

**Corrigendum No. 1****Tender No. & Date: WTL/PAR/SMP/17-18/045 Dated 06.03.2018**

[ N.B.- This Corrigendum in reference to earlier Tender no. WTL/PAR/SMP/17-18/033 Dated 02.01.2018 may be referred. No further Pre-bid query is relevant & not applicable. Here has been collated all the previous queries submitted from all the participants and consolidated in this corrigendum. The corrigendum is applicable along with tender no. WTL/PAR/SMP/17-18/045 Dated 06.03.2018 in further.]

Pre-Bid Session Participant	Section	Section	Clause	Query	Corrigendum
New Requirement		7.3.13	Artificial Intelligence based Digital Messaging services (Chat-Bot)		<p>Corrigendum to be issued : Section 7.3.13 New clause to be added :</p> <ul style="list-style-type: none"><li>-The Bidder has to provide Artificial Intelligence based Digital messaging services (Chat-Bot) through Portal / Mobile App for any citizen to know any issue related to services on the single mobile platform.</li><li>-The same should be Artificial Intelligence enabled &amp; should have answers to all possible queries which user may request. It should be integrated with single mobile platform.</li><li>-Chat-bot answers should be quick &amp; accurate/proper and also meet the functional requirements for business operations</li><li>- Predictive user analytics shall be used for profiling of re-visiting users and chat-bot shall be enabled to support querying and answering on basis of user analytics</li><li>-Bidder shall bid for Chat Bot services in the financial bid</li><li>-Rate shall be provided for Each Chat session of 5 minutes for each user</li><li>-There is no Minimum guarantee for this service</li><li>-Chat bot services to be provided in English, Hindi , Bengali Language</li><li>- Related SLA and Payment clause has been provided in Annxure # 2 and Annexure # 3</li></ul>

New Requirement		7.3.14	email services		<p>Corrigendum to be issued :  Section 7.3.14  New clause to be added :  The Bidder should provide for bulk email services integrated with the single mobile platform  -email system shall be enabled for sending system based email for transactions or other notifications , Bulk email campaigns  - UI shall be provided for registered users to be able to send bulk emails to emails ids through the system  -Should have capabilities either through API (triggered) or Panel for Bulk-emails.  -The bidder should provide pool of IP addresses to route the mails so that the mails from a particular email id is not blocked. The solution should have the capability of pulling specific data with respect to receipient of the mails from spreadsheet format  -MIS report related to delivery , Read receipt of the mails should be made available, Details of the devices on which the mails have been read  -Emails MUST land in Inbox of the receipient.  -Emails should be e-signed / digital signature enabled ( as per requirement )  -Bidders shall provide rates for per email landing in the Inbox of the receipient.Emails landing in Spambox shall not be eligible for payment and attract penalty as per SLA clause  -There is NO Minium Guarantee for this Service  - Related SLA and Payment clause has been provided in Annxure # 2 and</p>
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New Requirement		7.3.15	App Notification		<p>Corrigendum to be issued :</p> <p>Section 7.3.15</p> <p>New clause to be added :</p> <p>The single mobile platform shall be enabled to send Mobile App based notifications to users for any transaction conducted or other system based notifications</p> <ul style="list-style-type: none"> <li>-The App notification shall land into the dashboard of the user shall appear under Notifications sections of a mobile phone</li> <li>- The App notification shall be popped up or appear as scroll based notification in the mobile phone of the user as App notification</li> <li>- The user shall be able to check all notifications which shall be archived</li> <li>- This App Notification shall be in addition to the system generated email notification and sms notification which shall also be sent to the inbox of the citizens</li> <li>-The App notification shall be provided as generic feature of the single mobile platform for which no extra payment shall be done by the client .</li> <li>- Related SLA has been provided in Annxure # 2 and Annexure # 3</li> </ul>
Generic	Section 9.3.(iv)				<p>Corrigendum to be issued :</p> <p>Section 9.3(iv)</p> <p>Above clause to be modified :</p> <p>Entire instance of an application including its logical conclusion will be considered as one service .</p> <p>For eg Shops and establishment license as a service requires first time registration and obatining new License, Renewal of License , Modifications and Cancellation of License services. All these modules shall be considered as one service.</p>

	<p>4.1 Pre- Qualification (PQ) Criteria and 4.2 Techcial Scoring Table</p>				<p><b>NO CHANGE IN RFP</b> Section 4.1 and 4.2 ( For applicable points in case of consortium)</p> <p><b>Clarification :</b> For below mentioned clauses , ( In case of Consortium, Either party ( <b>ANY ONE</b> ) Must meet the criteria )</p> <ul style="list-style-type: none"> <li>(i) For Turnover</li> <li>(ii) / Bidder Capability on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service /</li> <li>(iii) Manpower</li> <li>(iv) Certification ( ISO and CMMi)</li> </ul> <p><b>ONLY</b> for below clause, ( In case of Consortium, projects successfully completed by <b>BOTH</b> of the Consortium entities shall be considered )</p> <ul style="list-style-type: none"> <li>(i) Technical Capability of Project completion on ICT Projects involving Mobile application development</li> </ul>
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	Section 4.3(j) : Financial Bid evaluation				<p>Corrigendum New clause to be added :</p> <p>Section 4.3(j)</p> <p>The bidders are required to Bid for each line item in the Financial Bid Format. If any bidder does not provide Quote for any Line item, the bid of such a bidder shall be rejected.</p> <p>The Financial Bid Format contains line items which shall not be part of Financial Bid evaluation purpose for which bidders are required to provide Quote. For such line items which are not part of Financial Bid evaluation purpose, The best ranked bidder after overall bid evaluation (technical plus financial bid evaluation) will have to match the lowest rate quoted for this line item among all bidders for whom financial bids are opened. If the best ranked bidder is not willing to do so, the next best ranked bidder shall be become the best ranked bidder and given the chance to match the lowest quote and so on.</p>
	BOQ related				<p>Corrigendum BOQ : Revised</p> <p>Guidelines for Filling Financial Bid : To be read in line with Revised BOQ</p> <p>Section 11.3 Table : "Not part of financial bid calculation " To be replaced with "Part of financial bid calculation"</p> <p>Section 11.3(e) : To be deleted</p>
IMI Mobile Pvt. Ltd					

1	Section 6: Scope of Work, Page No. 41		The client shall Provide theSDC Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform	Hosting Cloud Environment including all hardware, system software, licenses, network infrastructure required to host the single mobile platform will be provided by Govt. of West Bengal or it will be bidder responsibility? Please confirm	<p>Corrigendum Section 6.1(ii) Explanation : Please refer to above clause .</p> <p>As an Option, The client may also request the selected bidder to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p> <p>-The bidders are required to Quote for cloud hosting services as per format in Financial Bid. However, the quote shall not be part of Financial Bid calculation purpose.The best ranked bidder after overall bid evaluation (technical plus financial bid evaluation) will have to match the lowest rate quoted for this line item among all bidders for whom financial bids are opened as explained in new clause 4.3(j)</p>
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7	6.2 XXV)		The mobile platform must be capable of integration with e-Sign / Aadhaar authentication	Will government provide application service provider to consume e-Sign APIs , or bidder has to register as eSign application provider with CDAC or NSDL	<p>Corrigendum to be issued :</p> <p>Section 6.2(xxv)</p> <p>Above clause to be modified :</p> <p>The mobile platform must be e-Sign enabled. The selected bidder shall provide the e-sign services from certifying authority licensed by the Controller of certifying authorities under the IT Act. The selected bidder shall provide rate quote as part of Financial Bid. The bidder shall have to provide for technical support , integration, operations support for e-sign facility with the third party e-sign service provider. There is NO Minimum Guarantee for this service.</p>
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8	6.2 XXVIII)		Integration with all Telecom Operators operating in the state to enable a single short code for SMS, USSD, OBD and IVR. The short code for SMS, USSD and IVR should not attract any premium charges for accessing the services through the short code . SMS charges should be as per the plan of the user sending the SMS.	short code integration Govt. has to issue letters and sign MoUs with all operators to ensure they all agree to integrate with the short code. The similar agreement should be between government and operators to avoid premium charges on short codes. Technical Integration aspects can be managed by the bidder.	<p>Corrigendum to be issued : Section 6.2(xxix) Following Clause to be Modified : Short Code : -The bidder shall have to coordinate and arrange Toll Free Short code for which payment shall be made by the client on actual basis to the telecom service provider directly and shall be owned by the state government. The selected bidder will have to integrate the short code with the single mobile platform for which no extra payment shall be done by the client. Long Code: -The bidder is required to provide Long code which shall be owned by the client / state government. The bidder shall propose options of a fancy number for the Long Code. The bidder shall arrange for the Long code with telecom service providers. The bidder shall integrate the Long code with the single mobile platform for Pull SMS services. The bidder shall provide Quote for One Time Long code procurement charges. The SMS charges for Pull based SMS shall be borne by the citizen depending upon the existing SMS charges applicable to the citizen from the telecom service provider</p> <p>Corrigendum to be issued : Section 6.2(xxx) "All coordination and liaison with concerned authorities for obtaining short code and long code shall be the responsibility of the vendor. The short code and long code will be owned by the Client. The selected bidder shall to coordinate, onboard , manage and operate alongwith the TSPs. The State Government shall issue necessary letters, sign documents and MOU with the Telecom service providers and TRAI for obtaining the short code / avoidance of premium charges and other legal matters. All integrtation and operations related matters have to managed by the bidder. Services shall be open for access from across the country"</p>
14	section 15.6.1		*Request must be completed with in10 seconds of reaching the server (1) 100% requests to be served in less than 20 seconds	Request to please change the clause as per below, "99.9% request should be within 20 seconds"	<p>Corrigendum to be issued : Section : 15.6.1 Application Performance SLA and Penalty (Table)</p> <p>Above section To be modified as below : Annexure # 1 : (Modified SLA Table provided as below)</p>



15	section 15.6.1		*Time taken to display information in the portal upon request of the information from the portal by the user (upon request reaching the server	The display of page on a client device depends on external factors such as internet speed and device processing speed . It should be the time it takes to submit details back to the portal by API integration layer	Corrigendum to be issued : Section : 15.6.1 Application Performance SLA and Penalty (Table)  Above section To be modified as below : Annexure # 1 : (Modified SLA Table provided as below)
12	Page 73 11.4		Toll free calling charges ( rates per minute for 12hours * 365days*1 line). No. Of Minutes mentioned here is only for financial bid calculation. This is not Minimum Guarantee. Billing shall be as per number of minutes consumed on actual basis per month. Telecom service provider bill required as proof of number of minutes. ( to be paid at actuals on basis of Invoice from TSP )	If toll free call charges are paid at actuals then it should not be made part of the financial bid.PI confirm.	Corrigendum Section 11.4 Below sentence to be deleted: <b>"( to be paid at actuals on basis of Invoice from TSP ) "</b>  Explanation : Billing or document from Telecom service provider is required for payment . The bidder shall quote bid rate in financial bid with internal arrangement with TSP. A certificate from TSP is required for volume per month . Billing shall be done by selected bidder on the basis of Rates fixed in Finician Bid stage and volume as per certificate from TSP.
Spice Digital					

11	41	6.1.ii	<p>As an Option, The client may also require to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p>	<p>Shall we assume Client in first line is typing mistake and is to be considered as bidder?</p>	<p>Corrigendum to be issued : Section : 6.1(ii)</p> <p>Above clause to be modified :</p> <p>As an Option, The client may also request the selected bidder to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p> <p>-The bidders are required to Quote for cloud hosting services as per format in Financial Bid. However, the quote shall not be part of Financial Bid calculation purpose. The best ranked bidder after overall bid evaluation (technical plus financial bid evaluation) will have to match the lowest rate quoted for this line item among all bidders for whom financial bids are opened as explained in new clause 4.3(j)</p>
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13	42	6.2.iii	<p>Service On-Boarding - Service Enablement of Government Departments/Agencies</p> <p>a. Enablement on all mobile operating systems such as Android, ios, Windows etc. Through App and Mobile enabled Web Portal.</p> <p>b. Enablement on SMS, USSD, IVR, OBD, missed call services as applicable to the concerned Department. ( client may use its own platform for various mobile channels)</p> <p>c. Enablement of Payment services through GRIPS and/or other Payment Gateway</p>	<p>Queries according to serial No.:</p> <p>a. Windows show be removed from list as market share is less than 2 percent. What does "etc" represent? Please clearly articulate the platforms required to be developed.</p> <p>B. Client i.e. WTL will provide all the infrastructure for SMS, USSD, IVR, OBD, missed call and other services? All perefals as required for such telecom solutions are to be provided by WTL?</p>	<p>Corrigendum to be issued :</p> <p>Section 6.2(iii)(a)</p> <p>Following clause to be modified.</p> <p>"Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "</p>
16	43	6.2.xxv	<p>The mobile platform must be capable of integration with e-Sign / Aadhaar authentication</p>	<p>WTL will arrange the necessary integration details?</p>	<p>Corrigendum to be issued :</p> <p>Section 6.2(xxv)</p> <p>Above clause to be modified :</p> <p>The mobile platform must be e-Sign enabled. The selected bidder shall provide the e-sign services from certifying authority licensed by the Controller of certifying authorities under the IT Act. The selected bidder shall provide rate quote as part of Financial Bid. The bidder shall ave to provide for technical support , integration, operations support for e-sign facility with the third party e-sign service provider. There is NO Minimum Guarantee for this service.</p>

18	43	6.2.xxviii	Integration with all Telecom Operators operating in the state to enable a single short code for SMS, USSD, OBD and IVR. The short code for SMS, USSD and IVR should not attract any premium charges for accessing the services through the short code . SMS charges should be as per the plan of the user sending the SMS	The SMS/USSD charges are Operator dependent. If government want to fix charges for as non-premium rates or user plan related rates then government need to issue notification via DoT/TRAI letter asking telecom operators to not take premium charge/charges other than user plan. Bidder has no role into such charges / enablement.	Please refer to revised clause 6.2.xxix and 6.2.xxx
19	44	6.2.xxix	Provision for long code should also be kept.	Department will arrange the longcode and pay for it. We will provision the necessary integration for the service enablement	Please refer to revised clause 6.2.xxix and 6.2.xxx
20	44	6.2.xxx	All coordination and liaison with concerned authorities for obtaining short code and long code shall be the responsibility of the vendor. The short code and long code will be owned by the state government.	Who will pay for the bills of the Shortcode/Longcode/PRI lines. Who will pay for the infrastructure for termination of PRI lines for IVR and IBD?	For Long Code and Short Code Corrigendum to be issued : (Please refer to revised clause of 6.2.xxix and 6.2.xxx for Long Code and Short code charges )  For PRI Lines NO CHANGE IN RFP : For PRI Lines and all other necessary backend infrastructure to provide services, the selected bidder shall bear all necessary costs. The bidder shall be paid for the volume based billing for SMS / USSD / IVR / OBD services as per Financial Bid format

21	44	6.2.xxxi	Create and manage environments for Integration testing and UAT (User Acceptance Testing) of the solution. The UAT setup shall be near replica of the production setup. This will entail setting up of two environments namely a Staging environment and a Live Production Environment	Who will own the infrastructure of Staging and Production environment. While developing the application we also require development environment, who will arrange the development infrastructure?	<p>Corrigendum to be issued :</p> <p>Section : Section 10.1.(iii).(e)</p> <p>Above clause to be added with below text:</p> <p>The Development and staging environment shall be arranged by the selected bidder. Once the security audit is complete, it will be transferred to Production environment which will be provided by the Client</p>
25	46	6.5	The platform should be enabled with Mobile Device Management ( MDM ) to monitor device related activities, Mobile Application Management, Mobile Content Management, Mobile email Management and Mobile Data Management to ensure access control policies at data level	MDM will involve OEM based modules to be integrated into the application. As per our experience from similar projects we need not take control of the end user (which is feature of MDM) and can review the issues from logs generated via transactions. MDM involved per user license fee and hence is not beneficial in current scope. Please relax this clause	<p>Corrigendum to be issued :</p> <p>Section 6.5(vi)</p> <p>Above Clause to be modified :</p> <p>It is expected that MDM feature shall be required be around 500 users on current estimate basis.</p>

28	49	6.11	Hosting of Mobile platform on different App Stores for different mobile application stores such as Google playstore, Apple Appstore, Windows appstore etc.	We assume WTL will pay for the App Store fees	<p>Corrigendum to be issued :</p> <p>Section 6.11(iii) Above clause modified as below :</p> <p>"Hosting of Mobile platform on different App Stores for different mobile application stores such as Google playstore, Apple Appstore, Windows appstore etc. The client shall bear the App Store Fees. However, the entire integration and technical assistance shall be provided by the selected bidder"</p>
30	52	7.1.9	Multi-Language Support	Multilingual on PULL SMS and USSD will be based on handset compatibility and is a tedious task to manage and is generally not practiced. These channels should be removed from multilingual capability.	<p>Corrigendum to be issued :</p> <p>Section : 6.7</p> <p>Following clause to be added :</p> <p>" Multi Lingual support may not be required for USSD and PULL Based SMS modes of mobile service delivery channels"</p>
36	56	7.2.7	Customer Support / SLA Monitoring / Application Management	<p>It is not mentioned how many seats are to be provided for the citizen centric Customer support?</p> <p>Can we have the citizen facing support desk from our office?</p>	<p>Corrigendum to be issued :</p> <p>Refer : Section 7.2.7 and 9.6 and 11.4 and BOQ Section 9.6</p> <p>Below clause to be modified: -Helpline shall be functional on 8 hours per day for 365 days with 1 line for 2 resources</p> <p>Below clause to be added : -The helpline resources shall be stationed at selected bidder's office</p> <p>Section 11.4 - Helpline Charges Table ( 12 hours per day to be replaced with 8 Hours per day )</p> <p>BOQ : Necessary changes made</p>

39	59	7.3.5	SMS Long code/Short code, USSD Code integration and configuration capability with all Telecom Operators in West Bengal	<p>WTL has to write letters to all operators for opening the shotcode/longcode in respective circle. Also, WTL has to arrange allocation of shortcode from TRAI and rate has to be mentioned on same. We assume WTL will arrange USSD capacity for Incoming and outgoing USSD. Please confirm.</p> <p>We assume these services are to be opened only in state of West Bengal, please confirm.</p>	<p>Corrigendum to be issued : Please refer to revised clause 6.2.xxix and 6.2.xxx</p> <p>For USSD NO CHANGE IN RFP :</p> <ul style="list-style-type: none"> <li>- The selected bidder has to provide the infrastructure and services through mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call</li> <li>- If there be need the client may also provide the mobile service delivery channels for SMS / USSD / IVR / OBD / Missed Call for which integration and technical support shall have to provided by the selected bidder without any extra cost</li> </ul>
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43	61	7.3.12	Flexible Traffic Management solution to handle events surge in the usage	Who will own the deployment of infrastructure for IVRS/USSD/Missed call? Voice termination will be made available over PRI/SSL7 ?	<p>Corrigendum to be issued :</p> <p>Section : 7.3.1(xxv)</p> <p>Above Point to be added:</p> <p>Single Mobile platform along with all integrated features shall be owned by the Client. Open source is required for single mobile platform development and API integrations. All supporting features and integrations shall also be preferred on open source . In case third party tool is being proposed, the same shall be proposed in the technical Bid stage and shall be subject to approval of technical committee. If accepted and approved by the technical committee , The licenses for such third party tool shall be provided to and owned by the client on perpetuity basis. Also, the selected bidder shall have to ensure onsite comprehensive OEM support warranty and maintenance of such third party infrastructure during the contract period.</p>
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46	64	9.6	<p>a. 2 executives for helpline functioning , backup, MIS reports shall be provided</p> <p>b. Helpline executive should be fluent in English , Bengali and Hindi</p> <p>c. Helpline shall be functional on 12hours per day for 365 days with 1 line</p>	<p>a. Same executive is being asked to take calls and taking backup and MIS reports. This is not possible by just 2 executives. Moreover, this executive will have to take leave also, how ill that be managed?</p> <p>b. Same executive may not be fluent in all three languages. How to manage the multilingual</p> <p>c. As per labour law, we cannot force employee to work more than 8 hours, how two employees can work in 1.5 shift? We suggest to increase the number of executive to run the helpline as per desired activities and working time.</p>	<p>Corrigendum to be issued :</p> <p>Refer : Section 7.2.7 and 9.6 and 11.4 and BOQ</p> <p>Below clause to be modified: -Helpline shall be functional on 8 hours per day for 365 days with 1 line with 2 resource</p> <p>Below clause to be added : -The helpline resources may be stationed at selected bidder's office.</p> <p>Section 11.4 - Helpline Charges Table ( 12 hours per day to be replaced with 8 Hours per day )</p> <p>BOQ : Necessary changes made</p>
50	85	13	<p>All project related resources shall be perform from office in Kolkata . Only on exceptional cases the resources can be allowed to work from outside Kolkata as per approval from The Client</p>	<p>Our major development centre is at Noida &amp; Mohali. Most of the trained manpower is here. Can we deploy core team outside Kolkata and the business analysts at Kolkata</p>	<p>Corrigendum to be issued :</p> <p>Refer : 13 ( Note to table - 2 )</p> <p>Below clause to be modified</p> <p>All project related resources may perform from office in India. However, the office in Kolkata shall be operational on daily basis with technical resource of the selected bidder capable of troubleshooting . Also on request of the client, the selected bidder shall make desired resources available as and when required at client location .</p>

51	42	6.2	Enablement on all mobile operating systems such as Android, iOS, Windows etc.	Single Mobile App - means developing app for all three platforms android, iOS and windows with mobile website. Need clarity on "etc"	Corrigendum to be issued : Section 6.2(iii)(a) Following clause to be modified. "Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "
53	42	6.2	Enablement on all mobile operating systems such as Android, iOS, Windows etc. Through App and Mobile enabled Web Portal.	We need to understand the scope of "through app and mobile enabled web portal". What are the expectations, when it comes to enablement of app through a web portal	Corrigendum to be issued : Section 6.2(iii)(a) Following clause to be modified. "Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "
77	56	7.3.1	It should work on all commonly used mobile operating platforms like Android, windows and ios devices and others ( should support current and last 2 versions )	Please specify others"	Corrigendum to be issued : Section 7.3.1(x) Above clause to be modified: It should work on all commonly used mobile operating platforms ie Android, IOS and Windows devices ( should support current and last 2 versions )

79	58	7.3.2	Voice based search option within the application should be available. It will help the user find the service they need from the gamut of services across the country.	For this are we free to use third party software's ?	<p>Corrigendum to be issued :</p> <p>Section : 7.3.1(xxv)</p> <p>Above Point to be added:</p> <p>Single Mobile platform along with all integrated features shall be owned by the Client. Open source is required for single mobile platform development and API integrations. All supporting features and integrations shall also be preferred on open source . In case third party tool is being proposed, the same shall be proposed in the technical Bid stage and shall be subject to approval of technical committee. If accepted and approved by the technical committee , The licenses for such third party tool shall be provided to and owned by the client on perpetuity basis. Also, the selected bidder shall have to ensure onsite comprehensive OEM support warranty and maintenance of such third party infrastructure during the contract period.</p>
3i Infotech					

1	3 Instructions to the Bidder, Clause xix. / page -18		The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	The rejection of the proposal is OK, but forfeiture of bid security for a reason of non-responsiveness is extremely harsh and has no rationale. Kindly remove the forfeiture part.	<p>Corrigendum to be issued : Section 3.xix To be modified as below : The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.</p> <p>Section : 3.7(vi) To be modified as below : The bid security may be forfeited: -If a bidder withdraws its bid during the period of bid validity -If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder) -Fails to furnish performance security -Any information is found to be wrong which is misrepresentation of any facts -The bidder is found to be engaged into any fraudulent activity -The bidder becomes insolvent during the validity of the EMD - The bidder has tried to adversely influence the bidding process in any manner</p>
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2	3.7 Earnest Money Deposit (EMD)- Bid Security, Clause vi. / page- 20		<p>The bid security may be forfeited:</p> <ul style="list-style-type: none"> <li>o If a bidder withdraws its bid during the period of bid validity</li> <li>o If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder)</li> <li>o Fails to furnish performance security</li> <li>o Any information given is found wrong.</li> </ul>	<p>Forfeiture due to wrong info is again a harsh measure... For eg. If by mistake, telephone number is wrongly written in the proposal, will that lead to Forfeiture. Hence, kindly remove this reason.</p>	<p>Corrigendum to be issued : Section 3.xix To be modified as below : The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.</p> <p>Section : 3.7(vi) To be modified as below : The bid security may be forfeited: -If a bidder withdraws its bid during the period of bid validity -If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder) -Fails to furnish performance security -Any information is found to be wrong which is misrepresentation of any facts -The bidder is found to be engaged into any fraudulent activity -The bidder becomes insolvent during the validity of the EMD - The bidder has tried to adversely influence the bidding process in any manner</p>
E&Y					

14	Scope of work page 42			We assume that all the infrastructure covering hardware (server), system software for production, UAT, Testing and development environment would be made available to bidder. Request confirmation on the same. Also kindly confirm that mobile devices required for testing would be made available to development / maintenance team by WEBEL.	Corrigendum to be issued :  Section : Section 10.1.(iii).(e)  Above clause to be added with below text:  The Development and staging environment shall be arranged by the selected bidder. Once the security audit is complete, it will be transferred to Production environment which will be provided by the Client
15	Platforms supports			We request WEBEL to list down any other operating systems those needs to be supported apart from Android, iOS and Windows.	Corrigendum to be issued :  Section 6.2(iii)(a)  Following clause to be modified. "Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "
18	MDM Integrations			Any feature of MDM (Mobile device management) is out of current scope, please confirm	Corrigendum to be issued :  Section 6.5(vi)  Above Clause to be modified :  It is expected that MDM feature shall be required be around 500 users on current estimate basis.

		Notice inviting tender	Validity period of EMD	<p>As per RFP, validity of EMD requested is 180 + 45 days from bid submission date and also it was clarified during pre-bid meeting that EMD needs to be submitted in form of DD. As per Bank's norms, DD's validity is for 90 days. Kindly suggest if EMD can be submitted in terms of DD valid for 90 days and later new DD can be submitted before expiry of older one.</p>	<p>Corrigendum to be issued : Section : 3.7(ii) Following clause to be modified: EMD should be valid for 225 days (180 days bid validity period+ 45 days beyond bid validity) from the opening date of the tender. Bid security in any other form will not be accepted. The Demand Draft submitted as EMD, shall have to be replaced with fresh demand draft on expiry of 90 days till the validity period of EMD</p>
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Annex # 1 (WTL/PAR/SMP/17-18/045 Dated 06.03.2018)

Section : 15.6.1 Application Performance SLA and Penalty (Table)

Description	Baseline	Level 1 Breach	Severity Level	Level 2 Breach	Severity Level	Level 3 Breach	Severity Level
*Time taken by the server to complete the request originating from the mobile upon receiving the request (1). Excluding the time taken by the external system	Upto 2 Seconds for 99.5% of the requests	3-8 Seconds for 99.5% of the requests	1	9- 12 Seconds for 99.5% of the requests	2	More than 12 Seconds for 99.5% of the requests	4
*Request must be completed within 10 seconds of reaching the server(1)	99.5% requests to be served in less than 20 seconds	Less than 99.5%	4	N/A	N/A	N/A	N/A
*Time taken to submit details back to the portal by API integration layer (upon request reaching the server)	Upto 5 Seconds for 99.5% requests	6-7 Seconds  For 99.5%  Requests	1	8 - 15 Seconds for 99.5%  Requests	2	More than 15 Seconds  For 99.5% requests	4



**Annex # 2 (WTL/PAR/SMP/17-18/045 Dated 06.03.2018)**

New Table to be inserted as below									
15.6.5 Services related performance SLA									
Description	Baseline	Level 1 Breach	Penalty	Level 2 Breach	Penalty	Level 3 Breach	Penalty	Level 4 Breach	Penalty
Push SMS	For each 1 crore Text SMS per campaign : 10 Hours	>10 hours >12 hours	1% of campaign billing	>12 hours >14 hours	2% of campaign billing	>14 hours >16 hours	3% of campaign billing	>16 hours	5% of campaign billing
OBD Call : Outbound dialler based broadcasting of Bulk Voice messages to mobiles of citizens	For each 1 Crore OBD calls per campaign : 10 Hours	>10 hours >12 hours	1% of campaign billing	>12 hours >14 hours	2% of campaign billing	>14 hours >16 hours	3% of campaign billing	>16 hours	5% of campaign billing
OBD Voice clip development : Development of Voice clip for OBD Calls for each campaign in English / Bengali and Hindi. ( Approval / feedback time taken by client shall be deducted while calculating timelines)	10 calendar Days	>10 upto 12 days	1% of campaign billing	>12 upto 15 days	2% of campaign billing	>15 upto 20 days	3% of campaign billing	>20 days	5% of campaign billing
IVR:Development of IVRS Platform for each campaign . ( Approval / feedback time taken by client shall be deducted while calculating timelines)	10 calendar Days	>10 upto 12 days	1% of IVR platform developmet rate as per bid	>12 upto 15 days	2% of IVR platform developmet rate as per bid	>15 upto 20 days	3% of IVR platform developmet rate as per bid	>20 days	5% of IVR platform developmet rate as per bid
USSD session : Time within which user receives reply after sending one message through USSD system ( System should prove sending of msg , receipt of msg may depend upon data connectivity of the user )	Monthly average of 30 secs	>30 secs upto 60sec	1% of Monthly bill on USSD	>60 secs upto 90sec	2% of Monthly bill on USSD	>90 secs upto 120sec	3% of Monthly bill on USSD	>120 secs	5% of Monthly bill on USSD
Chat Bot Session :Time within which reply is sent to user after receiving query from user through Chat Bot system ( System should prove sending of msg , receipt of Chat message may depend upon data connectivity of the user )	Monthly average of 60 secs	>60 secs upto 90sec	1% of Monthly bill on chat Bot	>90 secs upto 120sec	2% of Monthly bill on chat Bot	>120 secs upto 150sec	3% of Monthly bill on chat Bot	>150 secs	5% of Monthly bill on chat Bot

email service Monthly Average of emails landing in Spam of the email receipient	10% mails landing in SPAM Box of receipient	>10% spam mails upto 12%	1% of Monthly bill on email	>12% spam mails upto 14%	2% of Monthly bill on email	>14% spam mails upto 16%	3% of Monthly bill on email	>16% spam mails	5% of Monthly bill on email
App Notification : Time within which App notification must be sent on mobile screen of user ( System should prove sending of msg , receipt of notification may depend upon data connectivity of the user )	Monthly average of 60 secs	>60 secs upto 90sec	.05% of Annual Maintenance cost of single mobile platform	>90 secs upto 120sec	.1% of Annual Maintenance cost of single mobile platform	>120 secs upto 150sec	.2% of Annual Maintenance cost of single mobile platform	>150 secs	0.5% of Annual Maintenance cost of single mobile platform

Annex # 3 (WTL/PAR/SMP/17-18/045 Dated 06.03.2018)

Section 16 : Payment schedule : Below Section related Table to be modified as below		
16.6 Mobile channels Usage Fees		
Milestone	Percentage payment	Value Of Billing
SMS / USSD/ OBD / IVR Charges	100%	Value = Monthly transactions as per rate quoted by the bidder  Documentary proof from Telecom service provider / system generated report required for transactions volume
Chat Bot	100%	Value = Monthly transactions as per rate quoted by the bidder  System generated detailed report of chat sessions in the month
email services	100%	Value = Monthly transactions as per rate quoted by the bidder  System generated detailed report of emails sent / landing in inbox / spam box and other paramters
Long Code (fancy Number ) for Pull SMS- One time cost	100%	Value = One time as per rate quoted by the bidder  On Go-Live of Single Mobile Platform
e-sign services - per e-sign rate	100%	Value = Monthly transactions as per rate quoted by the bidder  System generated detailed report of e-signs

**Attachment # 1 (WTL/PAR/SMP/17-18/045 Dated 06.03.2018)**

#	Participant Vendor	#	Bidding Document Reference(s) (section number/ page number)	Clause	Content of RFP requiring clarification	Points of clarification Required	Response
1	IMI Mobile Pvt. Ltd	1	Section 6: Scope of Work, Page No. 41		The client shall Provide theSDC Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform	Hosting Cloud Environment including all hardware, system software, licenses, network infrastructure required to host the single mobile platform will be provided by Govt. of West Bengal or it will be bidder responsibility? Please confirm	<p>Corrigendum Section 6.1(ii) Explanation : Please refer to above clause .</p> <p>As an Option, The client may also request the selected bidder to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p> <p>-The bidders are required to Quote for cloud hosting services as per format in Financial Bid. However, the quote shall not be part of Financial Bid calculation purpose.The best ranked bidder after overall bid evaluation (technical plus financial bid evaluation) will have to match the lowest rate quoted for this line item among all bidders for whom financial bids are opened as explained in new clause 4.3(j)</p>
		2	Section-4.1 Pre-Qualification (PQ) Criteria		At least 3 completed ICT Projects in India	Can we also provide references out side India?	<p>NO CHANGE in RFP</p> <p>Section 4.1</p> <p>Explanation : No.</p>

		3	6.2 IV)		If the departments have e-readiness but do not have APIs available then Selected bidder will be responsible for developing the APIs.	How the API development work will be priced	NO CHANGE in RFP Section 6.2.(vii) , 11.2.1 and 11.2.2 and BOQ (Financial Bid Format) Explanation : Please refer to above clauses for pricing
		4	6.2 VII)		If the departments requests, ONLY for all those services which are on boarded on single mobile platform, the same may be replicated as a separate mobile app for the department specific or API based integration shall be done for those services on-boarded on single mobile app with existing mobile app of the department if any.	will it be included in service enablement cost or would be based on man days	NO CHANGE in RFP Section 6.2.(vii) and 7.3.3 and BOQ ( Financial Bid Format ) Explanation : Please refer to above clauses and BOQ. Separate Quote has been requested for such a requirement in Financial Bid Format.
		5	6.2 XXI)		The selected bidder shall provide tie-up with telecom service provider etc for delivery of service mobile channels	It may be difficult to tie up with operators for incoming IVR calls , because interconnection charges will make it difficult to arrive at one price.It will be better if it is borne by WTL	NO CHANGE in RFP Section 6.2.(xxii) Explanation : Please quote rates inclusive of all internal costs. The client shall pay for the rates as finalised in Financial Bidding

		6	6.2 XXII)		The selected bidder shall provide the source code, SDLC and all documentations related to the life cycle of the project to DIT&E before Go-Live and upon 3 years of completion period with all changes	Source code of the app developed on platform can be shared but core platform will remain IP of the bidder	NO CHANGE in RFP Section 6.2.(xxii) Explanation : No Change. All IP rights , source codes, third party system perpetuity licenses, toll free number, long code and all project related documents shall be owned by the client
		7	6.2 XXV)		The mobile platform must be capable of integration with e-Sign / Aadhaar authentication	Will government provide application service provider to consume e-Sign APIs , or bidder has to register as eSign application provider with CDAC or NSDL	Corrigendum to be issued : Section 6.2(xxv) Above clause to be modified : The mobile platform must be e-Sign enabled. The selected bidder shall provide the e-sign services from certifying authority licensed by the Controller of certifying authorities under the IT Act. The selected bidder shall provide rate quote as part of Financial Bid. The bidder shall ave to provide for technical support , integration, operations support for e-sign facility with the third party e-sign service provider. There is NO Minimum Guarantee for this service.

	8	6.2 XXVIII)		<p>Integration with all Telecom Operators operating in the state to enable a single short code for SMS, USSD, OBD and IVR. The short code for SMS, USSD and IVR should not attract any premium charges for accessing the services through the short code . SMS charges should be as per the plan of the user sending the SMS.</p>	<p>short code integration Govt. has to issue letters and sign MoUs with all operators to ensure they all agree to integrate with the short code. The similar agreement should be between government and operators to avoid premium charges on short codes. Technical Integration aspects can be managed by the bidder.</p>	<p>Corrigendum to be issued : Section 6.2(xxix) Following Clause to be Modified : Short Code : -The bidder shall have to coordinate and arrange Toll Free Short code for which payment shall be made by the client on actual basis to the telecom service provider directly and shall be owned by the state government. The selected bidder will have to integrate the short code with the single mobile platform for which no extra payment shall be done by the client. Long Code: -The bidder is required to provide Long code which shall be owned by the client / state government. The bidder shall propose options of a fancy number for the Long Code. The bidder shall arrange for the Long code with telecom service providers. The bidder shall integrate the Long code with the single mobile platform for Pull SMS services. The bidder shall provide Quote for One Time Long code procurement charges. The SMS charges for Pull based SMS shall be borne by the citizen depending upon the existing SMS charges applicable to the citizen from the telecom service provider</p> <p>Corrigendum to be issued : Section 6.2(xxx) "All coordination and liaison with concerned authorities for obtaining short code and long code shall be the responsibility of the vendor. The short code and long code will be owned by the Client. The selected bidder shall to coordinate, onboard , manage and operate alongwith the TSPs. The State Government shall issue necessary letters, sign documents and MOU with the Telecom service providers and TRAI for obtaining the short code / avoidance of premium charges and other legal matters. All integrtation and operations related matters have to managed by the bidder. Services shall be open for access from across the country"</p>
	9	7.3.1 XVI)		<p>The app should support both GPS and BTS ( Base Transceiver Station ) supported location based service.</p>	<p>In this case will Government manage the pricing at telecom operator end for BTS based location services</p>	<p>NO CHANGE in RFP Section 7.3.1(xvi) Explanation : NO. The selected bidder shall have to provide such services as inclusive in platform cost</p>

		10	Section 9.3		Enable Disaster recovery services at the site provided by The Client	For two sites deployment, do we need to provide Active-Active or Active - Passive support?. Also please provide all dimensioning details or traffic distribution for both the sites for each channels individually.	NO CHANGE in RFP Section 9.3 Explanation : DR infrastructre shall be provided by the client. DR is expected to be deployed on Active Passive Mode. However, traffic distribution as of now is unknown and shall depend upon demand in future
		11	Section 10.1		IVR : The Selected bidder is required to provide end-to-end IVR solution in multiple languages (Hindi, English and Bengali ) integrating with IVR channel / vendor which includes software development for IVR, menu development and recording of prompts.	Do we need to propose end to end IVR Platform as a part of Single Mobile Platform or need to expose an API to integrate with existing IVR platform? Please In case of we have to provide the IVR platform, pl provide the number of Ports needed? For Voice can we provide it with SIP signaling?	NO CHANGE in RFP Explanation : IVR infrastructure shall be provided by the bidder which shall be used to provide IVR services as and when requested by the client. SIP signalling not allowed. Please make quote for hierarchy development for IVR services in BOQ



		12	Page 73 11.4		Toll free calling charges ( rates per minute for 12hours * 365days*1 line). No. Of Minutes mentioned here is only for financial bid calculation. This is not Minimum Guarantee. Billing shall be as per number of minutes consumed on actual basis per month. Telecom service provider bill required as proof of number of minutes. ( to be paid at actuals on basis of Invoice from TSP )	If toll free call charges are paid at actuals then it should not be made part of the financial bid.PI confirm.	Corrigendum Section 11.4 Below sentence to be deleted: "( to be paid at actuals on basis of Invoice from TSP )"  Explanation : Billing or document from Telecom service provider is required for payment . The bidder shall quote bid rate in financial bid with internal arrangement with TSP. A certificate from TSP is required for volume per month . Billing shall be done by selected bidder and paid as per Rates fixed in Financial Bid stage.
		13	section 12 page 83		<ul style="list-style-type: none"> <li>• Systems Requirement Specification (SRS)</li> <li>• Approval from Department on SRS</li> </ul>	There any forecast on the number of services as part of SRS , if not then is there a feature list which should be expanded in SRS , what if the features required are available out of the box , In such cases is it required to prepare SRS	NO CHANGE in RFP  Section 12  Explanation : SRS shall be approved before development work
		14	section 15.6.1		*Request must be completed with in10 seconds of reaching the server (1) 100% requests to be served in less than 20 seconds	Request to please change the clause as per below, "99.9% request should be within 20 seconds"	Corrigendum to be issued : Section : 15.6.1 Application Performance SLA and Penalty (Table)  Above section To be modified as below : Annexure # 1 : (Modified SLA Table provided as below)

		15	section 15.6.1		*Time taken to display information in the portal upon request of the information from the portal by the user (upon request reaching the server	The display of page on a client device depends on external factors such as internet speed and device processing speed . It should be the time it takes to submit details back to the portal by API integration layer	Corrigendum to be issued : Section : 15.6.1 Application Performance SLA and Penalty (Table)  Above section To be modified as below : Annexure # 1 : (Modified SLA Table provided as below)
		General Queries					
		16	General		Traffic details	Please provide the Traffic details for individual channels i.e. TPS for data channels and number of Ports in case of Voice.	NO CHANGE in RFP  Explanation : Traffic details as of now are unavailable.

		17	General		Data retention policy	<p>Under Data retention policy:</p> <ul style="list-style-type: none"> <li>- what all different logs to be maintained?</li> <li>- What would be the time period for which the logs to be stored on the system? ( one month , two months etc)</li> <li>- For what time period the data to be archived?</li> </ul>	<p>NO CHANGE in RFP</p> <p>Section : 10.2.1(ii) , 15.8, 6.2(xv), 7.1.11</p> <p>Explanation : Please refer to above clauses for details.</p>
		18	General		DR site	<p>If DR site to be provided mandatory, pl provide the traffic detail to be handled by Main site and DR site with all applicable channels individually.</p>	<p>NO CHANGE in RFP</p> <p>Section : 10.2.1(ii) , 6.2(xv), 7.1.11</p> <p>Explanation : DR site shall be provided the client. Please refer to above clauses for details</p>

			Page 169	Guidance for e-tendering	The hard copy of the total set of documents uploaded in e-Tender site except BOQ to be submitted in sealed envelope to Manager (Purchase), Webel Technology Ltd. before opening of Technical Bid. The envelope superscripted with words "Hard copy of document uploaded against Tender no.WTL/PAR/SMP/17-18/033, Dated 02.01.2018".	Please clarify how the responses should be submitted online or in hard copy offline.	Page 169: Guidance for e-tendering  Explanation : Primary Mode of submission and evaluation of bidding is e-tendering ONLY. If bids are not submitted on e-tendering website, the bids shall not be valid. Hard copy submission is just an additional requirement.
2	Spice Digital	1	28	3.17	No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract	In case of increase in manpower cost due to change in Labour laws/Minimum wages, cost should be allowed to change. Any new Tax/surcharge is introduced by government as applicable to the items quoted for this RFP shall be payable by department	NO CHANGE in RFP  Section 3.17  Explanation : No cost upgradation shall be allowed for changes in Minimum wages / labour laws etc . Prices once quoted shall remain final. GST rates shall be allowed as applicable for each invoice raised at the time of bidding.

		2	32	4.1.ii.2	<p>The Bidder should have successfully implemented (Go-Live) at least 3 completed ICT Projects involving Mobile application development with integration of all or any one of Telecom channels viz. SMS /USSD/IVR/OBD/Missed call service in India of worth at least INR25 Lacs each project in last 3 years as on 31.03.2017</p> <p>Completion Certificates from client + work Order</p>	<p>We have agreement with Telecom Operators and related Invoices. Please consider the same.</p>	<p>NO CHANGE in RFP</p> <p>Section 4.2</p> <p>Explanation : Please submit relevant completion certificates / Work orders</p>
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		3	35	4.2	<p>The Bidder should have successfully implemented (Go-Live) at least 3 completed ICT Projects involving Mobile application development with integration of all or any one of Telecom channels viz. SMS /USSD/IVR/OBD/ Missed call service in India of worth at least INR25 Lacs each project in last 3 years as on 31.03.2017</p> <p>When No. Of Completed Project :</p> <ul style="list-style-type: none"> <li>· Equal to 3 projects : 7 marks</li> </ul> <p>For each extra project = 1 Mark each for upto max. 3 Marks extra</p> <p>Completion Certificates from client ; OR Work Order + 50% Completion Certificate (for ongoing projects) from the client</p>	<p>We have agreement with Telecom Operators and related Invoices. Please consider the same.</p>	<p>NO CHANGE in RFP</p> <p>Section 4.2</p> <p>Explanation : Please submit relevant completion certificates / Work orders</p>
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		4	36	4.2	Capable of processing at least 1 Lac transactions on daily basis on SMS at the time of bidding	<p>We can get client certificate for Monthly/Annual Transaction volume. Daily transaction volume is not monitored for certification perspective. Please allow. Per day volume can be arrived by diving by 30/365 from monthly / annual reports.</p>	<p>NO CHANGE in RFP.</p> <p>Section 4.2</p> <p>Explanation : Per day transaction volume may be derived based on monthly / quarterly / annual reports. However, the same has to be self certified by the prime bidder</p>
		5	36	4.2	Capable of processing at least 1 Lac transactions on daily basis on Mobile Network at the time of bidding	<p>What is obile network transaction?</p>	<p>NO CHANGE in RFP</p> <p>Section 4.2</p> <p>Explanation : Mobile Network Transaction means any transaction through mobile App</p>

		6	36	4.2	Capable of processing at least 1 Lac transactions on daily basis on Mobile Network at the time of bidding	We can get client certificate for Monthly/Annual Transaction volume. Daily transaction volume is not monitored for certification perspective. Please allow. Per day volume can be arrived by diving by 30/365 from monthly / annual reports	NO CHANGE in RFP. Section 4.2 Explanation : Per day transaction volume may be derived based on monthly / quarterly / annual reports. However, the same has to be self certified by the prime bidder
		7	36	4.2	Capable of processing and analyzing at least 25000 transactions on daily basis on IVRS at the time of bidding	We have our own IVRS and OBD systems. Can we show transactions of that? Self signed certificate will be submitted	NO CHANGE in RFP. Section 4.2 Explanation : Yes. System generated demo report will suffice.



		8	36	4.2	Capable of processing and analyzing at least 25000 transactions on daily basis on IVRS at the time of bidding	We can get client certificate for Monthly/Annual Transaction volume. Daily transaction volume is not monitored for certification perspective. Please allow. Per day volume can be arrived by diving by 30/365 from monthly / annual reports	NO CHANGE in RFP.  Section 4.2  Explanation : Per day transaction volume may be derived based on monthly / quarterly / annual reports. However, the same has to be self certified by the prime bidder
		9	36	4.2	Capable of processing and analyzing at least 25000 transactions on daily basis on USSD at the time of bidding	We can get client certificate for Monthly/Annual Transaction volume. Daily transaction volume is not monitored for certification perspective. Please allow. Per day volume can be arrived by diving by 30/365 from monthly / annual reports	NO CHANGE in RFP.  Section 4.2  Explanation : Per day transaction volume may be derived based on monthly / quarterly / annual reports. However, the same has to be self certified by the prime bidder

		10	41	6.1.i	The client shall Provide theSDC Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform.	Client here means WEBEL TECHNOLOGY LIMITED	NO CHANGE in RFP Section 6.1 Explanation : The client means WTL
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		11	41	6.1.ii	<p>As an Option, The client may also require to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p>	<p>Shall we assume Client in first line is typing mistake and is to be considered as bidder?</p>	<p>Corrigendum to be issued :</p> <p>Section : 6.1(ii)</p> <p>Above clause to be modified :</p> <p>As an Option, The client may also request the selected bidder to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.</p> <p>-The bidders are required to Quote for cloud hosting services as per format in Financial Bid. However, the quote shall not be part of Financial Bid calculation purpose.The best ranked bidder after overall bid evaluation (technical plus financial bid evaluation) will have to match the lowest rate quoted for this line item among all bidders for whom financial bids are opened as explained in new clause 4.3(j)</p>
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		12	41	6.1.ii	As an Option, The client may also require to provide the Cloud or other Hosting infrastructure including all hardware, system software, licenses, network infrastructure required to host the single mobile platform. In such a case, the bidder shall be paid for cloud infrastructure as per rate finalized in the financial bid for the period of utilization. In such a case, the bidder shall have to comply with the requirements of the client related to cloud hosting in this RFP. For this, The selected bidder shall have to procure, install, commission, operate , maintain, support the necessary cloud infrastructure including hardware , software, licenses for contract period.	Bidder may not be able to arrange short duration infrastructure. If we will take cloud hosting of such infrastructure, huge cost will have to be paid on yearly basis. So minimum charged will be per year.	NO CHANGE in RFP . Section : 6.1 Explanation: Monthly rates are being taken for such cloud enablement by the selected bidder. However, the duration of such a hosting is not known as the same shall depend upon the cloud infrastructure available at SDC and growth of volume of the platform in due course of time.
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		13	42	6.2.iii	<p>Service On-Boarding - Service Enablement of Government Departments/Agencies</p> <p>a. Enablement on all mobile operating systems such as Android, ios, Windows etc. Through App and Mobile enabled Web Portal.</p> <p>b. Enablement on SMS, USSD, IVR, OBD, missed call services as applicable to the concerned Department. ( client may use its own platform for various mobile channels)</p> <p>c. Enablement of Payment services through GRIPS and/or other Payment Gateway</p>	<p>Queries according to serial No.:</p> <p>a. Windows show be removed from list as market share is less than 2 percent. What does "etc" represent? Please clearly articulate the platforms required to be developed.</p> <p>B. Client i.e. WTL will provide all the infrastructure for SMS, USSD, IVR, OBD, missed call and other services? All perefrals as required for such telecom solutions are to be provided by WTL?</p>	<p>Corrigendum to be issued : Section 6.2(iii)(a) Above clause to be modified. "Enablement on all mobile operating systems such as Android, IOS, Windows through App and Mobile enabled Web Portal"</p> <p>Explanation : a. Windows is required as this is a Government platform for citizens across the state. Even if the the share of windows based mobiles are less in the market, government has to enable the same. If it is implemented in the later phase, the client shall inform the selected bidder during SRS stage. b(i). The service provider has to provide the infrastructure for mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call based b(ii) : In there be a need the client may request the bidder to integrate with some other mobile service delivery channels. In such a case, the selected bidder has to integrate with the SMS / USSD / IVR / OBD / Missed Call based service delivery system provided by the client</p>
		14	42	6.2.iv	<p>iv. If the departments have e-readiness but do not have APIs available then Selected bidder will be responsible for developing the APIs.</p>	<p>Such department will have E-enablement? Database based integration will be there?</p>	<p>NO CHANGE in RFP</p> <p>Secion 6.2 (iv)</p> <p>Explanation : As per RFP.</p>

		15	42	6.2.xvii	G2G, G2C, B2C, G2B services shall be deployed on the platform which shall be workflow based . The workflow for each service shall be studied by selected bidder and get it approved by concerned department , office and The Client	How many total departments/Application s/services are to be onboarded year wise?	NO CHANGE in RFP Secion 6.2 Explanation : There is No estimate of Volume available
		16	43	6.2.xxv	The mobile platform must be capable of integration with e-Sign / Aadhaar authentication	WTL will arrange the necessary integration details?	Corrigendum to be issued : Section 6.2(xxv) Above clause to be modified :  The mobile platform must be e-Sign enabled. The selected bidder shall provide the e-sign services from certifying authority licensed by the Controller of certifying authorities under the IT Act. The selected bidder shall provide rate quote as part of Financial Bid. The bidder shall ave to provide for technical support , integration, operations support for e-sign facility with the third party e-sign service provider. There is NO Minimum Guarantee for this service.

		17	43	6.2.xxvi	The Single Mobile platform shall be based upon open standards based architecture that allows various government departments to quickly integrate and make available their services through standard API (application program interface) and open data formats.	Is it required to be an Open Source system? Or can we bring in OEM based solution also for API Manager?	NO CHANGE in RFP Section : 6.2 Explanation : Open Source is required
		18	43	6.2.xxvi ii	Integration with all Telecom Operators operating in the state to enable a single short code for SMS, USSD, OBD and IVR. The short code for SMS, USSD and IVR should not attract any premium charges for accessing the services through the short code . SMS charges should be as per the plan of the user sending the SMS	The SMS/USSD charges are Operator dependent. If government want to fix charges for as non-premium rates or user plan related rates then government need to issue notification via DoT/TRAI letter asking telecom operators to not take premium charge/charges other than user plan. Bidder has no role into such charges / enablement.	Corrigendum to be issued : Please refer to revised clause 6.2.xxix and 6.2.xxx  NO CHANGE IN RFP : - The selected bidder has to provide the infrastructure and services through mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call - If there be need the client may also provide the mobile service delivery channels for SMS / USSD / IVR / OBD / Missed Call for which integration and technical support shall have to provided by the selected bidder without any extra cost

		19	44	6.2.xxix	Provision for long code should also be kept.	Department will arrange the longcode and pay for it. We will provision the necessary integration for the service enablement	Corrigendum to be issued : Please refer to revised clause 6.2.xxix and 6.2.xxx
		20	44	6.2.xxx	All coordination and liaison with concerned authorities for obtaining short code and long code shall be the responsibility of the vendor. The short code and long code will be owned by the state government.	Who will pay for the bills of the Shortcode/Longcode/PRI lines. Who will pay for the infrastructure for termination of PRI lines for IVR and IBD?	Corrigendum to be issued : Please refer to revised clause 6.2.xxix and 6.2.xxx  Explanation for PRI Line : The bidder is required to arrange for PRI Line and other infrastructure required for providing services. All backend infrastructure shall be arranged by the bidder. The bidders shall provide rates as per services required in RFP. Please follow format in BOQ ( Financial bid format for quotation )  NO CHANGE IN RFP : - The selected bidder has to provide the infrastructure and services through mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call - If there be need the client may also provide the mobile service delivery channels for SMS / USSD / IVR / OBD / Missed Call for which integration and technical support shall have to provided by the selected bidder without any extra cost



		21	44	6.2.xxxi	Create and manage environments for Integration testing and UAT (User Acceptance Testing) of the solution. The UAT setup shall be near replica of the production setup. This will entail setting up of two environments namely a Staging environment and a Live Production Environment	Who will own the infrastructure of Staging and Production environment. While developing the application we also require development environment, who will arrange the development infrastructure?	Corrigendum to be issued : Section : Section 10.1.(iii).(e)  <b>Above clause to be added with below text:</b>  The Development and staging environment shall be arranged by the selected bidder. Once the security audit is complete, it will be transferred to Production environment which will be provided by the Client
		22	44	6.3.viii	Ability to plug-in with 3rd party applications, software, tools.	Is there any list already available for such 3rd party tools, applications or softwares with which integration is to be done?	NO CHANGE in RFP  Section : Section 6.3  Explanation : The platform shall be capable for any 3rd party integrations in future . There is no List as of now.
		23	44	6.4.i	The mobile platform shall be enabled with dynamic consolidated application form generation and single integrated payment feature	WTL will arrange the necessary integration details for all payments	NO CHANGE in RFP  Refer : Section 6.4  Explanation : Yes, Fees structure and matrix shall be provided by WTL

		24	46	6.5	Security and Compliances	Department will pay for the related audit certification	<p>NO CHANGE in RFP ..</p> <p>Refer : Section 11.9</p> <p>Explanation : Yes, The client shall engage Audit / Testing agency and bear the cost . The selected bidder is required to ensure completion of audits in all cases. For testing of APIs provided by the integrating department, selected bidder shall coordinate and ensure earliest completion of audits / testing along with integrating department.</p>
		25	46	6.5	The platform should be enabled with Mobile Device Management ( MDM ) to monitor device related activities, Mobile Application Management, Mobile Content Management, Mobile email Management and Mobile Data Management to ensure access control policies at data level	MDM will involve OEM based modules to be integrated into the application. As per our experiance from similar projects we need not take control of the end user (which is feature of MDM) and can review the issues from logs generated via transactions. MDM involved per user license fee and hence is not beneficial in current scope. Please relax this clause	<p>Corrigendum to be issued :</p> <p>Section 6.5(vi)</p> <p>Above Clause to be modified :</p> <p>It is expected that MDM feature shall be required be around 500 users on current estimate basis.</p>

		26	46	6.6	Alongwith selected bidder shall also provide payment gateway option to The Client for integration. This payment gateway provided by the selected bidder may be sole payment gateway if The Client does not provide any payment gateway or additional payment gateway if The Client provides payment gateway for integration.	Bidder is required to bring the payment gateways? Who will pay for the integration cost (if any) asked by the PG provider?	NO Change in RFP Section : 6.6  Explanation : (i) Yes, The selected bidder is required to bring in payment gateway. The bidder is required to integrate and provide all technical assistance for payment gateway with single mobile platform. It is already mentioned that the No extra charges shall be paid to the bidder for integration of payment gateway brought in by the selected bidder or provided by the client (ii) If there be need the client may also provide the payment gateway for which integration and technical support shall have to provided by the selected bidder without any extra cost
		27	48	6.7	Multi Lingual: The Single Mobile platform shall be Multilingual (English / Hindi / Bengali ) and availability of API for delivering various State Government services on various channels	We assume only lables appearing in the application are to be translated/transliterated in multilingual. The data coming from department APIs has to be translated by the respected department or WTL need to arrange respective APIs to translate such data.	NO Change in RFP Section : 6.7 Explanation :The selected bidder shall bear the responsibility of translation in multi lingual content. The content created shall be verified and approved by the client before display on the platform

		28	49	6.11	Hosting of Mobile platform on different App Stores for different mobile application stores such as Google playstore, Apple Appstore, Windows appstore etc.	We assume WTL will pay for the App Store fees	<p>Corrigendum to be issued :</p> <p>Section 6.11(iii) Above clause modified as below :</p> <p>"Hosting of Mobile platform on different App Stores for different mobile application stores such as Google playstore, Apple Appstore, Windows appstore etc. The client shall bear the App Store Fees. However, the entire integration and technical assistance shall be provided by the selected bidder"</p>
		29	52	7.1.7	Easy On-boarding	<p>Who will provide the list of departments to be onboarded? We assume bidder is not penalised for any target of service onboard.</p> <p>WTL will provide the list to bidder for onboarding</p>	<p>NO Change in RFP</p> <p>Explanation : The client shall provide the list of services to be onboarded. There is no target on selected bidder</p>
		30	52	7.1.9	Multi-Language Support	Multilingual on PULL SMS and USSD will be based on handset compatibility and is a tedious task to manage and is generally not practiced. These channels should be removed from multilingual capability.	<p>Corrigendum to be issued :</p> <p>Section : 6.7</p> <p>Following clause to be added :</p> <p>" Multi Lingual support may not be required for USSD and PULL Based SMS modes of mobile service delivery channels"</p>

		31	53	7.1.11	Data Backup and Disaster recovery	We assume client is being referred to WTL. Hosting provider as arranged by WTL has to provide support for data backup and access to the tape drives. Frequency of data backup is also missing in the clause. Data purging policy is also not listed anywhere.	NO CHANGE In RFP. Refer : Section 15.8  Explanation : Yes. The Client is WTL.Please refer to above clause for frequency for data backup. All Data backup guidelines shall be followed as per WBSDC, being the hosting provider, which shall be finalised during SRS / MSA stage.
		32	53	7.2.2.f	Acceptance testing, functional testing, load testing, Security and other audits,any other testing as required	We will perform and help WTL perform the said tests for the platform as delivered under the contract. For tests of APIs (if any) for integrating departments shall be outside the scope	NO CHANGE in RFP ..  Refer : Section 11.9  The client shall engage Audit / Testing agency and bear the cost . The selected bidder is required to ensure completion of audits in all cases. For testing of APIs provided by the integrating department, selected bidder shall coordinate and ensure earliest completion of audits / testing along with integrating department.

		33	53	7.2.2.c	Enablement of Payment services through Payment Gateway suggested by the selected bidder	There is requirement of Bank authorisation, department approval etc required to enable the PG integration for specific departments. That department has to own this. Audit/reconciliation also has to be managed by the integrating department. We will enable with required MIS to department. Please confirm.	NO CHANGE in RFP Refer : Section 6.6 Explanation : As per RFP
		34	55	7.2.6.a	Daily / Weekly / Monthly / Quarterly / Annual reports in fixed formats	We assume WTL will not manage the transactional logs for a year and hence annual reports will not run on the transactional data.	NO CHANGE in RFP Refer : Section 7.2.6 Explanation : Required. As per RFP

		35	55	7.2.6.e	Data based Ad Hoc reports	Ad hoc reports will be available as per data available in live database. Department has to first declare the data purging and retention policy. We assume department understand such reports cannot be asked to be made available on immediate basis.	<p>NO CHANGE in RFP.</p> <p>Refer : Section 7.2.6</p> <p>Explanation :</p> <p>The service provider shall provide reporting tool integrated with the single mobile platform . The tool shall enable system based / transaction based / departmental data based report generation / visual dashboards . Admin / User client should be able to prepare reports on their own with the help of Reporting tool.</p> <p>For system generated reports on single mobile platform, such shall be part of scope of work of single mobile platform development.</p> <p>If a user client based specific report format is required to be built by selected bidder, then such shall form part of service enablement timelines or change request timelines.</p>
		36	56	7.2.7	Customer Support / SLA Monitoring / Application Management	<p>It is not mentioned how many seats are to be provided for the citizen centric Customer support?</p> <p>Can we have the citizen facing support desk from our office?</p>	<p>Corrigendum to be issued :</p> <p>Refer : Section 7.2.7 and 9.6 and 11.4 and BOQ Section 9.6</p> <p>Below clause to be modified:</p> <p>-Helpline shall be functional on 8 hours per day for 365 days with 1 line for 2 resources</p> <p>Below clause to be added :</p> <p>-The helpline resources shall be stationed at selected bidder's office</p> <p>Section 11.4 - Helpline Charges Table ( 12 hours per day to be replaced with 8 Hours per day )</p> <p>BOQ :</p> <p>Necessary changes made</p>

		37	58	7.3.2.vii	The user experience of the citizen on the Mobile Portal and App should be similar in terms of look and feel, navigation, menu and access to preferences and other data	As there is difference in design guidelines of each of the platform, so user experience will be consistent however cannot be 100% same	NO CHANGE in RFP . Refer : 7.3.2.vii Explanation : As per RFP
		38	58	7.3.3.iii	There shall no need for extra development for mobile app of the department required	Single mobile platform is responsible of backend process. In case any change is being done on this platform may effect the input for the department App and they have to update the same. Similarly, in case of any input level change, department have to update the same in their App. Same is case of App changes.	NO CHANGE in RFP . Refer : 7.3.2.vii Explanation : User Department side changes/modifications as required shall be done by department which is outside the scope of the project



		39	59	7.3.5	SMS Long code/Short code, USSD Code integration and configuration capability with all Telecom Operators in West Bengal	WTL has to write letters to all operators for opening the shotcode/longcode in respective circle. Also, WTL has to arrange allocation of shortcode from TRAI and rate has to be mentioned on same. We assume WTL will arrange USSD capacity for Incoming and outgoing USSD. Please confirm. We assume these services are to be opened only in state of West Bengal, please confirm.	Corrigendum to be issued : Please refer to revised clause 6.2.xxix and 6.2.xxx  NO CHANGE IN RFP : - The selected bidder has to provide the infrastructure and services through mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call - If there be need the client may also provide the mobile service delivery channels for SMS / USSD / IVR / OBD / Missed Call for which integration and technical support shall have to provided by the selected bidder without any extra cost
		40	59	7.3.6.ii	Two way or transactional Pull SMS services: Here the citizen goes through series of interaction through pre-defined syntaxes to either seek information or do a payment transaction.	This flow is already available in USSD, hence can be removed fro SMS.	NO CHANGE in RFP Section 7.3.6.ii  Explanation : Required through PULL SMS as all types of transactitons may not be configured through USSD

		41	59	7.3.7	The platform should provide interfaces to departments and authorized users to send SMS messages to citizens. It should support both transactional and promotional Push SMS services. It should support sender ID for required departments which will be cleared by TRAI.	We assume SMS capacity/link will be provided by WTL. Please confirm.	NO CHANGE in RFP Section 7.3.7 Explanation : To provided by the selected bidder
		42	60	7.3.8	Additionally, The solution should be able to integrate with The Client provided IVRS platform	Please share the make /model of current system.	NO CHANGE in RFP Section 7.3.8 Explanation :  - The service provider has to provide the infrastructure for mobile service delivery channels ie SMS / USSD / IVR / OBD / Missed Call  - If there be need the client may also provide the mobile service delivery channels for SMS / USSD / IVR / OBD / Missed Call for which integration and technical support shall have to provided by the selected bidder without any extra cost -The make and model of client platform is not known as of now

		43	61	7.3.12	Flexible Traffic Management solution to handle events surge in the usage	Who will own the deployment of infrastructure for IVRS/USSD/Missed call? Voice termination will be made available over PRI/SSL7 ?	<p>Corrigendum to be issued :</p> <p>Section : 7.3.1(xxv)</p> <p>Above Point to be added:</p> <p>Single Mobile platform along with all integrated features shall be owned by the Client. Open source is required for single mobile platform development and API integrations. All supporting features and integrations shall also be preferred on open source . In case third party tool is being proposed, the same shall be proposed in the technical Bid stage and shall be subject to approval of technical committee. If accepted and approved by the technical committee , The licenses for such third party tool shall be provided to and owned by the client on perpetuity basis. Also, the selected bidder shall have to ensure onsite comprehensive OEM support warranty and maintenance of such third party infrastructure during the contract period.</p>
		44	64	9.5	<p>Convenience Fee</p> <p>For certain types of services (ex. Payment, G2C) based on the policy of individual departments</p> <p>The Client may choose to charge convenience/subscription fee out of which 80% will be shared with the vendor and 20% will be retained by The Client.</p>	<p>We assume here " Vendor " means bidder.</p> <p>Please confirm</p>	<p>NO CHANGE in RFP</p> <p>Section 7.3.12</p> <p>Explanation : Yes</p>

		45	64	9.6	Helpline shall be toll free for callers	WTL will pay for the calls coming on Toll free? WTL will also pay for PRI monthly bill?	NO CHANGE in RFP Section 7.3.12 Explanation : WTL will pay for calls coming on Toll Free. PRI monthly bill is internal cost of the bidder. Should be included as internal cost of the bidder while bidding for Toll Free Billing in Financial Bid
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		46	64	9.6	<p>a. 2 executives for helpline functioning , backup, MIS reports shall be provided</p> <p>b. Helpline executive should be fluent in English , Bengali and Hindi</p> <p>c. Helpline shall be functional on 12hours per day for 365 days with 1 line</p>	<p>a. Same executive is being asked to take calls and taking backup and MIS reports. This is not possible by just 2 executives.</p> <p>Moreover, this executive will have to take leave also, how ill that be managed?</p> <p>b. Same executive may not be fluent in all three languages. How to manage the multilingual</p> <p>c. As per labour law, we cannot force employee to work more than 8 hours, how two employees can work in 1.5 shift?</p> <p>We suggest to increase the number of executive to run the helpline as per desired activities and working time.</p>	<p>Corrigendum to be issued :</p> <p>Refer : Section 7.2.7 and 9.6 and 11.4 and BOQ</p> <p>Below clause to be modified: -Helpline shall be functional on 8 hours per day for 365 days with 1 line with 2 resource</p> <p>Below clause to be added : -The helpline resources may be stationed at selected bidder's office.</p> <p>Section 11.4 - Helpline Charges Table ( 12 hours per day to be replaced with 8 Hours per day )</p> <p>BOQ : Necessary changes made</p>
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		47	68	10.1.iii	Security Audit and testing Facilitate period audits as required by the client	Will client engage third party audit agency or bidder has to do security/other audits?	NO CHANGE in RFP .. Refer : Section 11.9  Explanation : Yes, The client shall engage Audit / Testing agency and bear the cost . The selected bidder is required to ensure completion of audits in all cases. For testing of APIs provided by the integrating department, selected bidder shall coordinate and ensure earliest completion of audits / testing along with integrating department.
		48	72	11.2.1.v i	Minimum guarantee of 10 services enablement ( Without API development ) per annum for 3 years is being provided here to the selected bidderfor department services online without having own mobile application	Is there any target for bidder for year wise service enablement? Please share if there is any target.	NO Change in RFP  Explanation : The client shall provide the list of services to be onboarded. There is no target on selected bidder
		49	75	11.9	The selected bidder shall be responsible for completion of security audit . The security audit shall be conducted by STQC or CERT-IN certified agency as selected by The Client. The Client shall only select the agency. The responsibility of completion of security audit at various stages of project life cycle is of selected bidder	WTL will pay for the charges of security audit agency?	NO CHANGE in RFP .. Refer : Section 11.9  Explanation : Yes, The client shall engage Audit / Testing agency and bear the cost . The selected bidder is required to ensure completion of audits in all cases. For testing of APIs provided by the integrating department, selected bidder shall coordinate and ensure earliest completion of audits / testing along with integrating department.

		50	85	13	All project related resources shall be perform from office in Kolkata . Only on exceptional cases the resources can be allowed to work from outside Kolkata as per approval from The Client	Our major development centre is at Noida & Mohali. Most of the trained manpower is here. Can we deploy core team outside Kolkata and the business analysts at Kolkata	<p>Corrigendum to be issued :</p> <p>Refer : 13 ( Note to table - 2 )</p> <p>Below clause to be modified</p> <p>All project related resources may perform from office in India. However, the office in Kolkata shall be operational on daily basis with technical resource of the selected bidder capable of troubleshooting . Also on request of the client, the selected bidder shall make desired resources available as and when required at client location .</p>
		51	42	6.2	Enablement on all mobile operating systems such as Android, iOS, Windows etc.	Single Mobile App - means developing app for all three platforms android, iOS and windows with mobile website. Need clarity on "etc"	<p>Corrigendum to be issued :</p> <p>Section 6.2(iii)(a)</p> <p>Following clause to be modified.</p> <p>"Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "</p>

		52	42	6.2	Creation of new services and management of existing services on mobile app, portal and other mobile channels should be supported through a graphical user interface while using a common integration layer with government departments.	What all mobile channels are we referring here ? How are we envisaging the use of graphical user interface for managing services ? Is it related to reporting and data visualization or complete flow creation, API management, API publishing, design and documentation through GUI, which can be later given to departments	NO CHANGE in RFP  Section : 6.2  Explanation : Common integration layer is being envisaged for entire platform for all mobile service delivery channels ( Mobile App, Web , SMS , OBD, IVR , Missed call based services) and functionalities.
		53	42	6.2	Enablement on all mobile operating systems such as Android, iOS, Windows etc. Through App and Mobile enabled Web Portal.	We need to understand the scope of "through app and mobile enabled web portal". What are the expectations, when it comes to enablement of app through a web portal	Corrigendum to be issued :  Section 6.2(iii)(a)  Following clause to be modified. "Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "
		54	42	6.2	If the departments already have mobile applications for services, API based integration have to be done by the selected bidder with mobile application of the department	Will this be a re direction to department app or, opening the complete department services within one mobile app	NO CHANGE in RFP  Section : 6.2  Explanation : Single Mobile Platform is not meant for re-direction purpose.



		55	42	6.2	Aggregate all existing applications functionalities that have been developed by various Departments on a single mobile platform.	Shouldn't this be use case driven, for departments, if a feature exists or is required can be extended. If the feature makes a generic use case, can be extended for other departments also	NO CHANGE in RFP Section : 6.2 Explanation : If the feature makes a generic use case, can be extended for other departments also with or without customisation as required.
		56	42	6.2	The platform shall be enabled to provide mobile based application of services, status enquiry and update, online payment, downloading certificate, upload documents functionalities	Upload and download of certificates will depend on OS	NO CHANGE in RFP Section : 6.2 Explanation : Required as a feature . To be provided by the selected bidder
		57	42	6.2	The platform shall be enabled for downloading / uploading documents in pdf, picture, spreadsheet, doc formats	As supported by the OS	NO CHANGE in RFP Section : 6.2 Explanation : Required as a feature . To be provided by the selected bidder
		58	42	6.2	The platform shall be enabled with business reporting tool and graphical visualization tool for various reports and dashboards at all users level	Department or client will have to suggest or share expectations related to data reporting, on what all data needs to be captured, how it needs to be shown	NO CHANGE in RFP Section : 6.2 Explanation : With Query builder in place, the users should be able to build reports on their own. The requirement of GUI and formats shall be approved by the client for specific reports and generic reports

		59	43	6.2	G2G, G2C, B2C, G2B services shall be deployed on the platform which shall be workflow based .	This workflow will be offline ? Or to be managed through an online portal for request and approval	NO CHANGE in RFP Section : 6.2 Explanation : Only e-enabled services shall be onboarded on single mobile platform
		60	43	6.2	Selected bidder shall provide the Single Mobile platform as a Service to the client which means design, development, deployment , integration, operations, support , maintenance of the platform shall be the responsibility of the bidder.	Does this involve customer support also ? Managing of toll free IVR ? If yes, is the service provider free to use any third party or in house tool for managing tickets, grievance and helpdesk operations	NO CHANGE in RFP Section : 6.2 Explanation : Yes, customer support / ticketing system / complaints management shall have to be provided by the selected bidder for all users . The selected bidder is required to propose and integrate tool for tickets management as part of single mobile platform

		61	43	6.2	<p>Ensure that the single mobile platform is accessible to citizens through mobile application, mobile web portal and other mobile channels like IVRS and SMS if the citizen does not have access to data channels or supporting devices like smart phones.</p>	<p>Will support on offline mediums such as IVR and SMS be dependent on use cases ? Such as customer sending an SMS to a short code and pulling information from a department. A complete parallel information available on content rich medium such as app/web may be impossible on SMS and IVR.</p>	<p>NO CHANGE in RFP</p> <p>Section : 6.2</p> <p>Explanation : Yes, citizens should be able to avail various services through SMS / IVR / USSD/ missed call in absence of internet based channels</p>
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		62	43	6.2	<p>The Single Mobile platform shall be based upon open standards based architecture that allows various government departments to quickly integrate and make available their services through standard API (application program interface) and open data formats. The integration shall be done by the selected bidder and proper documentation on the integration of the solution shall also be provided by the selected bidder. The guidelines will include full API specifications, protocols, data formats, API schema etc. Any other details related to integration with the Single Mobile platform should also be provided.</p>	<p>Does such integration require a GUI ? All necessary inputs and parameters and protocols along with documentation can be made available to respective departments with a GUI, if it's acceptable</p>	<p>NO CHANGE in RFP</p> <p>Section : 6.2</p> <p>Explanation : GUI based integration may also be allowed but creation of API from department end will have to be done by the bidder and the integration of the departments API with standard published API of mobile platform will have to be supported in offline also</p>
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		63	43	6.3	Integrate Single Mobile platform with APIs which offer common services for mobile applications such as APIs for user management, files, custom objects, email, photos, social integrations, analytics, push notifications, geolocation, enterprise integration etc	Please elaborate "Custom Objects"	NO CHANGE in RFP  Section : 6.2  Explanation : Could be different file types like pdf, spreadsheet, video etc. Please interpret in context of the RFP
		64	44	6.3	A user interface for the integrating departments to create, publish and manage their APIs with proper documentation support.	This might not work in case of legacy systems and architecture. We may publish APIs which any new department can consume and create/manage their APIs. Can this work ?	NO CHANGE in RFP  Section : 6.3  Explanation : If the published API does not work in legacy systems then the selected bidder will have to integrate by developing API for the legacy systems and integrating it with the single mobile platform with or without changes in the published API
		65	45	6.4	As such the feature to design a CAF dynamically should be enabled on the platform	Should form builder a part of GUI, where department can come and build forms for their departments services	NO CHANGE in RFP  Section : 6.4  Explanation : CAF is consolidated meta driven application form where in the all the application forms of all selected services shall be consolidated as a single form to be filled in by the applicant. This is dynamic form consolidation of various forms already available in the system. Form builder is separate than CAF feature

		66	47	6.6.1	Predictive UX feature	For historical data of a user, if available, on the services availed, client will have to support. It takes time to build predictive engine, as data needs to be poured in, which can only be generated over a period of time. Engine with algos and logics can be invented, but its actual utility and quality will only start reflecting gradually	NO CHANGE in RFP Section : 6.6.1 Explanation : Yes, Historical data may be made available by the departments for users plus fresh data to be generated on daily basis after Go-Live of the single mobile platform
		67	48	6.7	The Single Mobile platform shall be Multilingual (English / Hindi / Bengali ) and availability of API for delivering various State Government services on various channels.	Will integrating department provide multilingual APIs for input and output	NO Change in RFP Section : 6.7 Explanation :The selected bidder shall bear the responsibility of translation in multi lingual content. The content created shall be verified and approved by the client before display on the platform

		68	48	6.8	The single mobile platform architecture should be scalable to support potentially all citizens accessing different types of services. The design should be such that the effort for setting up a new service should be minimal for State Government so that once service API integration is done, it should be possible to provide services through configuration and minimum development.	Please let us know, expected traffic quarterly basis and first 4 weeks from the day of launch	NO Change in RFP Section : 6.8 Explanation : Volume / Traffic estimates are not available
		69	48	6.9	The Solution shall provide Government departments a web based login with access to their own services with reports and dashboards.	Client will have to provide us details of data sets that needs to be visualized	NO Change in RFP Section : 6.9 Explanation : Shall be finalised during SRS / development stage
		70	50	7.1.2	It should also be possible to collect citizen entered data on USSD, IVR and SMS.	Will this be related to registration ?	NO Change in RFP Section : 7.1.2 Explanation : Various types of services , not just registration. Please refer to examples in Section 9.3(iv)
		71	51	7.1.3	When internet is down, the user should be able to make call to the IVR initiated from the Mobile Platform	Will this be to department's IVR or toll free ?	NO Change in RFP Section : 7.1.3 Explanation : IVR provided by the selected bidder

		72	52	7.1.6	The Single Mobile Platform should have a robust Configuration and Management system which should allow faster creation and management of desired User Interface and link it to various services and be able to create and make changes to individual pages of the portal and publish these into the production system.	Which portal are we talking here ? A portal for department or end user	NO Change in RFP Section : 7.1.6 Explanation : Single Mobile Platform
		73	54	7.2.3	The integration module should also provide an on line and batch mode integration facility. Integration with popular social networking sites like Facebook, Twitter and Google+ using the published API as well as integration with mail server would be considered as desirable features.	please elaborate, what kind of integration are we looking at	NO Change in RFP Section : 7.2.3 Explanation :  As per RFP



		74	54	7.2.4	The solution needs to support a work flow based system which can be configurable and will support necessary business logics to support various business requirements.	Please share expectation on this. The statement is open for multiple interpretation	NO Change in RFP Section : 7.2.3 Explanation : Please refer to examples of types of services as mentioned in the rfp in section 9.3(iv).
		75	55	7.2.7	Customer Support / SLA Monitoring / Application Management	We understand that customer support team will be able to manage and address all queries related to the Application and web for end user. In case user has specific queries related to department or transactions made at department end (not through aggregated app) or certain information related to department, for which we do not have access to or knowledge of, can we re direct user to department web/toll free or help desk ?	NO Change in RFP Section : 7.2.7 Explanation : Primarily Yes, the exact modus operandi shall be defined during SRS and MSA stage

		76	56	7.3.1	Citizen should be able to see in an MIS report all actions undertaken by the user through the App. Download of MIS in excel / MIS format should be enabled	Generally in mobile app, this is achieved through transactional history. Will that work ?	NO Change in RFP Section : 7.2.7 Explanation : The requirement is to provide MIS / Querying / reporting / status check / Visualisation for various types of users for transactions / database related data. Solution is expected to be proposed by the selected bidder
		77	56	7.3.1	It should work on all commonly used mobile operating platforms like Android, windows and ios devices and others ( should support current and last 2 versions )	Please specify others"	Corrigendum to be issued :  Section 7.3.1(x)  Above clause to be modified:  It should work on all commonly used mobile operating platforms ie Android, IOS and Windows devices ( should support current and last 2 versions )
		78	56	7.3.1	It should be possible to make changes in App pages from the server side without having to submit the app for upload and approval from respective app stores.	Anything build at native side, will require an app upload. But if the changes are made on web part of an hybrid app, uploading process can be avoided	NO Change in RFP Section : 7.3.1 Explanation :As per RFP

		79	58	7.3.2	Voice based search option within the application should be available. It will help the user find the service they need from the gamut of services across the country.	For this are we free to use third party software's ?	<p>Corrigendum to be issued :</p> <p>Section : 7.3.1(xxv)</p> <p>Above Point to be added:</p> <p>Single Mobile platform along with all integrated features shall be owned by the Client. Open source is required for single mobile platform development and API integrations. All supporting features and integrations shall also be preferred on open source . In case third party tool is being proposed, the same shall be proposed in the technical Bid stage and shall be subject to approval of technical committee. If accepted and approved by the technical committee , The licenses for such third party tool shall be provided to and owned by the client on perpetuity basis. Also, the selected bidder shall have to ensure onsite comprehensive OEM support warranty and maintenance of such third party infrastructure during the contract period.</p>
		80	58	7.3.2	It should be possible to make on-the-fly changes to the portal through a UI and immediately make these available to citizens.	This may not be possible for all components of web, as certain features may have department decencies, language dependencies etc. So, identified set of parameters will be allowed to be managed through web. Can this be allowed ?	<p>NO Change in RFP</p> <p>Section : 7.3.2</p> <p>Explanation : As per RFP</p>

		81	58	7.3.2	The user experience of the citizen on the Mobile Portal and App should be similar in terms of look and feel, navigation, menu and access to preferences and other data.	Most of the UI/UX can be kept similar, but certain features, processes, access points differ from OS to OS and to web, which is designed, keeping in mind the aspect ration of screen, user etc. So some permissible changes needs to be allowed, so that standards can be followed	NO Change in RFP Section : 7.3.2 Explanation : May be allowed, subject to approval of technical committee
		82	58	7.3.3.	If user department / office requires, ONLY for all those services which are on boarded on single mobile platform, the same may be replicated as a separate mobile app for the department specific or API based integration shall be done for those services on-boarded on single mobile app with existing mobile app of the department if any.	More clarity or understanding needed for this sentence	NO Change in RFP Section : 7.3.3 Explanation : As per RFP

		83	59	7.3.5	Support Multi-model support for both SMS Short Codes and USSD Codes	Please elaborate "multi modal"	NO CHANGE IN RFP  Section 7.3.5 Explanation : One Application must be accessible through Short Code, Long code and USSD modes
		84	59	7.3.6	Pull SMS	Can this be provided on use case basis, without the need of front end GUI. Every such use case and requirement shall be supported through API integration. All requests will be fulfilled with minimal TAT	NO Change in RFP Section : 7.3.6 Explanation : Can be done on Use Case basis . However API integration may not be required for such use case
		85	59	7.3.8	IVR (both Inbound and Outbound)	Can this be provided on use case basis, without the need of front end GUI. Every such use case and requirement shall be supported through API integration. All requests will be fulfilled with minimal TAT	NO Change in RFP Section : 7.3.8 Explanation : Can be done on Use Case basis . However API integration may not be required for such use case

		86	60	7.3.9	Unstructured Supplementary Service Data - USSD (both Inbound and Outbound)	Can this be provided on use case basis, without the need of front end GUI. Every such use case and requirement shall be supported through API integration. All requests will be fulfilled with minimal TAT	NO Change in RFP Section : 7.3.9 Explanation : Can be done on Use Case basis . However API integration may not be required for such use case
		87	68	10.1	Outbound dialler enabled bulk voice messages including creation of voice messages	Does this mean recording of voice clips or uploading a pre recorded voice clip?	NO CHANGE IN RFP Section : 11.3 Explanation : OBD (30 sec pulse as average , Including voice recording etc) (200000 OBD calls per month for 3 years )  The bidder shall provide rate for OBD call inclusive of recording of voice clips. Audio clips has be made for each campaign in English , Hindi and Bengali langauages . Recording of voice clips shall be responsibility of the bidder and shall be approved by the client
#	Participant V	#	Bidding Document Reference(s) (section number/ page number)	Clause	Content of RFP requiring clarification	Points of clarification Required	Response

3	Bloom Electronics Private Limited	1	3.12 – VIII/ Page No.21	A bidder or its Associate should have, during the last 3 (three) years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such Bidder or its Associate.	Need to be Confirmed, if this has been revoked back by the respective department As on Date of Bid submission	NO CHANGE IN RFP
		2	4.1 – 3 / Page No. 33	<p>Technical Capability</p> <p>Capable of processing at least 1 Lac transactions on daily basis on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service as on date of bidding</p> <p>( In case of Consortium, projects successfully completed by either Consortium entities shall be considered )</p>	As SI will use third party Framework from OEM for implementation, in that case can the platform credential from respective OEM can be considered as eligibility criteria.	<p>NO CHANGE in RFP</p> <p>Section 4.1</p> <p>Explanation : The bidder has to bid as a consortium for consideration of credentials of any other entity for eligibility criteria.</p>

#	Participet Vel	#	Bidding Document Reference(s) (section number/ page number)	Clause	Content of RFP requiring clarification	Points of clarification Required	Response
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4	3i Infotech	1	3 Instructions to the Bidder, Clause xix. / page -18	The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security.	The rejection of the proposal is OK, but forfeiture of bid security for a reason of non-responsiveness is extremely harsh and has no rationale. Kindly remove the forfeiture part.	<p>Corrigendum to be issued :</p> <p>Section 3.xix To be modified as below :</p> <p>The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.</p> <p>Section : 3.7(vi) To be modified as below :</p> <p>The bid security may be forfeited:</p> <ul style="list-style-type: none"> <li>-If a bidder withdraws its bid during the period of bid validity</li> <li>-If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder)</li> <li>-Fails to furnish performance security</li> <li>-Any information is found to be wrong which is misrepresentation of any facts</li> <li>-The bidder is found to be engaged into any fraudulent activity</li> <li>-The bidder becomes insolvent during the validity of the EMD</li> <li>- The bidder has tried to adversely influence the bidding process in any manner</li> </ul>
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		<p>2 3.7 Earnest Money Deposit (EMD)- Bid Security, Clause vi. / page- 20</p>	<p>The bid security may be forfeited:</p> <ul style="list-style-type: none"> <li>o If a bidder withdraws its bid during the period of bid validity</li> <li>o If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder)</li> <li>o Fails to furnish performance security</li> <li>o Any information given is found wrong.</li> </ul>	<p>Forfeiture due to wrong info is again a harsh measure... For eg. If by mistake, telephone number is wrongly written in the proposal, will that lead to Forfeiture. Hence, kindly remove this reason.</p>	<p>Corrigendum to be issued :</p> <p>Section 3.xix To be modified as below :</p> <p>The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.</p> <p>Section : 3.7(vi) To be modified as below :</p> <p>The bid security may be forfeited:</p> <ul style="list-style-type: none"> <li>-If a bidder withdraws its bid during the period of bid validity</li> <li>-If the bidder fails to sign the contract in accordance with terms and conditions (Only in case of a successful bidder)</li> <li>-Fails to furnish performance security</li> <li>-Any information is found to be wrong which is misrepresentation of any facts</li> <li>-The bidder is found to be engaged into any fraudulent activity</li> <li>-The bidder becomes insolvent during the validity of the EMD</li> <li>- The bidder has tried to adversely influence the bidding process in any manner</li> </ul>
		<p>3 3.14 Preparation of the Bids, Clause (ii) / page -26</p>	<p>Each page of the CV must be signed in original by the Authorised representative together with signature of the key team member.</p>	<p>Please elaborate, what is expected by WEBEL in this clause</p>	<p>NO CHANGE IN RFP</p> <p>Section : 3.14</p> <p>Explanation : CV must be signed by the resource and HR/ authorized signatory of the bidder both</p>

		4	3.14 Preparation of the Bids, Clause (iii) / page -26		The selected bidder shall focus on the infrastructure requirements for the project.	Please highlight whether supply of Infrastructure is also a part of the project.	NO CHANGE in RFP  Section 3.14  Explanation : Please refer to section 6.1(ii). Yes, The client may also require the selected bidder to supply the cloud infrastructure for hosting the single mobile platform
		5	3.14 Preparation of the Bids, Clause (vii) / page -26		Disaster recovery planning and Back Up policy to be followed by the bidder shall be clearly spelt out	What are the expected deliverables expected on DR and Back up policty	NO CHANGE in RFP  Section 3.14  Explanation : Backup and DR related expecations are spelt out in the RFP. Please refer 7.1.11 , Payment section and SLA section of the RFP
		6	3.14 Preparation of the Bids, Clause (ix) b / page- 27		The Financial Proposal shall take into account all the expenses and tax liabilities and cost of insurance specified in the draft contract, levies and other impositions applicable under the prevailing law on the Bidder. For the avoidance of doubt, it is clarified that all taxes, excluding service tax, shall be deemed to be included in the cost shown under different items of Financial Proposal. The Bidder shall be paid only service tax over and above the cost of Financial Proposal.	Kindly clarify, if the term service tax mentioned may be considered GST or not.	NO CHANGE in RFP  Section 3.14  Explanation : Yes, Service Tax wherever mentioned may be treated as GST

		7	4.1 Pre-Qualification (PQ) Criteria Clause 2 / page 32	The Bidder should have successfully implemented (Go-Live) at least 3 completed ICT Projects involving Mobile application development with integration of all or any one of Telecom channels viz. SMS /USSD/IVR/OBD/Missed call service in India of worth at least INR25 Lacs each project in last 3 years as on 31.03.2017 ( In case of Consortium, projects successfully completed by eitherof the Consortium entities shall be considered )	In the consortium bid, can you consider the combination of project successfully completed by both the consortium partner. Means 2 projects by one partmer and 1 project by second partner to qualify the PQ	<p><b>NO CHANGE IN RFP</b> Section 4.1 and 4.2 ( <b>For applicable points in case of consortium</b>)</p> <p><b>Clarification :</b> For below mentioned clauses , ( <b>In case of Consortium, Either party ( ANY ONE ) Must meet the criteria )</b></p> <p>(i) For Turnover (ii) / Bidder Capability on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service / (iii) Manpower (iv) Certification ( ISO and CMMi)</p> <p><b>ONLY</b> for below clause, ( <b>In case of Consortium, projects successfully completed by BOTH of the Consortium entities shall be considered )</b></p> <p>(i) Technical Capability of Project completion on ICT Projects involving Mobile application development</p>
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		8	4.1 Pre- Qualification (PQ) Criteria Clause 4 / page 32	The bidder should have Minimum 50 Mobile App Development resources on its payroll at the time of bidding.	Do you consider resources count for the combination of the consortium partner or only the lead bidder.	<p><b>NO CHANGE IN RFP</b> Section 4.1 and 4.2 ( <b>For applicable points in case of consortium</b>)</p> <p><b>Clarification :</b> For below mentioned clauses , ( <b>In case of Consortium, Either party ( ANY ONE ) Must meet the criteria</b> )</p> <p>(i) For Turnover (ii) / Bidder Capability on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service / (iii) Manpower (iv) Certification ( ISO and CMMi)</p> <p><b>ONLY</b> for below clause, ( <b>In case of Consortium, projects successfully completed by BOTH of the Consortium entities shall be considered</b> )</p> <p>(i) Technical Capability of Project completion on ICT Projects involving Mobile application development</p>
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		9	19 Termination of Contract / Page-103	<p>vii. At any point of time during the contract period, If The Client feels to terminate the contract , It may do so by giving 60 days written notice to the selected bidder. In such case, all dues shall be paid to the selected bidder.</p> <p>In such cases, The Performance Bank Guarantee may be invoked by The Client Under all above circumstances, selected bidder shall have to handover all documentations, source codes, reports , records, data backups, storages records etc</p>	<p>Why under condition related clause vii PBG is invoked by the client. Where there is no fault of the bidder.</p>	<p>NO CHANGE in RFP</p> <p>Section : 19</p> <p>Explanation : Please refer to Section 22(v) Handover section. Even in case of notice based termination hand over of all documents , source codes etc is required. IF such documents are not handed over, client reserves the right for forfeiture of performance bank guarantee.</p>
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		10	15.5 Software Delivery (Service Enablement ( including Pilot service ) & Change Request) SLA and Penalty / Page-92		Entirre Table	<p>Penalty is very high and are multiple in nature, plus the time line given to rectify the same is very less, and the measures of contract termination beyond 15 days is too stiff. Request you to delete the termination clause, and limit the overall Penalty from multiple heads to 10% of the Contract value.</p> <p>Also, kindly highlight how many times in the engagement period the Change Request will be asked. Impoartant to estimate the efforts and cost.</p>	<p>NO CHANGE in RFP</p> <p>Section : 15.5</p> <p>Explanation : As per RFP</p>
#	Participet Ver	#	Bidding Document Reference(s) (section number/ page number)	Clause	Content of RFP requiring clarification	Points of clarification Required	Response

5	EY	1	Section 4.1 Pre Qualification (PQ) Criteria, Page No 32	The Bidder should have successfully implemented (Go-Live) at least 3 completed ICT Projects involving Mobile application development with integration of all or any one of Telecom channels viz. SMS /USSD/IVR/OBD/Missed call service in India of worth at least INR25 Lacs each project in last 3 years as on 31.03.2017 ( In case of Consortium, projects successfully completed by either of the Consortium entities shall be considered )	We request you to kindly modify the clause as mentioned below: The Bidder should have successfully implemented (Go-Live) at least 3 ICT Projects involving Mobile application development ( In case of Consortium, projects successfully completed by either of the Consortium entities shall be considered )	NO CHANGE in RFP Section 4.1 Explanation : As per RFP
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		2	Section 4.1 Pre Qualification (PQ) Criteria, Page No 33		The bidder should have Minimum 50 Mobile App Development resources on its payroll at the time of bidding	As overall project involves understanding of web and mobile application development, We request you to kindly modify the clause as mentioned below: The bidder should have Minimum 50 Application Development resources on its payroll at the time of bidding	NO CHANGE in RFP Section 4.1 Explanation : As per RFP
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		3	Section 4.2 Pre-Technical Qualification (TQ) Criteria, Page No 35	<p>The Bidder should have successfully implemented (Go-Live) at least 3 completed ICT Projects involving Mobile application development with integration of all or any one of Telecom channels viz. SMS /USSD/IVR/OBD/Missed call service in India of worth at least INR25 Lacs each project in last 3 years as on 31.03.2017 ( In case of Consortium, projects successfully completed by either of the Consortium entities shall be considered )</p> <p>When No. Of Completed Project :</p> <ul style="list-style-type: none"> <li>• Equal to 3 projects : 7 marks</li> </ul> <p>For each extra project = 1 Mark each for upto max. 3 Marks extra (For projects more than min requirement of 3 projects : Completed Or Min 50% partly completed projects shall be</p>	<p>We request you to kindly modify the clause as mentioned below: The Bidder should have successfully implemented (Go-Live) at least 3 ICT Projects involving Mobile application development ( In case of Consortium, projects successfully completed by either of the Consortium entities shall be considered )</p>	<p>NO CHANGE in RFP</p> <p>Section 4.2</p> <p>Explanation : As per RFP</p>
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		4	4.2 Technical Qualification Criteria		Capable of processing at least 1 Lac transactions on daily basis on SMS at the time of bidding	We would request this to modify to 'Capable of processing transactions on SMS / Mobile Network / IVRS / USSD'.	NO CHANGE in RFP Section 4.2 Explanation : As per RFP
		5	4.2 Technical Qualification Criteria		Capable of processing at least 1 Lac transactions on daily basis on Mobile Network at the time of bidding	We would request this to modify to 'Capable of processing transactions on SMS / Mobile Network / IVRS / USSD'.	NO CHANGE in RFP Section 4.2 Explanation : As per RFP
		6	4.2 Technical Qualification Criteria		Capable of processing and analyzing at least 25000 transactions on daily basis on IVRS at the time of bidding	We would request this to modify to 'Capable of processing transactions on SMS / Mobile Network / IVRS / USSD'.	NO CHANGE in RFP Section 4.2 Explanation : As per RFP
		7	4.2 Technical Qualification Criteria		Capable of processing and analyzing at least 25000 transactions on daily basis on USSD at the time of bidding	We would request this to modify to 'Capable of processing transactions on SMS / Mobile Network / IVRS / USSD'.	NO CHANGE in RFP Section 4.2 Explanation : As per RFP

		8	Section 4.2 Technical Qualification Criteria, Page No 37	ISO 27001:2013 Certification : 1 Mark ISO 9001-2015 Certification : 1 mark CMMI certification: o If Level 3 but not Level 5: 1 Mark o If Level 5 : 3 Marks	Request you to kindly modify the criteria as mentioned below because CMMI is an apt measure to gauge the efficiency in process of a vendor / service provider as compared to ISO  ISO 27001:2013 Certification : 1 Mark OR ISO 9001-2015 Certification : 1 mark CMMI certification: o If Level 3 but not Level 5: 1 Mark o If Level 5 : 4 Marks	NO CHANGE in RFP  Section 4.2  Explanation : As per RFP
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		9	Section 1.11.3 Confidentiality , Page no 155		The System Integrator shall not, either during the term or within two (2) years after the Expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or The Client's business or operations without the prior written consent of The Client.	May we request you to please add the following clause to RFP "Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's	NO CHANGE in RFP  Section 1.11.3  Explanation : As per RFP
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		10	Section 20 Intellectual Property Rights, Page No 104		NA	<p>May we request you to please add the following clause to RFP</p> <p>Bidder may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that bidder own in performing the Services. Notwithstanding the delivery of any Reports, bidder retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that bidder compile and retain in connection with the Services (but not Client Information reflected in them). Upon</p>	<p>NO CHANGE in RFP</p> <p>Section 20</p> <p>Explanation : As per RFP</p>
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		11	Client to assign a qualified person to oversee the Services		NA	<p>The Client is responsible for all management decisions relating to the services, the use or implementation of the output of the services and for determining whether the services are appropriate for your purposes. The Client shall provide (or cause others to provide) to us, promptly, the information, resources, and assistance (including access to records, systems, premises and people) that we reasonably require to perform the services. To the best of your knowledge, all information provided by you or your behalf (Client information) will be accurate and complete in all material respects. The</p>	<p>NO CHANGE in RFP</p> <p>Section 3</p> <p>Explanation : As per RFP</p>
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		12	Subcontracting		NA	<p>May we request you to please add the following clause to RFP</p> <p>Bidder may subcontract portions of the Services to any of its network firms, as well as to other service providers, who may deal with you directly. Nevertheless, bidder alone will be responsible to the Client for the Reports, the performance of the Services, and our other obligations under this Agreement.</p>	<p>NO CHANGE in RFP</p> <p>Section 3</p> <p>Explanation : Subcontracting is not allowed .</p>
		13	Multi-Language Support			<p>We assume that all translation for label / data would be provided by WEBEL. Kindly confirm</p>	<p>NO Change in RFP</p> <p>Section : 6.7</p> <p>Explanation :The selected bidder shall bear the responsibility of translation in multi lingual content. The content created shall be verified and approved by the client before display on the platform</p>



		14	Scope of work page 42			<p>We assume that all the infrastructure covering hardware (server), system software for production, UAT, Testing and development environment would be made available to bidder. Request confirmation on the same. Also kindly confirm that mobile devices required for testing would be made available to development / maintenance team by WEBEL.</p>	<p>Corrigendum to be issued :</p> <p>Section : Section 10.1.(iii).(e)</p> <p>Above clause to be added with below text:</p> <p>The Development and staging environment shall be arranged by the selected bidder. Once the security audit is complete, it will be transferred to Production environment which will be provided by the Client</p>
		15	Platforms supports			<p>We request WEBEL to list down any other operating systems those needs to be supported apart from Android, iOS and Windows.</p>	<p>Corrigendum to be issued :</p> <p>Section 6.2(iii)(a)</p> <p>Following clause to be modified.</p> <p>"Enablement on all mobile operating systems such as Android, IOS, Windows for Mobile App and Mobile Web "</p>

		16	Charts and graphical visualisation			We assume that any tools required for visualisation needs to be proposed as part of proposal while commercial arrangements would be done by WEBEL.	NO CHANGE in RFP Section 7.2.6 Explanation : The bidders shall have to propose reporting and visualisation tool as an integarted component of the single mobile platform. Te price bid of development of single mobile platform shall be inclusive of integrated reporting and visualisation tool.
		17	Development Platforms			We request WEBEL to provide inputs on any preference on development environment.	NO CHANGE in RFP Section 7 Explanation : Nil
		18	MDM Integrations			Any feature of MDM (Mobile device management) is out of current scope, please confirm	Corrigendum to be issued : Section 6.5(vi) Above Clause to be modified : It is expected that MDM feature shall be required be around 500 users on current estimate basis.
		19	Report Analytics			Any report MIS is required in case yes than please confirm it will be only responsive or its mobile application is also required.	NO CHANGE in RFP Section 7.2.6 Explanation : The bidders shall have to propose reporting and visualisation tool as an integarted component of the single mobile platform.

		20	UI/UX changes			We assume that no UI /UX for any web based application of department is required to be developed / changed. Kindly confirm	NO CHANGE in RFP Section 7.2 Explanation : It is been clarified that UI/UX development / modification for any web based application of department is OUT OF SCOPE of this project
		21	Mobile app offline support			We request WBL to confirm whether offline mobile application component needs to be considered as part of scope of work. Kindly confirm.	NO CHANGE in RFP Section 7.3.1 (ii) Explanation : Please refer to above section
		22	Mobile Web			We assume that Mobile web and mobile application will have the same features, Kindly confirm	NO CHANGE in RFP Section 7.3.2 (vii) Explanation : Yes
		23	10.1) Selected bidder		b. If required, the selected bidder shall have to provide cloud environment including backend hardware, software, licenses, infrastructure required to deliver single mobile platform as a service.	We request you to please let us know under what condition the bidder needs to provide the environment?	NO CHANGE in RFP Section : 6.1 Explanation : The client may request the bidder to provide the cloud environment for hosting the single mobile platform in case SDC or other client provided cloud in cases like short of space / better features available on bidder proposed cloud / any other legible reasons to ensure smooth running of the single mobile platform

		24	12. Time to deliver the project. Implementation period.		Timeline from Signing of MSA (Calendar Days)	The header which says timeline from signing of MSA and the days mentioned against project task are misleading. Please clarify when it is said that "Capacity Building" has a timeline from signing of MSA as 30 days, does it mean that this 30 days is after the completion of "Testing, STQC or CERT-IN Audit and Certification" or after the MSA is signed.	NO CHANGE in RFP Section : 12 Explanation : Please refer to table under section 12. To explain, the same shall have to be completed within 30 days timeline from request date.
		25	Mobile application framework			As It is required to bring various department's existing mobile application features to one single mobile application, Kindly confirm the platforms used for development of those applications	NO CHANGE in RFP Section : 7.1.7 Explanation : There shall be web applications as well as mobile applications which shall be on boarded on the single mobile platform. Mobile applications shall be Android , IOS and Windows based

				Notice inviting tender	Validity period of EMD	As per RFP, validity of EMD requested is 180 + 45 days from bid submission date and also it was clarified during pre-bid meeting that EMD needs to be submitted in form of DD. As per Bank's norms, DD's validity is for 90 days. Kindly suggest if EMD can be submitted in terms of DD valid for 90 days and later new DD can be submitted before expiry of older one.	Corrigendum to be issued : Section : 3.7(ii) Following clause to be modified: EMD should be valid for 225 days (180 days bid validity period+ 45 days beyond bid validity) from the opening date of the tender. Bid security in any other form will not be accepted. The Demand Draft submitted as EMD, shall have to be replaced with fresh demand draft on expiry of 90 days till the validity period of EMD
#	Participet Ver	#	Bidding Document Reference(s) (section number/ page number)	Clause	Content of RFP requiring clarification	Points of clarification Required	Response
6	RAM-Infotech	1	Section no.3, Sub Section.3.13 S.No.ii Page no.24		Consortium consisting of upto 2 (Two) agencies may be allowed	Request to consider the consortium for maximum 3 (Three) entitles	NO CHANGE IN RFP : Section 4.1 and 4.2 Clarification : NO Change

		2	Section no.4, Sub Section.4.1 S.No.1 Page no.32	Average Annual Turnover from Software Development or Development of Value Added Services in last Three financial years ending 31.03.2017 should be minimum INR 22 Crores per year. ( In case of Consortium, turnover of either party shall be considered )	Request to consider: Average Annual Turnover from Software Development or Development of Value Added Services in last Three financial years ending 31.03.2017 should be minimum INR 15 Crores. (In case of Consortium, turnover of either party shall be considered )	<p><b>NO CHANGE IN RFP</b> Section 4.1 and 4.2 ( <b>For applicable points in case of consortium</b> )</p> <p><b>Clarification :</b> For below mentioned clauses , ( <b>In case of Consortium, Either party ( ANY ONE ) Must meet the criteria</b> )</p> <p>(i) For Turnover (ii) / Bidder Capability on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service / (iii) Manpower (iv) Certification ( ISO and CMMi)</p> <p><b>ONLY</b> for below clause, ( <b>In case of Consortium, projects successfully completed by BOTH of the Consortium entities shall be considered</b> )</p> <p>(i) Technical Capability of Project completion on ICT Projects involving Mobile application development</p>
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		3	Section no.4, Sub Section.4.1 S.No.4 Page no.33	The bidder should have Minimum 50 Mobile App Development resources on its payroll at the time of bidding.	Request to consider: The bidder should have Minimum 25 Mobile App Development resources on its payroll at the time of bidding.	<p><b>NO CHANGE IN RFP</b> Section 4.1 and 4.2 ( <b>For applicable points in case of consortium</b>)</p> <p><b>Clarification :</b> For below mentioned clauses , ( <b>In case of Consortium, Either party ( ANY ONE ) Must meet the criteria</b> )</p> <p>(i) For Turnover (ii) / Bidder Capability on Mobile Network based/SMS /IVRS / OBD / USSD/ Missed call service / (iii) Manpower (iv) Certification ( ISO and CMMi)</p> <p><b>ONLY</b> for below clause, ( <b>In case of Consortium, projects successfully completed by BOTH of the Consortium entities shall be considered</b> )</p> <p>(i) Technical Capability of Project completion on ICT Projects involving Mobile application development</p>
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