

**Minutes of the Pre-bid Meeting on
“Integrated GIS based eGovernance Application Suite”
for Municipal Corporation, Vijayawada
held on 27-04-2010 (03.00 PM to 5.30 PM)**

As per clause 1.6 of the RFP/Bid Document the Pre-bid meeting was held to discuss and clarify various issues relating to the Project “Integrated GIS based eGovernance Application Suite” for Vijayawada Municipal Corporation.

The meeting was chaired by Sri G. Ravi Babu, IAS, Commissioner, VMC

The following Officials were present in the meeting,

- 1) Sri S.V.Giridhara Rao Addl.Commissior(Projects)
- 2) Sri Liyakhat Ali Ahamed, Sr Software Engineer/System Analyst, VOICE section
- 3) Smt G.Subhashini , Programmer, VOICE section
- 4) Sri Ch.Srinivas, VOICE section
- 5) Sri Ch.V.Mohan, VOICE section
- 6) Sri P.V.N.Murali Krishna, VOICE section
- 7) Sri T.Venkateswarao, VOICE section

The following firms participated in the meeting,

Sl. No.	Name of the Firm/Company	Name of the Representative
1	IIGIS Technologies	Sri Govindu. V Sri Y. Rama Kishore Sri P. Chandra Sekhar
2	FruX Software Solutions Pvt. Ltd.	Sri Bala Kishore Sri J.V. Sekhar Sri P. Srinivas Raju
3	IBM India	Sri Balavinayagam
4	American Solutions Pvt. Ltd.	Sri A.P.V.S. Vara Prasad Sri K. Nagendar
5	IIC Services (India) Pvt. Ltd.	Sri P. Surya Subramanyam
6	Xinthe Technologies	Sri P. Srinivas
7	Sierra Atlantic Software Services Ltd.	Sri Venugopal
8	LGS Global Ltd.	Sri K. Rishi Kumar
9	Tata Consultancy Services Ltd.	Sri G.S.L. Prakash
10	NIIT-GIS Ltd.	Sri D. Ramjan Ali
11	NSG India Pvt. Ltd.	Sri M.A. Aziz
12	Rolta India Ltd.	Sri Dinesh Tallur Sri Seshagiri Rao
13	CMC Ltd.	Sri Santosh George
14	HCL Info Systems Ltd.	Sri Waseem Shahnawaz Sri C. Madhu Vijay

As per the clause 1.6, the bidders were requested to submit any question in writing on or before the pre-bid meeting. Tata Consultancy Services, Xinthe Technologies Pvt. Ltd., American Solutions Pvt. Ltd., HCL Infosystems Ltd., submitted their queries in writing at the pre-bid meeting. eGovernments Foundation, Medhassu e Solutions (India) Pvt. Ltd., sent their queries by mail on 26-04-2010 and HP India Sales Pvt. Ltd. sent its queries by mail on 27-04-2010.

In the beginning, a very brief introduction was given to the representatives by the Additional Commissioner (Projects) about the project.

The representatives were asked to submit the queries and raise their points of concern and provide their suggestions. Some of the firms provided their queries in writing as mentioned above. Some of the queries, from among the lists submitted were raised by the representatives and detailed discussions were held. During the discussion the departmental view was communicated to the participants in the meeting.

Queries and Clarifications are enclosed as here-under (from the next page):

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
Tata Consultancy Services Ltd.					
1	4.1	Project Scope-Sub item no 9	Page 25- The solution provider needs to acquire quality certification to the solution being provided to VMC, from STQC,GOI, before solution deployment	Does the bidder need to include the cost for Audit by STQC?	Yes
2	4.1	Project Scope-Sub item no 10	Page 25 -The system such developed should pass all tests and fulfill the requirements stipulated by any such agency/ agencies as appointed by VMC/ any such Government/ non-Government body approved by VMC or as deemed fit by VMC	Does the bidder need to include the cost of third party-testing'? If 'Yes' how will the cost be estimated without knowing the cost to be charged by the third-party?	As mentioned in the RFP/ Bid
3	4.1	Project Scope-Sub item no 13	Page 25 - Establish and commission the required Data Center	What is the actual scope for the bidder - Supervision or actual commissioning of Data Centre?	Need to project the additional requirement in hardware and changes in the network if any. VMC shall procure the same and hand-over to the bidder for configuring and commissioning
4		Project Scope-Sub item no 15	Page 25 - Shall provide secure database connectivity for eSeva without direct access to the database	1. Is there any existing connectivity with e-Seva?	Yes
				2. If 'Yes', what type of connectivity is present (e.g. direct/online or indirect/offline)?	LAN
				3. Does the bidder need to include the cost to set up a new connectivity with eSeva?	No
5	4.1	Project Scope-Sub item no 16	Page 25 - Suggest and help in the procurement of Networking & Security Infrastructure and other associated IT Components for the Data Centre	This suggests that the cost of infrastructure need not be included in the bid The bidder need to advice on this after the study and will assist in procuring the infrastructure - Please confirm our understanding.	Yes
6	4.1	Project Scope-Sub item no 26	Page 27 - Providing of Hand Holding for at-least one full financial year	1. How many users/operators need to supported? 2. How many physical locations need to be supported?	Around 50 users around Four Locations and 6 individual tax and non-tax collection centres at present
7	4.2	General guidelines - First Point	Page 27 - The finalized vendor/firm to come-up with a Detailed Activity Level Project Plan with in 15 days from signing of the agreement and on approval of VMC	Does VMC have a planned time schedule for implementation (and for different milestones of the project)?	At-least the core modules as mentioned in the amendment need to be rolled-out in 6 (six) months flat from the award of contract and the remaining modules/patches need to be implemented in the next 2 (two) months
8	4.2	General guidelines last point	Page 28 - Decision maker should present from Vendor side with proper delegation	Please elaborate this requirement.	A single point contact person, who shall be attending the meetings on behalf of the vendor shall be a person with delegation to make decisions at the meetings with VMC (at VMC premises) with proper knowledge of the subject and its implications
9	4.3	Infrastructure Requirement Study - 2 nd point	Page 28 - The recommendations to include a detailed List of Materials, the time by which they should be procured etc.	What is the broad time line VMC looking at?	within the above mentioned time frame as and when the requirement arises.
10	4.5	Key Requirements of the Solution - 8 point	Page 30 - The architecture of the solution will be based on open, inter-operable standards and shall not be based on any proprietary systems or packages.	Some of the existing systems are proprietary (e.g. Oracle). Will those need to be migrated to 'open' new systems as well?	The database may be continued with Oracle (probably with the new version as agreed by VMC) with Windows operating system

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
11	4.6	Data Migration First point	Page 30 - Data migration from manual and legacy system to the new System with reasonably error free conversion including preparation of data and uploading.	1. Are data entry and preparation (from the manual records) under the scope of this project? 2. If 'YES', what is the volume of such manudata? 3. If 'YES' (to Qn no.1 above), does the bidder need to reconcile the manual data as well before migration (e.g. payment and demand data are present in separate manual records and are not reconciled)	No
12	4.11	Business Specifications Overview - last paragraph	Page 40, 41 - The modules, where ever online collection can be made shall provide for payment gateway interface for credit card payments and online bank payments	1. Is there any existing 3 rd party payment gateway integrator? 2. if 'NO', will VMC go for a suitable 3rd party integrator? Or will integrate the solution with individual banks for net banking? 3. if VMC goes for 3rd party integrator, will VMC select the party or the bidder needs to propose one during bid submission?	No third party payment gateway at present. VMC will select the provider and the vendor needs to integrate with the gateway application. The vendor shall request for the gateway provider when the solution is ready for integration and deployment.
13	5.2	Sub section 5.2.2: Table 2	IT Infrastructure Related Service Levels	This suggests that there will be a single vendor to support the application, hardware and network. Please reconfirm.	Yes, from UAT, deployment stage till the VMC takes-over the complete set-up, after the hand-holding period.
14	6.18	Sub section 6.18.2	Page 60,61 - Criteria for evaluation and comparison of technical bids	1. There is no evaluation on understanding of the requirement and proposed approach. 2. Please mentioned the points allocated to each evaluation criteria.	Provided in the amendment
15	8.7	Format 7 - Technical solution	Page 115- The Bidder is required to describe the proposed Technical Solution in this section. Following should be catured in the explanation	There is no evaluation-point on this section (refer to sub section 6.18.2). Please mention the evaluation points on each section mentioned here.	Provided in the amendment
16	4.1	Warranty	Page 31 - The warranty shall remain valid for a period of 3 years from the Go Live date	Are we looking at 3 years of	2 (two) years after the hand holding phase.
17	4.7	Training	Page 31 - For each module installed end user and technical training is required	1. At how many locations will the training be required? 2.What is the user base that is required to be trained?	Single Location (chosen by VMC). Around 50 personnel (user training)
18	4.11.	4.11.8 - Financial Accounting	Page 37 - The main features of the Financial Accounting module will be - Asset/Liability Recording	1. At present how are the assets being recorded and recognized in the books? 2.Is there a fixed asset register that is being maintained at VMC?	Forms part of the System Study
19	3.1	3.1 - Engineering Works	Page 13 - maintenance of Measurement books through System	1. Where will the measurements be recorded into the system? At the site of offline from some other location? 2.Is there a requirment of digital signature/online approval of the measurements recorded?	From the offices. This forms part of System Study
20	4,11	4.11 - Business Specifications Overview	4.11 - Business Specifications Overview	1. Is the AS-IS process available?	The system in use at present need to be studied along with the NMMP/NeGP specifications

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
21	4.1	Project Scope-Sub item no 6	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date. The system should present one single interface using which,both, the system under discussion as well as the GIS module/application can be accessed.	1. Please confirm if GIS application/module development is not in the scope of this project? 2. what are all the existing modules in e-governance activity (Listed out from page 12 to page 21 of RGP) what has GIS application integrated with them? 3.What is the platform used for existing GIS application/module? 4.Please list out all e-governance modules which requires GIS application integration.	1. Yes 2. NA 3. No GIS application is present as of now 4. A. Revenue Taxation module (Property Tax, Vacant Land Tax, Water Supply Connections, Sewerage Connections) B. Building Applications Module C. Trade Licenses module D. Engineering Works module
22	4.1	Project Scope-Sub item no 7	The solution shall be such that, it doesn't enforce upon VMC to procure licenses and other recurring expenses on a periodic basis and without which it may cease to operate to its desired levels of functionality at any time in future during or after the solution implementation and training (except for Antivirus and Firewalls)	1. Please confirm if architecture of solution should be designed in Open source?	In tune with point 10., mentioned above.
23	4.5	Key Requirements of the Solution - 8th Point	The architecture of the solution will be based on open, inter- operable standards and shall not be based on any proprietary systems or packages. The architecture will be proven to be highly scalable and capable of delivering high-performance in varied conditions	1. Same as above	Same as above
24	4.4 .	Project Deliverables - 7th Point	Data Migration and Data Digitization Application (if any)	1. Please let us know whether field survey is the part of this project. 2.What is the data source for GIS data? (Paper Map or Satellite imagery or etc.) 3.Please specify whether the procurement of spatial data to be done by TCS. If yeas, please specify the type of spatial data (layers) required with scale and extent or region. 4.Does the shorlisted vendor need to take care of spatial data updation during warranty. If yes what will be the frequency of updation 5. Please let us know the different format of GIS data currently available with VMC/ 6. What is the Volume of GISdata currently available for each format of GIS data?	Data Migration is from the existing system to the system to be adopted with this project. And the remaining part of the question is NA

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
25	4.11.7	Vehicle Management	Vehicle Tracking (GIS/GPRS) - Record and Cross-verifications	<p>1. Please let us know whether VMC is expecting that selected vendor has to develop and implement the vehicle tracking system for solid waste management module. 2. Do they require GPS devices also to be provided as part of the project deliverable?</p> <p>3. How many GPS devices may be needed for Vehicle tracking?</p> <p>4. What kind of Cross-verification VMC will do using Vehicle Tracking system? 5. Do they track the vehicle from different collection points to dump yard?</p> <p>6. Do they cross verify solid waste quantity at dump yard level?</p>	<p>1. Yes</p> <p>2. No. The bidder shall project the requirement as and when it is required and VMC shall procure the same and provide to the bidder.</p> <p>3. Forms part of the System Study</p> <p>4. same as above</p> <p>5. Yes</p> <p>6. Lifting of solid waste from collection points - needs to be monitored through some mechanism - Forms part of the System Study</p>
26	7.23.1	Remarks on Point 4	The eGovernance application developed is to be integrated with the GIS application to reflect the GIS components in the corresponding modules as required by VMC.	1. What are the different GIS components required from different eGovernance modules?	As per the point 21 mentioned above.
27	4.11		Page no. 32 to 40	1. Will the selected vendor be responsible for developing all the modules explained in the RFP from page no 32 to 40?	Yes
28	3.1	Page 21	The present setup is based on a centralized Oracle 8.1.7 database at the backend.	1. Pls. Confirm if all the 34 application listed in this section are connected to the same instance of Oracle database.	Yes except the Double Entry Accounting system hosted by CGG. This need to be appended into the new Database Structure
29	4.1	Point 5	The software application and the web portal shall be bilingual (should support English and Telugu languages) as per the requirement of the VMC	1. What are the areas in the solution that will be bilingual from the following - Label, Message, Data, Searching	Bi-lingual part is for Birth & Deaths Module (part of the portal related to this module)- all areas mentioned in the clarification.
30	4.1	Point 7	The solution shall be such that, it doesn't enforce upon VMC to procure licenses and other recurring expenses on a periodic basis and without which it may cease to operate to its desired levels of functionality at any time in future during or after the solution implementation and training (except for Antivirus and Firewalls)	1. Pls. Confirm if the desired solution will be designed in Open Source technology or with Proprietary software or can have both. 2. Pl. specify if there is any preferred technology stack of VMC for the solution to be designed.	Either of the technologies (the complete solution should be based on a single technology platform and based on a single database), but not a combination of the both, duly considering the clarification at point 10 above.

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
31		Point 17	Suggest and help in procurement and installation of IT Infrastructure components such as Servers, Databases, architecture will be proven to be highly scalable and capable of delivering high-performance in varied conditions Networking & Security components, Storage Solution, Software and other IT components required at the Data Centre. To come-up with the requirements for Software (Licenses for OS and Database etc.), Hardware (Servers, Storage and Backup devices, etc.) and Networking (Routers, Modems, Switches, Network Monitoring Tools, etc.), General Security Utilities like Antivirus and Firewall requirements and any other genuine requirements that VMC obliges		As per RFP
32	4.1	Point 12	Perform Data Migration with Zero Data Loss (Migrate the data from the existing database to the newly designed one by removing the redundancies and performing the required refining process with proper permissions from VMC).	1. Please let us know the existing database details like data volume(no. of records for each module), platform on which the DB is installed, database load in terms of average number of queries, data updates daily/monthly. 2. We assume not for all modules data will be migrated from existing database. Pis. confirm the modules for which existing data will be migrated and the new modules for which the paper data will be migrated.	Present database is Oracle installed on Windows platform and the complete data of all the modules needs to be migrated to the database of the new system including the Double Entry Accounting System database hosted at CGG. Rest is part of System Study
33	4.1	Point 20	Shall Implement the required solution after UAT, at location(s) as specified and required by VMC.	1. At how many locations the solution will be rolled out? Is there any difference in the municipal workflow or any other processes among those municipal offices. If yes, what is the approximate amount of such differences?	The solution should be a web based solution. It is supposed to operate irrespective of the number of locations. No difference, part of work flow.
34	4.1	Point 26	Source Coding of the complete package, with any custom or third party components involved should be provided to VMC with the complete third party documentation and licensing. The source code thus provided shall be as per the industry standards with complete in-line documentation for further enhancements as per the requirements of VMC.	1. Pis. Confirm if VMC has its own set of code standards and guidelines. That the vendor needs to comply with own set of code standars and guidelines. That the vendor needs to comply with 2. Pl. confirm if there will be any code review of the source code delivered before accepting by VMC	As per Industry Standards and as mentioned in NMMP/NeGP. There will be code reviews and the vendor need to demonstrate the solution being rolled-out to the technical team of VMC, even in the debug mode to understand the logical flow and the technicalities of the design and coding.
35	4.1	Point 29	Web Portal for Vijayawada Municipal Corporation -Function on internet/intranet. The Application will be integrated with the Web-Portal	1. Pis. Provide the details of web portal apart from the requirement that it contains the links to individual applications, eg portal contents, layout, any special features, different portal features to be available for VMC officials and citizens	Forms part of the System Study

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
36	4.1	Point 15	Shall provide secure database connectivity for eSeva without direct access to the database and would extend their shall be carried by them. Shall provide the same kind of connectivity where ever applicable in case of third party involvement.	1. Pis. let us know about the eSeva project and its HW and SW details, intergacing requirements with the new solution. 2. Pls. let us know if there is any toher third party involvements now that will be interfaced with the new solution in addition to the eSeva and other citizen services centres.	1. First part - NA. The vendor just need to provide a secure connection (in terms of database connection), may be in the form of web service etc. 2. No (as of now), should be able to provide further database interfaces if required by VMC in the future.
37	3.1	Page 18, Point 4	Building Application: This module helps in capturing the info, related the building applications, their approvals stage wise, various building fee calculations, resubmissions etc.	1. Pis. provide details and more information on TPS.	Forms part of the System Study
38	4.11.2		Building Permission	1. Some of the features of Building Application already exists in the current applications. Pis. clarify if these is any amendment needs to be done in the existing features.e.g - Approval of building proposals, calculation of fees	Forms part of the System Study
39	4.11.4		Birth and Deaths	1. As listed out on Page 18, Birth and Death module already in place. Pis. clarify if only the non-hospitalization cases needs to be captured in new birth/death solution.	Forms part of the System Study
40	3.1	Page 18, Point 5	Birth and Death registrations, Name inclusions both in English and Telugu		
41	4.11.1	Point no. 5	Provision for online collection through payment gateways, net banking etc.	1. Pis. let us know all the banks that need to be interfaced with payment gateway. 2. Payment gateway is mentioned for Property Tax, Water tax, Sewerage charges. Please confirm if payment gateway is not required for other revenue generating modules like Birth?Death. Pls. mention all modules for whcih online payment will be made.	Forms part of the System Study
42	4.11	Page 40-41	The modules, where ever online collection can be made shall provide for payment gateway interface for credit card payments and online bank payments		As per RFP
43	4.11.8		Financial Accounting	1. Pis. confirm whether audit module is not required in the new solution and no specific reports will be generated for auditing.	Forms part of the System Study
44			MIS Reporting	1. Pis. confirm if there is not much MIS reporting in many modules such as - Property Tax, Building Permission, Birth/Death, D&O Trade licenses, Solid Waste Management etc. Please provide a list of MIS reports required.	Forms part of the System Study
45			Current HW	1. Pis. let us know what is the current HW infrastructure in place.	Annexure AII

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
46			Current SW	1. Pis. let us know the SW details with special tools/techniques VMC is using currently apart from the ones specified in RFP. Is there any specific workflow tool being used for approvals?	As per the RFP
47	2	Eligibility Criteria, Pg7	New Projects for Networking and Data centre procurement	1. Whether the existing vendor would be allowed to participate? And if allowed, if they would be given the 1st right of refusal?	The existing vendor can participate and only VMC will be the decision maker
48	2	Note under Eligibility Criteria, Pg 11	Special concession for firms/vendor with STQC rating	1. Why special concession - if at all the e-gov solution should be enterprise-wide and not for application (group of application) and should be applicable for a similar level of ULB in terms of size and scope.	Since STQC tests the solution on various aspects viz., Security, Performance, Functionality, Reliability, Usability, Documentation etc., it would be of helpful for VMC, depending on such a vendor for the solution and technology, which is tested and proven. This further helps in cutting short the System Study and Analysis phase of the project and shall also for the project period as a whole.
49	4.1	Project Scope-Point 30, Pg 27	Doubling the present usage	1. What's the present usage in terms of userbase, concurrent user base, transaction volume, etc	Forms part of the System Study
50	4.2	Project Scope-General Guidelines, point 6 & 7, pg 28	Completion and sign-off of the SRS	1. The time frame for review and signoff to be stipulated (at present it's not there) - beyond which it will be deemed acceptance. It is assumed that any deviation from the signed SRS and associated design will need to go through a formal CR - please confirm.	The SRS should be accepted by VMC and the vendor is supposed to present the SRS and schedule the meetings with VMC officials concerned and technical team of VMC at VMC premises with mutual consent and they need to be presented as and when they are ready from the second month from the date of the work order issued. And the remaining as per the RFP
51	4.4	Deliverable vis-a-vis scope, pg 29		1. Data Cleansing-NOT mentioned anything re: strategy and if it's within the scope/as part of the deliverable	Forms part of the System Study
52	4.1	Warranty. Bullet no 1, pg 31	Defect	1. The 'NO ' defect is to be clarified, if it included level 5 defects which are non critical, do not have any impact on the data, consistency and output expect for some errors or omissions/defects which are cosmetic in nature	A defect - covers all types of defects and the understanding of VMC shall be abiding by the vendor
53	5.2.2	IT infrastructure related service level, pg 45	Penalty amount	1. If there te any. difference between Final Bid price and the Contract value, assuming that they may vary - is there is any scope of negotiation once the vendor is selected?	No difference.
54	5.4	Penalties, pg 48	Penalty clauses	1. Similar Penalty guidelines should also defined for Client perspective if the delay is on the client part in meeting the agreed/defined time period for review, acceptance and similar client based decision making/responsibilities.	Not acceptable
55	6.18.2	Evaluation Criteria, pg 60		1. The weightage/distribution of marks/points for evaluation is , not mentioned.	Please refer the amendment

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
56	7.2	Schedule E, pg 121	Criteria for Data centre Evaluation	1. Points/Marks is mentioned for this evaluation criteria ONLY	Please refer the amendment

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
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ROLTA INDIA LIMITED

57	2- Eligibility Criteria	5	The bidder (Prime) should have experience in developing and implementation of e-Governance solutions for a ULB with an integrated GIS component (integrating GIS part developed by itself or another vendor) during the last five years as on 31.03.2010 with STQC Certification	Does this mean that the company involved in development and implementation of GIS component for ULB should be a STQC certified company. Please Clarify. We have several projects deployed in various ULBs which include GIS integration. If required by VMC, we can have STQC certification for these projects/sites.	STQC certification for the ULB solution deployed by the firm.
58	2- Eligibility Criteria	Note	If the Bidder's/Bidder primes eGovernance Software solution for the ULBs was already tested and evaluated by STQC and obtained an overall rating as "Good/Very Good" and above in its evaluation results, such firms does not require to be CMMi Level 3 certified and in such case, they should have positive net worth and turnover of more than Rs.2 Crores exclusively (wherever Rs.10 Cr. positive net worth and turnover is requisitioned) through software solutions/products of their own. Such firms should produce atleast Rs.25 lakhs worth of work orders (wherever Rs.2 Cr. work orders are requisitioned)	If the bidding company is a CMMi Level 5 certified, is it possible to waive the STQC certification for the solution/ Please Clarify.	No
59	1.4 key events & dates	Last date for submission of bids	07-05-2010 Till 3.00 P.M.	In view of the pre-bid query response being provided within 5 days from the pre-bid conference, we consider the time for submission will be very short (one week). Hence we you for extension of the submission date, if possible.	Please refer amendment
60	4.1 - Projects Scope	6	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date. The system should present one single interface using which , both, the system under discussion as well as the GIS module/application can be accessed.	It is mentioned that GIS module/application shall be developed simultaneously or at a later date. Does this mean that development of GIS module is also the part of the Scope or it is altogether a different module irrespective of the present project. Please Clarify. If already the GIS module is developed please provide us with the necessary details.	GIS application development does not form part of this project. Integration with the GIS module/application is required. No GIS modules is used at present.

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
61	4.5 - Key Requirements of the Solution	Point 8	The architecture of the solution will be based on open, inter-operable standards and shall not be based on any proprietary systems or packages. The architecture will be proven to be highly scaleable and capable of delivering high-performance in varied conditions	Does this mean that the solution architecture should be developed on open, inter-operable standards and cannot be an already developed open source customised product? Please clarify	The solution should be custom made to the requirements of VMC, duly considering the clarification at point 10 (above)
62	4.9 - Operational Support and Maintenance	Paral	The Application vendor shall provide operational support and maintenance service for period of one year from the 'Go-Live' date for overall system stabilization, application maintenance, system administration, database administration and end-user problem resolution. The operational support will be to ensure that the application system is functioning as intended and attending to all problems associated in operation of the application system	Do we need to deploy the manpower with VMC for this time period (one year). Please Clarify	Yes
63	4.10 Warranty	Point 2	The warranty shall remain in valid for period of three years from the 'Go live' date	Does this include the one year of Operational Support and Maintenance. Please Clarify	Yes
64	Page no 25	Clause 6	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date. The system should present one single interface using which, both, system under discussion as wee as the GIS module/application can be accessed	Is VMC looking for integration of all its existing i systems with GIS or only the ones mentioned: 1) Accounting System 2) Birth & Death Module 3) Revenue taxation 4) Engineering module 5) Building application module 6) Personal information system	As mentioned at point 21 (above)
65	Page no 26	Clause 22	Training of Personnel. Train-up the VMC staff in all the functional, operational and technical aspects of System Operations with the required manuals in both soft and hardcopy formats	We request for more specific information on the number of persons to be trained and the amount of time required to be spent with the staffs.	Around 50 personnel (user level) apart from around 5 technical personnel of VMC (both on technical and user levels).
66	Page no 29	General	4.4 Project Deliverables Data migration and Digitization (if any)	Can you please specify in detail the availability of GIS data with VMC. Is there any need for further data collection (survey activity) or digitization? Can you please specify area in Sq.Km and list of features to be captured, scale etc. If yes is the call?	NA
67	Page no 29		General	Can the details like network length, number of consumer etc for utility survey be provided if required ?	NA
68	Page no 29	Genera!	4.4 Project Deliverables Data migration and Digitization (if any)	Please mention the existing H/W configuration, OS and SAN, License used for GIS. (If any)	Please refer Annexure AII. No SAN and GIS at present
69	General		Web GIS software Licensing	Please specify the number of users to view and query GIS data using GIS software.	NA
70	Page no 40	General	Almost all the modules shall be seamlessly integrated with each other to reflect the workflow and to present a common reporting structure.	Is VMC looking for any specific reporting format or report template? Please Clarify	Forms part of System Study

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
71	Page no 12	Clause 3.1	Present e-Governance setup at VMC	Please Clarify:a)Would the bidder be provided with the source code of these existing application b) Would a Detailed Design Document and other Technical documents be provided, or would some technical person guide the bidder on data migration c) Would these systems be continued once the E-Governance systems goes live d) The Data Migration from these systems is a One Time Activity?	a. No source code of the existing application shall be given to the vendor. b. The vendor needs to follow NMMP/ NeGP documents and the system study of the project under discussion. Technical personnel from VMC shall be of help. c. New application shall be adopted. d. Forms part of the system study
72	Page No.72	Clause 7.4.2	VMC has engaged the Solution Provider for design, the site preparation, supply, installation, maintenance, and operations of physical and operations of physical and IT infrastructure for the establishment of State Date Centre at Andhra Pradesh	RoIts understands the state data center will be established at Vijayawada Please Clarity.	Please refer the amendment
73	Page No.76	Clause 7.8.3	The Solution Provider shall provide and deploy manpower at VMC for carrying out the related work, only those manpower resources who are skilled and experienced in their respective areas of work and who are competent to executre or manage/supervise the work in a proper and timely manner	Please specify the number of persons to be deployed at VMC site.	The vendor may judge the requirement. VMC may ask for additional / change of resources if it is not satisfied with number of personnel or service being rendered.

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
Xinthe Technologies					
74		General		Can VMC able to provide Database schema and Software modules list and functional details?	Forms part of System Study
75		General		Survey is required or survey details should be taken from the existing database?	NA
76		General		Any specific reservations for application development platform like .NET/J2EE	The solution should be custom made to the requirements of VMC, duly considering the clarification at point 10 (above)
77		General		Any specific reservations for GIS modules development environment like ESRI/MapInfo/Autodesk/Open Source?	GIS does not form part of this project
78		General		Editing facility of Vector and attribute data to be provided? If yes, then for editing, separate desktop interface is required or to be implemented within the same WEB interface?	same as above

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
American Solutions Pvt. Ltd.					

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
79	2	Page 7, S.No.1 &2	The bidder (Prime) should since last five years The bidder (prime) should be Five years as on 31.03.2010	This clause may be limited to 3 years instead of 5 years to have better competition.	As per RFP
80	2	Page 8, 3	The bidder (prime) should have ...Rs.10 croes Years ending on 31.03.2010	To have better competition, this clause may be changed to Rs.10 crores turnover in any two of the last 3 financial years instead of positive net worth.	Please refer the amendment
81	2	Page 8, 4	The bidder (prime) should have developed arid implemented at least one e-Governance Legacy Systems to the Entrprise wide systems. Should have commissioned at least one Data Center at a ULB Level during the last five (5) years as on 31.03.2010	This condition may be dropped since, bidders with the ULB computerization knowledge and experience in India are scare. Further at ULB there is no need of Data Center setup, since the total transactions at ULB may not be too high.	Please refer the amendment
82	2	PageS, 5	The bidder (prime) should have experience in developing and implementation of eGovemance Solutions for a ULB with an integrated GIS component (integrating GIS part developed by itself or another vendor) during the last five years as on 31.03.2010 with STQC Certification	This condition may be dropped since; bidders with the U) ,B computerization knowledge with integration to GIS experience in India arc scare, that too with STQC" certification. The PQ may be changed that, the biders (Prime and Consoritum shall have experience in Government Projects)	Please refer the amendment
83	2	Page 9 &10	The bidder (prime) should submit valid letter from the OEMs confirming following a. Authorization for bidder b) Undertake that the support patches for the quoted software shall be available for next 5 years c)Undertake that any third party software/components involved in the application shall be procured in the name of the Commissioner, VMC	The scope of the work involves design and development of GIS based information system for VMC. The scope does not involve supply of hardware and system software. Hence the clauses may be dropped and included in the scope, whoever suggests ERP solutions.	GIS application development does not form part of the present project. Only integration with the GIS application is required. The OEM is for third party components/ software used to develop the application for VMC
84	3	Page 18 to 21	Description of about 34 Modules	Please provide number input screens and number of outputs it current 34 modules. Further, total number tables (Masters & Transactions) may also be provided. Further, the relationship between the module will be of immense helpful to tht bidder. This will enable the bidder in assessing die effort estimation near to the reality.	Forms part of the System Study
85	4.1	Page 24, bullet 5	Liaison with any third party vendor (both software and hardware) as necessary with the support of VMC as and when required. Liaison with eSeva and Payment Gateways/Banks for Online Collections.	Please clarify for this liaison purpose, how many people need to be provided. Please also specify the qualification and experience of the liaison officer for the said purpose from the bidders prospective.	The project lead from the vendor side. VMC will be the decision maker and the vendor needs to abide the decision of VMC in this regard.
86	4.1	Page 24, bullet 5	The software application and the web portal shall be bilingual (should support English and Telugu languages) as per the requirement of the VMC.	The cost Telugu language DLL's on the web sall be born by VMC or the bidderneeds arrange	It should be included in the bid price and adhere to the section 4 clause 4.1, point 7 of the RFP. Refer Point 29 (above)

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
87	4.1	Page 25, bullet 6	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date. The system should present one single interface using which, both, the system under discussion as well as the GIS module/application can be accessed	The GIS requirements are not clear. Please give complete scope for the GIS and its integration. What layers and resolutions are to be incorporated in the GIS may kindly be specified.	NA
88	4.1	Page 25, bullet 6	The solution provider needs to acquire quality certification to the solution being provided to VMC, from STQC., GOI, before solution deployment	Please specify who will bare the expenses relating to such certifications. This cost involves the cost of certification and also i cost of involvement of resources' from the bidder.	The bidder should include the price of certifications/testing except for the certification/testing mentioned at section 4 - clause 4.1, point 10 of the RFP
89	4.1	Page 25, bullet 12	Perform Data Migration with Zero Data Loss (Migrate the data from die existing database to the newly designated one by removing the redundancies and performing the required refining process with proper permissions from VMC)	It is understood that data migration is the responsibility of the bidder. In this regard, the following may be clarified. A. Who will examine the correctness of data migration? If an few fiels are to be added, then, who will perform data entry? If any fields are to be dropped tiien, does the bidder need to preserve the data. if so, for how many years such data is to be continued and maintained in the new information syste.	It shall be the responsibility of the bidder, not to interrupt regular services of VMC and services being provided by VMC due to data loss of any kind, once the process of application switch-over to the new system is initiated.
90	4.1	Page 25, bullet 13 to 17	Establish and commission the required Data Center	As per the RFP, the scope of the bidder is limited to the development of new integrated information system. Please clarify, whether deployment of hardware is the responsibility of the bidder or not?	Yes
91	4.1	Page 25, bullet 18	Acceptance Testing shall involve the completion of the complete SDLC process and third part)' testing, Data Centre configurations, installation of the required components and making the Data Centre available to VMC for carrying out live Operations and getting the acceptance of the same from the third party testing agency or any oilier body as VMC requires.	Who will pay the fee and charges for the acceptance testing?	The bidder should include the price of certifications/testing except for the certification/testing mentioned at section 4 - clause 4.1, point 10 of the RFP
92	4.1	Page 26, bullet 22	Training of Personnel. Train-up the VMC staff in all the functional, operational and technical aspects of System Operations with the required manuals in both soft and hardcopy formats	The following may be clarified with regard to the training: a. How many of the VMC personnel are to be trained? B. What is the maximum training duration? C. What is the batch size? d. Who will provde the required infrastructure needed for the training? e. How to arrange additional training to VMC staff and at what price?	Around 50 personnel (user level) apart from around 5 technical personnel of VMC (both on technical and user levels) at VMC premises.

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
93	4.1	Page 27, bullet 26	Providing of Hand Holding for atleast one full financial year and successful generation of required outputs both, in the form of approved reports as well as desired outcomes which are to be achieved ultimately as covered in the RFP or Agreement	With regard to handholding, the following may be clarified: a. How many handholding people/staff are to be deployed? B.If department desires to increase or decrease the holding facility, then, what is \ the mechanism and business model for effective management of handholding.	The vendor may judge the requirement. VMC may ask for additional resources if it is not satisfied with number of personnel or service being rendered.
94	4.1	Page 31, bullet 2	The warranty shall remain valid for period of three years from the 'Go live' date	Does the bidder needs to attend enhancements and modifications during the warranty period, which are in addition to the bug ; fixing.	Yes
95	4.11.7	Page 36,	Vehicle management covering, bullet'5	Please give detailed outline and i break up for Vehicle Tracking (GIS/GPRS) - Record and Cross verification.	As mentioned at point 25 (above)
96	5.2.2.	Page 44-45, Table 2	IT infrastructure related Service Levels	This SLA may be dropped, since, the bidder is not involved the supply of hardware, storage and : LAN.	As per RFP
97	5.2.7.	Page 45, Table 7	Compliances & Reporting procedure SLA's	This may be dropped, since the information system is going live after certification by third party agency. Further, any new reports are to be added, then* the time lies are to be fixed on mutually agreed terms of reference.	As per RFP
98	5.2.9.	Page 47, Table 9	Security & Incident Management SLA	As the scope of the work development of new information system this penalty clause may be removed.	As per RFP
99	6.18.2	Page 60	Criteria for Evaluation and Comparison of Technical bids	Evaluation criteria may kindly be changed, if our request for modification of PQ is accepted.	Please refer the amendment
100	Section 9	Page 127	Commercial Bid Letter	Commercial Bid format may be also be provided.	Please refer the annexure AI

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
HCL Infosystems Ltd.					

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
101	2	3	The bidder (prime) should have positive net worth and turn over of more than Rs.10 crores exclusively in software development of each of the last three financial years ending on 31.03.2010.	As per the previous clause in Section 2 clause 2, of eligibility criteria, the VMC considers System Integrators to participate in the tender. We, HCL Infosystems are one of the leading SI company in India. We have done e-governance projects in India as SI projects. Kolhapur, Kolkata Municipal Corporations are few to name. It involves Supply, installation, commissioning and management of data center & Disaster Recovery solution, development of Application software and maintenance of the same for a period of 5-7 years. Here we would like to inform you that though we are very much eligible against this clause as we have done more than 100 crores in software development, but the same is available as a part of system integration project. Our balance sheet does not reflect the software turnover separately. We hence request you to consider the declaration / Letter from our company secretary mentioning our Software development turnover	In such a case, a letter from the firms Company Secretary and the Company's Lead Auditor, certifying that their firm has positive net worth and turn over of more than Rs. 10 crores exclusively in software development of each of the last three financial years ending on 31-03-2010 should be enclosed.
102	25	6	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date. The system should present one single interface using which, both, the system under discussion as well as the GIS module/application can be accessed.	Can you clarify the the GIS scope. Here it is mentioned that GIS modules be developed at a later date. How is it envisaged?	As mentioned at point 21 (above)
103	2	3	The bidder (prime) should have positive net worth and turn over of more than Rs.10 crores exclusively in software development of each of the last three financial years ending on 31.03.2010.	As per the previous clause Section 2 clause 2, of eligibility criteria, the VMC considered System Integrators to participate in the tender. It is requested that for the system integrators VMC should consider the audited profit & loss statement of the company having Software development as a part of the assignment/scope of work. Necessary Order copies to be attached for reference.	As mentioned at point 101 (above)
104	2	4	The bidder (prime) should have developed and implemented at least one e-governance system of sizeable ULB and has experience in migrating from 1 earrv svstem into the enterprises wide systems. Should have commissioned at least one data centre at a ULB level during the last five(5) years as on 31.03.2010	As VMC is one of major municipal Corporations and is not merely a ULB. And VMC is looking for Enterprise Wide Systems. So, it is requested, in this Clause the Word "ULB" to be changed into "Municipal Corporation / City Corporation	Read ULB as Municipal Corporation / Municipality
105				Even though the title of the tender mentions the Integrated GIS based e-Governance plan, GIS requirements and status is not mentioned anywhere. Can you provide more details	GIS does not form part of this project

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
106	2	4	The bidder (prime) should have developed and implemented at least one e-governance system of sizeable ULB and has experience in migrating from Legacy system into the Enterprise Wide Systems. Should have commissioned at least one data centre at a ULB level during the last five (5) years as on 31.03.2010. In this clause the document required are (a) Copy of work order / client certificates. (b) Valid certification	As VMC is proposed to implement the e-governance as per NMMP, JnNURM and NeGP guidelines, VMC should consider as documentary proof as Copy of work order / client certificates / Valid certification. So, we request to change the clause to (a) Copy of work order/client certificates/ Valid certification	As per the RFP
107				a. What is the current state of GIS implementation at VMC	No GIS application is in use
108				b. What is the GIS platform used within VMC	NA
109	2	5	The bidder (prime) should have experience in developing and implementation of e-governance solutions for the ULB with an integrated GIS component (integrating GIS part developed by itself or other vendor) during the last five years as on 31.03.2010 with STQC certification. Copy of work order / client certificates of satisfactory work completion and STQC certification	This clause is requested to change as, Copy of work order / client certificates of satisfactory work completion / STQC certification	As per the RFP
110				c. Can you provide the list of spatial data formats used by City	NA
111				d. What are spatial data layers available with VMC	NA
112	2	Note :	If the Bidder's/ Bidder Primes E-governance solution for the ULB was already tested and evaluated by STQC and obtained an overall rating as " Good/ Very Good" and above in its evaluation results, such firms does not require to be CMMi Ievel3 certified and in such case, they should have positive net worth and turn over of more than Rs.2 crores exclusively (Wherever Rs.10 Cr positive net worth and turn over is requisitioned) through software solution /products of their own. Such firms should produce atleast Rs.25 Lakhs worth of work orders (Wherever Rs.2Cr work orders are requisitioned)	As VMC is looking for best product from the Market as complete, integrated solution, the certificate rank should be Very Good. So, Please change the word from "Good/Very Good" into only "VeryGood" in to the clause	As per the RFP

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
113	2	Note:	If the Bidder's/ Bidder Primes E-governance solution for the ULB was already tested and evaluated by STQC and obtained an overall rating as " Good/ Very Good" and above in its evaluation results, such firms does not require to be CMMi Level3 certified and in such case, they should have positive net worth and turn over of more than Rs.2 crores exclusively (Wherever Rs.10 Cr positive net worth and turn over is requisitioned) through software solution /products of their own. Such firms should produce at-least Rs.25 Lakhs worth of work orders (Wherever Rs.2Cr work orders are requisitioned)	We understand that VMC is adopting NMMP, NeGP and JnNURM Guidelines. Above to this transparency in the procurement as per the state and central government policies. We request VMC, Please go through the "Note: "of Section 2. It is clearly convey that a firm is not having CMMi3 (at least) level , and their annual turn over is only 2+ crores and their similar work order value is only is Rs. 25 Lakhs. As VMC is adopting all rules, acts, policies and guidelines, we request to drop this Note Clause.	As per the RFP
114				e. Do you have the current land base spatial layer linked to the tax database	No
115	6	6.18	The evaluation will be made on the basis of quality - cum-cost, with a weight age to quality of services and cost in the ration of 40:60	We understand that VMC is looking for good technical solution than the low cost one. But the evaluation criterion confirms the other way round, i.e. technical poor quality with minimum Cost of the product. So, it is requested that the ratio to be either 70:30 or 75:25. This indicates that the technically strong solution will get the advantage over the low cost solution.	Please refer the amendment
116				f. Can VMC provide the list of integration points to GIS system, or the vendor has to propose the possible integration points	Refer clarification on point 21 (above)
117	2	5	The bidder (prime) should have experience in developing and implementation of e-governance solutions for the ULB with an integrated GIS component (integrating GIS part developed by itself or other vendor) during the last five years as on 31.03.2010 with STQC certification. Copy of work order/client certificates of satisfactory work completion and STQC Certification	What is the scope / role of GIS in this tender?	Integration with the GIS application
118				g. Does VMC intend to have a GIS data maintenance system (like data editing and management). For example, does the city needs to have a Property management system which is integrated to the Parcels spatial data layers and needs to have the option to modify the spatial data through the application? Or its just Map viewer with different department integrations?	NA

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
119	4.11 (Pg. No. 32)	4.11.2	The main features of the building permissions module shall be: <ul style="list-style-type: none"> Approval of building proposals of various types and nature of buildings Approval of layout proposal, provision from scanning of building plans. Details of Licensed surveyors and structural engineers, real estate developers etc. 	In this features please include: <ul style="list-style-type: none"> The software module should support Auto DCR with Auto CAD feature. This feature will enable the software to read the CD media submitted by the citizen along with application and able to produce deviation report. This application should include work flow management. 	Forms part of the System Study
120		Payment terms section	The eGovernance application developed is to be integrated with the GIS application to reflect the GIS components in the corresponding modules as required by VMC.	Are the VMC requirement of the GIS components documented?	Refer clarification on point 21 (above)
121	24	4.1	Ensure an uptime of 99.99 %	Once the solution is deployed on VMC environment, vendor will not have any control of making the application availability. So Can we assume that the vendor architecture has to demonstrate the capability of the solution to achieve 99.99% availability?	Yes. This is from the UAT, solution roll-out till the end of the hand holding phase. As per the RFP
122		4.1 (point 10)	The system such developed should pass all tests and fulfill the requirements stipulated by any such agency/ agencies as appointed by VMC/ any such Government/ non-Government body approved by VMC or as deemed fit by VMC or a body of higher stature than that of VMC, the directions of which are to be obliged/adhered-to by VMC, for testing and validating the developed system in the light of the SRS and "Guidelines on National Mission Mode Project (NMMP) on eGovernance in Municipalities as part of JNNURM", NeGP for the standards (all) and functional requirements that are to be met, the cost of which shall be borne by VMC on presentation of the bill.	Can you clarify the "...cost of which shall be borne by VMC on presentation of bill" part?	Any certification/testing not specifically mentioned in the RFP - under the perview of this clause, if VMC wishes, the vendor firm need to subject its solution being developed/developed to such an agency as VMC asks for. For this type of certification/testing, VMC shall bare the cost of certification/testing. This does not cover the STQC and other certifications/testings as mentioned in the RFP.
123	28	4.2	The Vendor shall specify in the SRS, any material (hardware and networking related) requirements that may have to be procured by VMC and put-in-place for the project to be implemented, as all such requirements, which are non-hardware related shall be part of this project including the procurement of licenses (except for Operating Systems and Database) shall have to be procured by the Vendor and hand-over to VMC on implementation of the project.	It is mentioned that Except OS and DB, all software must be covered under the contract. What about the required server software licenses like GIS Server softwares?	As per the RFP

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
124	40	4.11.14	The important/core activities in the module form are summarized above. All such activities/process in the present eGovernance setup shall have to be covered and left-outs need to be addressed during the System Analysis Phase and thus by in the proposed system.	Will there be a chance for fee negotiation if we identifies the left-outs during the analysis phase?	No.
125				Please clarify whether all the specified data are georeferenced and are in the same projection system?	NA
126				What is the estimated userbase of the application?	Forms part of the System Study
127				Is data entry of existing data - which is not in any legacy system - in the scope of the project?	Data Migration is part of the project
128				We would like to propose the Building permit system with automated plan approval system (including reading the drawing), which is not specifically mentioned in the RFP. How the commercial proposal be compared in case of the feature inclusions, not mentioned in the RFP?	As per the RFP

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
HP India Pvt. Ltd.					
129		Page 4	Last date for submission of bids currently given as the 7th of May 2010	It is requested that an extension of 3 weeks is provided (i.e.) bid submission deadline is extended to 28th of May 2010. This will enable us to prepare a good quality and competitive proposal	Please refer the amendment
130		Page 8	The bidder (prime) should have developed and implemented at least one e-Governance System of sizable ULB and has experience in migrating from Legacy Systems to the Enterprise wide Systems. Should have commissioned at least one Data Center at a ULB level during the last five (5) years as on 31.03.2010.	It is requested that this condition is relaxed such that consortium member / OEM's experience is also taken into consideration to satisfy this criterion	As per the RFP
131		Page 8	The bidder (prime) should have experience in developing and implementation of eGovernance Solutions for a ULB with an integrated GIS component (integrating GIS part developed by itself or another vendor) during the last five years as on 31.03.2010 with STQC Certification	It is requested that this condition is relaxed such that consortium member / OEM's experience is also taken into consideration to satisfy this criterion	As per the RFP
132		Page 21	The present setup is based on a centralized Oracle 8.1.7 database at the backend.	Please clarify if usage of Oracle database is pre-determined; if yes, would VMC purchase Oracle licenses directly	Yes

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
133		Page 25	The system should be intertwined with GIS module/application that shall be developed simultaneously or at a later date.	Could the nature of "intertwining" / integration with GIS module be better explained; so the effort could be estimated properly. Especially since a percentage of payment is linked to this activity	Integrating the GIS application by way of Key attributes. Forms part of System Study
134		Page 25	Establish and commission the required Data Center	Please confirm if establishment and commissioning of Data Center is in scope of this RFP	Yes
135		Page 26	Source Coding of the complete package, with any custom or third party components involved should be provided to VMC with the complete third party documentation and licensing. The source code thus provided shall be as per the industry standards with complete in-line documentation for further enhancements as per the requirements of VMC.	Please confirm that there is no restriction on the implementation partner to use the source code and IPR associated with it for other opportunities	Yes.
136		Page 31	Training	Please specify the number of resources who have to be trained and by what time during the engagement the training has to be provided. Also, please specify for how long the training has to be provided	Around 50 personnel (user level) apart from around 5 technical personnel of VMC (both on technical and user levels) at VMC premises.
137		Page 31	Training	We request you to provide the physical space and computing infrastructure required for conducting hands on training sessions	Yes
138		Page 31	Warranty	Please note that the term "warranty" is hardware specific, wherein replacement of device is required. Hence, it is requested that the role of implementation partner is limited to that of maintaining the software. The suggestion is that instead of using the term warranty, it can be stated that the implementation partner should maintain the software and provide timely support during the maintenance period. Different time periods for "warranty" and "maintanance" is also an area of concern, both should be the same or warranty should be lesser than maintenance.	As per the RFP
139		Page 44	Implementation SLA; target definition is given as follows: Within 24 Hrs of commencement of UAT & implementation of each/ or a set of modules/ the system as a whole	The meaning of target definition is not clear to us. Kindly explain the same in details. Also, it is unclear what is being measured here	This is regarding application modules roll-out and fool-proof implementation with zero service outage

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
140		Page 44	Infrastructure SLA	Firstly, it is not clear from RFP if infrastructure is to be provided by the implementation partner. If implementation partner does not have to procure and deliver the infrastructure, this SLA's would not then be applicable. Secondly, the 99.99% is very high and if this has to be maintained, high redundancy has to be built in and this will result in padded costs.	Need to project the additional requirement in hardware and changes in the network if any. VMC shall procure the same and hand-over to the bidder for configuring, commissioning and maintenance for the period of hand-holding from the date of UAT and implementation
141		Page 46	Security & Incident Management SLA	Unless the Data center infrastructure is provided and fully managed by the implementation partner, the implementation partner should not be penalized for the definitions specified herein	same as above
142		Page 86	i. Accrual based Double Entry Accounting System ii. Birth & Deaths Module iii. Revenue Taxation Module iv. Engineering Works Module and v. Building Applications Module	Please clarify if migration of data has to happen only for the five modules given herein	For all the modules
143		Page 86	Payment schedule: .. And successful implementation of at least two core module such as the Accrual based Double Entry Accounting System and Revenue Taxation Module	Many times, even when the application is ready for usage, it does not get used for variety of other reasons not in the control of software development agency. Hence, it is suggested that a fully ready application supported by a declaration by implementation agency stating the readiness should be taken as the basis for release of payment. Else, there is a chance the payment of software implementation agency will get stuck for no fault of theirs. The clarification specifically sought here is on definition of the term "implementation" associated with payment	As per the RFP
144		Page 86	On successful final acceptance test (UAT) and implementation of all the requirements are met as per the RFP and Agreement.	Similar to the previous point, it is requested that expression of readiness by software development agency for UAT should be taken as the basis for release of payment. If there is a delay in selection of agency for conducting UAT, the software development agency should not be delayed the payment for the work done	As per the RFP
145		Page 127	Commercial bid letter	Please clarify wherein the commercial offer rates would have to be inserted and under what headings and sub-headings should the rates be inserted	Provided

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
146		Page 7	Implementation timelines; The bidder must also possess the technical know-how that would be required to successfully provide the required integrated e-Governance modules, GIS integration, setting up of the Data Centre, Networking and support services sought by the VMC for the project period and as may be mentioned in the contract (1 year post implementation support/ Hand Holding).	Please clarify by what timeperiod, the Go-live of software and readiness for UAT should be declared. The same could not be found by us in the RFP	At-least the core modules (as mentioned in the amendment) need to be rolle-out in 6 (six) months flat from the award of contract and the remaining modules/patches need to be implemented in the next 2 (two) months
147		Page 24	The software application and the web portal shall be bilingual (should support English and Telugu languages) as per the requirement of the VMC.	Please confirm that bi-lingual requirements specified herein is limited to that of the user interface	The Birth & Deaths Module need to be bilingual - complete in all terms. (Data, Data entry, conversion, printing, display etc.)
148		Page 25	STQC certification	Please confirm that the charges to be paid to STQC for certification and 3rd party audit will be borne by VMC	No. As per the RFP
149		Page 92	Liquidated damages	It is requested that Liquidated Damage is capped at 20% not only for the implementation phase but also for the maintenance phase	As per the RFP
150			Performance Bank Guarantee	Please specify the amount of Performance Bank Guarantee to be provided by the implementation agency	As per the RFP

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
Medhassu e Solutions (India) Pvt Ltd.					
151	Section.02 Eligibility Criteria	4	The bidder (prime) should have developed and implemented at least one e-Governance System of sizable ULB and has experience in migrating from Legacy Systems to the Enterprise wide Systems. Should have commissioned at least one Data Center at a ULB level during the last five (5) years as on 31.03.2010.	The bidder (prime/consortium partner) should have developed and implemented at least one e-Governance System of sizable ULB / e-Governance order and has experience in migrating from Legacy Systems to the Enterprise wide Systems. Should have commissioned at least one Data Center at a ULB/e-Governance level during the last five (5) years as on 31.03.2010.	As per the RFP
152		5	The bidder (prime) should have experience in developing and implementation of e-Governance Solutions for a ULB with an integrated GIS component (integrating GIS part developed by itself or another vendor) during the last five years as on 31.03.2010 with STQC Certification.	The bidder (prime/consortium partner) should have experience in developing and implementation of e-Governance Solutions for any e-Governance order during the last five years as on 31.03.2010.	As per the RFP
153	Schedule-A	Page.117	Solutions with Project cost (IT Software Development) not less than Rs. 2 Cr will be considered	Solutions with Project cost (IT Software Development) not less than Rs. 1 Cr will be considered	As per the RFP

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
154	Schedule-B	Page.118	Bidder's experience in S/w Dev., Systems Integration, configuring Data centers in India, quantified in terms of number of e-Governance projects for ULBs in India will be evaluated. Solution Development and Implementation would mean for whom the bidder has developed, installed and commissioned all IT and Non-IT components. eGpvermanace Sp;itopms wotj {rpkect cpst (IT S/w Development) not less than Rs.2 Cr will be considered	Bidder's experience in S/w Development, Systems Integration, configuring Data centers in India, quantified in terms of number of e-Governance projects in India will be evaluated. Solution Development and Implementation would mean for whom the bidder has developed, installed and commissioned all IT and Non-IT components. eGovernance SOLution with Project Cost (IT Software Development)not less than Rs.1 Cr. will be considered	As per the RFP
155	Nil	Nil	Nil	Request to provide commercial bid format to fill in the prices.	Please refer Annexure A1
156	Nil	Nil	Nil	Request for bid submission date to be 2 weeks from the date of replies to vendor queries hosted on the portal by VMC.	Please refer the amendment

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
eGovernments Foundation					
157	4	1.4 Key Events and Dates	Last date of submission of bids: 07-05-2010	Given the nature and complexity of the RFP, we request an extension of the submission date by at least 10 days to allow us to prepare the bid in a comprehensive manner.	Please refer the amendment
158	8	Section 2 sub point 4	The bidder (prime) should have developed and implemented at least one e-Governance System of sizable ULB and has experience in migrating from Legacy Systems to the Enterprise wide Systems. Should have commissioned at least one Data Center at a ULB level during the last five (5) years as on 31.03.2010.	Given the complexity of the project, it is likely that participants may bid as a consortium so as to provide the best possible solution to VMC. To enable this, it is requested that this condition may be satisfied by at least one bidder. In addition, it may be added that the solution should have been implemented in at least 3 corporations.	As per the RFP
159	26	Section 4 sub section 25	System Requirements Specification (with complete functional specifications, DFDs, Use Case Diagrams, Sequence Diagrams helpful in understanding the system easily along with other related literature), System Architecture, Detailed Design	We request that this be exempted in case of COTS (Commercial Off the Shelf) Systems. However, this clause may be applicable for custom code developed on the COTS as part of the implementation.	As per the RFP
160	29	Section 4.4 Deliverables	Source Code for all the modules vis a-vis the entire application along with the custom components, source code of the custom components and third party components with their licensing documents and details	We request that this be exempted in case of COTS (Commercial Off the Shelf) Systems. However, this clause may be applicable for custom code developed on the COTS as part of the implementation.	As per the RFP

Clarifications on Points Raised by the prospective Bidders

Sr. No	Section No.	Clause No. / Page no.	Reference/Subject	Clarification Sought	Clarification
161	59	Section 6.18	The evaluation will be made on the basis of quality - cum - cost, with a weightage to quality of services and cost in the ratio of 40:60.	Our Suggestion: This being an important project of achieving citizen centric governance The Quality component of QCBS evaluation system should be given minimum 70 % importance. This is as per prevailing practice in the government tenders for e-governance projects and also in compliance with general World bank guidelines.	Please refer the amendment