

MUNICIPAL CORPORATION OF GREATER MUMBAI

e-Tender no.7100102947, dated- 21.08.2017, Pre-bid meeting held on dated-29.08.2017 at 12 noon.

Name of the Organization ABM Knowledgeware Ltd.

Sr. No.	BID DOCUMENT reference (Section and Page No)	Content of BID DOCUMENT requiring clarification	Clarification Sought /Query	MCGM Final Decision
1	Section 5.1 S No. a Page No. 17	Consortium/ Joint Venture is allowed	Since this Contract value is much less than prescribed limit of Rs 100Cr for allowing consortium and it requires one single skill, Consortium should not be allowed. Also as this is a single work, i.e., implementation of a Property Tax software, so only firms those having experience in implementation of property tax software should be allowed. It has been seen before that consortiums are misused by some vendors to find back door entry into the bidding process without possessing necessary competence.	No Change
2	Section 5.1 S No. c Page No. 17	Average annual financial turnover during 2014-15, 2015-16 and 2016-17 shall be of Rs.2 crores.	As per the standard bid document followed by MCGM, the turnover should be 3 times the estimated value of the Project, i.e., 45 Cr. Therefore we would request to kindly revise the clause as under; "Average annual financial turnover during 2014-15, 2015-16 and 2016-17 shall be of Rs.45 crores."	No Change
3	Section 5.1 S No. d Page No. 17	Bidder should have positive net worth of INR 50 lacs as on 31st March 2017.	As per the standard bid document followed by MCGM, Bidder should have positive net worth of atleast 33% of the Estimated Value of the Project. Therefore we request you to kindly revise the clause as under. "Bidder should have positive net worth of INR 4.95 Cr as on 31st March 2017."	No Change

MUNICIPAL CORPORATION OF GREATER MUMBAI

4	Section 5.1 S No. f Page No. 18	<p>The bidder should have experience in implementation of property Tax/any revenue application for urban local body and integrating the solution for data migration/digitization and training, integrating with GIS, Payment Gateway, etc. in minimum 1 project amounting to minimum Rs. 50 Lacs within last 3 years. The bidder should have office in MMR region or ready to set up in 1 month of award of contract.</p>	<p>As per the SBD (Standard Bid Document) of MCGM for procurement of services we would like to highlight that much importance is to be given on the criterias like Technical Capacity and Similar work done. This would assist MCGM is selecting the best eligible bidder for the desire work.</p> <p>Mentioned below are few examples referring to the standard bid document;</p> <p>MCGM's SBD (standard bid document) stipulates following important guide lines. As such SBD is made for Civil, Roads, Pipeline work etc.. When most relevant guidelines are adopted and used the criteria may look as under:</p> <p>i. Technical capacity: The tenderer(s) in their own name should have satisfactorily executed the work of similar nature MCGM /Semi Govt. /Govt. & Public Sector Organizations during last seven (7) years ending last day of month previous to the one in which bids are invited as a prime Contractor (or as a nominated sub-Contractor, where the subcontract had involved similar nature of work as described in the scope of works in this bid document, provided further that all other qualification criteria are satisfied).</p> <p>ii. Similar work: The SBD has given examples of similar work for RCC , CC Asphalt Road, Asphalt Road, Pipeline work etc. Same principle is used while deciding similar work. Eg Similar work for Building construction of building of 5 to 10 stories requires</p>	No Change
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MUNICIPAL CORPORATION OF GREATER MUMBAI

5	General	Addition of Technical Evaluation Criteria	<p>There is no technical evaluation criteria in the RFP to shortlist bidders based on their technical capabilities.</p> <p>We understand approach is all vendors who qualify, their commercial bids will be opened and L1 would be awarded the bid. This method would have been okay had there been a fixed scope and single option to deliver that scope. However, RFP allows 3 different approaches (existing software, new custom based software or SAP). All approaches will have distinct cost structure. Comparison of bids with such multiple options without technical evaluation would not be a fair method. Hence we request MCGM to kindly include the technical evaluation criteria pertaining to criterias like turnover, similar experiences, no. of implementations, technical knowhow, bidders approach & methodology to successfully implement the project, demo of the proposed software, etc.</p> <p>Below are few opinions based on our decades of experience in e-Governance project implementation;</p> <ol style="list-style-type: none"> 1. The software is for managing Property Tax generation & Collection. It falls under category of Taxation like VAT , Sales Tax. This requires specific knowledge of Taxation and not mere programing 2. MCGM has annual demand of about Rs 5300 Cr, and total no of properties are more than 3,50,000. So the bidder must posses experiences similar to this scale to be able to actually ground the 	Please refer 21.3 of Page No. 27
6	Section 5.2 Point a to n . Page 18 and 19	List of documents mentioned under points a) to n). Specifically those related to customer experience .	While RFP asks for the proof of experience to be attached, will MCGM also verify correctness of experience related documents from end customers?	No

MUNICIPAL CORPORATION OF GREATER MUMBAI

7	Section 13.1 Point no (i) Page 22	Completion (experience) certificates of projects obtained from customers with detailed scope of work and services carried out as mentioned above in the prequalification criteria. Experience certificates to be furnished along with the aforementioned in the format as provided in the BID DOCUMENT. And other documents from point a) to r)	While RFP asks for the proof of experience to be attached, will MCGM also verify correctness of experience related documents from end customers?	No
8	Secton 13.1, 13.2, 13.3 Page 22, 23	List of documents - Envelope A, B and C	RFP has given list of documents to be attached in Envelope A, B and C. If we miss to attach some of documents re experience or any such non-commercial criteria, is it ok if we submit such documents later	No Change
9	Section 32.1.2 Point 1.2.3 Page No. 43	Successful bidder is required to deploy minimum 14 resources for operation and maintenance and 14 resources for development but if needed sufficient number of resources to be deployed to meet the timelines specified in the tender.	In case 14 resources for operations and support need to travel between different MCGM Locations - please inform no. of Locations each person will need to support. Also mention total no of locations to be supported.	As per MCGM Direction within MCGM Limit
10	Section 36 Page No. 70	In both of the cases above, the detailed & point wise elaboration of costs are expected, e.g. cost for licenses, cost for development, training, etc.	The commercial format don't have any columns to provide these details. Please elaborate where and how these details are to be provided in the bid response.	Commercial format is all inclusive
11	Section 38.1.3 Page No. 72	The Bidder shall make changes in the software within a period of three months from the date of implementation as and when required by the department; such changes will be done without any additional charges.	If change requests are given after 3 months. How the bidder is to be paid for the additional efforts.	please refer 34.2 of page No. 44
12	Section 38.1.3 Point 6 c Page No. 73	Operations of help desk and refresher training (12*7) post implementation	We understand that this Helpdesk Support and training would be for the Department Staff. If so, please specify the officials hours/days in during which the support is to be provided. 12*7 support may not be required	08.00 am to 08.00 pm

MUNICIPAL CORPORATION OF GREATER MUMBAI

13	Section 38.1.3 Point 6 c Page No. 73	Operations of help desk and refresher training (12*7) post implementation	We understand that this Helpdesk Support and training would be for the Department Staff. If so, please specify the officials hours/days in during which the support is to be provided. 12*7 support may not be required What is the frequency of refresher training programs. On an average, how may persons will attend the refresher training.	Help desk 08.00 am to 08.00 pm Please refer 38.1.3 (5) of page No. 73
14	Section 40.4.2 Page No. 93	Data migration may involve Extract, Transform, and Load (ETL) procedures to move data from the system of origin into the new system or it may involve integration links to make the data transparently available to the user.	We understand that the ETL tool required would be provided by MCGM. Please Clarify	It is bidder's responsibility.
15	Section 40.9 Page No. 98	Maintenance and Support	Is there any scope of onsite and on premise support at the Ward Offices or only remote support is to be provided from the base location. If on premise support is to be provided, what is frequency of support request.	As and when required
16	General	General	There may be huge price difference between option 1 & Option 2. How will MCGM standardise the evaluation process.	Please refer 21.5.1 of page no. 29
17	Section 13.2 Page No. 23	CVs of resources as per the format in Annex	The Annexure for the CV format is missing in the RFP. Can the bidder use the formats specified in the previous tender Property Tax. Also please specify, the details of resources required along with no. of resources required, designation, experience and qualification for which CVs would be submitted.	Format attached

MUNICIPAL CORPORATION OF GREATER MUMBAI

18	Section 35.6 F Page 49	GCC 28.1.3 - 2 The successful bidder has to comply with following Seven (7) Service Level Agreements (SLAs) to ensure adherence to project timelines, quality and availability of services: a. Timely Delivery b. Correctness of Delivery c. Installation of Hardware & Networking Equipment for data entry d. Resolution Time e. Security Management f. Application Availability g. Network Availaility	Requet relook at this clause. Points like Installation of Hardware & Networking Equipment for data entry, Security Management and Network Availailibilty would not be applicable under this project	Whatever is applicable as per tender.
19	Section 35.6 F Page 50	5 The maximum penalty at any point of time and for any period should not exceed 25% of outstanding project cost as per the Commercial Bid submitted by the successful bidder.	We request that upper limit for penalty should be 5% of the project cost	No Change
20	Section 35.6 F Page 58	Security incidents could consist of any of the following but not limited to : (a) Virus Attack – This shall include Malicious code infection of any of the servers in the network. (b) Denial of Service..... (d) Intrusion – Successful / unsuccessful unauthorized access to MCGM Application/network resulting in loss of confidentiality/Integrity/availability of data	Hardware and other IT infrastrucure in not within the scope of this project. Hence these SLAs would not be applicable. Request you to relook and remove the same. Bidder should be responsible only if there is very clear and undoubtful proof of the security breach due to issue in application software.	No Change

MUNICIPAL CORPORATION OF GREATER MUMBAI

21	Section 35.6 F Page 64	Database Server Uptime ☑ Application Server Uptime ☑ Web Server Uptime ☑ All SAN Storage Uptime ☑ Any other IT component in the Infrastructure Architecture Disaster Recovery RTO, RPO, Mock Drill	These factors depend on hardware setup, DC and DR setup. Since this is not within the scope of this project, please relook at these and remove the same from SLA	No Change
22	Section 35.6 F Page 66	Severity 3 Issue (Low) - Resolution Time <= 4 days from the time the complaint/query is allocated for resolution by the helpdesk.	We request that this should be changed as "Resolution Time <= 4 days from the time the complaint/query is allocated for resolution by the helpdesk for 80% of the call logs"	No Change
23	Section 35.6 F Page 65	Severity 2 Issue (Medium)- Resolution Time <= 2 day from the time the complaint/query is allocated for resolution by the helpdesk.	We request that this should be changed as "Resolution Time <= 2 day from the time the complaint/query is allocated for resolution by the helpdesk for 80% of the call logs.	No Change
24	Section 38.2 Page 76	53 points and 2085 call logs	Compared to last RFP, We can see that scope is increased, Will MCGM revise the budget?	No Change

sd/-
dt.04.09.2017
Assessor & Collector

MUNICIPAL CORPORATION OF GREATER MUMBAI

Name of the Organization

Vidarbha Infotech Pvt. Ltd.

Sr. No.	BID DOCUMENT reference (Section and Page No)	Content of BID DOCUMENT requiring clarification	Clarification Sought /Query	MCGM Final Decision
1	Section 35.6 f Guarrantees and Liabilities; Page no. 54 to 58	-	Pages from 54 to 58 of the bid document are blank, request you to reproduce the same	Page no 55 to 58 are blank pages.

sd/-
dt.04.09.2017
Assessor & Collector

MUNICIPAL CORPORATION OF GREATER MUMBAI

Name of the Organization Cyber Tech

Sr. No.	BID DOCUMENT reference (Section and Page No)	Content of BID DOCUMENT requiring clarification	Clarification Sought /Query	MCGM Final Decision
1	Clause No:5.1 Sr. No (F) of Eligibility Criteria	Work order & project completion certificate should be between 01-04-2014 to 31-03-2017.	Why the time frame has specifically mentioned till March 2017? Request to allow bidders to submit the completion certificate till date of submission of the bid as per the standard bidding Process	Within last three years upto the last date of Bid Submission.
2	34.2 Terms of Payment (GCC Clause 12)	<p>Option 2</p> <p>(a) No invoicing for running existing software for 6 months</p> <p>(b)</p> <p>(i) On submission of SRS - 10%</p> <p>(ii) On Implementation - 30%</p> <p>(iii) After operational acceptance - 20%</p> <p>(iv) After stabilization period - 10%</p> <p>(v)Quarterly invoicing for post implementation period of 3rd, 4th, and 5th year.</p> <p>a. Post Implementation support for 3rd year 10%</p> <p>b. Post Implementation support for 4th year 10%</p> <p>c. Post Implementation support for 5th year 10%</p> <p>(c) For the development during the period of 5 years</p> <p>(i) On submission of SRS - 10%</p> <p>(ii) On deployment - 50%</p> <p>(iii) On operational acceptance - 20%</p> <p>(iv) After stabilization period - 20%</p>	For what item breakdown of option 2 (b) given?	It is for Option 2

MUNICIPAL CORPORATION OF GREATER MUMBAI

3	46. Pricing	Development of uncompleted tasks mentioned at sr no 38.2.1.2 of the scope of work and maintaining existing software for 5 years (60 months) Or Providing a new IT solution in respect of the scope of work mentioned at sr no 38 of the scope of work	Provision for breakdown of development is absent. How does the Pricing matched with Option 2 payment terms in 34.2 Terms of Payment (GCC Clause 12)	Uncompleted task is for Option 1
4	46. Pricing	Estimated man days in respect of uncompleted tasks and development cost during operational acceptance and O&M period	Does 2376 Man days include support hours ?	2376 Man days are only for uncompleted task and changes during 5 years of maintainance for Option 1. Only for new changes during 5 years for Option 2.
5	38.2.1 Functional Scope for the bidders who intend to bid for maintaining existing software as per option 1 at sr no 36(A)	List of uncompleted tasks	Does the items listed uncompleted tasks has to be the part of the solution if the bidder is going for Option 2 ?	Applicable for Option 1
6	41. Integration Services	41.3 Document Management System (DMS)	Which data/services from Property Tax system needs to integrated with DMS ?	SAP system or any DMS opted by MCGM
7	22. Law Module – Integration with Law department	Law Module – Integration with Law department i) Small Causes Court ii) City Civil Court iii) High Court iv) Supreme Court	What type of services needs to be integrated with current system?	In respect of pending Court cases.

Note : As per AMC(P) Santion AMC/Project/2505 dt.04.09.2017, Circular No.CA/Project/City/16 dt.31.08.2017 will be applicable for GST Implimentation. (Copy enclosed)

sd/-
dt.04.09.2017
Assessor & Collector