Work – Selection of a solution provider for the modernisation of a Website and Booking Platform for Mahaweliwa Tourism Development Corporation

E- Tender Notice No. MTDC/ITWebsite/01/2020 dated 16/03/2020

Clarifications on queries raised during Pre - Meeting organised by MTDC LTD on 23/03/2020 at 10.00 hrs.

Sl.No	Clause No.	Page	Content of RFP Requiring Clarification	Change Requested/Clarification Required	Query By	Response by MTDC
1	**2.05 Eligibility Criteria**	14	The bidder should have minimum annual turnover of a(Need INR 20 Crores in all last three financial years (FY 17-18, FY 16-18, FY 15-20)	Request to consider average turnover of 2 Cr for last 3 financial years. OR Requests give exemption for MSME or Startup companies. Justification: Asking turnover of 5 Cr. is fulfilling the criteria of turnover of GFP. Considering the CVC guideline no 5.(v), the turnover should be taken during the last 3 financial years. For a project of 5 years with a turnover of approx. 5 Cr. should be around 30% of the estimated cost. Since this tender, asking turnover of 2 Cr as 5 Cr is justified. OR Request to give exemption for MSME or Startup companies. Justification: MSME companies are exempted from criteria of turnover as per Government of India Procurement Policy Guidelines, of MSME & Finance Ministry. (i) MSME Ministry Letter No. F.No.1(2)2012-MS Pari-dated 23.08.2018 (b) Ministry of Finance (a) Department of Expenditure (DoE), Procurement Policy Division, No.F.20/2012/PPD(dated 27.08.2014. (c) Ministry of Heavy Industries & Public Enterprises, Department of Public Enterprises Letter No. DPE/7(3)/2017 /Fin dated 08.11.2018. (d) Ministry, Department of Industrial Policy & Promotions. (DIPP)'s D.O. Letter No 12 (1)/2017-IB dated 22.06.2017. (e) Ministry of Finance Department of Expenditure (DoE), Procurement Policy Division, PPD(D) dated 27.07.2017. (f) Ministry of Finance, Department of Finance Rules: (GFR) 2017, Ministry of Finance Department of Expenditure. We ciarified that all Ocal, and Publics Sector UnitsCompanies enhaccondition of prior turnover and prior experience with relevant projects for participation in all Public Procurement's subject to meeting of qualified technical specifications. Hence request to consider the turnover in all cases.	Predict Plus	Request denied
2	**2.6 Consortium, Joint Ventures and Subcontracting**	13	Consortium, Joint Ventures and Sub Contracting is not allowed	Modification Joint Venture: Joint Venture means assuming responsibility by lead bidder to the sole way of bidding and execution of project. It is a project of system integration of various components including experienced manpower. Consortium partners shall jointly the roles assigned to them as per expertise, however lead bidder owes complete responsibility. As many components are involved in the project, it is not practically possible for one company to have all the skills. Hence, in consortium/joint venture/ in current pandemic situation many companies will be facing financial crunches, so Financial responsibility will get divided then more bidder can participate. So please allow at least 2 members in participation so that responsibility will get divided and more bidder participation will get achieved and bidder participation will be increased. This will lead a smooth execution of project through safe and registered bands. In wound lowe's tenders placed at RFP's, some with arrangement of consortium as the services.	Predict Plus	Request denied
3	**ITENDER NOTICE**	2	Tender Fee 5,000/- EMD: 5,00,000/-	Request to extend Tender Fees and EMD for MSME/Start Up registered companies. Justification: Companies possessing required experience are exempted from criteria of Tender Fees and EMD as per Govt of India Guidelines, a)MSME & Finance Ministry. 1) Page No 21, Point No 1.4 MSME Economics Governmental data. 2) Page No 15, Point No 2.0 Public Procurement Policy for Micro and Small Enterprises Order 2012) MSME Notification 2018. 3) Rule No 170 (3), General Finance Rules, (GFR) 2017, Ministry of Finance Department of Expenditure. We ciarified that all Ocal, and Publics Sector UnitsCompanies exempt Tender Fees & EMD respect to Micro and Small Enterprises. In all Public Procurement's subject to meeting of qualified technical specifications. Micro enterprises are offered to promote MSME's, and Start Ups who possess Technology Solution and experience to execute the projects, their strength is judged by technology solution and experience, not by their Financial capacity. Financial backup is also offered to Banks for MSME and Start Ups, being a largest sector of centers of economy. (Reference Attached Government Notifications)	Predict Plus	Request denied
4				Request to allow subsidiary company to participate with credentials of parent company. Justification: Participation of subsidiary companies can be considered because total responsibility of the project will be borne by the parent company. Hence, request to consider.	Predict Plus	Request denied
5	**Technical Capability**	14	The Bidder must have built at least 25 websites in the past 5 years. Note: 25 should be on different domains. Only websites that have gone live will be considered	Request to consider 20 websites of similar domain. Justification: Experience can be assessed by similar domain also or experience in 2-3 domain is sufficient. Asking 25 websites of different domain is very stringent condition. Due to such clauses prospective bidder participation will get restricted. Why this bidder will come and bid in the tender will certainly benefit the competitive bidder. Hence request to consider.	Predict Plus	Clause amended as follows: The Bidder must have built at least 20 websites in the past 7 years. Note: 20 should be on different domains. Only websites that have gone live will be considered
6	**2.0 Instructions to Bidder** **2.0.0 Bidders Money Deposit (BMD)**	10	Bidders, chart submit, EMD offline, 5,00,000 (Rupees Five Lakhs only) through Online 1. Tendering Payment Gateway mode only	Request any to give exemption to EMD under MSE/MSME certification.	VGPL	Request denied
7	**2.05 Eligibility Criteria** **PQ2 Technical Capability**	17	The Bidder must have built at least 25 websites in the past 5 years		VGPL	Refer response to query no. 5
8	**2.05 Eligibity Criteria** **PQ3 Bidder Experience**	18	The Bidder should have at least 10 websites with a load time of 5 seconds or lower (Two done after the publication of this bid)	The Bidder should have at least 2 websites with a load time of 4 seconds or lower (Two done after the publication of this bid)	VGPL	Clause amended as follows: The Bidder should have at least 10 websites with a load time of 4 seconds or lower (Two done after the publication of this bid)
9	**2.05 Technical Evaluation Criteria TQ1**	20	Bidder must have built at least 25 websites** in the past 5 years. 25 websites: 5 marks, 26-30 websites: 6 marks, 31-35 websites: 7 marks, 36-40 websites: 8 marks, 41-45 websites: 9 marks, > 45 websites: 10 marks	Bidder must have built at least 8 websites** in the past 7 years. 8 websites: 5 marks, 9-20 websites: 6 marks, 21-30 websites: 7 marks, 31-40 websites: 8 marks, 41-50 websites: 9 marks, > 50 websites: 10 marks	VGPL	Clause amended as follows: Bidder must have built at least 25 websites** in the past 7 years. 25 websites: 5 marks, 26-30 websites: 6 marks, 31-35 websites: 7 marks, 36-40 websites: 8 marks, 41-45 websites: 9 marks, > 45 websites: 10
10	**2.05 Technical Evaluation Criteria TQ2**	20	Bidder must have achieved 24 websites** with load time under 4 seconds with a Page speed score of 50 & above for both mobile & desktop (Two done after the publication of this bid) 24 websites: 5 marks 25-30 websites: 6 marks 31-40 websites: 7 marks 41-50 websites: 8 marks 51-60 websites: 9 marks > 60 websites: 10 marks	Bidder must have achieved 5 websites** with load time under 4 seconds with a Page speed score of 50 & above for both mobile & desktop (Two done after the publication of this bid) 5 websites: 5 marks, 6-10 websites: 6 marks, 11-15 websites: 7 marks, 16-20 websites: 8 marks, 21-25 websites: 9 marks, > 25 websites: 10 marks	VGPL	Request denied
11	**2.05 Technical Evaluation Criteria TQ3**	20	The Bidder should have at least 3 websites** with Google Page Speed Insight scores of 50 & above for both Mobile & Desktop (Two done after the publication of this bid) 3 websites: 5 marks, 4-5 websites: 6 marks, 6-10 websites: 7 marks, 11-20 websites: 8 marks, 21-30 websites: 9 marks, > 30 websites: 10 marks	The Bidder should have at least 1 website** with Google Page Speed Insight scores of 50 & above for both Mobile & Desktop (Two done after the publication of this bid) 1 website: 5 marks, 2-3 websites: 6 marks, 4-5 websites: 7 marks, 6-10 websites: 8 marks, 11-20 websites: 9 marks, > 20 websites: 10 marks	VGPL	Request denied
12	**2.05 Technical Evaluation Criteria TQ5**	20	Experience in developing and updating web contents in minimum 3 Indian languages 3 languages: 5 marks, 4 languages: 7 marks, > 5 languages: 10 marks	Experience in developing and updating web contents in minimum 2 languages 2 languages: 5 marks, 3 languages: 7 marks, > 4 languages: 10 marks	VGPL	Request denied
13	**2.05 Eligibity Criteria PQ1**	18	**Basic Requirements Technical Capability:** The Bidder must have built at least 25 websites in the past 5 years. Note: 25 should be on different domains. Only websites that have gone live will be considered **Documents to be submitted:** Work order + Completion Certificates from the client Note: Copy of Work Order on Client certificate signed by a competent authority/school clearly mention the scope and project value	**Modify amend the clause as:** **Basic Requirements Technical Capability:** The Bidder must have built at least 20 websites in the past 7 years. Note: 20 should be on different domains. Only websites that have gone live will be considered **Documents to be submitted:** Work order + Completion Certificates from the client Note: Copy of Work Order on Client certificate signed by a competent authority **Also consider the SAME based experience and Work orders as at Documents evidence**	KIDDE Software Solution Pvt Ltd	Refer response to query no. 5 The scope should be evident from the work order or should be mentioned in the completion of certificate
14	**2.05 Eligibity Criteria PQ2**	18	**Basic Requirements Bidder Experience :** The Bidder should have at least 10websites with a load time of 4seconds or lower (Two done after the publication of this bid) **Documents to be submitted:** Proof of load time from Google Tools Ms Site or Gtitmrs Note: Document of the same with seniorpersonal signature of a competent authority	**Modify amend the clause as:** **Basic Requirements Bidder Experience :** The Bidder should have at least 12 websites with a load time of 1S seconds or lower (Two done after the publication of this bid) **Document to be submitted:** Proof of load time from Google Tools Ms Site or Gtitmrs Note: Document of the same with seniorpersonal signature of a competent authority	KIDDE Software Solution Pvt Ltd	Refer response to query no. 8
15	**2.05 Technical Evaluation Criteria TQ1**	21	**Criteria:** The bidder should have executed at least 2 projects* of value above Rs. 50 lakhs each **Evaluation parameters** 1 project: 5 marks 2 projects : 10 marks 3 projects : 15 marks 4 projects : 20 marks >4 projects : 25marks **Max Marks: 25** **Documents Required:** Work order+ Completion Certificates from the client Note: Copy of Work Order on Client certificate signed by a competent authority/school clearly mention the scope and project value	**Modify amend the clause as:** **Criteria:** The bidder should have executed at least 2 projects* of value above Rs. 50 lakhs each **Evaluation parameters** 1 project: 5 marks 2 projects : 10 marks 3 projects : 15 marks 4 projects : 20marks >4 projects : 25marks **Max Marks: 25** **Documents Required:** Work order or Completion Certificates from the client Note: Copy of Work Order on **Client certificate signed by a competent authority**	KIDDE Software Solution Pvt Ltd	The scope should be evident from the work order or should be mentioned in the completion of certificate
16	**2.05 Technical Evaluation Criteria TQ2**	21	**Criteria:** Bidder must have built at least 25websites** in the past 5 years **Evaluation parameters** 25 websites: 5 marks 26-30 websites: 6 marks 31-35 websites: 7 marks 36-40 websites: 8 marks 41-45 websites: 9 marks > 45 websites: 10 marks **Max Marks: 10** **Documents Required:** Work order + Completion Certificates from the client Note: Copy of Work Order and Client certificate signed by a competent authority/school clearly mention the scope and project value	**Modify amend the clause as :** **Criteria:** Bidder must have built at least 20 websites** in the past 7 years. **Evaluation parameters** 20 websites: 5 marks 26-30 websites: 6 marks 31-35 websites: 7 marks 36-40 websites: 8 marks 41-45 websites: 9 marks > 45 websites: 10 marks **Max Marks: 10** **Documents Required:** Work order or Completion Certificates from the client Note: Copy of Work Order on **Client certificate signed by a competent authority**	KIDDE Software Solution Pvt Ltd	The scope should be evident from the work order or should be mentioned in the completion of certificate
17	**2.05 Technical Evaluation Criteria TQ5**	21	**Criteria:** Experience in developing and updating web contents in minimum 3 Indian languages **Evaluation parameters** 3 languages: 5 marks 4 languages: 7 marks >5 languages: 10marks **Max Marks: 10** **Documents Required:** Work order + Completion Certificates from the client Note: Copy of Work Order and Client certificate signed by a competent authority/school clearly mention the scope and project value	**Modify amend the clause as :** **Criteria:** Experience in developing and updating web contents in minimum 2 Indian languages **Evaluation parameters** 2 languages: 5 marks 3 languages: 10 marks **Max Marks: 10** **Documents Required:** Work order or Completion Certificates from the client Note: Copy of Work Order on **Client certificate signed by a competent authority**	KIDDE Software Solution Pvt Ltd	Request denied
18	**3.1.1 Detailed Scope of Work**	28	Live and dynamic maps with enter content display and synchronisation with the information pages. Ability to connect to Google and Yahoo map	We assume that the cost of the processing of Google/Yahoo Map API would be borne by the department, if not. Please specify the expected functionality of the map on the portal and how many location needs be taged on the map	KIDDE Software Solution Pvt Ltd	MTDC will not bear any cost. MTDC currently has 28 needs and hope to add not more than 4 needs in future.
19	**3.1.12 Detailed Scope of Work**	35	Training and Capacity building for various officials for updating the content on the website	1. Total how many users need to be trained? 2. How many sessions will be required to consider for each batch? 3. A more than one training session will be required to consider than it will be carried out on consecutive basis OR periodic basis? 4. We assume that training will need to be provided at single location. If multiple location then please specify the locations.	KIDDE Software Solution Pvt Ltd	1. Total how many users need to be trained? – 6-8 2. How many users will be required to consider for each batch? depends on the complexity of the system 3. A more than one training session will be required to consider than it will be carried out on consecutive basis OR periodic basis?- selected agency may decide that in consultation with MTDC 4. We assume that training will need to be provided at single location. If multiple location then please specify the locations. – Single location(MTDC Office)
20	**3.1.14 Detailed Scope of Work**	39	Support open source and licensed, clustering tools, integration tools, other tools or any other software to make the ERP Solutions work as per the requirements of the Client (MTDC intends to outsource an ERP solution provider in the future and the new website, booking engine, etc should be compatible/integrable with it).	Please share the Technical details of the ERP planned to integrate with the developed portal	KIDDE Software Solution Pvt Ltd	System is still under ideation process and details can be available only after the system is in place. Hence we request to consider the portal phase to start with the system in the future and be ready to integrate at a later date.
21	**3.1.12 Detailed Scope of Work**	28	The selected agency shall ensure translation of website into various national languages and upload these mirror websites. The site shall display the contents in Bilingual, Hindi and English	1.We assume that the website will be in English,Hindi and Marathi, i.e. please clarify why translation into various national language would be needed and please elaborate mirror websites? 2.Does the content need to be translated in all 3 languages? 3.Does the content need to be translated in all 3 languages. 4.Please specify the type of content that would be required by the vendor(image, slides, bilingual/ticn,sweaters etc) 5.If images,how many designs/templates, and in how many languages it need to be made per month 6.If Photographs, does it have many location and in what quality and quantity it need to be provided per month - refer excel details 7.If videos,(HD) what would be the length of the videos and in which language. Kh Hindi/Eng 8.Please specify the quantum of the updation of the content	KIDDE Software Solution Pvt Ltd	1.We assume that the website will have English,Hindi and Marathi, i.e. please clarify why translation into various national language would be needed and please elaborate mirror websites?- Just English, Hindi and local is needed. 2.Does the content need to be translated in all 3 languages?- Yes 3.Does the content need to be translated in all 3 languages.- relevant 4.Please specify the type of content that would be required by the vendor(image, slides, bilingual/ticn,sweaters etc) - This depends on the design. Photos, GIFs, etc can be used 5.If images,how many designs/templates, and in how many languages it need to be made per month - Depends on the design and content 6.If Photographs, does it have many location and in what quality and quantity it need to be provided per month - refer excel details 7.If videos,(HD) what would be the length of the videos and in which language. Kh Hindi/Eng- made per month - refer excel details 8.Please specify the quantum of the updation of the content - when a new event is added or when there is a new event coming up, tender uploads

Sr.No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/Clarification Required	Query By	Response by MTDC
1	**3.4.a Booking engine and Channel Manager**	16	In case the vendor partners with a third party booking engine provider and channel manager, it has to ensure that it has the complete control over the booking engine and channel manager and all customizations performed in it (to be not limiting to these) that would help MTDC exercise total control over the inventory.	Does MTDC have the preference of channel manager ? (where it supports) Vendor will be responsible for onboarding of Channel Manager under Guidance of MTDC?	ESDS Software Solution Pvt Ltd	No preference. All features mentioned in the RFP have to be met. That's all
2	**3.5.a Design, development, operation and maintenance of Mobile Web Site**	17	Control development in all the languages as agreed with MTDC (All language translations require certificate of authentication from a recognized institution)	1) We assume the term " recognized institution" is MTDC. If not, please elaborate 2) Content to be authenticated by third party, whether self authentication(will be considered valid)	ESDS Software Solution Pvt Ltd	Self certification is allowed
3	**3.6. Search Functionalities and SEO**	20	Search Functionalities and SEO	Where the organization of MTDC in State of the art search facility? Is MTDC using Elasticsearch or Solr Search Engine or Any other Customized SEO Google Analytics ?	ESDS Software Solution Pvt Ltd	Unaware SEO is mentioned MTDC's website should be on the top when searching for it
4	**3.8. Annual Maintenance Services**	20	Images / banners / graphics / animated banners creation as per requirement.	How many banners/images/graphics need to be created by the Vendor per month	ESDS Software Solution Pvt Ltd	As per requirement
5	**3.12.2.1.1 Portal Front**	23	Forms - The solution should easily create and publish online forms	Online forms will have workflow? if yes, Please specify the types of flows that need to be generated and its workflow	ESDS Software Solution Pvt Ltd	No workflows
6	**3.12.2 Integration with email, SMS and payment Gateway**	23	The solution should be integrated with the email, SMS and payment gateways. SMS gateway subscription will be provided by the selected agency	What's the Existing usage of SME and Email ?(Please specify how much SMS/Email per month in average through the portal	ESDS Software Solution Pvt Ltd	Bidder may envisage this basis the average bookings of MTDC for the last 3 years. Average footfall at MTDC's resorts has been 2 Sakhs and the average transactions have been 50k
7	**3.12.3.a Integration with existing services and Open APIs**	24	The proposed portal/ solution must be able to integrate with existing as well as envisaged e-governance applications, Mobile Applications, Web Applications etc. The system should expose APIs to interact with the third party systems.	1)Kindly specify the technology /platform of each of the third party application along with DB details. 2)Please Confirm that the API for integration will be provided by MTDC	ESDS Software Solution Pvt Ltd	Currently there are no integrations required. This is a requirement considering future developments
8	**3.12.4.b Security Audit**	24	Portal should also support latest security certificates like SSL 3.0	SSL will be provided by the department? If so, please specify the type of SSL	ESDS Software Solution Pvt Ltd	It is to be provided by the selected agency and any type of vulnerabilities should be removed on the SSL
9	**3.12.4.b Security Audit**	24	Security Audit	1)Is security Audit is to be conducted during UAT of the Website? If yes please confirm how many STQC Audits is best and required on a yearly basis? 2) Is STQC audit responsible or any vendor is responsible from across STQC Audits, once connected and undertaken?	ESDS Software Solution Pvt Ltd	Audit to be covered during the ABC too and it is to be done once a year
10	**3.12.12. Data Migration**	27	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	1)Please share the technical details of all existing applications 2) In which format the data will be provided to MTDC 3) what will be the size of the data from individual application	ESDS Software Solution Pvt Ltd	Current database is hosted on AWS servers and details about the structure and size will be shared with the selected agency
11	**3.15.a. Back up and Preventive Maintenance**	28	Back up and Preventive Maintenance	1) Are separate storage for the backups will be provided by MTDC 2) Does Existing Backup Solution exist and what kind of backups are to be proposed 3) Does Existing Backup Solution exist and what kind of backups are to be proposed	ESDS Software Solution Pvt Ltd	Backups have to be done on monthly basis on cloud and to be provided by the selected agency. Data ownership remains with MTDC
12			General	What technology/platform/stack along with version would MTDC want the new website / web portal to be developed in? Please provide the Sitemap of existing website / Portal Please provide the Sitemap of existing website / Portal Please share screenshots of existing website / Portal Please share screenshots of existing website / Portal	ESDS Software Solution Pvt Ltd	Selected agency to decide this considering the SLAs Refer clarification in sr.no.10 and sr.no.11 Refer clarification in sr.no.10 and sr.no.11 Refer clarification in sr.no.10 and sr.no.11 Refer clarification in sr.no.10 and sr.no.11
13	**3.02 Hosting**	38	The selected agency should adhere and comply with all related Government policies with regards to cloud hosting, referred from time to time	Request the authority to kindly allow only Cloud services from: GT - Government of Maharashtra empanelled CSP's as per SR (Government Circular No. RBR - 0892/8/2013/3). A. No. RBR - 0892/8/2013/3 On hosting the crucial infrastructure on Government Community Cloud (GCC platform) only	ESDS Software Solution Pvt Ltd	This has been considered and the biz-ness made accordingly
14	**2.25. Eligibility Criteria, PQ2. Turnover of the Company**	17	The bidder should have minimum annual turnover of at least INR 20 Crores in all last three financial years. (FY 17-18, FY18-19, FY19-20)?	We recommended to increase the turnover criteria to min. INR 75 Crores to ensure participation from top vendors.	Usemogo Technologies Ltd	Request denied
15	**2.25. Eligibility Criteria, PQ3. Technical Capability**	17	The Bidder must have built at least 25 websites. in the past 5 years Note: 40.25 should be on different domains. Only websites that have gone live will be considered.	We recommended to change this clause to: The Bidder must have successfully completed one project of similar scale & size pertaining to software development in the Government Sector in India having value greater than or equal to INR 5.0 Crores in the last five financial years. Projects should be completed project. Except the work order along with completion certificate to be enclosed along with the bid.	Usemogo Technologies Ltd	Refer response to query no. 5.
16	**2.25. Eligibility Criteria, PQ4. Mobile Development**	17	The Bidder should have at least 10 websites with a load time of 4 seconds or lower (Two) done after the publication of this bid)	We request you to remove this clause as anyone websites have load time of 4 seconds or lower. Different tools show different results for same website so something result of only 2 websites can be fair and cause disadvantage or qualification. Technical weather, server issues etc. Many factors affecting load time. All of which make this clause biased	Usemogo Technologies Ltd	Refer response to query no. 6
17	**2.25. Eligibility Criteria, PQ5. Page Speed Score**	17	The Bidder should have at least 3 websites with Google Page Speed Insight score of 50 & above for both Mobile & Desktop (Two done after the publication of this bid)	We request you to remove this clause. Involved vendor may be asked to comply with desired score while developing the website	Usemogo Technologies Ltd	Frequent element. This clause has been kept to check the performance of the projects developed by the bidder over the years as development of a project is an iterative process and with time the addition of new features/functionalities, the performance of the website should not get affected. Hence this clause
18	**2.25. Eligibility Criteria, PQ6. Technical capabilities for Booking Engine and Channel Manager**	17	The bidder should have its own Booking platform (booking engine and a channel manager) or should have onboarded a reputed entity having its own Booking engine and Channel manager	We request you to amend this clause. Vendor may be allowed to develop their own booking platform too	Usemogo Technologies Ltd	Request denied. There have been a lot of learnings in the hotel industry in terms of booking platforms, the features, etc and MTDC wants to have the best of all. Hence this clause has been kept so that the energy put in E&O can be used by better software and developers are with
19	**New Clause** Certification		The bidder should be at least a CMMi Level 3 certified organization	We request you to add this clause in order to ensure participation from top vendors.	Usemogo Technologies Ltd	Refer the eligibility criteria defined in the RFP
20	**New Clause** Manpower Strength			We request you to add the clause to have strength of vendor. The bidder should be having a total manpower strength of at least 300 employees on its roll, at the time of bidding. Audit declaration from authorized person/HR Certificate must be submitted in this regard along with the bid.	Usemogo Technologies Ltd	Request denied
21	**2.25 Technical Evaluation Criteria, New Clause- Turnover**			There are no technical merits considered for the turnover of the company, we request you to consider the clause as below Average Annual Turnover of the firm in the past three financial years ending FY-2020-21 1) Greater than or equal to INR 50 Crores 3 Marks from 75 Crores - 5 Marks 2) Greater than or equal to INR 75 Crores - 10 Marks 3) Greater than or equal to INR 100 Crores - 15 Marks	Usemogo Technologies Ltd	Frequent element. Turnover and Net worth have been considered in the previous projects and have been considered in the past projects. Technical score have been given for the technical strengths, of a company
22	**2.25 Technical Evaluation Criteria, New Clause- Certification**			There are no technical merits considered for Certification of the company, we request you to consider the clause as below 1) CMMi Level 5 - 5 marks 2) CMMi Level 3 - 10 marks	Usemogo Technologies Ltd	Refer response to query no. 5.
23	**2.25 Technical Evaluation Criteria, New Clause- Manpower**			There are no technical merits considered for manpower strength of the company, we request you to consider the new clause as below: 1)Manpower strength Greater than or equal to 100 - 5 Marks 2)Manpower strength Greater than or equal to 200 - 10 Marks	Usemogo Technologies Ltd	Refer response to query no. 42
24	**2.25 Technical Evaluation Criteria, New Clause - Project Experience**			We request you to amend/add matching based on following clause The bidder should have experience of executing at least 2 or more projects of websites/subworkbsite/portals/mobile application of similar nature (No. of Pages and/or the Requirements are similar / Complex)	Usemogo Technologies Ltd	Request denied
25	**2.25 Technical Evaluation Criteria, 2.25**	20	Bidder must have built at least 25 websites** in the past 5 years	We request you to change the clause to: Bidder must have built at least 10 STQC Certified websites in the Government Sector in India 1-10 websites: 10 marks 11-20 websites: 15 marks > 20 websites: 20 marks	Usemogo Technologies Ltd	Request denied
26	**2.25 Technical Evaluation Criteria, 2.25**	20	Bidder must have at least 10 websites** with load time under 4 seconds with a Page speed score of 50 & above for both mobile & desktop (Two done after the publication of this bid)	We request you to remove this clause	Usemogo Technologies Ltd	Request denied
27	**2.25 Technical Evaluation Criteria, 2.25**	20	The Bidder should have at least 3 websites** with Google Page Speed Insight score of 50 & above for both Mobile & Desktop (Two done after the publication of this bid)	We request you to remove this clause	Usemogo Technologies Ltd	Request denied
28	**2.25 Technical Evaluation Criteria, 2.25**	20	Experience in developing and updating web contents in minimum 3 Indian languages	We request you to remove this clause	Usemogo Technologies Ltd	Request denied
29	**2.25 Technical Evaluation Criteria, 2.25**	20	Booking Engine and Channel Manager capabilities	We request you to remove this clause	Usemogo Technologies Ltd	Request denied
30	**2.25 Annual Maintenance Services**	20	Images / banners / graphics / animated banners creation as per requirement.	Creation of images is subject matter expertise of different types of vendors. Kindly remove this clause	Usemogo Technologies Ltd	Request denied
31	**3.12.12. Data Migration**	26	It ensures 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.	We request you to kindly mention the exact quantum of data entry activity to be carried out for effort estimation purpose	Usemogo Technologies Ltd	Data is to be cleaned and is to be migrated from there. This clause is added to take care of any unforeseen data entry if required by the bidder. Further no other comment
32	**E-Tender Notice**	7	Last Date for Bid Submission	We request you to extend the date for Bid Submission by atleast 14 working days for preparation	Usemogo Technologies Ltd	Request denied
33		5	**PQ4. Technical Capability** The Bidder must have built **at least 20 websites in the past 5 years** Note: 40.25 should be on different domains. Only websites that have gone live will be considered **TQ5. Bidder must have built at least 20 websites** in the past 5 years** 1-10 websites: 5 marks 10-20 websites: 8 marks 11-30 websites: 7 marks 31-40 websites: 8 marks 41-50 websites: 9 marks > 50 websites: 10 marks	Context: Reservation System (CRS) and Content Management System forms the major Scope of the RFP. But, The Pre Qualification Clause mentioned here only **MDT** evaluates past relevant experience of developing Reservation Engine and CMS by the bidder. **Ask to MTDC to onboard a bidder that has never implemented and supported Reservation Engine for tourism sector earlier.** We request MTDC to modify the clause the criteria and include CRS as CMS development experience 1) Projects with 50% Project cost CMS development experience and projects with 50% Project cost CRS 2) Projects with 50% Project cost CRS Development, Hence, project experience asked here of 20 different domain websites is not relevant as per the scope of the RFP and model RFP guidelines. Also, the relevant project experience should allow different scenarios under one domain, as, experience of developing and maintaining each microsite will involve different deliverables, layout and content. Hence experience of developing and maintaining each microsite is already equal to developing a website under different domains. We request MTDC to consider clause as, 20 different microsites under one domain or 20 websites under different website development experience for this criteria. Also, 20 microsites on multiple website and/or one domain and/or sites where such websites are for different organizations, as, the content, configuration, maintenance etc. for each such micro site is independent and includes same work as for an independent website. Technical evaluation criteria too should be evaluated based on these inputs.	*MM*	The RFP states that the bidder should have its own booking engine or should on board an entity having experience in deploying IBE booking engine. MTDC is a PSU and has to be cautious while selecting a vendor partner. Secondly, the website is as important as the booking platform as it acts as a conversion factor between a potential customer and an actual customer.
34	**2.25**	18	**PQ1. Technical capabilities for Booking Engine and Channel Manager** The bidder should have its own Booking platform (booking engine and a channel manager) or should have onboarded a reputed entity having its own Booking engine and Channel manager Please provide the Sitemap of existing website / Portal, Please provide screenshots of existing website / Portal, Technical manager or a letter from an entity in the bidder agreeing for collaboration for Booking Engine and Channel Manager versions for the project	Context: Reservation System (CRS) and Content Management System forms the major Scope of the RFP. Since booking engine is one of the most important component, MTDC would want bidder to handover the source code of the same. Please confirm this. Also please inform if MTDC would want perpetual license or subscription-based license for the CRS.	*MM*	MTDC just wants the booking platform for the mentioned tenure and will control the offer if and when required.
35	**General**		**Eligibility Criteria**	MTDC is is responsible for tourism in the state of Maharashtra and it is important that Bidder should have relevant experience of developing Website and mobile app for a Tourism Promotion/Travel sector. Hence we request MTDC to add a eligibility criteria as below: The bidder must have successfully completed one project of similar scope relating to Tourism promotion/ Travel/ Hospitality and marketing related to mentioned sectors, during the last five years preceding to the bid due date. The bidder who has no such prior experience would be learning in this project, making MTDC a learning project which can be a major risk towards success of the project.	*MM*	Refer the eligibility criteria defined in the RFP
36	3.12.3.	30	**Integration with email, SMS and payment Gateway** Payment module shall have been integrated with payment gateways and shall be PCI-DSS (Payment Card Industry Data Security Standard)	We understand that scope of the bidder would be limited to integration. MTDC will provide SME, email, payment gateways and bear one time and recurring cost associated with the same	*MM*	RFP clearly mentions what is expected
37	3.2	10	**Payment Terms** Point No. 3. Payments shall be made promptly by the MTDC within forty-five (45) days after submission of the invoices, along with all the documents, subject to satisfactory performance of services by the **Official of the Department** and the Project Manager/Director or any other authorized officer of MTDC.	Request you to reduce Payment within 21 days and not 45 days	*MM*	MTDC will try to make the payment within the said time and 45 days is the maximum days that MTDC might take considering all the administrative processes required to make payments
38	3	37	**Annexure-III : Power of Attorney** Selection of a solution provider for the implementation of a website for the Maharashtra Tourism Development Corporation, Government of Maharashtra, and development of a **mobile application for Maharashtra Tourism'**	Please inform if **Mobile Application** is in the scope. If yes, What will be the scope also should it be Android or iOS or both	*MM*	So Mobile application is to be developed.
39	33	5.10	Hosting	What is the current over-concurrency served during peak hours? What is the expected concurrency as go live for the new website? Do MTDC have a Load Balancer in place?	*MM*	It is recommended to display available services with reference to the average footfall at MTDC resorts. Refer response to query 27 for more details
40	34	5.10.1	Hosting	Do MTDC have the required licenses for the Load Balancer, Firewall and Anti-virus? Please share the details	*MM*	Details will be provided to the selected agency. Refer response to query 39
41	33	5.10.3	The MTDC will appoint the Payment gateway services provider and selected agency will bear the cost/charges with payment gateway service provider to integrate same with the proposed solution	How many Payment Gateways are needed and to be integrated.	*MM*	Payment gateway that connects all the different modes of payments
42	47	5.2	Change Request Management : Any change request pertaining to the selected agency shall be considered by MTDC only where the effort involved are greater than 10% and less than 20% of the total project cost mutually agreed upon between parties.	Would the CR exceed more than 25% of the project cost, also in this case what will be the criteria.	*MM*	MTDC will discuss this with the selected agency

Date: 20/10/2020

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