

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

|   |  |
|---|--|
| Corrigendum Reference Number              | 48/CEO/CHiPS/DTCP/2017/Corrig1   |
| Tender Reference Number                   | 48/CEO/CHiPS/DTCP/2017   |
| Project Name                              | Request for Proposal For Design, Development, Implementation, & Maintenance of a Web Based Automated Layout Plan Screening and Approval System & Building Permission Management System |
| Last date and time for submission of bids | Thursday, 30/11/2017 up to 03:00 P.M.  |
| Physical Submission of EMD/DD             | Thursday, 30/11/2017 between 03:00 PM to 05:00 P.M.  |
| Date of Technical Bid Opening:            | Thursday, 30/11/2017 up to 05:01 P.M.  |

**Note:** Bidder has to submit the signed copy of this corrigendum with the Technical Bid in envelope B.



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## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No.   | Page No. | RFP Clause   | Query   | Remarks | Response  |
|---|---|----------|--|---|---------|---|
| 1 | 5 ( e)  | 14       | The selected bidder shall deploy 8 Technical resources personnel team on site at Directorate Town & Country Planning/CHiPS for a period of 3 years after GO-Live of application Software.  | Please allow resources to work in off-site mode also, as it is not possible for identified OSU resources to address all the issues onsite. Flexibility should be given to the bidder to decide the no. of resources on on-site/ off-site mode | -       | As per RFP  |
| 2 | 5(f)  | 15       | The FMS resource will be deployed at 18 Regional Offices, however, the deployed FMS resource will visit the any DTCP office as per project requirement.  | Travel and stay arrangement cost of the resources will be borne by the department or bidder. Please clarify   | -       | FMS resources supposed to be deployed at regional offices. All the arrangement for the resources would be borne by bidder.  |
| 3 | 5.1 Web Based Automated Building Layout Plan Screening and Approval | 17       | xi. Integration with e-District Portal/other e-Governance application – A user will be able to submit his/her application and get the required certificate from e-District Portal/other e-governance application as per the requirement of CHiPS/DTCP. | Please confirm that all the applications required for integration have open APIs for integration. Also please share necessary technical details of all the applications to be integrated so that bidder can estimate better.                  |         | Bidder has to do the integration with applications having open API. Indicative list (not limited to) of applications are as below:<br>1. e-District<br>2. Application developed by ULBs<br>3. Digilocker<br>4. e-Taal |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|---|-------------|----------|---|--|---------|--|
| 4 | 7.8 (4)     | 29       | <p>The prime bidder or consortium partner should have executed or in the process of executing a state wide single project for automated Layout or Building Plan Approval System with any Government Organization in India in last 3 years as on the date of submission of the bid</p> <p>Maximum marks shall be awarded to the bidder having maximum number of offices/ULBs covered in a single project. Other bidders will be awarded marks on pro-rata basis.</p> | Please confirm that "offices" means "T&CP offices"   |         | Yes<br>T&CP offices, Local Planning Authorities, Development Authorities, Industrial Authorities and similar agencies/bodies |
| 5 | 8.5.2       | 35       | Base Map will be provided by DTCP. Bidder has to do the integration with GIS for the areas identified by DTCP during the contract period.   | Please confirm the availability of the GIS maps along with property/ land coordinates for all the project locations and size of GIS data. Does GIS data need to be stored in SAN provided by bidder or it will be provided for integration at SDC/ department infrastructure |         |  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No.  | Page No. | RFP Clause   | Query  | Remarks | Response                                     |
|---|--------------|----------|--|--|---------|--|
| 6 | 8.5.3        | 37       | Use of digital signature for approval of application at different levels should be incorporated in the application system.   | We assume that the digital signatures to be procured by the bidder are only for the departmental users. For users other than the department, i.e. architects or other citizens, bidder will not procure any digital certificate. Please confirm. |         | Yes  |
| 7 | 8.5.5        | 38       | Based on the CAD drawing the various fees associated should be calculated automatically. Option for variation of fees to be available with the council authority, which may be used with proper justification. | Please clarify that the CAD licenses will be procured by the bidder for department, users and architects.  |         | Please refer corrigendum                     |
| 8 | 8.6          | 40       | Payment gateway and SMS Gateway will be provided by CHiPS and Bidder has to do the integration of Payment gateway and SMS Gateway.   | Please share the details that which Payment and SMS gateway is being used at present   |         | Payment Gateway - NSDL<br>SMS gateway - MSDG |
| 9 | 8.7 Training | 41       | SI has to establish its own infrastructure (Computers for user training, Stationary, Printer, Scanner, Consumable, UPS etc.) at District & Tehsil levels etc. to conduct the trainings as                      | It is assumed that all training locations will have sufficient room size, furniture, projection system and internet connectivity to accommodate at least 15-20 participants.   |         | Yes  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No.                  | Page No. | RFP Clause  | Query  | Remarks | Response                 |
|----|------------------------------|----------|---|--|---------|--------------------------|
|    |                              |          | per approved training Plan.   |  |         |                          |
| 10 | 8.8 Outputs and Deliverables | 42       | <p>The total time duration of the project is 3 year and 6 month, broken up into two phases –<br/>                     Design and Implementation phase, lasting 10 months;<br/>                     and Post Implementation Support for a further period of 36 months.<br/>                     Design and Implementation phase shall comprise of 10 months for design, and implementation including the hosting of the application software at State Data Centre.</p> | Please confirm the duration of the design and implementation is 12 months  |         | Please refer corrigendum |
| 11 | 8.9 Phase 2                  | 43       | <p>UAT Phase for Application Software (6 Months)- Data Digitization (approx. 5000 Records, each records may have 50 Fields ), Master Data Entry, Legacy Data Entry of all Locations</p>   | Please confirm that all the data required for digitization will be provided to bidder at centralized location at Raipur and will be verified by the department user after digitization. It is department's responsibility to provide correct data on time in readable format |         | Yes                      |
| 12 | 8.11                         | 45       | <p>System Integration- The application has been identified based on the</p>   | Please share the technical and functional details of the existing GIS application  |         | GIS 9.3                  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|-------------|----------|---|--|---------|--|
|    |             |          | requirements of the directorate and its existing GIS applications.  |  |         |  |
| 13 | 8.11        | 45       | End-User document- Documentation will be supplied and maintained by the bidder during different stages of the project. The ownership of all documents, supplied by the bidder, will be with DTCP/CHiPS. The electronic copies will be supplied with all the documents and manuals, required for operating and configuring the hardware and software at the user specific environment. The documents have to be provided in English and Hindi and MUST include at least:<br>Application development manual | Application development manual is not end user document, therefore it is requested it may not be required to be submitted in Hindi |         | All end user documents should be in Hindi and English, however, technical documents should be in English only. |
| 14 | 8.11        | 45       | Technical Documents- The bidder shall supply operation and maintenance manuals. These shall be in such details as to enable the department to operate, maintain, adjust and repair  | It is requested that Technical documents may not be required to be submitted in Hindi  |         | OK   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|--|
|    |             |          | the parts of the works as stated in the specifications. The manuals for all supplied equipment's shall be in English and/or Hindi and in soft and/or hard copy and equal to the number of supplied equipment's |   |         |  |
| 15 | 8.12.2 iii  | 47       | Reporting capabilities: Reports should be available in a variety of industry standard formats including: Web based (HTML, PHP, XML etc) Microsoft Office formats (doc(x), xls(x))                              | It is assumed that all the desktops have Microsoft Office pre-installed   |         | Yes<br>However, all exported report should support all open source office applications |
| 16 | 8.12.3      | 47-48    | <b>Supply and Installation, Software, Network</b>  |   |         |  |
| 17 |             |          | The implementing agency will design and install the Local Area Networks (LAN) at the project sites.  | It is assumed that LAN work needs to be done at 18 Regional Offices of Directorate Town & Country Planning. Please provide the number of nodes, distance and no. of floors to be connected in LAN in each office. It is assumed that internet connectivity will be provided by department in all project locations. |         | Please refer corrigendum   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|------------|
|    |             |          |  | It is requested if department may provide blue print of the project sites to assess the LAN requirements.   |         |            |
| 18 |             |          | The implementing agency will procure Digital Signature Certificates for the identified approvers of the department. The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project. | Please confirm the no. of department users for procurement of digital signature. Though it's mentioned that initially 200 signatures to be procured but please confirm maximum no.of department users for whom digital signature to be procured. Also for how many years the digital signatures to be live/active. It will help the bidder to estimate. |         | As per RFP |
| 19 |             |          | The license/s for any application, software, operating system, hardware or any other component of the project has to be purchased/ generated/ obtained in the name of DTCP.  | Please confirm that the license/s for any application, software, operating system, hardware or any other component of the project has to be purchased/ generated/ obtained in the name of DTCP are restricted to server side infrastructure   |         | Yes        |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|------------|
|    |             |          |  | only not client machines  |         |            |
| 20 |             |          | Servers all its components, Server OS, DB, all required licenses to run the hardware and proposed solution will be under scope of bidders, other hardware(desktops at District/Regional office) will be provided by CHiPS/DTCP as per requirement  | Please confirm that bidder is not required to provide any OS, software, license etc. for other hardware (desktops at District/Regional office) provided by CHiPS/ DTCP as per requirement |         | Yes        |
| 21 | 9.1         | 48       | <b>b. Design and User Acceptance Test:</b> If any variation found in the designing document (SRS) approved by DTCP/CHiPS at the time of User Acceptance Test (UAT), a penalty at the rate of 0.5% of the total value of Phase - 1,2 & 3 will be levied and the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the successful bidder. DTCP/CHiPS will | It is requested to remove the penalty clause as there may be some minor variations in UAT w.r.t. approved SRS which will be fixed after UAT.  |         | As per RFP |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response   |
|----|-------------|----------|---|---|---------|------------|
|    |             |          | pay the actual amount of work after deduction of penalty.   |   |         |            |
| 22 | 9.1 e       | 49       | <b>Service Level for OSU and FMS- Penalty on Deployment of Operational Support Unit (OSU) staff:</b>  |   |         | As per RFP |
| 23 |             |          | If the successful bidder is unable to deploy any of the 8 resources (OSU Personnel) from the Roll out of the project, a penalty at the rate of 0.5% per week of the contract value for Phase-4 will be levied for a maximum period of eight weeks. If the deployment of personnel is not completed even within this eight-week period, then the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the selected | It is requested that penalty may not be imposed if resource replacement is done with resource having higher or similar qualification and experience |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

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|----|-------------|----------|---|--|---------|------------|
|    |             |          | Bidder.   |  |         |            |
| 24 |             |          | If any of the proposed resources in the bid is not deployed by the successful bidder (except for the reason that resource leaves the organization by submitting resignation with the present employer or physically unfit) a penalty of Rs. 20,000 (Twenty Thousand) per resource will be levied.   | It is requested that penalty may not imposed if resource replacement is done with resource having higher or similar qualification and experience |         | As per RFP |
| 25 | 9.1 e       | 50       | Penalty on Deployment of Operational Support Unit (OSU) staff:- Note iii. The replaced resource will be accepted by the DTCP/CHiPS only if he/she qualification / experience is same or more mentioned in this RFP and is found suitable to the satisfaction of the DTCP/CHiPS. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the CHiPS/DTCP. The Selected Bidder shall be Maximum | Please allow 45 days for the replacement and change penalty clause accordingly   |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|-------------|----------|---|--|---------|--|
|    |             |          | allowed 30 days to replace the resource.  |  |         |  |
| 26 | 9.1 e       | 50       | Penalty on Deployment of Facility Management Service (FMS) staff:- iii. The replaced resource will be accepted by the DTCP/CHiPS only if his/her qualification / experience is same or higher from the qualification / experience mentioned in this RFP and is found suitable to the satisfaction of the DTCP/CHiPS. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DTCP/CHiPS. The Selected Bidder shall be Maximum allowed 15 days to replace the resource. | Please allow 45 days for the replacement and change penalty clause accordingly                                     |         | As per RFP   |
| 27 |             |          | Third party testing   | Please confirm whether Department/ CHiPS will bear all the expenses related to third party testing of the software |         | Yes Bidder has to coordinate with the testing agency for the certification of proposed application |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

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|----|--|----------|---|--|---|---|
| 28 | 5(e)<br>Operational Support Unit (OSU) | 14       | The selected bidder shall deploy 8 Technical resources personnel team on site at Directorate Town & Country Planning/CHiPS for a period of 3 years after GO-Live of application Software.   | Considering the complexity of the application it may not be possible for only OSU resources to make the required changes in the application. | Pls allow bidder to deploy required resources based on the application change requirements either on-site or off-site                                   | As per RFP  |
| 29 | 7.8 Technical Evaluation Matrix (4)    | 29       | The prime bidder or consortium partner should have executed or in the process of executing a state wide single project for automated Layout or Building Plan Approval System with any Government Organization in India in last 3 years as on the date of submission of the bid.<br>Maximum marks shall be awarded to the bidder having maximum number of offices/ULBs covered in a single project. Other bidders will be awarded marks on pro-rata basis. | It is requested to clarify the term "offices"  | Request to change this clause to "Maximum marks shall be awarded to the bidder having maximum number of T&CP offices/ ULBs covered in a single project. | As per RFP<br><br>Offices refer to T&CP offices, Local Planning Authorities, Development Authorities, Industrial Authorities and similar agencies/bodies. |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

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| 30 | 8.8 Outputs and Deliverables | 42       | <p>The total time duration of the project is 3 year and 6 month, broken up into two phases –<br/>                     Design and Implementation phase, lasting 10 months; and Post Implementation Support for a further period of 36 months.<br/>                     Design and Implementation phase shall comprise of 10 months for design, and implementation including the hosting of the application software at State Data Centre.</p> | As per clause 8.9 of the RFP duration from Phase-1 to Phase -3 is 12 months.   | Request to correct the total time duration | Please refer corrigendum |
| 31 | 9.1 Category of SLAs         | 48       | <p><b>b. Design and User Acceptance Test:</b> If any variation found in the designing document (SRS) approved by DTCP/CHiPS at the time of User Acceptance Test (UAT), a penalty at the rate of 0.5% of the total value of Phase - 1,2 &amp; 3 will be levied and the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the successful</p>                              | In such kind of applications some minor variations remains after UAT also, which will be resolved after the results of UAT, before roll out. | Request to remove the penalty clause       | As per RFP               |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #  | Section No.                           | Page No. | RFP Clause   | Query   | Remarks                              | Response   |
|----|---------------------------------------|----------|--|---|--------------------------------------|------------|
|    |                                       |          | bidder. DTCP/CHiPS will pay the actual amount of work after deduction of penalty.  |   |                                      |            |
| 32 | 9.1 e. Service Level for OSU and FMS- | 49       | <p><b>Penalty on Deployment of Operational Support Unit (OSU) staff:</b></p> <p>i. If the successful bidder is unable to deploy any of the 8 resources (OSU Personnel) from the Roll out of the project, a penalty at the rate of 0.5% per week of the contract value for Phase-4 will be levied for a maximum period of eight weeks. If the deployment of personnel is not completed even within this eight-week period, then the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the selected Bidder.</p> <p>ii. If any of the proposed resources in the bid is not</p> | Pls allow resource replacement with resource having similar or higher qualification & experience without any penalty. | Request to remove the penalty clause | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks   | Response   |
|----|-------------|----------|---|---|---|------------|
|    |             |          | deployed by the successful bidder (except for the reason that resource leaves the organization by submitting resignation with the present employer or physically unfit) a penalty of Rs. 20,000 (Twenty Thousand) per resource will be levied.          |   |   |            |
| 33 | 6           | 19       | Legal Entity: The Prime bidder and consortium member (Consortium not more than 1) should be a company registered in India under companies Act 1956 or 2013, registered and operating for the last Five years in IT/ITeS Services as of 31st March 2017. | Relaxation in operational years for consortium partner.<br>The consortium partner should be allowed to participate if it is in operations for last 3 years., as the consortium partner company is registered with Companies Act 2013. | Please change to:<br>Legal Entity: The Prime bidder should be a company registered in India under companies Act 1956 or 2013, registered and operating for the last Five years in IT/ITeS Services as of 31st March 2017.<br>The consortium member (Consortium not more than 1) should be a company registered in India under companies Act | As per RFP |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks  | Response   |
|----|-------------|----------|--|--|--|------------|
|    |             |          |  |  | 1956 or 2013, registered and operating for the last Three years in IT/ITeS Services as of 31st March 2017. |            |
| 34 | 7.8         | 29       | The prime bidder or consortium partner should have executed or in the process of executing a state wide single project for automated Layout or Building Plan Approval System with any Government Organization in India in last 3 years as on the date of submission of the bid. Maximum marks shall be awarded to the bidder having maximum number of offices/ULBs covered in a single project. Other bidders will be awarded marks on pro-rata basis. | The experiences should be considered for implementation in ULBs or offices or Districts and comparison should be made with same units. More focus is required on successful implementation rather than numbers. Also pro-rate marking of baselines hieghest marks may be changed to different slabs like 0-50=10, 51-100=15, 100+=20 |  | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks  | Response                        |
|----|-------------|----------|--|--|--|---------------------------------|
| 35 | 9.2.1       | 51       | <p>Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized Bank in the Performa given here-in-after in this document valid for a period of 4 Years.</p> | <p>Request to allow Bank Guarantee from a Nationalized / Scheduled Bank similar to the Eligibility Criteria mentioned under Section No. 6.2 in Page No. 19 of the RFP.</p> <p>Please change to:<br/>                     Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized / Scheduled Bank in the Performa given here-in-after in this document valid for a period of 4 Years.</p> | <p>As per the Clause 2.2.7.1 (also mentioned below) of the Circular from Reserve Bank of India (RBI), Indian Government Agencies and/or Departments may utilize bank guarantees also from Scheduled Commercial Banks towards the performance bank guarantees.</p> <p><b><i>2.2.7.1 The Bank Guarantee Scheme formulated by the Government of India for the issuance of bank guarantees in favour of Central Government Departments, in lieu of security deposits, etc. by contractors, has been modified</i></b></p> | <p>Please refer corrigendum</p> |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks   | Response  |
|----|-------------|----------|--|---|---|---|
|    |             |          |  |   | <i>from time to time. Under the scheme, it is open to Government Departments to accept freely guarantees, etc. from all scheduled commercial banks.</i>   |   |
| 36 | 4.1         | 13       | The project will be implemented in 18 Regional Offices of Directorate Town & Country Planning. After successful implementation of the pilot phase the department will implement the same all Regional offices and subordinate office of Chhattisgarh | Request to clarify the project locations, for which the Master Plan and Bhumi Vikas Rules are available. As the project is to be implemented in 18 locations and in case the master plan of any proposed location is not available or proposed then the payment shall not be stopped for the phase completion due to non availability of master plan for said locations. kindly also confirm that the rules are available for all the locations and which can further be recorded in the Rule Management System using guideline i.e. Bhumi Vikas Rule and Master Plan | Kindly confirm that the payment will not be stopped if the Master plan is not available to the Department for the implemented locations. The Application can be integrated with the master plan on later stages after the payment has been made. It should not stop/delay the sign-off and due payment on phase completion. | Application to be developed should be scalable to cater the additional requirement.<br><br>Whenever the master plan of any location comes in to existence, Department can add it through system developed by bidder.<br><br>Payments will be released as per payment schedule mentioned in RFP. |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response              |
|----|-------------|----------|---|---|---------|-----------------------|
|    |             |          |   | of the city.  |         |                       |
| 37 | 8.5.4       | 37       | Offline Drawing Utility Software: Architect should be able to download and install the software:  | Do we need to provide any third party software or customized software for download?                                 |         | Bidder has to suggest |
| 38 | 8.5.5       | 38       | Other Functionalities:  | Do we need to provide any third party software or customised software for download to handle the above requirement? |         | Bidder has to suggest |
|    |             |          | <ul style="list-style-type: none"> <li>The system shall read data from CAD drawings / other widely accepted formats, establish relationship between various entities and produce scrutiny reports by mapping all applicable DC rules.</li> </ul>  |   |         |                       |
|    |             |          | <ul style="list-style-type: none"> <li>The system should also capability to generate 3D view of the proposed building from the drawings submitted by the architect. The Town &amp; Country Planning office should be able to analyze the 3D view with applicable Development Plans (DP) and Development Control Rules (DCR).</li> </ul> |   |         |                       |
|    |             |          | <ul style="list-style-type: none"> <li>The application should also have a feature to accept the 3D Drawings by the architect in the CAD</li> </ul>  |   |         |                       |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response   |
|----|-------------|----------|---|---|---------|--|
|    |             |          | format.   |   |         |  |
|    |             |          | · System will provide an interface to capture scrutiny details (Scanned /CAD format) and relevant drawings of the proposals approved earlier so that information can be entered.  |   |         |  |
| 39 | 4.1         | 13       | Project locations<br>The project will be implemented in 18 Regional Offices of Directorate Town & Country Planning. After successful implementation of the pilot phase the department will implement the same all Regional offices and subordinate office of Chhattisgarh | We understand that there are only 18 Regional Offices of DTCP in Chattishgarh.<br>Kindly Confirm<br>Please provide the list of subordianate offices and Pilot locations   | None    | Please refer <a href="http://tcp.cg.gov.in/">http://tcp.cg.gov.in/</a> |
| 40 | 6           | 20 & 21  | #8 - Past Experience:<br>The bidder (or prime bidder in case of consortium) should be an established Information Technology company / IT System Integrator who would have successfully completed IT Implementation Projects in State Government/ Central                  | We request you to modify this to<br><b>Past Experience:</b><br>The bidder (or prime bidder in case of consortium) should be an established Information Technology company / IT System Integrator who would have successfully completed IT | None    | Please refer corrigendum   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response |
|---|-------------|----------|--|--|---------|----------|
|   |             |          | <p>Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.</p> <p>1. At least one of the project should be an integrated turnkey IT- projects of a value not less than Rs. 8 Crores</p> <p>OR.</p> <p>2. At least two (2) projects should be an integrated turnkey IT- projects of a value not less than Rs. 5 Crores each</p> <p>OR</p> <p>3. At least three (3) projects should be an integrated turnkey IT- projects of a value not less than Rs. 3 Crores each For National/State/UT Government Depts./ PSUs in last five years.</p> | <p>Implementation Projects in State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.</p> <p>1. At least one of the project should be an integrated IT Implementation- projects of a value not less than Rs. 8 Crores</p> <p>OR.</p> <p>2. At least two (2) projects should be an integrated IT Implementation- projects of a value not less than Rs. 5 Crores each</p> <p>OR</p> <p>3. At least three (3) projects should be an integrated IT Implementation- projects of a value not less than Rs. 3 Crores each For National/State/UT Government Depts./ PSUs in last five years.</p> |         |          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|------------|
| 41 | 7.8         | 28       | #1 - The Prime Bidder, a single legal entity registered in India, and must have an minimum average annual turnover of not less than Rs. 50 Crore (Fifty Crore) in IT/ ITeS Services for the last three financial years (as of 31-03-2017).<br>= Rs. 50 Crore - 5 Mark<br>Additional Rs. 25 Crore (Twenty Five Crore) in turnover will be awarded 5 marks, subject to a maximum of 15 Marks | We request you to modify this to<br>The Prime Bidder, a single legal entity registered in India, and must have an minimum average annual turnover of not less than Rs. 50 Crore (Fifty Crore) in IT/ ITeS Services for the last three financial years (as of 31-03-2017).<br>= Rs. 50 Crore - 5 Mark<br>Additional Rs. 15 Crore (Fifteen Crore) in turnover will be awarded 5 marks, subject to a maximum of 15 Marks | None    | As per RFP |
| 42 | 7.8         | 28       | #2 - The Prime bidder or Consortium partner should possess certifications on CMMi-3 (or above), evidence to be submitted in the form of certificate copy submitted<br>CMMi- Level 3<br>Certification – 6 Mark<br>CMMi- Level 4<br>Certification – 8 Mark<br>CMMi- Level 5<br>Certification – 10 Mark   | We request you to modify this to<br>#2 - The Prime bidder or Consortium partner should possess certifications on CMMi-3 (or above), evidence to be submitted in the form of certificate copy submitted<br>CMMi- Level 3<br>Certification – 10 Mark  | None    | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response                                    |
|----|-------------|----------|---|---|---------|---|
| 43 | 7.8         | 28       | <p>#3 - The Prime Bidder or Consortium Partner Should have Previous Software Services (design/development of solution) Turnkey project experience.</p> <p>Project Value - Marks<br/>Summing up value 24 Crore of Maximum 3 Project - 15 Marks<br/>Summing up value 16 Crore of Maximum 3 Project - 10 Marks<br/>Summing up value 8 Crore of Maximum 3 Project - 5 Marks</p> | <p>We request you to modify this to<br/>The Prime Bidder or Consortium Partner Should have Previous Software Services (design/development of solution) project experience.</p> <p>Project Value - Marks<br/>Summing up value 24 Crore of Maximum 3 Project - 15 Marks<br/>Summing up value 16 Crore of Maximum 3 Project - 10 Marks<br/>Summing up value 8 Crore of Maximum 3 Project - 5 Marks</p> | None    | Please refer corrigendum                    |
| 44 | 7.8         | 29       | <p># 5 - Proposed team and profiles for implementation and rollout, Configuration, Customization and Application development<br/>Total Nos. of 8 Personal as OSU</p> <p>Documents required - CV along with Copy of Degrees/ certificates and Work Experience certificates.</p>  | <p>We request you to modify the<br/><br/>Documents required - CV along with Copy of Degrees/certificates</p>  | None    | As per RFP<br>Please refer response S.No 98 |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|------------|
| 45 | 8.5.3       | 36       | The System should support the Mobile Governance for sending SMS, e-mail gateway to the applicant regarding receipt of application, receipt of payment, payment notice, field visit, renewal of permit, payment of extra fee, etc.  | We understand that Email gateways shall be provided by CHiPS. IA will integrate the same with the application. Please confirm   | None    | Yes        |
| 46 | 8.12.3      | 47       | Supply and Installation, Software, Network<br>- The implementing agency will procure Digital Signature Certificates for the identified approvers of the department. The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project<br>- The license/s for any application, software, operating system, hardware or any other component of the project has to be purchased/ generated/ obtained in the name of DTCP. | Please provide the specification (e.g. Digital or etoken Hardware, Class of Certificate 2/3, Signing/encryption or both etc.) and total quantity of digital signatures required by CHiPS. | None    | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response  |
|----|-------------|----------|--|--|---------|---|
|    |             |          | - Initially 200 Digital Signature Certificate Required.  |  |         |   |
| 47 | 8.12.3      | 47       | The implementing agency will also responsible for integration with e-Sign.   | Please provide details of eSign platform   | None    | Proposed solution should be compatible of using e-Sign, bidder has to suggest the e-sign platform.  |
| 48 | 8.5.5       | 38       | It should ensure an easier integration of 3rd Party Applications using web services or APIs, such as property tax modules etc.   | Please provide the list of all 3rd Party applications to be integrated with the solution.  | None    | Please refer response S. No. 3  |
| 49 | 8.7         | 41       | Training and Knowledge Transfer<br>SI has to establish its own infrastructure (Computers for user training, Stationary, Printer, Scanner, Consumable, UPS etc.) at District & Tehsil levels etc. to conduct the trainings as per approved training Plan. | We request CHiPS to provide all inftrastructure and location for training whereas IA will provide trainer. This will be more cost effective. | None    | Please refer corrigendum  |
| 50 | 8.7         | 41       | The SI would have to arrive at a training programme at the minimum should contain the following:<br>i. General awareness - ? officials<br>ii. Computer Basics -300 officials   | Please provide the details of the no. of personells location wise to be trained as per the training programme.                               | None    | 5-10 users per location<br>Location wise list will be shared to successful bidders<br><b>Training location</b> : DTCP and its 18 Regional Offices |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response                 |
|----|-------------|----------|--|--|---------|--------------------------|
|    |             |          | iii. Business Process/<br>Application based Training<br>- 50 officials<br>iv. Digital Signature and<br>Digital Certificate Usage<br>Training - ?officials  |  |         |                          |
| 51 | 8.8         | 42-43    | The total time duration of<br>the project is 3 year and 6<br>month, broken up into two<br>phases –<br>- Design and<br>Implementation phase,<br>lasting 10 months; and<br>- Post Implementation<br>Support for a further period<br>of 36 months.<br>Design and Implementation<br>phase shall comprise of 10<br>months for design, and<br>implementation including<br>the hosting of the<br>application software at State<br>Data Centre | We understand that the total duration of project is 12 months Implementation and 36 months for O&M. Please Confirm | None    | Please refer corrigendum |
| 52 | 8.9         | 43-44    | The Selected Bidder will<br>implement the entire project<br>in phase wise manner the<br>total time span is 12<br>Months. The project will be<br>implemented in four phases<br>across the state followed by   |  | None    |                          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|--|
|    |             |          | the operation and maintenance period of 36 months at all the designated project locations.   |   |         |  |
| 53 | 8.9         | 43-44    | Phase-2: UAT Phase for Application Software (6 Months)<br>- Data Digitization (approx. 5000 Records, each records may have 50 Fields ),<br>Master Data Entry, Legacy Data Entry of all Locations   | We understand that data digitization will be done at centralised location and all records are in english langauage. Also There is no data migration scope is in the RFP. Kindly confirm | None    | Data will be provided at Central Location<br>Data may be in Hindi/English<br>Bidder has to assess the Data Migration Requirement   |
| 54 | 9.1         | 49       | d. Severity Levels & Penalty for Web Based Automated Layout Plan Screening and Approval System and Building Permission Management System Service support during the contract period: -<br>-----<br>The Selected Bidder would be the first point of contact for the DTCP/CHiPS & S/he in turn would be responsible to co-ordinate with the Chhattisgarh State Wide Area Network (CGSWAN) Operator, State Data Centre (SDC) Operator | IA will only coodinate with the said agencies and update its status to CHiPS.<br>However IA will not be liable for any penlty arising due to defieny of services of these agencies.     | None    | Bidder has to do the necessary coordination with the Chhattisgarh State Wide Area Network (CGSWAN) Operator, State Data Centre (SDC) Operator and CGSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues to ensure the High uptime.<br><br>No penalty will be imposed if it is not attributable to bidder. |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response                        |
|----|-------------|----------|---|---|---------|---------------------------------|
|    |             |          | and CGSWAN bandwidth service provider or any other bandwidth provider to resolve downtime issues. The tools to monitor the SLA should be supplied by the System Integrator. -----<br>-                                    |   |         |                                 |
| 55 | 9.1         | 50       | Penalty for absence:<br>iv. Maximum 15 Days Leave is allowed for a person in a calendar year after approval from the appropriate authority.   | We understand that the OSU & FMS team will be provided 21 days of earned leave and Government holidays as recognised by State of Chattishgarh. However the employees shall be allowed to take Max. 15 days of leave at a stretch. Please confirm. | None    | As per RFP                      |
| 56 | 5           | 15       | Handholding Support as Facility Management Service (FMS)<br>----- The FMS resource will be deployed at 18 Regional Offices, however, the deployed FMS resource will visit the any DTCP office as per project requirement. | We understand that cost of Lodging, boarding and travel of FMS resources shall be borne by CHiPS. Kindly confirm  | None    | Please refer response at S.No 2 |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHIPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response   |
|----|-------------|----------|--|--|---------|--|
| 57 | 5 (a)       | 14       | Deployment of necessary Hardware at project location sites.  | We understand the as per the current scope of RFP, the deployment of hardware will be at 18 regional office only. Please confirm   | None    | Hardware deployment at regional office is required to ensure issuance of online layout approval and Building permission only. Bidder need not to deploy computing infrastructure like Desktop and Internet connectivity. |
| 58 | 7.8 - 5     | 29       | Proposed team and profiles for implementation and rollout, Configuration, Customization and Application development<br>Total Nos. of 8 Personal as OSU | The marks are kept on avg. no of years of exp for all resources. We suggest that the criteria should be changed to no of projects/ no. of years of exp in similar domain. That is in ULB/ Building permission software related projects. | None    | As per RFP   |
| 59 | 8.5.4       | 37       | Offline Drawing Utility Software   | Offline drawing utility software will require CAD software like AutoCAD on user system. Please confirm   |         | As per RFP   |
| 60 | 4.1.2       | 13       | Administrative Units   | The Urban Bodies mentioned are 169 comprising of Municipal Corporation, Municipal Council and Nagar Panchayat. It is assumed that these 169 Urban Bodies are the scope of the project.   |         | No   |
| 61 | 5.1         | 17       | The system should allow auto scrutiny of building plans from compliance  | Does uniform building codes mean that there is single set of Bye Law for   |         | As per rules of Chhattisgarh Bhoomi Vikas Niyam, 1984, and Chhattisgarh  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response  |
|----|-------------|----------|--|---|---------|---|
|    |             |          | perspective according to the uniform building codes/building bye-law.  | whole State of Chhattisgarh?  |         | Nagar Tatha Gram Nivesh Niyam 1975, Development plan and any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh.  |
| 62 | 5.1         | 17       | The system should allow auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law.                           | If there are multiple sets of bye-laws, please mention the number of such sets. Mention the classification of various Urban Bodies in such sets                                       |         | <ol style="list-style-type: none"> <li>1. Chhattisgarh Bhoomi Vikas Niyam, 1984</li> <li>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975</li> <li>3. Development plan</li> <li>4. And any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh.</li> </ol> |
| 63 | 8.5.2       | 35       | Development of single window and joint inspection by various department such as drainage, sewerage, tree cutting, utility company, water, fire , airport authority etc | Is there a separate drawing scrutiny required for any of the internal/external agency? If yes, please mention   |         | Bidder has to suggest Single window should allow the joint inspection by various department such as drainage, sewerage, tree cutting, utility company, water, fire , airport authority etc  |
| 64 | 8.5.2       | 35       | Development of single window and joint inspection by various department such as drainage, sewerage, tree cutting, utility company, water, fire , airport authority etc | Bidder shall not be responsible for developing verification functionalities of internal/external agencies and shall just ensure the inspection and integration aspect. Please confirm |         | As per RFP  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response  |
|----|-------------|----------|--|--|---------|---|
| 65 | 8.5         | 34       | Selected service provider will also integrate the proposed solution with GIS is required with no extra cost.   | Please elaborate about the GIS integration aspect of Building Permission Management System   |         | GIS integration in approval of BPMS   |
| 66 | 8.5         | 34       | The selected agency will be responsible for development of Policy, framework and standard operating procedure for overall implementation of end to end building permission management system | Is there any existing framework/process/form available for Building Permission Management System? Is developing such a framework part of bidder's scope? |         | <ol style="list-style-type: none"> <li>1. Please refer Rule No 17 and 27 of Chhattisgarh Bhoomi Vikas Niyam, 1984</li> <li>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975</li> <li>3. Development plan</li> <li>4. And any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh.</li> </ol>   |
| 67 | 8.5.2       | 35       | Development and integration of GIS based system with integration of existing and proposed master plan layer.   | What are the GIS layers provided by department for development of various GIS functionalities required in envisages ODPS solution?                       |         | <p>There are about 40 layers indicative list is as below</p> <ol style="list-style-type: none"> <li>1. TOWN / VILLAGE BOUNDARY</li> <li>2. PLANNING AREA BOUNDARY</li> <li>3. ROAD</li> <li>4. WIDENED ROAD</li> <li>5. PROPOSED ROAD</li> <li>6. CADASTRAL</li> <li>7. CENTRAL AREA</li> <li>8. TOWN RESIDENTIAL</li> <li>9. GRAM ABADI</li> <li>10. MIXED LAND USE</li> <li>11. COMMERCIAL</li> </ol> |



**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|--|
|    |             |          |  |   |         | 12. INDUSTRIAL<br>13. PUBLIC AND SEMI PUBLIC<br>14. CREMATION/BURIAL GROUND<br>15. PUBLIC UTILITIES<br>16. RECREATIONAL<br>17. GREEN BELT<br>18. TRAFFIC & TRANSPORTATION<br>19. /BUS STAND<br>20. AGRICULTURE<br>21. HILLS<br>22. WATERBODY/RIVER/CANAL / TANK BUND |
| 68 | 8.5.5       | 38       | Tables with respect to Area statements (such as Plot Area / Built Up Area / FSI / RG Area calculations etc.), and building component calculations (such as opening schedule, parking calculations, water tank capacities etc.) and calculation for all other parameters as mentioned in the applicable DCRs shall be generated in the drawing. | Do all the given parameters need to be calculated for all types of buildings? If no, please provide a minimum list of parameters which should be checked for specific type of buildings |         | Please refer<br>1. Chhattisgarh Bhoomi Vikas Niyam, 1984<br>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975<br>3. Development plan<br>4. And any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh.          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|--|
| 69 | 8.6         | 39       | Payment gateway and SMS Gateway will be provided by CHiPS and Bidder has to do the integration of Payment gateway and SMS Gateway.   | Any online payment will be done through existing CHIPS application only and hence integration with any third party payment gateway will be out of scope of envisaged solution. Please confirm |         | Bidder has to do the integration with Payment Gateway    |
| 70 | 8.8         | 42       | The total time duration of the project is 3 year and 6 month, broken up into two phases – Design and Implementation phase, lasting 10 months; and Post Implementation Support for a further period of 36 months. | The sum of the 2 line items is coming upto 3 years and 10 months while heading mentions the project duration as 3 year and 6 month. Please Clarify  |         | Please refer Corrigendum                                 |
| 71 | 8.5.5       | 38       | The application should also have a feature to accept the 3D Drawings by the architect in the CAD format.   | What are the types of drawing files which are expected to be accepted by the system. Please mention the extension types   |         | Bidder has to suggest                                    |
| 72 | 8.9         | 43       | Project Activities And Timelines   | The sum of project activities is coming as 3 year 12 months while it is mentioned as 3 years 6 months in section 8.8  |         | Please refer corrigendum                                 |
| 73 | 8.5         | 34       | The proposed Building Plan Management System shall automate the end-to-end   | Is there a standard process defined for empanelment of architects across  |         | Please refer<br>1. Chhattisgarh Bhoomi Vikas Niyam, 1984 |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|-------------|----------|---|--|---------|--|
|    |             |          | process from empanelment of architect   | Chhattisgarh State?  |         | 2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975   |
| 74 | 8.5.2       | 35       | Development of mobile based solution for on-filed live assessment of compounding fees & fines for illegal colony and construction activity.   | There is penalty provision for buildings not constructed according to the approved plan. Should the envisaged system automatically calculate such penalty? |         | Yes  |
| 75 | 8.5         | 34       | The proposed Building Plan Management System shall automate the end-to-end process from empanelment of architect, Online Documents Submission, Online Fee Payment, Architect Registration, Inspection Module, Generation of Inspection Report, Building Plan Approval, and Plinth Level Approval to Completion/Occupation Certificate for the Directorate of Town & Country Planning, Chhattisgarh. | If there are multiple iterations of approval, please mention the scrutiny parameters for each iteration  |         | Please refer<br>1. Chhattisgarh Bhoomi Vikas Niyam, 1984<br>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975<br>3. Development plan<br>4. And any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh |
| 76 | 8.12.1      | 46       | iii. General requirement Number of concurrent user will be approx. 1200   | We request to the department kindly mention the various modules and  |         | As per RFP   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response   |
|----|-------------|----------|---|---|---------|------------|
|    |             |          |   | overall application for concurrent users.   |         |            |
| 77 | 6           | 20       | Eligibility Criteria<br>Turnover :<br>a. The Bidder should have a minimum turnover of Rs. 50.00 crores in IT/ ITeS Services, average during the last three financial years i.e., 2014-15, 2015-16 and 2016-17.  | We request you to consider minimum average turnover of <b>Rs. 20 Crores</b> as PQ criteria and revise the TQ criteria for turnover suitably so that more bidders can qualify for the RFP.   |         | As per RFP |
| 78 | 7.8         | 28       | Technical Evaluation Matrix:<br>The Prime Bidder, a single legal entity registered in India, and must have an minimum average annual turnover of not less than Rs. 50 Crore (Fifty Crore) in IT/ ITeS Services for the last three financial years (as of 31-03-2017). =<br>Rs. 50 Crore - 5 Mark<br>Additional Rs. 25 Crore (Twenty Five Crore) in turnover will be awarded 5 marks, subject to a maximum of 15 Marks | In continuation to the above criteria, kindly change the clause as<br>The Prime Bidder, a single legal entity registered in India, and must have an minimum average annual turnover of not less than Rs. 20 Crore (Twenty Crore) in IT/ ITeS Services for the last three financial years (as of 31-03-2017). =<br><b>Rs. 20 Crore - 5 Mark</b><br><b>Additional Rs. 05 Crore (Five Crore) in turnover will be awarded 5 marks,</b> subject to a maximum of 15 Marks |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response                 |
|----|-------------|----------|--|---|---------|--------------------------|
| 79 | 7.8         | 28       | <p>Technical Evaluation Matrix:<br/>The Prime Bidder or Consortium Partner Should have Previous Software Services design/development of solution) Turnkey project experience.</p> <p>Project Value Marks<br/>Summing up value 24 Crore of Maximum 3 Project - 15 Marks<br/>Summing up value 16 Crore of Maximum 3 Project - 10 Marks<br/>Summing up value 8 Crore of Maximum 3 Project - 5 Marks</p> | <p>We request CHiPS to change the clause as under:</p> <p>Project Value Marks<br/>Summing up value <b>8 Crore</b> of Maximum 3 Project - 15 Marks<br/>Summing up value <b>5 Crore</b> of Maximum 3 Project - 10 Marks<br/>Summing up value <b>3 Crore</b> of Maximum 3 Project - 5 Marks</p>                        |         | Please refer corrigendum |
| 80 | 9.1         | 48       | <p>Category of SLAs<br/>a. Penalty for delay in execution of project: If the successful bidder does not complete the project within the stipulated period given in the Scope of Work for Phase 1, 2, 3 &amp; 4 a penalty at the rate of 0.10% per week of the contract value will be levied for a</p>  | <p>We request CHiPS to change the clause as under:<br/>If the successful bidder does not complete the project within the stipulated period given in the Scope of Work for Phase 1, 2, 3 &amp; 4 a penalty at the rate of <b>0.05%</b> per week of the contract value will be levied for a maximum period of Ten</p> |         | As per RFP               |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|-------------|----------|---|--|---------|------------|
|    |             |          | maximum period of Ten weeks.  | weeks  |         |            |
| 81 | 9.1         | 48       | Category of SLAs<br>b. Design and User Acceptance Test: If any variation found in the designing document (SRS) approved by DTCP/CHiPS at the time of User Acceptance Test (UAT), a penalty at the rate of 0.5% of the total value of Phase - 1,2 & 3 will be levied and the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the successful bidder. | We request CHIPS to change the clause as under: If any variation found in the designing document (SRS) approved by DTCP/CHiPS at the time of User Acceptance Test (UAT), a penalty at the rate of <b>0.25 %</b> of the total value of that contract will be levied and the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the successful bidder. |         | As per RFP |
| 82 | 9.1         | 48       | Category of SLAs<br>c. Onsite Maintenance Support: The successful bidder will provide three Years on-site/ off site maintenance support for Web Based Automated Layout Plan Screening and Approval System and Building Permission Management System developed by the bidder. If   | We request CHIPS to change the clause as under: The successful bidder will provide three Years on-site/ off site maintenance support for Web Based Automated Layout Plan Screening and Approval System and Building Permission Management System developed by the bidder. If any issues arrived during the   |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response |
|---|-------------|----------|---|---|---------|----------|
|   |             |          | <p>any issues arrived during the contract period, the successful Bidder shall update/fix the issues/problem within 24 hours of complaint received from the DTCP/CHiPS office. A penalty of Rs. 1000/- per day beyond 24 hours till resolution of the issues will be levied on Quarterly payment/ Performance Security Deposit and the contract will be liable for termination in part or whole at the discretion of DTCP/CHiPS and at the risk and cost of the successful bidder.</p> | <p>contract period, the successful Bidder shall update/fix the issues/problem within 24 hours of complaint received from the DTCP/CHiPS office. A penalty of Rs. <b>500/- per day</b> beyond 24 hours till resolution of the issues will be levied on Quarterly payment/ Performance Security Deposit and the contract will be liable for termination in part or whole at the discretion of DTCP/CHiPS and at the risk and cost of the successful bidder.</p> |         |          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|-------------|----------|---|--|---------|------------|
| 83 | 9.1         | 49       | <p>e. Service Level for OSU and FMS<br/>Penalty on Deployment of Operational Support Unit (OSU) staff:</p> <p>i. If the successful bidder is unable to deploy any of the 8 resources (OSU Personnel) from the Roll out of the project, a penalty at the rate of 0.5% per week of the contract value for Phase-4 will be levied for a maximum period of eight weeks. If the deployment of personnel is not completed even within this eight-week period, then the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the selected Bidder.</p> <p>ii. If any of the proposed resources in the bid is not deployed by the successful bidder (except for the reason that resource leaves the organization by submitting</p> | <p>We request CHIPS to change the clause as under:</p> <p>i. If the successful bidder is unable to deploy any of the 5 resources (OSU Personnel) from the Roll out of the project, a penalty at the rate of 0.25% per week of the corresponding contract value will be levied for a maximum period of eight weeks. If the deployment of personnel is not completed even within this eight-week period, then the contract will be liable for termination, in part or whole, at the discretion of DTCP/CHiPS and at the risk and cost of the selected Bidder.</p> <p>ii. If any of the proposed resources in the bid is not deployed by the successful bidder (except for the reason that resource leaves the organization by submitting resignation with the present employer or physically unfit) a penalty of Rs. 5,000</p> |         | As per RFP |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHIPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response   |
|----|-------------|----------|--|--|---------|------------|
|    |             |          | resignation with the present employer or physically unfit) a penalty of Rs. 20,000 (Twenty Thousand) per resource will be levied.  | (Five Thousand) per resource will be levied.   |         |            |
| 84 | 9.13        | 54       | <p>Payment Schedule: 1. On successful completion of Phase 1 activities - 20%</p> <p>2. On successful completion of Phase 2 activities. - 20%</p> <p>3. On successful completion of Phase 3 activities. - 20%</p> <p>4. Phase-4 – Operation &amp; Maintenance Phase - 36% (To be paid quarterly (3% per quarter) for 36 months)</p> <p>5. Successful Exit Management - 4% (Minutes of meeting of the Project Committee)</p> | <p>We request CHIPS to change the clause as under:</p> <p>1. On successful completion of Phase 1 activities. - 25%</p> <p>2. On successful completion of Phase 2 activities. - 25%</p> <p>3. On successful completion of Phase 3 activities. - 10%</p> <p>4. Phase-4 – Operation &amp; Maintenance Phase - 36% (To be paid quarterly (3% per quarter) for 36 months)</p> <p>5. Successful Exit Management - 4% (Minutes of meeting of the Project Committee)</p> |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|----|-------------|----------|--|---|---------|--|
| 85 |             |          | General  | <p>Does the Application needs to have BI Lingual Capabilities?</p> <p>If yes, kindly let us know the languages that need to be incorporated?</p>  |         | Yes<br>Hindi & English   |
| 86 |             |          | <p>General and Special conditions of the contract:</p> <p>All SCC and GCC clauses</p>  | <p>We request CHiPS to keep provision of contractual clause discussion (GCC &amp; SCC) and change in any clause with mutual consent during negotiation and contract signing stages.</p> <p>We request you to kindly confirm.</p>      |         | As per RFP   |
| 87 | 8.6         | 41       | <p>Training and knowledge Transfer: b) The vendor will provide a online training manual for the citizens/ applicants covering application usage (as permitted by DTCP / CHiPS), user registration, online application and payment of fees through secured payment gateway.</p> | <p>"We request CHiPS kindly specify the number of department users to be trained, and the frequency of training to be provided.</p> <p>1. Number of Department users<br/>2. Estimated Number of Concurrent Users (Citizens)<br/>"</p> |         | <p>1. Please refer Annexure-2<br/>2. Please refer 8.12.1 General Requirement</p> |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No.  | Page No. | RFP Clause  | Query  | Remarks | Response   |
|----|--|----------|---|--|---------|--|
| 88 | 8.12.3 Supply and Installation, Software, Network              | 47       | The implementing agency will procure Digital Signature Certificates for the identified approvers of the department.   | Kindly provide the details of how many digital signatures shall be required for this project.  |         | Please refer 8.12.3 Supply and Installation, Software, Network   |
| 89 | 8.12.3 Supply and Installation, Software, Network              | 47       | The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project.  | Please confirm "other software" meaning.   |         | Other software required to run the system effectively  |
| 90 | Phase-3: Implementation phase (3 Months)                       | 44       | Functional Testing for Application Software at 18 regional offices.   | We request you to consider functional testing for application to be done at HO or a Central Location rather than at 18 regional offices. Since the same application will be used at all regional offices, the functional testing at one central location should be sufficient. |         | Functional testing will be done at Raipur and 3 regional office.   |
| 91 | Penalty on Deployment of Operational Support Unit (OSU) staff: | 49       | If any of the proposed resources in the bid is not deployed by the successful bidder (except for the reason that resource leaves the organization by submitting resignation with the present employer or physically unfit) a penalty of Rs. | Please specify the penalty mentioned is per month or quarterly etc.  |         | Penalty for replacement of resource is Rs. 20,000 per resource. Bidder has to provide the similar or higher resource within 15 working days failing which Penalty for absence will be applicable |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No.                                    | Page No. | RFP Clause   | Query   | Remarks | Response  |
|----|--|----------|--|---|---------|---|
|    |  |          | 20,000 (Twenty Thousand) per resource will be levied.  |   |         |   |
| 92 | Warranty on Hardware products                  | 69       | will be 3 (Three) years from the date of UAT. The warranty will become effective from the date of UAT for complete solution comprising both hardware and software.If any hardware item may be order after UAT than warranty will be start from day of installation and 3 years period. | As per market standard Warranty will be 1year as per OEM policy and after that AMC.   |         | Bidder has to make arrangements with OEM for additional warranty.         |
| 93 | 7.9 Prequalification and Technical Proposal    | 31       | e. A copy of the Tender Document, all pages duly-signed by the authorized signatory towards acceptance of the terms and conditions of the Tender Document.   | Bidder requests modification: -<br>A copy of the Tender Document, all pages <b>Digitally signed.</b>  |         | Ok<br>Bidder has to take care the maximum file size limit while uploading |
| 94 | 9.25 Representations & Warranties On Agreement | 57       | 2) That the representations and warranties made by the Selected Bidder in the proposal or will be made in this contract are and shall continue to remain true and fulfill all the requirements as are necessary for executing the obligations  | Please modify the clause as below:<br>The Selected Bidder shall be bound by all the terms of the Proposal and the <b>mutually agreed terms</b> of the contract throughout the term of the contract. |         | As per RFP  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No.                         | Page No. | RFP Clause  | Query   | Remarks | Response   |
|----|-------------------------------------|----------|---|---|---------|--|
|    |                                     |          | and responsibilities as laid down in the Contract and the Tender and unless the Govt. of Chhattisgarh specifies to the contrary, the Selected Bidder shall be bound by all the terms of the Proposal and the contract through the term of the contract. |   |         |  |
| 95 | 4.1. Project locations              | 12       | The project will be implemented in 18 Regional Offices of Directorate Town & Country Planning. After successful implementation of the pilot phase the department will implement the same all Regional offices and subordinate office of Chhattisgarh    | All components will be installed at main Chattishgarh stateDC. If there is any installation of copponents at other location please specify. |         | Hardware deployment at regional office is required to ensure issuance of online layout approval and Building permission only. Bidder need not to deploy computing infrastructure like Desktop and Internet connectivity. |
| 96 | 6. Eligibility Criteria             | 19       | Scan copy of BG should be uploaded in e-Procurement portal along with actual online bid submission.   | As per online portal there is no option to upload BG document in the EMD respective folder. Please confirm                                  |         | Will make provision for it   |
| 97 | 6. EARNEST MONEY (SECURITY DEPOSIT) | 24       | EMD may be submitted in the form of Bank Guarantee (BG) as per format mentioned in the RFP on stamp paper of value required under law duly  | Please confirm Bank Guarantee validity  |         | 180 Days<br>Please refer corrigendum   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.           | Page No. | RFP Clause   | Query   | Remarks | Response   |
|-----|-----------------------|----------|--|---|---------|--|
|     |                       |          | signed by authorized representative of Bank  |   |         |  |
| 98  | Proposed team         | 29       | Proposed team and profiles for implementation and rollout, Configuration, Customization and Application development<br>Total Nos. of 8 Personal as OSU<br><br>CV along with Copy of Degrees/ certificates and Work Experience certificates | Request to department please consider CV only on the time of bid submission and Degrees/ certificates will be submit on time of contract signing.   |         | Ok<br>Bidder has to submit Degrees/Certificates and work experience certificates as mentioned in the CV on time of contract signing. |
| 99  | Change Request Orders |          | General  | We understand that any changes, modification, addition, or deletion to, in, or from the project should be mutually agreed between department and the bidder. Kindly consider the request. |         | Yes<br>However, bidder has to comply the requirement of departments within the scope of RFP document.                                |
| 100 |                       |          | General  | Please confirm if there is any Security Audit are required.   |         | Yes  |
| 101 | 6.2                   | 19       | The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs.50 lakhs/- (Rs. Fifty Lakhs only) The EMD should be in the form   | Exemption of EMD for NSIC registered companies may be allowed as per GoI policies.  |         | As per RFP   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response   |
|-----|-------------|----------|---|---|---------|------------|
|     |             |          | of a Demand Draft issued by a Nationalized / Scheduled Bank or Bank Guarantee, in favor of CEO, CHiPS, Raipur, CG, payable at Raipur.   |   |         |            |
| 102 | 6.6         | 20       | a. The Bidder should have a minimum turnover of Rs. 50.00 crores in <b>IT/ ITeS Services</b> , average during the last three financial years i.e., 2013-14, 2014-15 and 2015-16.  | The amount seems to be big. Kindly reduce it to Rs.5 Crore or below in order to allow real solution provider, new/Start up companies to participate the tender. |         | As per RFP |
| 103 |             |          | b. Bidder should have positive Net profit after tax during each of the last three financial years namely 2013-14, 2014-15 and 2015-16.  |   |         | As per RFP |
| 104 |             |          | <p><b>Turnover :</b></p> <p>a. The Bidder should have a minimum turnover of Rs. 50.00 crores in IT/ ITeS Services, average during the last three financial years i.e., 2013-14, 2014-15 and 2015-16.</p> <p>b. Bidder should have positive Net profit after tax during each of the last three</p> | Request to reduce it to Rs.10 Crore or below in order to allow real solution provider, new/Start up companies to participate the tender.                        |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response                                    |
|-----|-------------|----------|--|--|---------|---|
|     |             |          | financial years namely 2013-14, 2014-15 and 2015-16. Note: Turnover in areas other than mentioned above shall not be considered for evaluation.                        |  |         |   |
| 105 | 6.10        | 21       | The Prime bidder should have a minimum strength of 150 IT professionals with the Company.  | The professionals required to implement the system may involve non IT professionals also, So, this class may be modified to 50 IT professionals.   |         | As per RFP                                  |
| 106 | 7.8.4       | 28,29    | Maximum marks shall be awarded to the bidder having maximum number of offices/ULBs covered in a single project. Other bidders will be awarded marks on pro-rata basis. | <p>This may be amended to include Local Planning Authorities (LPA), Development Authority (DA), Industrial Authorities and similar agencies / bodies.</p> <p>Please add number of files / Sq.m of builtup area processed successfully as additional criteria for Technical evaluation.</p> <p>Product should be fully automated to run on a central without any human intervention from the time</p> |         | As per RFP<br>Please refer response Sr.No 4 |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause                                    | Query   | Remarks | Response   |
|-----|-------------|----------|---|---|---------|--|
|     |             |          |   | of submission till report generation.   |         |  |
| 107 | 8.5.4       | 37       | Offline Drawing Utility Software              | This specification looks like it is meant for particular vendor. There should be no restriction on the CAD software to use by applicant and the final format should be .dwg which is the standard format for CAD Drawings. Please clarify.              |         | As per RFP   |
| 108 | 8.5.5       | 38       | Other Functionalities / Generation of 3D view | Please clarify if the department has Software to View 3D Model from the submitted drawing or this has to be supplied by the vendor.   |         | The proposed application should have this functionality.   |
| 109 | 8.5.5       | 38       | Other Functionalities / Accept 3D drawings.   | Please clarify if the submission 3D drawings to be in BIM format or general 3D CAD in .dwg format. Also request to clarify that the scrutiny will be done on 2D drawing only. Current Indian building Bye laws can be extracted from plain 2D drawings. |         | Bidder has to suggest Scrutiny will be done as per<br>1. Chhattisgarh Bhoomi Vikas Niyam, 1984<br>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975<br>3. Development plan<br>4. And any other relevant order of the Director / Govt. and any other applicable Law in the state of Chhattisgarh |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response   |
|-----|-------------|----------|---|--|---------|--|
| 110 | 8.6         | 39       | Payment Gateway and SMS Gateway:  | Please clarify who will provide the Gateway for payment and SMS. We assume that only integration is required to existing gateways or department provided gateways.   |         | Yes only integration is required   |
| 111 | 8.7 / xxiv  | 40       | Source Code (The Source Code of the complete solution would be owned by Government of Chhattisgarh)   | Please clarify this point the Source code of COTS normally belongs to the OEM developer.   |         | The Source Code of proposed solution would be owned by Government of Chhattisgarh/CHiPS. |
| 112 | 8.7         | 41       | Training and Knowledge Transfer   | Please clarify how many days for each session and approximate number of attendees.   |         | Bidder has to impart training at least 3 sessions  |
| 113 | 5(f)        | 15       | The FMS resource will be deployed at 18 Regional Offices, however, the deployed FMS resource will visit the any DTCP office as per project requirement. | The system is expected to be a centrally deployed, online and web based. There is no need for any facilities management of this system at any office other than the central instance. Hence the deployment of the resources is cpst overhead to the state and unnecessary cost. These requirement of these resources may be removed unless the resources are expected to do other tasks other than the support for |         | As per RFP   |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #   | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response   |
|-----|-------------|----------|--|--|---------|------------|
|     |             |          |  | Layout/Building plan approval system   |         |            |
| 114 | 5.1         | 16       | Placing technical manpower on district offices for system monitoring, operational support and application maintenance            | The system is expected to be a centrally deployed, online and web based. There is no need for any facilities management of this system at any office other than the central instance. Hence the deployment of the resources is unnecessary cost. These requirement of these resources may be removed unless the resources are expected to do other tasks other than the support for Layout/Building plan approval system |         | As per RFP |
| 115 | 5.1         | 17       | Online application with integrated payment without the need for a physical touch point for document submission and verification. | While this is a good and valid requirement, we would like to reiterate this by re articulating that "the system should be web based, centrally deployed and should be free from any manual intervention from submission to scrutiny report generation"   |         | Yes        |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response   |
|-----|-------------|----------|--|--|---------|------------|
| 116 | 7.8         | 18       | The Prime bidder or Consortium partner should possess certifications on CMMi-3 (or above), evidence to be submitted in the form of certificate copy submitted<br>CMMi- Level 3 Certification – 6 Mark<br>CMMi- Level 4 Certification – 8 Mark<br>CMMi- Level 5 Certification – 10 Mark | 10 marks for the CMM level 5 brings no real value addition but the high marks of 10 will give huge commercial advantage to the bidder.   |         | As per RFP |
| 117 | 7.8         | 29       | Functional expert as per proposed composition of the team (Average Experience) Minimum Qualification should be B.E./ B. Tech/M.C.A. for each resource.   | We believe that the functional expert should be a qualified architect or an Urban planner  |         | As per RFP |
| 118 | 8.5         | 34       | The proposed solution shall enable the architect / engineer / owner to register itself and prepare the drawing (site plan) on the proposed application.  | We believe that the architect will create the drawing in a CAD platform and not on the application. Once the drawing is made on the CAD tool he/she submits it in the application(web module) for scrutiny and approval. |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query  | Remarks | Response  |
|-----|-------------|----------|--|--|---------|---|
| 119 | 8.5.3       | 36       | The system should have the ability and flexibility to design suitable workflow for the approval process as per the requirements of the councils. The approval workflow should be as per the work flow being followed by the respective council authority's hierarchy and workflow rules should be flexible enough to change as desired.  | When the process is moved from manual to automated, there will lot of processes that may become redundant. We strongly recommend that the business processes be reengineered to simplify and a common process may be followed across ULBs in the state.  |         | As per RFP Bidder has to suggest the required BPR |
| 120 | 8.5.4       | 36       | <p><b>8.5.4 Offline Drawing Utility Software</b></p> <p>Architect should be able to download and install the software</p> <ul style="list-style-type: none"> <li>· Drawing preparation utility should allow the user / architect to prepare the drawing for submission and verify it to see if it confirms to the rules.</li> <li>· It should allow recording necessary information like application details, building type, etc. within the drawing.</li> <li>· The utility should guide</li> </ul> | <p>Please elaborate the need for "UTILITY SOFTWARE". This is a vendor specific feature. Different vendors have different ways to mark various elements of the drawing as mentioned in the condition.</p> <p>Infact, system should be such that it should not require deployment of any software to the Architects systems. The architects face tremendous issues in skilling their draftsmen on the so called UTILITY.</p> |         | As per RFP  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response |
|---|-------------|----------|---|--|---------|----------|
|   |             |          | <p>the user to identify and mark objects. It should allow users to see the pending item to be marked/identified.</p> <ul style="list-style-type: none"> <li>· This module should be accessible in both online and offline mode.</li> <li>· Utility software will be marking objects to verify Setback, Space Standard, Shade projection, Garage space, Means of access, Parking Space, FSI and Plot Cover, Basement, Ramp etc.</li> <li>· Utility software should allow user to verify single rule or complete drawing and it should give the results and allow the user to navigate to the part of the drawing having issues. It should highlight the failed rules and same should be highlighted in the drawing. Complete scrutiny report should be generated as per DC rules.</li> <li>· User should be able to navigate the failed validations one by one.</li> </ul> | <p>Such UTILITY also doubles up the work of the Architect/Draftsmen. The high level of attrition and low IT skill at the dratsmen level delays the drawing preparation process. This has been the major reason for the resentment of architects. The separate client based utlity also creates the issues of supporting installation across distributed systems spread across the state. Instead we suggest that there be a web based precheck system where the Architects can upload and check if the drawings are geometry compliant and as per byelaws.</p> |         |          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause  | Query   | Remarks | Response   |
|-----|-------------|----------|---|---|---------|--|
|     |             |          | <ul style="list-style-type: none"> <li>· Utility should allow clean/hide the drawing – which will remove/hide all the modifications done by the utility.</li> <li>· Utility should add architect information and additional information as required.</li> <li>· Should allow hassle free installation with proper guides.</li> </ul> Page 38 of 100<br><ul style="list-style-type: none"> <li>· The utility should act as a first level check for the architects by automating the inclusion of parameters (DCRs) of the specified area.</li> </ul> |   |         |  |
| 121 | 8.5.2       | 36       | Enable online verification of registration certificates provided to Architects. There should be a provision on the portal where in providing basic parameters like certificate no., name, area etc. would generate basic information about approved Architects.   | How the department intends to evaluate and validate the architects. |         | Please refer<br>1. Chhattisgarh Bhoomi Vikas Niyam, 1984<br>2. Chhattisgarh Nagar Tatha Gram Nivesh Niyam 1975 |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #   | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|-----|-------------|----------|--|---|---------|------------|
| 122 |             | 35       | <p>8.5.5 Other Functionalities<br/>The functionalities required in the solution as well as the Workflow is defined below but not limited to the following:</p> <ul style="list-style-type: none"> <li>· The system shall read data from CAD drawings / other widely accepted formats, establish relationship between various entities and produce scrutiny reports by mapping all applicable DC rules.</li> <li>· The system should also capability to generate 3D view of the proposed building from the drawings submitted by the architect. The Town &amp; Country Planning office should be able to analyze the 3D view with applicable Development Plans (DP) and Development Control Rules (DCR).</li> <li>· The application should also have a feature to accept the 3D Drawings by the architect in the CAD format.</li> <li>· System will provide an</li> </ul> | <p><b>This proprietary feature may be vendor specific.</b><br/>Further, please elaborate the DCR rules that require a 3D drawing. All the current Indian building bye-laws are captured by a 2D drawing. 3D brings complexity for all stakeholders.</p> |         | As per RFP |



**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| # | Section No. | Page No. | RFP Clause  | Query | Remarks | Response |
|---|-------------|----------|---|-------|---------|----------|
|   |             |          | <p>interface to capture scrutiny details (Scanned /CAD format) and relevant drawings of the proposals approved earlier so that information can be entered.</p> <ul style="list-style-type: none"> <li>· Tables with respect to Area statements (such as Plot Area / Built Up Area / FSI / RG Area calculations etc.), and building component calculations (such as opening schedule, parking calculations, water tank capacities etc.) and calculation for all other parameters as mentioned in the applicable DCRs shall be generated in the drawing.</li> <li>· After scrutiny following reports shall be generated – Scrutiny Report, Failed List Report, Check List Report.</li> <li>· The work flow management with administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform, have to be mapped and implemented as</li> </ul> |       |         |          |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| # | Section No. | Page No. | RFP Clause  | Query | Remarks | Response |
|---|-------------|----------|---|-------|---------|----------|
|   |             |          | <p>and when required.</p> <ul style="list-style-type: none"> <li>· Based on the CAD drawing the various fees associated should be calculated automatically.</li> </ul> <p>Option for variation of fees to be available with the council authority, which may be used with proper justification.</p> <ul style="list-style-type: none"> <li>· Necessary provisions should be made so that the system supports digital Signatures at various levels to make the document and certificates issued authentic.</li> </ul> <p>Use of digital signature for approval of application at different levels should be incorporated in the application, Digital Signature Certificates (DSC) will be provided at the respective council level, However the bidder needs to provision for the integration of DSCs with the BPMS Solution.</p> <ul style="list-style-type: none"> <li>· It should ensure an easier integration of 3rd Party Applications using web</li> </ul> |       |         |          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause  | Query | Remarks | Response |
|---|-------------|----------|---|-------|---------|----------|
|   |             |          | <p>services or APIs, such as property tax modules etc.</p> <ul style="list-style-type: none"> <li>· The solution should manage the content lifecycle (drawings, certificates, note sheets etc.) related to each proposal so as to maintain complete traceability</li> <li>· The proposed solution should provide option where in entering information like Survey no/ CTS No. / Plot No., Village Name, District name, Application number etc. shows approved plan for the respective area and shall generate downloadable (printable) plan. The same should also be available at the Town &amp; Country Planning office level.</li> </ul> <p>The bidder will discuss the Building Plan Management System customization requirements with the CHiPS/DTCP. Further, for approval the bidder will submit a customization report detailing the suggested system changes.</p> |       |         |          |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause              | Query   | Remarks | Response                                    |
|-----|-------------|----------|-------------------------|---|---------|---|
| 123 | 8.5.1       | 35       | 8.5.1 Basic Requirement | <p>We would like to addon the following key features for the betterment of the functioning of the system:<br/> <b>4.4 MONITORING, NOTIFICATIONS &amp; ESCALATIONS</b></p> <ol style="list-style-type: none"> <li>1. The notification events should be connected to workflow steps, user action, and timeline. The notification engine will trigger automatic notifications to predefined users based on various events such as pending tasks - un-reviewed/ un-approved applications, approved, rejected, seeking additional information, incomplete application filing.</li> <li>2. System will use different notifications for different events.</li> <li>3. System should enable automatic and also manually initiated notifications.</li> <li>4. Delivery of notification should be made through existing email system or using a SMS gateway or</li> </ol> |         | Bidder can add the additional functionality |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause | Query  | Remarks | Response |
|---|-------------|----------|------------|--|---------|----------|
|   |             |          |            | <p>both.</p> <p>5. Notification for escalation (mostly for the delay in completing a task) should be available.</p> <p>6. Notification for reminders should be available.</p> <p>7. System should maintain the list of User ID/ Email ID/ Mobile devise ID for sending notifications.</p> <p>8. System should maintain the history of notification sent.</p> <p>9. System should enable status of application through status check and reporting.</p> <p>10. Every task performed by a user should be logged in the system.</p> <p>11. Should have capability to monitor the application deployed both internally (incl. virtualized environments) and externally(in cloud).</p> <p>12. Should have the capability to for end user experience monitoring, architecture discovery modeling and display,</p> |         |          |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| # | Section No. | Page No. | RFP Clause | Query  | Remarks | Response |
|---|-------------|----------|------------|--|---------|----------|
|   |             |          |            | <p>transaction profiling, deep-dive monitoring, and application analytics.</p> <p>13. To give insights into the application and its process the system should be capable of automatically count, measure and score every transaction as normal, slow, very slow, in error or stalled.</p> <p>14. System should have capability for Root Cause Analysis in case of performance degradation of the application.</p> <p>15. System should automatically collect and store log files from the application and Auto-Inject Business Transaction Identifier for each log statement</p> <p>16. System should have built in/integrated facility for doing the correlation between the log file entries and business transactions from the same UI to drastically reduce mean time to repair.</p> |         |          |

**Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017**

| #   | Section No. | Page No. | RFP Clause              | Query  | Remarks | Response                                    |
|-----|-------------|----------|-------------------------|--|---------|---|
|     |             |          |                         | <p>17. The System should have the capability for Advanced Query Language and Graphical query builder for ease of use and broad adoption.</p> <p>18. Should have built in web based trouble ticket system for users to log the calls/complaints to seek the support.</p>  |         |   |
| 124 | 8.5.1       |          | 8.5.1 Basic Requirement | <p><b>SEARCH</b></p> <p>1. System should enable search on multiple criteria such as application number, name of applicant, date of submission, application status, application type, previous applications, zone, etc.</p> <p>2. System should enable searching html content and documents on number of metadata and it should support minimum of following formats: MS Office, PDF, AutoCAD, RTF, images and Archives.</p> <p>3. Search across one or</p> |         | Bidder can add the additional functionality |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No. | Page No. | RFP Clause | Query  | Remarks | Response |
|---|-------------|----------|------------|--|---------|----------|
|   |             |          |            | <p>more collections and get federated search results.</p> <p>4. Faceted Search for fast access to the right information.</p> <p>5. Filter by file format, language, keywords and date.</p> <p>6. Spelling Suggestions based on terms from each collection.</p> <p>7. Auto Suggest and Typeahead Suggestions based on terms from each collection.</p> <p>8. Automatic highlighting of user search query terms HTML and PDF documents.</p> <p>9. Keyword-in-Context - search result description is displayed with content where the term occurs.</p> <p>10. User-defined number of search results per page.</p> <p>11. Simple and Advanced Query Syntax for your most basic to complex search requirements.</p> <p>12. Should support Boolean AND, OR, NOT, Fuzzy, Wildcard, Proximity and</p> |         |          |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause  | Query  | Remarks | Response                 |
|-----|-------------|----------|---|--|---------|--------------------------|
|     |             |          |   | <p>custom field searches.</p> <p>13. Sort - results can be sorted by date, relevance, alphabetically or any custom field in ascending or descending order.</p> <p>14. Hit Highlighting - query terms are highlighted on search results.</p> <p>15. Collections - users can search specific collections or across all collections.</p> <p>16. Email Viewer - View/Export (PDF) your Outlook email messages in our web based viewer.</p> <p>17. Email Alert - Setup keyword alerts for new content that is discovered.</p> <p>18. Top Clicked Documents/Pages - View the most clicked search results.</p> <p>19. Visualization of data in real time.</p> |         |                          |
| 125 | 8.7         | 41       | SI has to establish its own infrastructure (Computers for user training, Stationary, Printer, Scanner, Consumable, UPS etc.) at District & Tehsil levels etc. | There is no need for such elaborated hardware for high quality software. Let the training infrastructure requirements be of SI without any specifications  |         | Please refer corrigendum |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response  |
|-----|-------------|----------|--|---|---------|---|
|     |             |          | to conduct the trainings as per approved training Plan.  | in the bid.   |         |   |
| 126 | 8.8         | 42       | 8.8 Outputs and Deliverables<br>The total time duration of the project is 3 year and 6 month, broken up into two phases –<br>· Design and Implementation phase, lasting 10 months; and<br>· Post Implementation Support for a further period of 36 months. | there are little disconnets in this clause. Also the phasewise project implementation is given for 12 months subsequently 36 minths of post sales support. Please clarify the actual timelines.   |         | Please refer corrigendum  |
| 127 | 8.9         | 43       | Phase-1: Pre-Implementation Phase (3 Months)<br>Hardware deployment at SDC/Project locations   | The hardware will only be required after the system is fully customized and available for UAT. The early deployment would only increase the CAPEX and additional warranty costs. We request the bidder be allowed the flexibility of creating the project plan within the complete period of 12 months. |         | OK<br>May be relaxed, only for the activity mentioned at "S.No. 4 Deployment of necessary hardware at SDC" mentioned in the Indicative project schedule |
| 128 | 8.9         | 43       | Data Digitization (approx. 5000 Records, each records may have 50 Fields ),  | It is requested to give a sample record.  |         | Will be provided during digitization.   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response  |
|-----|-------------|----------|--|---|---------|---|
|     |             |          | Master Data Entry, Legacy Data Entry of all Locations  |   |         |   |
| 129 | 8.12.1      | 46       | Disaster Recovery System should support automated data backup and recovery with an appropriate backup system in place  | Please elaborate on the DR functionalities. Is bidder required to give the complete DR solution.                            |         | No Bidder has to ensure the automated data backup and recovery with an appropriate backup system in place |
| 130 | 8.12.3      | 47       | The implementing agency will procure Digital Signature Certificates for the identified approvers of the department. The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project. | Cosr of how many Digital Certificates will be accounted for in the commercial evaluation.                                   |         | Please refer section 8.12.3 Supply and Installation, Software, Network                                    |
| 131 | 8.12.3      | 47       | The implementing agency will design and install the Local Area Networks (LAN) at the project sites.  | We believe that the cost of LAN, its UPTIME and maintenance is not in the bidders scope.                                    |         | Please refer corrigendum  |
| 132 | 8.12.3      | 48       | The implementing agency will also responsible for integration with e-Sign.   | What e-sign platform is being used? Please elaborate on the scope of support the eSign vendor will provide for integration. |         | Proposed solution should be compatible of using e-Sign, bidder has to suggest the e-sign platform.        |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No. | Page No. | RFP Clause   | Query   | Remarks | Response   |
|-----|-------------|----------|--|---|---------|--|
| 133 | 5- b        | 14       | Deployment of necessary Hardware at Project Location/Sites   | IS there any standard specifications of the Hardware? If not then how each vendor will come on same platform?   |         | Hardware deployment at regional office is required to ensure issuance of online layout approval and Building permission only. Bidder need not to deploy computing infrastructure like Desktop and Internet connectivity. |
| 134 | 5-c         | 14       | Master Data build up and data digitization of Legacy data  | Need to get the quantum of data and no. of years? Also in need to know this data is available centrally or various locations?                           |         | 5000 Records approx<br>50 Fields approx<br>Data will be provided at central location   |
| 135 |             |          |  | Does BPMS and Layout plan screening and Approval system required GIS integration enablement ?   |         | Yes  |
| 136 |             |          |  | For the operation of BPMS/Layout approval system - at various locations, CAD environment will be required. Who will provide this?                       |         | CAD is only required for preparation of Drawing, CAD is not required to operate BPMS/Layout approval system.   |
| 137 |             | 16       | Webbased Automated Building Layout plan screening and Approval - <b>Provide Single window system for submission of the application</b> | - Need clarity about the Single Window System? Will it be owned by 3rd party ? And what kind of support will be provided to integrate with Application. |         | The solution developed by bidder should have single window solution functionality. Please refer section 8.5.2  |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                       | Page No. | RFP Clause   | Query   | Remarks | Response                 |
|-----|-----------------------------------|----------|--|---|---------|--------------------------|
| 138 | 6. Eligibility Criteria           | 19       | The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of the Rs.50 lakhs/- (Rs. Fifty Lakhs only) The EMD should be in the form of a Demand Draft issued by a Nationalized / Scheduled Bank or Bank Guarantee, in favor of CEO, CHiPS, Raipur, CG, payable at Raipur.   | We request you to exempt Tender fee and EMD amount for NSIC registered companies considering Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. ( <a href="http://www.nsic.co.in/gp.asp">http://www.nsic.co.in/gp.asp</a> ). |         | As per RFP               |
| 139 | 6. Eligibility Criteria (Point 8) | 20       | Past Experience:<br>The bidder (or prime bidder in case of consortium) should be an established Information Technology company / IT System Integrator who would have successfully completed IT Implementation Projects in State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of | This type of projects are complex and vendors with different skill sets may participate jointly for successful execution of this type of Project. We kindly request you to consider Past experience of both Prime Bidder, Consortium member and / or OEM as this will bring larger participation of bidders and distribution of appropriate responsibility of each consortium members           |         | Please refer corrigendum |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                      | Page No. | RFP Clause   | Query  | Remarks | Response                 |
|-----|----------------------------------|----------|--|--|---------|--------------------------|
|     |                                  |          | submission of bid.   | and OEM.   |         |                          |
| 140 | 6. Eligibility Criteria (Note)   | 21       | 'Similar Software Services Project' relates to projects involving development and deployment of Online Layout scrutiny and permission system and Operation and Maintenance for the same system.  | We kindly request you consider building permission system experience as "Similar Software Services" as building permission process also follow the same process as per layout process.                               |         | Please refer corrigendum |
| 141 | 6. Eligibility Criertial (Notes) | 21       | <p>Notes:</p> <p>1. "Similar Software Services Project" relates to projects involving development and deployment of Online Layout scrutiny and permission system and Operation and Maintenance for the same system.</p> <p>2. In case of a consortium Bidding, the prime bidder should submit the Roles and Responsibility of all the partners and should signed by all the partners on stamp.</p> <p>In respect of both 1 and 2 above, the prime bidder</p> | As mentioned earlier we request you to consider the experience of consortium partner as well as OEM to fulfill the criteria for "similar software services projects', in addition to the experience of Prime Bidder. |         | As per RFP               |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                          | Page No. | RFP Clause   | Query  | Remarks | Response  |
|-----|--------------------------------------|----------|--|--|---------|---|
|     |                                      |          | should have been directly responsible for the implementation of the projects and not just a member of a consortium.                |  |         |   |
| 142 | 8.10 Basic Requirements              | 45       | The Source Code of proposed application would be owned by Government of Chhattisgarh/CHiPS.  | The bidder will use specialized COTS (Commercial Off The Shelf) software products from OEM for successful and faster delivery of Projects. Hence bidder will not have rights to handover of the entire source code of COTS product. Hence we request you to amend the clause to handover of the source code of customized portion developed for this Project shall be owned by CHiPS. The Source code of Base COTS product shall remain with respective OEM. |         | The Source Code of proposed solution would be owned by Government of Chhattisgarh/CHiPS.              |
| 143 | 8.9 Project Activities And Timelines | 43       | Phase-2: UAT Phase for Application Software (2 Months)<br>Data Digitization, Master Data Entry, Legacy Data Entry of all Locations | Our understanding is that the Purchaser will make available data to bidder at HO/ one location and the data is available in English and in print form. As per our understanding,   |         | English/Hindi<br>1. Data will be provided by Department<br>2. Soft or Hard copy (As per availability) |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                          | Page No. | RFP Clause   | Query  | Remarks | Response  |
|-----|--------------------------------------|----------|--|--|---------|---|
|     |                                      |          |  | <p>1. The collection of data from various departments is not under scope of bidder.</p> <p>2. For Legacy data entry, the data shall be made available by user department in soft file format such as excel files so that the same can be imported in the system.</p> <p>Kindly confirm whether our understanding is correct.</p> |         |   |
| 144 | 8.9 Project Activities And Timelines | 43       | Phase-1: Pre-Implementation Phase (2 Months) Hardware deployment at SDC/Project locations                    | Kindly provide the total and concurrent number of users for this Project. Please provide the approximate size of data to propose optimum level of hardware specification.  |         | Please refer 8.12 Functional Requirement                          |
| 145 | 8.9 Project Activities And Timelines | 44       | Phase-3: Implementation phase (2 Months) Functional Testing for Application Software at 18 regional offices. | We recommend to do functional testing for application at HO rather than regional offices. This will save time and also help the bidder to get feedback from users at one time.   |         | Functional testing will be done at Raipur and 3 regional offices. |



## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                     | Page No. | RFP Clause  | Query   | Remarks | Response   |
|-----|---------------------------------|----------|---|---|---------|------------|
| 146 | 7.8 Technical Evaluation Matrix | 28       | The Prime Bidder, a single legal entity registered in India, and must have an minimum average annual turnover of not less than Rs. 50 Crore (Fifty Crore) in IT/ ITeS Services for the last three financial years<br>= Rs. 25 Crore - 3 Mark<br>Additional Rs. 25 Crore in turnover will be awarded 3 marks, subject to a maximum of 15 Marks | We request you to reduce this evaluation criteria of turnover for participation of emerging companies to participate.               |         | As per RFP |
| 147 | 7.8 Technical Evaluation Matrix | 28       | The Prime bidder or Consortium partner whose solution is proposed in the proposal should possess certifications on CMMi-3 (or above), evidence to be submitted in the form of certificate copy submitted<br>CMMi- Level 3<br>Certification – 6 Mark<br>CMMi- Level 4<br>Certification – 8 Mark<br>CMMi- Level 5<br>Certification – 10 Mark    | We request you to relax this evaluation criteria of quality certification to ISO:9001(2015) only for participation of more bidders. |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                     | Page No. | RFP Clause   | Query   | Remarks | Response   |
|-----|---------------------------------|----------|--|---|---------|------------|
| 148 | 7.8 Technical Evaluation Matrix | 28       | Similar Project Experience of Web Based Solution for Web Based Automated Layout Plan Screening and Approval System and Building Permission Management System State Government/ Central Government/ Semi Government/ Quasi Government/ PSU/ Other Government Institutions<br>Maximum marks shall be awarded to the bidder having maximum number of offices/ULBs covered in a single project. Other bidders will be awarded marks on pro-rata basis. | We feel that this criteria will not really justify the capabilities of the bidder. We request you to evaluate this criteria on the number of state level projects rather than highest number of ULBs covered in a single project. Further we request you to reduce marks for this criteria and increase proportionately for Live Presentation, as this will provide better indication on the capabilities of solution proposed. |         | As per RFP |
| 149 | 7.8 Technical Evaluation Matrix | 28       | Live Demonstration and evaluation of the Actual Web Based Automated Layout Plan Screening and Approval System and Building Permission Management System by the Bidder. The Bidder should demonstrate at least 50% of the module mentioned in this RFP. (Max. 20 Marks)   | We recommend to give increase marking for Live demonstration and give more weightage to availability COTS product, compliance to Functional requirements, past implementation success ratio, showcasing of existing live URL/websites during presentation.  |         | As per RFP |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #   | Section No.                              | Page No. | RFP Clause  | Query   | Remarks | Response   |
|-----|--|----------|---|---|---------|--|
| 150 | 9 Service Levels (9.1 Category of SLAs)  | 48       | Penalty for delay in execution of project: If the successful bidder does not complete the project within the stipulated period given in the Scope of Work for Phase 1, 2,3 & 4 a penalty at the rate of 0.10% per week of the contract value of respective phase will be levied for a maximum period of Ten weeks. If the services are not completed even within this Ten-week period, then the contract will be liable for termination, in part or whole, at the discretion of CHiPS and at the risk and cost of the selected Bidder | 0.1% per week of the contract value of the phase for delay in execution of Project seems very high. Considering payment terms the bidder has to invest heavily for execution of project and penalty clause will impact more financial burden on bidder which is not viable for bidders. Hence we request you impose the penalty as 0.1% on that particular milestone rather than contract value of entire phase.. |         | As per RFP   |
| 151 | 10 Service Levels (9.1 Category of SLAs) | 48       | Penalty for delay in execution of project: If the successful bidder does not complete the project within the stipulated period given in the Scope of Work for Phase 1, 2,3 & 4 a penalty at the rate of 0.5% per week of the contract value will be levied for a maximum period of Ten weeks  | We request to exempt Penalty in case the delay in execution is due to<br><br>(1) delay (in approval, review, network etc.) from purchaser's side or<br><br>(2) delay due to reasons beyond the control of Bidder.   |         | No penalty will be imposed if the delay is not attributable to bidder. |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

### Corrigendum – Tender No 48/CEO/CHiPS/DTCP/ 2017

| # | Section No   | Page No | RFP Clause  | Please read as below   |
|---|--|---------|---|--|
| 1 | <b>8.8 Outputs and Deliverables</b>                      |         | <p>The total time duration of the project is 3 year and 6 month, broken up into two phases –</p> <ul style="list-style-type: none"> <li>Design and Implementation phase, lasting 10 months; and</li> <li>Post Implementation Support for a further period of 36 months.</li> </ul> <p>Design and Implementation phase shall comprise of 10 months for design, and implementation including the hosting of the application software at State Data Centre. After the finalizing of the Inception Report the SI, in close consultation with the DTCP and CHiPS has to submit a detailed work plan clearly showing the various phases, deliverables at each phase along with milestones. The work plan which once approved by DTCP and CHiPS shall become the basis for project progress, monitoring and payment.</p> | <p>The total time duration of the project is 4 Year (1 year implementation and 3 year support), broken up into two phases –</p> <ul style="list-style-type: none"> <li>Design and Implementation phase, lasting 12 months; and</li> <li>Post Implementation Support for a further period of 36 months.</li> </ul> <p>Design and Implementation phase shall comprise of 12 months for design, and implementation including the hosting of the application software at State Data Centre. After the finalizing of the Inception Report the SI, in close consultation with the DTCP and CHiPS has to submit a detailed work plan clearly showing the various phases, deliverables at each phase along with milestones. The work plan which once approved by DTCP and CHiPS shall become the basis for project progress, monitoring and payment.</p> |
| 2 | <b>8.12.3 Supply and Installation, Software, Network</b> |         | <ul style="list-style-type: none"> <li>The vendor will suggest necessary Server, Work Station, Desktop with UPS, Scanner, Printer etc. in the directorate office and other regional/district offices as per the requirements.</li> <li>The implementing agency will design and install the Local Area Networks (LAN) at the project sites.</li> <li>The implementing agency will procure Digital Signature Certificates for the identified approvers of the department. The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project.</li> <li>The license/s for any application, software, operating system, hardware or any other component of the project has</li> </ul>  | <ul style="list-style-type: none"> <li>The vendor will suggest necessary Work Station, Desktop with UPS, Scanner, Printer etc. in the directorate office and other regional/district offices as per the requirements.</li> <li>The implementing agency will procure Digital Signature Certificates for the identified approvers of the department. The vendor will supply any other software, if required, to DTCP and district offices for successful implementation of the project.</li> <li>The license/s for any application, software, operating system, hardware or any other component of the project has to be purchased/ generated/ obtained in the name of DTCP.</li> <li>Initially 200 Digital Signature Certificate Required.</li> <li>The implementing agency will also responsible for integration with e-Sign.</li> </ul>         |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| # | Section No  | Page No | RFP Clause  | Please read as below  |
|---|---|---------|---|---|
|   |   |         | <p>to be purchased/ generated/ obtained in the name of DTCP.</p> <ul style="list-style-type: none"> <li>• Initially 200 Digital Signature Certificate Required.</li> <li>• The implementing agency will also responsible for integration with e-Sign.</li> <li>• Servers all its components, Server OS, DB, all required licenses to run the hardware and proposed solution will be under scope of bidders, other hardware(desktops at District/Regional office) will be provided by CHiPS/DTCP as per requirement</li> </ul> | <p>Servers all its components, Server OS, DB, all required licenses to run the hardware and proposed solution will be under scope of bidders, other hardware(desktops at District/Regional office) will be provided by CHiPS/DTCP as per requirement</p>  |
| 3 | <b>9.2 Contract Performance Guarantee</b>                         | 51      | <p>1. Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized Bank in the Performa given here-in-after in this document valid for a period of 4 Years.</p>   | <p>2. Within 21 days after the receipt of notification of award of the Contract from the CHiPS, the successful Bidder shall furnish Contract Performance Guarantee to the CHiPS, Raipur (CG), which shall be equal to 10% of Contract Value and shall be in the form of a Bank Guarantee Bond/DD from a Nationalized/ Scheduled Bank Bank in the Performa given here-in-after in this document valid for a period of 4 Years.</p> |
| 4 | <b>Annexure-8 Bank Guarantee Format For Earnest Money Deposit</b> | 82      | <p>This Guarantee shall remain in full force and effect for a period of 120 (One hundred and Twenty) days from the _____ (Proposal Due Date).</p>   | <p>This Guarantee shall remain in full force and effect for a period of 180 (One hundred and Eighty) days from the _____ (Proposal Due Date).</p>   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHIPS/DTCP/ 2017

| #  | Section No                            | Page No | RFP Clause   | Please read as below  |
|----|---------------------------------------|---------|--|---|
| 5  | <b>8. Past Experience:</b>            |         | <p>The bidder (or prime bidder in case of consortium) should be an established Information Technology company / IT System Integrator who would have successfully completed IT Implementation Projects in State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.</p> <p><b>1. At least one of the project should be an integrated turnkey IT- projects of a value not less than Rs. 8 Crores</b></p> <p><b>OR.</b></p> <p><b>2. At least two (2) projects should be an integrated turnkey IT- projects of a value not less than Rs. 5 Crores each</b></p> <p><b>OR</b></p> <p><b>3. At least three (3) projects should be an integrated turnkey IT- projects of a value not less than Rs. 3 Crores each</b></p> <p>For National/State/UT Government Depts./ PSUs in last five years.</p> | <p>The prime bidder or consortium should be an established Information Technology company / IT System Integrator who would have successfully completed IT Implementation Projects in State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last five years from the date of submission of bid.</p> <p><b>1. At least one of the project should be an integrated IT-projects of a value not less than Rs. 8 Crores</b></p> <p><b>OR.</b></p> <p><b>2. At least two (2) projects should be an integrated IT-projects of a value not less than Rs. 5 Crores each</b></p> <p><b>OR</b></p> <p><b>3. At least three (3) projects should be an integrated IT-projects of a value not less than Rs. 3 Crores each</b></p> <p>For National/State/UT Government Depts./ PSUs in last five years.</p> |
| 6. | <b>6. Eligibility Criteria (Note)</b> |         | <p><b>Notes:</b></p> <p><b>1.</b> ‘Similar Software Services Project’ relates to projects involving development and deployment of Online Layout scrutiny and permission system and Operation and Maintenance for the same system.</p> <p><b>2.</b> In case of a consortium Bidding, the Prime bidder should submit the Roles and Responsibility of all the partners and should signed by all the partners on stamp.</p> <p><b>In respect of both 1 and 2 above, the prime bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.</b></p>   | <p><b>Notes:</b></p> <p><b>1.</b> ‘Similar Software Services Project’ relates to projects involving development and deployment of Online Layout scrutiny and Building permission system and Operation and Maintenance for the same system.</p> <p><b>2.</b> In case of a consortium Bidding, the Prime bidder should submit the Roles and Responsibility of all the partners and should signed by all the partners on stamp.</p> <p><b>In respect of both 1 and 2 above, the prime bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.</b></p>   |

## Pre Bid Response and Corrigendum Document - 48/CEO/CHiPS/DTCP/ 2017

| #  | Section No                             | Page No | RFP Clause  | Please read as below |       |  |          |  |          |   |         |   |               |       |  |          |  |          |   |         |
|--|--|---------|---|----------------------|-------|--|----------|--|----------|---|---------|---|---------------|-------|--|----------|--|----------|---|---------|
| 7  | <b>7.8 Technical Evaluation Matrix</b> |         | <p>The Prime Bidder or Consortium Partner Should have Previous Software Services (design/development of solution) Turnkey project experience.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Project Value</th> <th style="width: 30%;">Marks</th> </tr> </thead> <tbody> <tr> <td>Summing up value 24 Crore of Maximum 3 Project</td> <td style="text-align: center;">15 Marks</td> </tr> <tr> <td>Summing up value 16 Crore of Maximum 3 Project</td> <td style="text-align: center;">10 Marks</td> </tr> <tr> <td>Summing up value 8 Crore of Maximum 3 Project</td> <td style="text-align: center;">5 Marks</td> </tr> </tbody> </table> | Project Value        | Marks | Summing up value 24 Crore of Maximum 3 Project | 15 Marks | Summing up value 16 Crore of Maximum 3 Project | 10 Marks | Summing up value 8 Crore of Maximum 3 Project | 5 Marks | <p>The Prime Bidder or Consortium Partner Should have Previous Software Services (design/development of solution) project experience.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 70%;">Project Value</th> <th style="width: 30%;">Marks</th> </tr> </thead> <tbody> <tr> <td>Summing up value 24 Crore of Maximum 3 Project</td> <td style="text-align: center;">15 Marks</td> </tr> <tr> <td>Summing up value 16 Crore of Maximum 3 Project</td> <td style="text-align: center;">10 Marks</td> </tr> <tr> <td>Summing up value 8 Crore of Maximum 3 Project</td> <td style="text-align: center;">5 Marks</td> </tr> </tbody> </table> | Project Value | Marks | Summing up value 24 Crore of Maximum 3 Project | 15 Marks | Summing up value 16 Crore of Maximum 3 Project | 10 Marks | Summing up value 8 Crore of Maximum 3 Project | 5 Marks |
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| Summing up value 24 Crore of Maximum 3 Project | 15 Marks                               |         |   |                      |       |  |          |  |          |   |         |   |               |       |  |          |  |          |   |         |
| Summing up value 16 Crore of Maximum 3 Project | 10 Marks                               |         |   |                      |       |  |          |  |          |   |         |   |               |       |  |          |  |          |   |         |
| Summing up value 8 Crore of Maximum 3 Project  | 5 Marks                                |         |   |                      |       |  |          |  |          |   |         |   |               |       |  |          |  |          |   |         |
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