	Maharashtra Tourism Development Corporation Ltd., Apeejay House 4th Floor 3 Dinshaw Wachha Road Church Gate Mumbai 400 020 Tel:- 91-22-22044040, Fax :- 91-22-22852182.

Corrigendum 1
for
Changes in RFP

Further to the tender emailed on 12th September, 2019, corrigendum 1 is issued for Changes in various clauses in e-tender for the following works.

Sr. No.	Name of Work
01	E-tender For appointment of IT Agency for maintenance of an end to end Portal along with Centralized Reservation System(CRS), Tour Package system and all other applications running on the MTDC website.

All other terms and conditions remain unchanged.
Please note that this corrigendum shall form the part of contract agreement.

Sd/-
M.T.D.C. Ltd., Mumbai.

Corrigendum for the e-tender For appointment of IT Agency for maintenance of an end to end Portal along with Centralized Reservation System(CRS), Tour Package system and all other applications running on the MTDC website.

	Section No.	Page No.	Query	Request by Bidder	To be read as
1	Pre-Qualification and eligibility Criteria: point no. 7	46	The bidder must have at least 100 graduate or above full time technical employees based in Mumbai on its payroll at the time of bidding, performing software design/development/testing/ maintenance activities	The bidder must have at least 100 graduate or above full time technical employees based in Maharashtra on its payroll at the time of bidding, performing software design/development/testing/maintenance activities	The bidder must have at least 100 graduate or above full time technical employees based in Maharashtra on its payroll at the time of bidding, performing software design/development/testing/ maintenance activities
	6.2- Pre-Qualification and eligibility Criteria Point No. 4	45	Eligibility Criteria: The Bidder must be a profit making company in each of the last three financial years and should have a positive net-worth as of March 31, 2019. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years.	Kindly consider the provisional/unaudited financial statements for FY 2018-19 , as the audits for FY 2018-19 are still under process	Eligibility Criteria: The Bidder must be a profit making company in each of the last three financial years and should have a positive net-worth as of March 31, 2019. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years, with provisional statements for FY 2018-19 certified by a Chartered Accountant

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	6.2- Pre-Qualification and eligibility Criteria Point No. 5	45	Eligibility Criteria: The Bidder must have an average annual turnover of at least INR 10 crores in last three financial years, turnover from IT software evelopment & services in India will only be considered. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years.	Kindly consider the provisional/unaudited financial statements for FY 2018-19 , as the audits for FY 2018-19 are still under process	Eligibility Criteria: The Bidder must have an average annual turnover of at least INR 10 crores in last three financial years, turnover from IT software evelopment & services in India will only be considered. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years, with provisional statements for FY 2018-19 certified by a Chartered Accountant
	6.2- Pre-Qualification and eligibility Criteria Point No. 6	46	Eligibility Criteria: The Bidder should have experience of providing post implementation support/ maintenance for software application in past 3 years. This order value of such support contract should be at least 2 Crore Supporting Document : Copy of Work Order / Contract from client. AND Testimonial from the client	Kindly amend the Clause as: Eligibility Criteria: The Bidder should have experience of providing post implementation support/ maintenance for software application in past 3 years. This order value of such support contract should be at least 1 Crore Supporting Document : Copy of Work Order / Contract from client. AND Certificate from the client	Eligibility Criteria: The Bidder should have experience of providing post implementation support/ maintenance for software application in past 3 years. This order value of such support contract should be at least 1 Crore Supporting Document : Copy of Work Order / Contract from client. AND Testimonial from the client

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Annexure - Response to Pre-Bid Queries /Clarification Requested-1

Response to queries of e-tender For appointment of IT Agency for maintenance of an end to end Portal along with Centralized Reservation System(CRS), Tour Package system and all other applications running on the MTDC website.

The below table provides the clarifications to the Pre-Bid Queries submitted by the Participating Bidders

	Section No.	Page No.	Query	Request by Bidder	Response
1	Pre-Qualification and eligibility Criteria: point no. 7	46	The bidder must have at least 100 graduate or above full time technical employees based in Mumbai on its payroll at the time of bidding, performing software design/ development/ testing/ maintenance activities	The bidder must have at least 100 graduate or above full time technical employees based in Maharashtra on its payroll at the time of bidding, performing software design/ development/testing/maintenance activities	The bidder must have at least 100 graduate or above full time technical employees based in Maharashtra on its payroll at the time of bidding, performing software design/ development/ testing/ maintenance activities
2	4.1.a	28	The service provider shall maintain the official website of MTDC (www.maharashtratourism.gov.in) on 24 x 7 basis which also includes maintenance of web enabled Resort Reservation System and Deccan Odyssey Reservation System / Packages systems and Web portal and Mobile apps or any other systems included from time to time by MTDC in his Portal.	Pls share what is the current technology used for developing the system ? Are you open to change the technology, if need be	Dot Net Web services front end - asp .net back end - sql. ASP Dot Net / Open-source web Build web apps and services that run on Windows, Linux, and macOS using dotnet.microsoft.com. Yes if you required.

	Section No.	Page No.	Query	Request by Bidder	Response
	4.1.b	28	The bidder should be open to improvise the look & feel and usability of MTDC portal as per requirements on time to time basis.	Pl suggest will the bidders suggestion be considered in this process	yes
	4.1.d	28	The solution provider, led by project Manager, shall deploy web designer, web developer and technical resource for the duration of management of the portal at MTDC. The resources deployed shall be able to make any changes / Modifications to the portal / Central reservation systems and package system including mobile app in terms of content updation, design changes and any developments ,handle any technical issues that arise related to MTDC portal, CRS	Pl elaborate if you wish that resources should be deployed at MTDC,Mumbai ? Or can they work remotely also	mtdc ho mumbai
	4.1.e	28	The bidder must modify/change content on the portal both proactively or as directed by MTDC on regular basis. The bidder is required to create new modules/pages as per requirement. This would include uploading of new web-pages, developing of database and necessary configuration on servers for successful functioning of such new modules.	Pl explain will these new modules, pages can be suggested by bidder ? What do you mean by developing of database ?	yes,in consultation with mtdc development of new model/pages
	4.2	29	Agent/Vendor Integration o Agent/Vendor User Component - Allow you agent/vendor admin accounts	Is any Integration their in current process ? Or is any integration envisaged ? Pl explain	currently there is no integration, but mtdc plans to have api integrations, going forward

		Section No.	Page No.	Query	Request by Bidder	Response
		4.2	29	Reconciliation failed booking for HDFC and ICICI Payment getaway.	It is assumed that currently MTDC has Payment Gateway (PG) of HDFC and ICICI Bank. Pl explain how is this process carried out currently and what is expected ?	The reconciliation process needs manual intervention for failed transactions. MTDC needs support for that.
		4.2	29	API integrations with various vendors for booking of their inventory and packages required from time to time by MTDC.	What kind of data would be pushed on / pulled from the system ? Will their be a single API for consumption and other one for exposing web services or are multiple Nos. of API's envisaged, if multiple can you share count	To be discussed and decided with the on-boarded vendor
		4.2	29	Web Services should be developed as per MTDC requirements.		
		4.3	30	MTDC has various properties at different price points and have individual peaks and troughs depending on the season or attractions at that point. This demands individualized logic for the various properties.	Will MTDC provide logic/code for this or this has to be developed by the bidder	MTDC will help with the logic

	Section No.	Page No.	Query	Request by Bidder	Response
	4.3	30	The Dynamic pricing engine has to match price to demand. The pricing can change based on seasons,monthly and weekly fluctuations as well as daily or hourly changes. Change room rates daily or hourly or even up-to-the-minute with dynamic pricing model. The Dynamic pricing engine will also need to observe competitor pricing and configure to match the ever-changing price trends in minutes. The dynamic pricing engine has to demonstrate maximizing profits with each customer and recreate the AI pricing model that best works for any property type.	Is their any exsting system for Dynamic Pricing engine with you ? Do you wish that such a system should be developed or are you interested in procuring such a system ? Do you want the Dynamic Pricing engine system to be paid or open source ?	Currently there is no dynamic pricing system, that is to be built by the on-boarded partner
	4.4	30	Report with medium complexity Complex Report Simple Master Complex Master	Can you pls state what kind of complexity is envisaged ? Will the logic/ working for the same will be shared by MTDC	The complexity and logic will be shared by MTDC with the on-boarded partner
	4.5	31	Creation of Form with medium and complex complexity.		
	4.5	31	Content Management System	Do you need any specific CMS or COTS? Pl specify name.	There is an existing CMS as part of the website
	4.1	32	Monitor application / Web server logs to report and provide fixes to errors	Are you Ok with monitoring tool proposed by us for the same ?	Yes, but this is to be taken care of by the bidder

	Section No.	Page No.	Query	Request by Bidder	Response
	4.1	35	Access to applications / services must only be allowed from pre-authenticated and pre-authorized devices and users	Pl explain how do you envisage Access to applications / services must only be allowed from pre-authenticated and pre-authorized devices and users	The applications/services to be accessed from a set of pre-authenticated and pre-authorized devices/users
	6.2- Pre-Qualification and eligibility Criteria Point No. 4	45	Eligibility Criteria: The Bidder must be a profit making company in each of the last three financial years and should have a positive net-worth as of March 31, 2019. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years.	Kindly consider the provisional/unaudited financial statements for FY 2018-19 , as the audits for FY 2018-19 are still under process	Eligibility Criteria: The Bidder must be a profit making company in each of the last three financial years and should have a positive net-worth as of March 31, 2019. Supporting Document : Financial Statements including Profit & Loss statements and Balance sheets for the last 3 Financial years, with provisional statements for FY 2018-19 certified by a Chartered Accountant
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	Section No.	Page No.	Query	Request by Bidder	Response
				Provision Act 1952 and EPF code.	
3	Section 4.3		Commercial Format - AI based dynamic pricing module	We understand that the new AI based dynamic pricing module is required under the scope of this RFP. Although this module is a part of RFP scope; there are separate one time efforts associated with its implementation. Hence, please add separate row to quote cost associated with AI based dynamic pricing module.	There will not be any separate cost allocation for this
	Section 4.10		Commercial Format - Security Requirements	The separate FRS and detailed requirements are given under section 4.10 for Security Solution. Similar to query 1, this scope also requires separate item in commercial format to quote the cost towards implementation.please add separate row to quote cost associated with Security Requirements	There will not be any separate cost allocation for this

	Section No.	Page No.	Query	Request by Bidder	Response
	Clause 1.11 Earnest Money Deposit (EMD) Page 14	14	Bidders shall submit, EMD of Rs. 1,00,000/- (Rupees One Lakh only) through Bank Guarantee or Demand Draft Payable in Mumbai.	We request you to please allow Exemption for MSME/ NSIC firms as per GFR 2017. As per GFR rule 170 Amended and published 2017. It is required that the organizations registered under Ministry of MSME, NSIC, to be exempted from submission of bid security." (Rule proof attached)	This option is already there when you submit your proposal for the RFP
5	6.2 Pre-Qualification and eligibility Criteria/Sr. No. 6		"The Bidder should have experience of providing post implementation support/maintenance for software application in past 3 years. This order value of such support contract should be at least 2 Crore."	We assume that project including software application development and maintenance/support shall also be considered under this clause. Kindly confirm.	yes

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