

Corrigendum No. 7

RFP for Selection of Solution Provider for Implementation of Digital Initiative for Department of Tourism, Government of Maharashtra

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 2.25 Pre-Qualification Criteria; PQ 2 Turnover from IT/ITeS, Page 17 | The bidder should have minimum average annual turnover of INR 50 Crores from IT/ITeS in last three financial years (FY 15-16, FY 16-17, FY 17-18) | Kindly refer to "Annexure A" for revision in this clause |
| 2 | Section 2.25 Pre-Qualification Criteria; PQ 4 Technical Capability, Page 17 | <u>Documents to be Submitted:</u> 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 A" for revision in this clause |
| 3 | Section 2.25 Pre-Qualification Criteria; PQ 5 Bidder Experience, Page 17 | 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 A" for revision in this clause |
| 4 | Section 2.29 Technical Evaluation Criteria; Page 19-20 | Technical Evaluation Criteria | Kindly refer "Annexure B" for revisions in Technical Evaluation Criteria section |
| 5 | Section 3.5 Testing; C) User Acceptance Testing, Page 30 | UAT to be done at MTDC's premises where the infrastructure is available; it can be either at Data Centre location of the MTDC or the MTDC's IT development location | UAT to be done at MTDC's premises. However, MTDC will not provide any infrastructure to conduct UAT and bidder will be responsible for arranging necessary infrastructure for UAT |
| 6 | Section 3.5 Testing; C) User | Bidder's team should request for all | This clause has been removed from RFP |

| S.N | Clause Reference | Original Clause | Revised Clause |
|-----|--|--|--|
| | Acceptance Testing, Page 30 | necessary infrastructure two weeks in advance to the MTDC, so as to give MTDC required time to create the infrastructure. | |
| 7 | Section 3.9 Hosting; Page 37 | It is the responsibility of the bidder to host the website & server side applications/ CMS/ Admin panels at one of the secured Data Centre by Cloud Services Providers empanelled by Directorate of Information Technology, GoM | MTDC will provide IT Hardware for hosting the live portal through the CSP empanelment done by DIT, GoM. However, hosting arrangements for production activities, performance testing, security testing, load testing, stress testing, UAT, etc. shall have to be made by the bidder |
| 8 | Section 3.9 Hosting; Page 37 | It should be noted that the bidder is expected to bear the costs for hosting the portal at the CSP's Data Centre as per the requirement of the RFP documents including the SLA. | This clause has been removed from RFP |
| 9 | Section 3.9 Hosting; Page 37 | It is the responsibility of the bidders to quote for and provide all the infrastructure and applications including cloud hosting, for meeting all the requirements and SLAs of the RFP. In case it is found that additional infrastructure and applications are required for meeting the RFP requirement and the same has not been quoted by the bidder, the bidder shall provide all such additional infrastructure/applications at no additional cost. | It is the responsibility of the bidders to provide sizing of all the infrastructure & applications including cloud hosting (for DC & DR site), for meeting all the requirements and SLAs of the RFP. In case it is found that additional infrastructure & applications are required for meeting the RFP requirement and the same has not been considered in sizing, the bidder shall provide/host all such additional infrastructure/applications at no additional cost to department. |
| 10 | Section 2.13 Authentication of Bid; Page 12 | In case of consortium, only the person from Lead Member is authorized to sign the bid documents and no other person is permitted. | This line has been removed from clause 1 of section 2.13 of RFP |
| 11 | Section 5.3 Format to share Financial Details, Page 66 | Balance sheet and Profit & Loss account statement of the Bidder (Lead Member and Other Member in case of Consortium) for each of the | Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years FY 15-16, FY 16-17 |

| S.N | Clause Reference | Original Clause | Revised Clause | | | | | | | | |
|-----------|--|--|---|----------|--|--|--|-----------|----------|--|--|
| | | last 3 audited financial years FY 15-16, FY 16-17 and FY 17-18 shall submitted as supporting evidence | and FY 17-18 shall submitted as supporting evidence | | | | | | | | |
| 12 | Section 3.21.3 SLA Tracking & Categories Defined; SLA2 Project Development SLA, Page 45 | The penalty would be limited to 1% of the total value of the respective deliverables. Once the maximum penalty limit has reached against respective deliverables, MTDC has the right to call for annulment of the contract after due intimation to the bidder. | The penalty would be limited to 10% of the total value of the respective deliverables. Once the maximum penalty limit has reached against respective deliverables, MTDC has the right to call for annulment of the contract after due intimation to the bidder. | | | | | | | | |
| 13 | Section 3.8 Operations & Maintenance | The Support team shall also take the knowledge transfer from the existing DoT portal vendor to maintain the application in future | This clause line has been removed from RFP | | | | | | | | |
| 14 | Section 3.7.12 Site logs, Page 33 | <p>The Solution Provider shall be responsible to provide following features in website for tracking & logging. These features must be capable enough to produce both graphical & text based reports & must have export capabilities in spreadsheet.</p> <ol style="list-style-type: none"> 1. Web Traffic (Hourly, Daily, Weekly, Monthly & Yearly) via Google Analytics 2. Page wise web traffic via Google Analytics 3. Browser Identification 4. Top most visited pages via Google Analytics 5. Least most visited pages via Google Analytics 6. Length of stay on each page via Google Analytics 7. Site counter 8. User Installation Analytics 9. Bandwidth usage 10. Disk space usage of web hosting | <p>The Solution Provider shall be responsible to provide following features (not limited to) in website for tracking & logging. Data under these features shall be captured through any analytical tool which should have capability to produce both graphical & text based reports & must have export capabilities in spreadsheet.</p> <ol style="list-style-type: none"> 1. Web Traffic (Hourly, Daily, Weekly, Monthly & Yearly) 2. Page wise web traffic 3. Browser Identification 4. Top most visited pages 5. Least most visited pages 6. Length of stay on each page 7. Site counter 8. User Installation Analytics 9. Bandwidth usage 10. Disk space usage of web hosting | | | | | | | | |
| 15 | Section 3.12 Payment | <table border="1"> <thead> <tr> <th>Milestone</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table> | Milestone | Timeline | | | <table border="1"> <thead> <tr> <th>Milestone</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table> | Milestone | Timeline | | |
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| S.N | Clause Reference | Original Clause | | Revised Clause | |
|-----|--|--|------------|--|------------|
| | Milestones, Page 39 | Approval for Website - Advance Features | T+14 weeks | Approval for Website - Advance Features | T+17 weeks |
| | | Go-Live Website/Portal - Advance Features | T+18 weeks | Go-Live Website/Portal - Advance Features | T+22 weeks |
| 16 | Section 3.21.1 Standard Definitions used in SLA, Page 43 | New clause added | | 8. "QP" shall mean Quarterly Price or Quarterly Payment | |
| 17 | Section 3.7.5 Portal Front | IV. Controlled Bulletin Board: - Key information related city services water supply, drainage, roads, street light, etc. | | IV. Controlled Bulletin Board: Key Information related to number of Tourist Centers, Newly added Tourist Locations and services, Tour Plans etc. | |
| 18 | Section 5.12.1 Termination by department of Tourism, Page 54 | 5.12.1 Termination by department of Tourism | | 4.12.1 Termination by department of Tourism | |
| 19 | Section 5.12.2 Termination by Bidder, Page 54 | 5.12.2 Termination by Bidder | | 4.12.2 Termination by Bidder | |
| 20 | Section 3 Scope of work, Page 24 | New clause (after 1 st Paragraph) | | As a part of Digital Initiative and to leverage potential of latest technologies, the department of tourism is planning to select the agency for design, development, implementation and maintenance of New Website. | |
| 21 | Section 3 Scope of work, Page 24 | Clause 1 of Brief Scope of Activities – Revamp & Redesign of Existing Official Website | | Clause 1 of Brief Scope of Activities – Design & Development of new website of department | |
| 22 | Section 3.2.1 Website Revamp & Redesign, Page 24 | Website Revamp & Redesign Clause | | This shall be referred as 'website design and development'. And across the RFP document, the word Revamp shall be referred as new website development for Department of Tourism, Government of Maharashtra | |
| 23 | Section 3.11 Project Timelines, Page 38 | Section of Project Timelines | | Kindly refer to "Annexure C" for revised Project Timelines Section | |
| 24 | Section 4.21 | Section of Intellectual Property Rights | | Kindly refer to "Annexure D" for | |

| S.N | Clause Reference | Original Clause | Revised Clause |
|-----|---------------------------------------|-----------------|--|
| | Intellectual Property Rights, Page 57 | | revised Intellectual Property Rights Section |

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

The below section highlights revisions in PQ2, PQ4 & PQ5 requirements of eligibility criteria. Rest of the Pre-Qualification criteria requirements shall be observed as per RFP document.

| S. No | Basic Requirements | Eligibility Criteria | Document to be submitted |
|--------------|------------------------------|---|--|
| PQ2 | Turnover From IT/ITeS | The bidder should have minimum average annual turnover of INR 30 Crores from IT/ITeS in last three financial years (FY 15 16, FY 1617, FY 17-18) | <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 |
| PQ4 | 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 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>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> |
| PQ5 | Bidder Experience | The Bidder should have experience in at least one project involving helpdesk operations as a part of an IT / ITeS implementation in the last three years | <p>Work order + Completion Certificates from the client</p> <p>In case of Ongoing Projects, the bidder must produce the documentary evidence that the helpdesk phase has been initiated and has completed at least one year of operations.</p> <p>Note:</p> |

| S. No | Basic Requirements | Eligibility Criteria | Document to be submitted |
|-------|--------------------|----------------------|---|
| | | | Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value. |

Annexure B – Revision in section 2.27: 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 should have executed at least 2 IT/ ITeS projects of value above Rs. 3 Crores each involving services to Indian Govt./ PSU in the last 5 years | 2 projects: 10 marks 3 projects: 12 marks >=4 projects: 15 marks | 15 | 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. |
| TQ2 | 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. | 1 project: 10 marks 2 projects: 12 marks >=3 projects: 15 marks | 15 | 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 |

| Sr. No. | Criteria | Evaluation parameters | Max. Marks | Documents Required |
|------------|--|---|------------|--|
| | | | | competent authority should clearly mention the scope and project value. |
| TQ3 | The bidder should have executed a project involving processing of online applications, integration with external agencies and direct benefit transfer/bank integration in last 5 years in India. | 1 project: 10 marks 2 projects: 12 marks >=3 projects: 15 marks | 15 | <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: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p> |
| TQ4 | The bidder should have executed a IT/ITeS project for providing post implementation Help Desk support for more than a minimum of 1 year in India | 1 project: 10 marks 2 projects: 12 marks >=3 projects: 15 marks | 15 | <p>Work order + Completion Certificates from the client</p> <p>In case of Ongoing Projects, the bidder must produce the documentary evidence that the helpdesk phase has been initiated and has completed at least one year of operations.</p> <p>Note: Copy of Work Order and Client certificate signed by a competent authority should clearly mention the scope and project value.</p> |
| TQ5 | OEM solution/s for the development platform | 3 project: 5 marks | 10 | Work order or completion certificate or Self certification(on |

| Sr. No. | Criteria | Evaluation parameters | Max. Marks | Documents Required |
|---|--|---|------------|---|
| | must have been implemented in projects in government organizations/ public sector undertakings in India in the last 5 financial years. | 4 projects: 7 marks >=5 projects: 10 marks | | Company Letter Head) from OEM stating the criteria mentioned in this clause of RFP. |
| Presentation & Demo (30 Marks) - To be conducted by Evaluation Committee | | | | |
| TQ6 | Understanding of Scope of Work and Proposed solution | - | 10 | - |
| TQ7 | Approach, Methodology, and Project Roll-out Plan | - | 10 | - |
| TQ8 | Operation and Maintenance Plan | - | 5 | - |
| TQ9 | Scalability of existing solution to handle no of users at higher multiples of existing no of users | - | 5 | - |
| | | Total | 100 | |

Annexure C – Revised Section 3.11: Project Timelines

The rollout of revamp and redevelopment of DOT's Web site/portal shall be completed within 22(Twenty-Two) weeks as per the Project timelines mentioned below

T= Date of Acceptance of WO/LOI

| Sr. No. | Milestone | Timelines |
|----------------|--|--|
| 1. | Submission of Inception report and detailed project plan including detailed list of activities, scope and duration of each of the activity | T+2 weeks |
| 2. | Submission of 5 template designs and prototypes for Websites. Each design shall have a home page and two inner pages. | T+3 weeks |
| 3. | Submission of SRS/FRS , As-Is & To-be reports for Website | T+5 weeks |
| 4. | Submission of Final website Templates | T+6 weeks |
| 5. | Approval of Final website Templates | T+7 weeks |
| 6. | Design, Development, Testing and Presentation of the Beta version incorporating above feedback (Web Content Management System, Content Migration, System Testing, Load Testing) for Website- Standard Features | T+12 weeks |
| 7. | Demo of Website - Standard Features | T+13 weeks |
| 8. | Approval for Website - Standard Features | T+14 weeks |
| 9. | Demo of Website - Advance Features | T+16 weeks |
| 10. | Approval for Website - Advance Features | T+17 weeks |
| 11. | Training and UAT of Website – Advance Features | T+19 weeks |
| 12. | Security Audit and Compliance to GIGW, WCAG guidelines | T+20 weeks |
| 13. | Go-Live Website/Portal - Advance Features | T+22 weeks |
| 14. | Stabilization period | 1 month |
| 15. | Maintenance & Support | Post Go-Live support for a period of 3 years |

Note: The content creation is recommended to be a concurrent process.

The details of Standard and Advance features are mentioned below

Standard Features (Website/Portal) - Standard Features which includes but not limited to Sections like Homepage, About Us, Project report, Gallery, news, notices, reports etc. and Basic functionalities like feedback forms, online forms, mail/SMS gateway integration etc.

Advance Features (Website/Portal) includes but not limited to Integration with citizen services, RTS services, GIS integration, e-payment gateway etc.

Annexure D – Revised Section 4.21

4.21 Intellectual Property Rights

“During and after the end of the contract period or on surrendering or termination of contract, for all data /information/content generated during this period, MTDC shall own exclusive Intellectual Property Rights of the same, the bidder cannot claim for any rights on the same.

MTDC shall own the IPR of the code that would be written in the process of customization of existing solution / development of complete new software, to meet the requirements of this RFP. MTDC shall also own the IPR of any new code written / generated as a part of this system.

The Successful Bidder(s) shall not use, share this information, any other data derived from this application, customized software etc. anywhere, without taking permission, in writing, from MTDC and MTDC also reserves the right to grant or deny any such request. The software application will not be allowed to be misused by quoting same software at other places.

The rights of Entire Data at Data Centre and DR, including backups should be with MTDC.

The Successful Bidder shall make necessary provisions to grant perpetual and unlimited user licenses for all the defined internal and external users of the portal. Apart from the solution Licenses, the Successful Bidder has to provision for all licenses required for maintaining the software solution for the entire period of the contract including, but not limited to Operating System, System Software, Database, Application Software etc. All Licenses (perpetual) would also be owned by MTDC.”

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or design rights arising from the use of the softwares or any part thereof in India the Successful Bidder shall act expeditiously to extinguish such claim. If the Successful Bidder fails to comply and MTDC is required to pay compensation to a third party resulting from such infringement, the Successful Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. MTDC will give notice to the service provider of such claim, if it is made, without delay