initiative by the Directorate of Tourism, Government of Maharashtra, the bidder selected under this RFP shall design, develop, operate and maintain a unified mobile application for Maharashtra Tourism. The application shall have synchronized all the features with the websites developed for Maharashtra Tourism and shall be user friendly, lightweight & informative.	Is there any current mobile app live from Maharashtra tourism?	Maharashtra Tourism Department does not have any official live mobile app as on date.
164	3.9 Develop a mobile application for Maharashtra Tourism, i. Security Auditing	35	Security clearance certificate should be obtained before hosting Mobile App. Security clearance certificate should be provided from certified auditor to address this requirement."	<p>How many security audit of the mobile application needs to be done?</p> <p>We assume that the security audit will be conducted by Cert-In empaneled Security Auditors or Government of Maharashtra empaneled Security Auditors. However the cost will be borne by bidder. Kindly confirm.</p>	Please refer to RFP section 3.14.8 on page number 43
165	3.11. Development Phase	39	viii. Social Content Creation	Is there any scope of Social Media Management of Maharashtra Tourism?	As per the RFP

				Also is there any scope of social media content curation, regular posting of contents, prepare info graphics and other artefacts, design graphics & illustrations, tag relevant popular accounts on identified social media, create & proactively use relevant hash-tag, monitor all platforms on daily basis to deal with spam and inappropriate content & generate Social Media Analytics reports? Kindly confirm.	
16 6	3.14.1. Complaint Management Services	41	Complaint Management Services	Request the client to clarify the following:	As per RFP. Complaint from all the stakeholders (including dept. users, partners, public user etc.) will required to be accepted and processed
				1. The complaints are to be only received on the maintenance of tourist attractions, MTDC properties, products and packages or even against private tourism service providers?	
				2. Are the complaints only to be accepted from the users of the system who have actually performed bookings?	
16 7	3.14.4. Integration with email, SMS and payment Gateway	42	The solution should be integrated with the email, SMS and payment gateways. SMS gatewaysubscription and payment gateway will be provided by the bidder. Payment module shall havebeen integrated with payment gateways and shall be PCI-DSS (Payment Card Industry Data Security Standard) complaint.	Who will provide Payment Gateway? Kindly Confirm.	Please refer to RFP section 3.14.4 on page 42

			The DOT will appoint the Payment gateway services provider and selected bidder will have to coordinate with payment gateway service provider to integrate same with the proposed solution.	Does the client have any preferred providers?	
168	3.14.8. Security Audits	43	Website to be security audited by the Cert-In empaneled Security Auditors or Government of Maharashtra empaneled Security Auditors. Cost for Security Audit of website should be part of the proposal as cost of the same will be borne by bidder.	How many security audit will be conducted?	1.Please refer to RFP section 3.14.8 on page number 43 2.As per RFP
			The portal must have necessary security measures in place and should not have any loopholes that can be exploited. Portal should also support latest security certificates like SSL 3.0. If required, portal should have the ability for integration with any active directory server (supporting LDAP).	Is LDAP integration is within the scope of work?	
16	3.14.11. Access to	44	The contents of the Website should be readable using any	Request the client to kindly elaborate the scope of GUI	As per RFP. However, the

9	Visually Impaired		Screen access Reader software to the visually impaired users.	related features required by the department.	proposed solution shall comply with the requirements of GIGW and WCAG 2.0 Level AA guidelines
				Does the department also require text to speech i.e. voice capability? Kindly confirm.	
170	3.14.15. Training	46	7. The successful bidder can use the training infrastructure and IT infrastructure available at the DOT's training centers. The bidder is expected to set up the required infrastructure (including the client desktops) at the various training centers of the DOT for the purpose of training. DOT shall not pay any additional amounts to the bidder for the same.	Will the bidder will be responsible for providing Desktops for all the Trainees? Kindly Confirm.	Bidder to assess during requirements gathering phase

17 1	3.14.15. Training	46	8. The successful bidder will be responsible for providing the users with the requisite training material (for functional training, technical training, and end user training material, job card and other relevant material) in both hard and soft copies at least for the core team and to train the trainers. The onus of preparing the training material will be on the Bidder. The training material shall be prepared in English, Hindi and Marathi.	Request the client to accept the Training materials in English and Hindi only.	As per the RFP
17 2	3.14.16. Data Migration	46	Data Migration in the context of this RFP shall be to entail migration of existing content and data. These are pertaining to the various internal department existing application software's which are being used currently.	Which database is used in existing applications? What is the volume of data that needs to be migrated? We assume that all the data are available in electronics Format. Kindly Confirm.	Less than 200 GB of existing data needs to be migrated
17 3	3.14.16. Data Migration	47	In cases the data is not available and has to be digitized from the existing records, the data entry and validation exercise needs to be carried out.	What are the volume of data which will be digitized by the successful bidder?	Bidder to assess during requirements gathering phase

174	3.15 Operations and Maintenance	47	Operations and Maintenance	What will be the deliverables required during O&M as proof of acceptance of performance during O&M?	Bidder to assess list of documents during requirements gathering phase
175	SLA 3: Performance Management	59	Performance Management	The performance on different networks will be expected to deteriorate higher than the maximum permissible time specified in the SLA in poor conditions, remote areas and bad signal strengths. What is the provision to arrive at a more globally and scientifically acceptable time?	As Per RFP. Bidder to suggest models
176	SLA 4: Content Updating	59	Content Updating	The time for Content updating with respect to critical content, may vary on the extent of changes advised. Let's say the changes involve close to 10 content heavy pages, then a 30 minute turnaround time would need to be readdressed. Perhaps first a unit of content update is to be established and the time is to be mutually decided basis the type and category of content and the final support executives employed by the department therein.	As per the RFP
177	2.5 Consortium, Joint Ventures and Subcontracting	13	Consortium, Joint Ventures and Sub Contracting is not allowed.	Looking at the scope complexity and stringent timeline for implementation we would request client to allow Consortium/ Joint Ventures smooth execution of the project.	Kindly refer to "Corrigendum 1" for revised criteria
178	2	1	EMD: Rs. 5,00,000/- (Five Lakh Rupees Only)	We are a MSME company and would request the DOT to exempt the MSME listed companies from paying the EMD as per government norms.	As per the RFP

179	1.1, Point 8	10	Last date (deadline) for Submission of bids : 11th September 2020 till 13:00 HRS	We would also request if the deadline for submission can be increased to 21st of September, 2020 so we have enough time to prepare for the proposal post clarifications received from DOT. Requested change to be read as: Last date (deadline) for Submission of bids : 21st September 2020 till 13:00 HRS	Kindly refer to "Corrigendum 1"
180	PQ2	18	Turnover form IT/ITeS The bidder should have minimum average annual turnover of INR 45 Crores from IT/ITeS in last three financial years (FY 16-17, FY 17- 18, FY 18-19)	We request if the average annual turnover can be reduced to INR 35 Crores of the total company turnover and not limit it to just IT/ITES services. Requested change to be read as: The bidder should have minimum average annual turnover of INR 35 Crores in last three financial years (FY 16-17, FY 17- 18, FY 18-19)	Kindly refer to "Corrigendum 1" for revised criteria
181	PQ4	19	Technical Capability The Bidder must have experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 3 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state / central government organization in India during the last five financial years	Request the change as below, highlighted: The Bidder must have experience in implementation of at least two IT / ITeS projects of amount not less than Rs. 2 Crores each which includes Website & Mobile Application Development, Software Support, training, support manpower & maintenance involving services to any state /central government/Private organization/International organisation during the last five financial years	Kindly refer to "Corrigendum 1" for revised criteria

<p>18 2</p>	<p>PQ5</p>	<p>19</p>	<p>Bidder Experience: The Bidder should have conceived and executed at least 2 IT/ITeS projects of similar scope relating to Tourism promotion and marketing during the last five years</p>	<p>We request to relax this criterion to show related work from other sectors too and not just restricted to Tourism. For example: Retail & E-commerce, government, airlines etc</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
<p>18 3</p>	<p>PQ6</p>	<p>19</p>	<p>Certification The Bidder should have the following valid certifications as on the date of submission of the bid i. CMM/CMMI Level 3 or above in services and development AND ii. ii. ISO 27001-2013 & above OR ISO 9001:2008 & above</p>	<p>We request DOT to let the Bidder submit either of the two requested certifications than submitting both certificates to come in the eligibility criteria. Suggested change to be read as: The Bidder should have the following valid certifications as on the date of submission of the bid i. CMM/CMMI Level 3 or above in services and development AND/OR ii. ISO 27001-2013 & above OR ISO 9001:2008 & above</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>

<p>184</p>	<p>PQ8</p>	<p>20</p>	<p>OEM Leadership Criteria: i. Existence in India · Proposed OEM should have presence in India ii. OEM Leadership Criteria: · Proposed OEM should be under leader quadrant in Gartner’s magic quadrant / Forrester Wave Report/ IDC Marketscape in Web Content Management, for the last 3 years (FY 16-17, FY 17-18, FY 18-19)</p>	<p>To make the project cost-effective, we request that this eligibility criterion should be relaxed to include other equally strong and reputed OEMs like Drupal, PHP, etc and not limited to leader quadrant. For example, below are similar websites that have been developed on OEMs that are not a part of the leadership quadrant as stated in the RFP: >Website of Madhya Pradesh Tourism (Made on Drupal) http://www.mptourism.com >Website of New Zealand Tourism: (Made on Silver Stripe) https://www.newzealand.com/in >Website of New York city: (Made on PHP, ASP.NET) https://www.nycgo.com/ >Website of Switzerland: (Made on Java) https://www.myswitzerland.com > Website and Mobile Application of Kerala Tourism: (Made on PHP) https://www.keralatourism.org/ Our experience of working with Incredible India (content in 21 Indian and regional languages) is that a major OEM platform is not compatible with multilingual websites, especially Indian languages/fonts</p>	<p>As per the RFP</p>
<p>185</p>	<p>Clause 2.2.: Evaluation of Prequalification Proposals</p>	<p>20</p>	<p>Point 2: Bidder shall be evaluated as per Pre-Qualification criteria mentioned at 2.25. The bidders who fulfil all the Pre-Qualification criteria shall qualify for further Technical evaluation.</p>	<p>1. We sincerely request DOT to relax some of the Prequalification criteria so more companies can apply in this tender. 2. If DOT disqualifies companies at the Prequalification criteria, it will not be able to see the ideas proposed in the Technical Proposal of companies, which DOT may like. We request DOT to see the technical Proposal of companies too for evaluation.</p>	<p>As per RFP</p>

18 6	TQ1	22	Relevant Experience: The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years	We request to relax this criteria to the below, highlighted: The bidder should have executed at least 2 IT/ ITeS projects of similar scope of value above Rs. 2 Crores each involving services to Indian Govt./ PSU/Private organisations in the last 5 years	Kindly refer to "Corrigendum 1" for revised criteria
18 7	TQ3	22	The bidder should have executed a Web portal and mobile Application development for a State / Central Government / International Governmental Organization / Private Organization in the Tourism Sector	We request to relax this criterion to show the related work from other sectors too and not just restricted to Tourism. For example: Retail & E-commerce, airlines, etc	Kindly refer to "Corrigendum 1" for revised criteria
18 8	TQ4	23	OEM solution/s for the development platform must have been implemented in minimum three projects in government organizations/ public sector undertakings/private organizations in India in the last 5 financial years. Documents Required Work order or completion certificate or Self certification (on Company Letter Head)	Can we provide a self-certification on our company letterhead that we are proficient in using OEM coding languages?	Kindly refer to "Corrigendum 1" for revised criteria

			from OEM stating the criteria mentioned in this clause of RFP.		
189	TQ5	23	Proposed OEM solution should have been implemented in atleast two national /state tourism department in India or two national tourism departments across globe Documents Required Work order or completion certificate or Self certification (on Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP.	We request to relax this criterion to show the related work from other sectors too and not just restricted to Tourism. For example: Retail & E-commerce, airlines etc	Kindly refer to "Corrigendum 1" for revised criteria

<p>190</p>	<p>TQ6</p>	<p>23</p>	<p>Experience in developing and updating web contents in minimum 3 Indian and 3 international languages Documents Required Work order + Completion Certificates from the client Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value and the languages.</p>	<p>We request to include the 'Satisfaction Letter' from the client as a submission of proof of document by the Bidder</p>	<p>Kindly refer to "Corrigendum 1" for revised criteria</p>
<p>191</p>	<p>Clause 3.1 Point 7</p>	<p>28</p>	<p>Detailed scope of work: Customer Relationship Management functionality to keep users informed about latest events, festivals, packages, delights etc., with the help of newsletters, Electronic Mailers etc. as well as maintaining easy to use and comprehensive database of service providers in the tourism sector (viz. approved tour operators, hotels, etc.) with search functionality</p>	<p>Does DOT have an existing database?</p>	<p>Maharashtra Tourism Department does not have any official Website & database as on date.</p>

<p>19 2</p>	<p>3.1</p>	<p>29</p>	<p>The site shall display the contents in at least the following Indian languages including but not limited to Marathi, Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Tamil, Telugu, Assamese, Oriya and other prominent languages as agreed with DOT. The site shall display the contents in at least the following foreign languages including but not limited to Japanese, French, German, Spanish, Chinese, Arabian, Russian, Portuguese and other prominent languages as agreed with DOT.</p>	<ol style="list-style-type: none"> 1. Is the DOT looking for Human Translation or Machine Translation? 2. Please clarify the approximate word count needed to be translated per language per month. This will be needed for financial calculation. 3. Please clarify the number of web pages the DOT is expecting for the translation 	<p>Please refer to RFP section 3.3 page numbers 29, 30 and 31 for content related scope. Bidder to assess additional information during requirements gathering phase</p>
<p>19 3</p>	<p>3.3. a</p>	<p>30</p>	<p>Design, development, operation and maintenance of website for DOT · Content development in the all the Indian and international languages as agreed to with DOT (All language translations require certificate of authentication from a recognized institution)</p>	<p>Please clarify on the kind of certification of authentication that DOT is looking for? And please clarify the recognised institutions? Note: We translate/transcreate the Incredible India website in 21 Indian and International languages for MOT. As various local and international translators are used for translation, we don't provide MOT with any certifications. Please suggest if we can certify the authenticity of the translation on our company letter head?</p>	<p>Please refer to RFP section 3.3 page numbers 29, 30 and 31 for content related scope. Bidder to assess additional information during requirements gathering phase</p>

<p>19 4</p>	<p>b. xxi</p>	<p>34</p>	<p>Responsible for integration of payment gateway with the mobile application. The payment gateway service provider shall provide payment gateway service with acceptance of Credit cards (Visa, Master, Discover, Maestro, Amex etc.), internet banking, UPI and debit cards etc. The payment gateway and its services shall be available to users 24X7.</p>	<p>Payment gateway can be integrated with mobile App but what would be the purpose of the payment? Related to Book a ticket for an event, etc?</p>	<p>Bidder to assess during requirements gathering phase</p>
<p>19 5</p>	<p>c. iii</p>	<p>34</p>	<p>Ensure Compatibility with all platforms such as windows, Android, Blackberry & Mac iOS etc.</p>	<p>In such a scenario Hybrid (Cordova) mobile development will be required that will work efficiently for all platforms, android, iOS etc. Does that suffice the requirement of DOT?</p>	<p>As per the RFP</p>