REQUEST FOR PROPOSAL FOR DEVELOPMENT OF WEB BASED APPLICATION SOFTWARE FOR PROCESSING OF APPLICATION FOR OCCUPANCY CERTIFICATE AND RENEWAL OF NOC FOR BUILDING PERMISSION IN GUWAHATI

	Company Name	ESDS Software Solution Pvt. Ltd			
Sl.N	Page No	Clause No.	Subject	Query	Response
1	5	PROPOSAL DUE DATE:	Bid should be submitted on or before 15-00 hours IST on 04/01/2021 in the manner and form as detailed in the Bid document. Bids submitted by facsimile transmission or email will not be accepted.	Kindly confirm the proposal submission date and if it is physical submission ?	Corrigendum notice will be published for extension of last date for submission of proposals.
2	12	9. SCOPE OF WORK:	Applicant will submit his application for occupancy certificate in Form 27 accompanied by the following documents:-	please confirm if you would want the applicant to upload and submit the following documents online in the portal ? if yes will he download the applications from the same portal and re-submit it or is it a complete online fill up form ?	Online fill up form
3	13	User Login:	User can login with valid user credentials generated at the time of approved registered users. As per	What user authentication methods will you use? For ex. Login with mobile/ email/ social media?	Mobile or Email
4	14	Deliverable (s):	• Requisite Manpower support for successful operation of Project	Are any resources required Onsite ? If yes, How many onsite resources are expected to be deployed ? Please provide required qualification details of onsite engineers , Are the resources required to be deployed during the project life cycle? Or are they required to be deployed post go-live during the AMC period?	Onsite support during the defect liability period
5	14	Scope of Work during post implementation period will be as follows.	b. Training and hand holding to be given to all the officials and staffs working for and related to online grievance system.	Do you want a Grievance module to be integrated with the application ?	"online grievance system" will be replaced by "the proposed online system"
6	14	Task IV: Document Management	1. Submitting documents along with application.	please specify in which format should the documents and applications will be uploaded ? Pdf,doc etc ?	PDF, DWG etc.
7	15	Task VII: Reporting:	System should provide various pre-defined	MIS reporting should generate real time reports on what intervals? What kind of tools expected to automate the MIS application process? Any specific policies preferred for MIS application usage? is there any specific	For MIS Reports generation is not required to be automatic but it should have the facility to create reports on customizable fields. Reports should be downloadable in pdf , xlsx. Whenever needs, user should be able to select the
8	15	10.Technical architecture of the System	i. Open source code and no encryption of software to be followed.	Any restrictions on technology or licensing used?Any specific technology that you want the new web application to be developed in? Any specific encryption alogorithm to be used.	Should be open source and no specific encryption alogorithm to be used.
9	15	Task VIII: -System Security:	To be able to match with overall sensitivity of database & contents	Kindly specify which database is currently in use along with the version ?	MySql Community Edition 5.7 in one of the other software application
10	16	10.Technical architecture of the System	vi. The software will integrate payment gateway for receiving payment of fees etc	Is their any payment gateway present ? Or is any payment gateway envisaged ? If yes whose responsibility would it be to procure the same ? How many PG's are envisaged ?	To be decided later
11	16	10.Technical architecture of the System	v. The software shall be web based and mobile friendly.	Do you want a responsive/WCAG/Cross platform compatible website?Should the website be compatible with any version of IE/Chrome/Firefox/Opera/etc.? Do you want a mobile application to be develped as well ?	It should be mobile responsive.
12	16	10.Technical architecture of the System	viii. The client will bear the cost of hosting the application in cloud environment. The cloud service provider(CSP) will be a Ministry of Electronics & Information Technology, Govt. of India empanelled	please confirm who will bear the cost of infrastructure for hosting?	Client
13	16	10.Technical architecture of the System	vii. An On-line help module should be available which shall provide detailed help for each process/report of the Software Application or YouTube video tutorial.	help desk required ? Are there any other 3rd party extension or online services that need to be installed or added, if so what are these. e.g. live chat support, etc.	vii. An On-line help module should be available which shall provide detailed help for each process/report of the Software Application or YouTube video tutorial.
14	16	10.Technical architecture of the System	viii. The client will bear the cost of hosting the application in cloud environment. The cloud service provider(CSP) will be a Ministry of	Kindly confirm on hosting aspect. Is the web portal / website required to be hosted at the bidder's end?	The vendor will select a suitable MEITY empanelled cloud service provider
15	16	10.Technical architecture of the System	CSP is responsible for Disaster Recovery Services so as to ensure continuity of operations in the event of failure of primary data center. However, during the change from Primary DC to DRC or vice-versa (regular planned changes), there should not be any data loss. There shall be asynchronous	Kindly confirm if the Disaster Recovery services is required ?	Yes
16	General			Is back up required. Kindly confirm the expected backup space and type to be proposed , Kindly confirm the expected backup space to be proposed by the CSP on the DC site.	As per requirement

17	General			Is STQC Audit required for the website / web portal? If Yes it should be considered out of four weeks as stipulated time frme for development , How many STQC Audits are expected and at what interval? ?	To be decied later
18	General			Is Cert-In Audit required for the website / web portal? Please clarify How many Cert-In Audits are expected and at what interval?	To be decided later
19	General			Is Single Sign On feature required ?	No
20	General			SMS and e-mail gateway Required ? Who will be responsible for purchasing SMS package? How many SMS are expected per month/year?Is an existing SMS gateway already in use? If yes, kindly share the details. If not, then kindly share information around which SMS gateway is preferred.	SMS and email gateway integration are required. The vendor will raise invoices yearly /half yearly for the cost of sms.
21	General			Kindly confirm if the email services needs to be provided by bizdder. If yes, kindly confirm the total number of e-mail require per month along with its nature i.e. transactional/ promotional	Transactional email required.
22	General			For security is SSL envisaged ? If yes does bidder have it ? Or it will be procured by vendor ? Which type of SSL is expected? Wild card, Extended or Single domain?Who will be responsible for the purchase and	SSL is required and it should be procured by Vendor. The Vendor will be responsible for the purchase and maintenance of SSL certificate?
23	General			Do you require us to custom design the site or do you have templates? If so, please	The vedor will make the design and submit to the client for approval.
24	General			Is there any existing data to be migrated ? If yes,Kindly confirm the existing data size to be migrated on new servers in MB/GB/TB , Kindly confirm whether the migration will be over the internet or USB media or physical media	No requirement of data migration
25	General			Kindly confirm any existing control panel is hosted in existing infrastructure or current setup, if yes then kindly specify.	No
26	General			Is the system in English, Bilingual or Multi lingual ? Also all the content in English, or	English
27	General			Do you need any specific CMS (Content Management System) or COTS (Commercial	No
28	General			How many concurrent users for the web portal?	Refer to RFP
29	General			Do you need Cloudflare for enhanced protection against DDOS? Paid or free	Not needed
30	General			Do you need Web application firewall?	To be decided later
31	General			Kindly confirm the retention policy/period of backup data And the logs	at least 1 Year
32	General			What level of SEO is being expected ? Do you need basic SEO or detailed SEO (Google Analytics) ?	Basic SEO
33	General			Kindly confirm the Admin module (CMS) just English or have to be bi-lingual /multi-lingual	English
34	General			Please share training locations for all of your offices. How many training session are require for each location?Will any other external entity be part of Training Porgramme like external trainer etc. What will be their role and scope in the system.If the training sessions have to be online/via	GMDA has only one office at present
35	General			How many third party applications would be required to be integrated with the new web portal / website? Please list out their technical details also Kindly specify the	No third party applications would be required to be integrated with the new web portal / website
36	General			Do you have any existing domains which need to be transferred to us?	No
37	General			Do you want us to maintain or renew any of your domains?	No
38	General			AD integration is required? Does AD server is there in place? If AD integration is required are the API's	No Active Directory Integration is required
39	General			Can you please confirm on the timeline allocated for the portal development and What is the expected start date? What is the desired launch date?	Please refer the RFP document
40	General			Please provide information about the UAT (User Acceptance Testing) and the Development environment.	Open source development environment is required.
41	General			Are feedback going to be open to all or for logged in users only	Feedback is for logged in users only.
42	General			kindly confirm the Server sizing for hosting	Please refer to RFP, Page no 21 Serial No 2
43	General			Do you have a specific project budget?	No
44	General			What methods will you use to drive traffic?	To be decided later
45	General			kindly confirm if the contract will be given to L1 bidder or is it QCBS ?	QCBS
46	General			Google map integration required ?	No

Sl. No.	Clause of RFP	Page Reference of RFP	Description as per RFP	Technical Queries	Reply
			Technical Queries on RFP by LEA Associates South Asia Pvt. Ltd., India		
2.	2. INSTRUCTIONS TO BIDDERS:	5	(C) Proposal Due Date a,Bid should be submitted on or before 15-00 hours IST on 04/01/2021…. (D)Opening of proposal and clarification a.GMDA would open the Envelope no.1 of proposal on 28.12.2020 at 15-30	· The mentioned proposal due date is 04/01/2021, however, in opening of proposal and clarification it is mentioned that the GMDA would open theenvelope no 1 of proposal on 28-12-2020.Please clarify	Please refer to the Corrigendum notice
	9. Scope of work:	14	Task –III: Operation and Maintenance of Project and software application for a period of one year.	· In our understanding the post-implementation support will start immediately after Stage-III (as mentioned in 5. Payment Schedule – page 17).	Post implement support will start after the Go-Live
			· Post implementation support for 1 year	· This in our opinion should increase the overall time period of the project to 1 year 6 months. Kindly confirm.	
				· Also, kindly confirm mode of deployment of one software developer at GMDA ie full time or need basis	Deployment of one software developer at GMDA on need basis to provide onsite support as and when required.
			5. Payment Terms:		
			Stage-III: Release Final Version		
		17			
	10. Technical architect	16	VI. The software will integrate payment g	· Payment Gateway API integration is associated with cost. Kindly confirm if the cost will be borne by the client.	Client will provide a suitable payment gateway for integration
	11. Compliance with Industry Standards	16	b) Information access/transfer protocols SOAP, HTTP/HTTPS	· HTTPS service is associated with cost. Kindly confirm if the cost will be borne by the client.	SSL is required and it should be procured by Vendor. The Vendor will be responsible for the purchase and maintenance of SSL certificate?
	12. TERMS AND CONDITIONS OF CONTRACT	17	5. Stage1: Software Development / Implementation	· The scope of the proposed application is comprehensive with various features like workflow-based approval, Dashboard, configurable reports, payment gateway integration, etc. It appearsthe timeline suggested for Stage I and II in the ToR is inadequate to complement the tasks.	
			a) Deployment of application at site (This shall be within 30 days from the date of	· In view of the above, we request you to kindlyincrease the time ofStage I and Stage II without overall increase in the project time line.	As per RFP
			award of work) 50%.	**Stage-I:** Software Development/Implementation-**3 months of project initiation**	
				Stage-II: Customization and Training- **4 months of project initiation**	
				Stage-III: Release Final Version- **6 monthsof project initiation**	
	10. Technical architecture of the System	16	VIII.The client will bear the cost of hosting the … Cloud.	The Cost of hosting in the cloud is contradictory as mentioned in the mentioned places.	
					Please refer to RFP, Page no 21 Serial No 2
	Annexure-1: DETAILS OF FINANCIAL PROPOSAL		2.Cloud Hosting and Maintenance charge for the….	Kindly clarify the items whose cost shall be borne by the client in view of serial number 2,3 and 5 of the financial proposal.	
			3.Cost of domain name and SSL certificate		
			5. SMS Charge		
		21			
	1. IMPORTANT INFORMATION:	3	The Proposals must be submitted no later than……	· We request you to allow for at-least 2 weeks after pre-bid clarifications are issued to prepare and submit a most competitive proposal	Please refer Corrigendum notice in GMDA website, www.gmda.assam.gov.in

SD/-
(Umananda Doley, I.A.S,)
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