

WEBEL TECHNOLOGY LIMITED

CORRIGENDUM – I

TENDER NO. WTL/SWS-OBPS-UD&MA/20-21/007 DATED 30.10.2020

Sl.	Section	Clause	Vol. and Page No.	Original Clause/Query/Request	Revised Clause/Amendment
1.	Section -A	Scope & Deliverables - eServices of Dept. of UD&MA running on WB e-District Application	9	Among the listed e-services, Sanction for Water & Sewer connection for Residential/ Industrial buildings require separate submission of plumbing/ drainage drawings by the applicants and scrutiny by the respective divisions of the authority. Hence, separate module with workflow for approval is required for the same. However, these services may be integrated with existing e-District application through web services if required. Please confirm	Read as: Among the listed e-services through WB e-District portal, online services for Sanction for Water connection & online service for Sewer connection for Residential/ Industrial buildings running on existing WB e-District application can be integrated with CAF based Online Single Window System through Web Services using REST API. Alternatively, existing work flow for online service for Water connection & online service for Sewer connection for Residential/ Industrial buildings running on WB e-District Application may be configured/customized/ deployed in the CAF based Online Single Window System for which separate webservices integration will not be required
2.	Section -B	3.0 Automation of Building Bye laws	61	We understand that the bidder needs to provide free utility to empanelled architects for preparation of pre-formatted drawings for submission in SWS. However, these pre-formatted drawings will be required to be submitted by the applicants in SWS accessible with authentication for auto scrutiny as per WB Municipal (Building) Rule, 2007. Please confirm	Read as: The bidder is required either to provide free utility to empaneled architects for preparation of pre-formatted drawings for submission in SWS or to provide integrated solution for pre-check and scrutiny thereby no need for separate pre-check engine during the contract period.
3.	Section - A	7. You require furnishing the undertaking, stating that Auto Scrutiny software in-built feature includes automatic	11	As our software performs Scrutiny from 2d Drawing no need 3d as it increases process time and file size also extra load on server so it can be removed from the requirement.	This flowing clause as per page-11 of Section A-Scope of Work is deleted : "You require furnishing the undertaking, stating that Auto Scrutiny software in-built feature

		generation of 3D models by reading the plans and elevation sections from the 2D drawings. The price quoted by you also included the 3D features			includes automatic generation of 3D models by reading the plans and elevation sections from the 2D drawings. The price quoted by you also included the 3D features”
4.	Section – A	9. You require to provide Pre-DCR and all its upgradations during the contract period to all the Architects empanelled in the online Single Window System without any additional Charges	11	Pre DCR is a product of particular company. Please amend the clause. As we have better integrated solution for precheck and scrutiny no need for separate precheck engine and also it involves no of dependencies.	Read as: The bidder is required either to provide free utility to empaneled architects for preparation of pre-formatted drawings for submission in SWS or to provide integrated solution for precheck and scrutiny thereby no need for separate precheck engine.
5.	Section – B	Table: Eligibility criteria – 3 Bidder (prime) or consortium partner should have experience of at-least 3 projects of Automated Building Plan Approval System at least for a period of one year as on 30.9.2020 out of which at least one project implemented by Prime Bidder must have CAF based Online Single Window System for Building Plan Approval System in India with integration with external/internal NOC issuing agencies/authorities through secured API Web Services or external console/ Web interface	25	Bidder (prime) or consortium partner should have experience of at-least 2 projects of Automated Building Plan Approval System at least for a period of one year as on 30.9.2020 out of which at least one project implemented by Prime Bidder must have CAF based Online Single Window System for Building Plan Approval System in India with integration with external/internal NOC issuing agencies/authorities through secured API Web Services or external console/ Web interface	Read as: Bidder (prime) or consortium partner should have experience of at-least 2 projects of Automated Building Plan Approval System at least for a period of one year as on 30.9.2020 out of which at least one project implemented by Prime Bidder must have CAF based Online Single Window System for Building Plan Approval System in India with integration with external/internal NOC issuing agencies/authorities through secured API Web Services or external console/ Web interface
6.	Section-A: Scope of Work -Page-5	Our uniquely proposed system for auto-Scrutiny of preformatted AutoCAD drawing allow	5		Please read as : The proposed system of the bidder for auto-Scrutiny of preformatted AutoCAD drawing allow auto scrutiny of building

		auto scrutiny of building plans from compliance perspective according to the uniform building codes/building by-law of West Bengal			plans from compliance perspective according to the uniform building codes/building by-law of West Bengal
7.	Section-A: Scope of Work	SWS will be deployed on server provided by the authority	10		<p>Application infrastructure of online Single Window System including Auto Scrutiny Software will be hosted in WB State Data Centre being managed by WTL through leveraging of Cloud Enabled Platform, secured network and secured Security sub-systems.</p> <p>Virtual Machines (VM) in the Cloud Enabled Platform of SDC is provided with the following OS & DB versions:</p> <p>OS: RHEL ver 7.7. & ver 7.8 OS: Windows 2016 Standard and 2016 Datacentre DB: MS Sql server Ver 2014 Standard DB: PostgreSQL ver 9.2 DB: Maria DB ver 5.5 DB: MySQL ver 5.5</p>
8.	Section -B	Eligibility criteria :EMD	24		EMD submitted by successful, responsive & lowest bidder will be refunded once PBG as per tender is submitted by the successful bidder
9.	Section-A	Timeline, Deliverables and Payment Schedule:	17	Customization and Go Live: 14 Weeks from the issue of Work Order	<p>Customization and Go Live: 14 Weeks from the issue of Work Order. However time lines for various sub-activities namely (i) System Study, (ii) Customization and Development of the Software, (iii) Third Party Security Audit of the Application, (iv) Installation, Pilot Run, (v) Training and Handholding for the UD&MA staff and the empaneled architects, (vi) Go live of the application may be changed depending on</p>

					parallel /sequential activities taking into consideration of overall 14 weeks maximum time lines required for Customization and Go Live
10	Section-A	<p>Timeline, Deliverables and Payment Schedule:</p> <p>Yearly Support for three years Includes product upgrades and maintenance, hosting support and dedicated manpower support for a period of 3 years effective from 6months after go-live</p>	18		<p>Please read as: Yearly Support for three years Includes product upgrades and maintenance, hosting support and dedicated manpower support for a period of 3 years effective from Go-live</p>

CLARIFICATIONS OF PRE-BID QUARRIES AS EXPLAINED DURING VITUAL PRE-BID MEETING DTD 3.11.2020 AT 11AM

(Tender No. WTL/SWS-OBPS-UD&MA/20-21/07 dtd 30.10.2020)

SL. NO.	SECTION NO.	CLAUSE NO.	PAGE NO.	QUERIES	WTL RESPONSE AS CLARIFICATION
A. Name of the Bidder: Softech Engineers Limited, Pune					
2	Section - A	Deployment of Auto Scrutiny software	11 & 23	We understand that new ULBs if required to be added over and over 123 during the contract period will not require any major coding and/or work-flow changes. The same may be completed by the bidder with minor customization of the application at no additional cost. Please confirm	New ULBs if required over & above existing 123 nos ULBs would be integrated during the contract period as required including changes of scope upto 20% as provisioned in the RFP (refer page 65 : Bid Price) ."We agree that there can be an increase or decrease of 20% in the overall scope of work or any stream of scope of work. Any increase of up to 20% in the scope of work shall not warrant a change order and shall be done by us without any additional cost to Client". As per page 23 of Scope of Work "Major and minor Change Request (CR) must be taken care by Bidder during maintenance period. All modification,CR's are to be incorporated in technical document like SRS, process flow etc.Source will be updated accordingly". However Auto-Scrutiny Software is required for unlimited and perpetual license
3	Section - A	Deployment of Auto Scrutiny software	11	Our understanding is that digital signature and signer component required for integration will be provided by Authority. Please confirm the same.	Digital Signature and Signer Component required for integration with Online line Single Window System will be provided by WTL. However bidder is required to integrate,configure & fine tune Digital Signature in the Online Single Window System during the contract period
4	Section - A	Deployment of Auto Scrutiny software	11	Our understanding is that the bidder shall be responsible for closure of vulnerabilities /open issues as per Security Audit report only for SWC and Auto scrutiny Application. All other issues related to data security, hacking, virus due to network shall not be responsibility of bidder. Please confirm	The bidder is required to close all vulnerabilities /open issues as per Application Security Audit to be carried out through Cert-In empanelled auditor. Application infrastructure of online Single Window System including Auto Scrutiny Software will be hosted in WB State Data Centre being managed by WTL through leveraging of Cloud Enabled Platform, secured network and secured Security sub- systems
5	Section - A	Application Customization	13	Please elaborate on Universal Transverse Mercator (UTM) format in which the site plan is to be submitted by the applicants	The system shall accept the site plan, submitted by the architects or the owners of the land in UTM (Universal Transverse Mercator) format. Additionally, all the documents required for approval of the building plan shall be accepted by the system in respective formats (refer page 13). Required GIS compatible UTM format drawing plan for future ready in addition to existing .dwg format.

6	Section - A	Data Collection & Migration	16	Please specify the volume and the format of legacy data to be converted and migrated to the SWS.	Please go to https://edistrict.wb.gov.in , click "dashboard". Select department as "UD&MA" & all services ,you will get the total number of application count, service wise application count in multiple format(pie chart, tabular report, Colum chart)
7	Section - A	Survey Application for Site surveys	16	Please confirm if a separate Online Survey Application is to be developed to automate the existing manual process of preliminary site survey for building plan approval	Refer page 16 :Survey Application for site surveys An online survey application shall be developed aimed to automate the existing manual process of the preliminary site surveys for the building plan approval. The survey application shall be a mobile based application which may be captured by any smart devices. The application should broadly consist the following: a) Log in facility to capture the correct surveyor with authentication features. b) Capturing the Geo-tagged and time stamped picture. c) Capturing the boundary of the surveyed location with the co-ordinates. d) Boolean Question and Answers e) Submission of the survey on the UD&MA server. f) Any other survey parameters as decided by UD&MA The results of the survey should be integrated with the workflow of the Building Plan Approval System. The survey details should be mentioned on the standard maps online.
8	Section - A: Scope of Work	Training and Handholding for the UD&MA staff and the empanelled architects	18	We understand that the scheduled 20 nos. of trainings sessions will be conducted at a centralized location in Kolkata and any additional training session requirement may be charged per quoted rate. Please confirm	Scheduled 20 nos of training session will be conducted in selected strategic locations of Department of UD&MA. Additional training session requirement will be on pro-rated basis
9	Section - A	Operations and Maintenance: * Deploy adequate facilities management personnel to maintain the software as per the service level requirements including servicing /updating and maintenance of IT assets	19	We understand that we currently need to quote for 2 (two) full time resources that are required at central helpdesk of UD&MA office in Kolkata and any additional resources if required at UD&MA, Kolkata office and /or at ULBs will be at additional cost. Please confirm	Yes. 2 (two) full time resources that are required at central helpdesk of UD&MA office in Kolkata. This resources are applicable for deployment w.e.f Go-Live of Online Single Window System . However the successful bidder is required to deploy adequate resources for proper training & handholding during implementation phase.

10	Section - A: Scope of Work	Penalty for non-achievement of SLA	22	Considering the volume of work in the short delivery period we request you to reduce the Penalty charges	Tender Specification remain unaltered
11	Section - B	Clause 6: Turnover	25	We recommend to increase Turnover criteria to 20 Crore since this type of Projects require highly experienced technical team and need good financial stability to deliver sustainable Project.	Tender Specification remain unaltered
12	Section - D	73.3.1 Award Criteria	43	Considering the technical complexity and specialized application required for this project, we request you that the technical evaluation shall be QCBS (Quality and cost based Selection method) and proper technical weightage to technical bid as compared to commercial bid (such as 70:30 or 80:20), so that bidders with qualitatively higher technical strength get the preference, which will reduce the risk in executing the project.	Tender Specification remain unaltered
B. Name of the Bidder: Vinzas Solutions India Private Limited					
1	SECTION - A	<p>Joint Site Inspection:</p> <p>A joint site inspection Intimation in advance is issued through system to all concern officials of different departments involved in issuing completion certificate. On specified date and time all concern officials visit the site jointly.</p>	7	<p>Joint inspection visit require mobile application, and if yes, it should work on Android, or both Android and IOS.</p>	<p>Joint Site Inspection (page-7) Before issuing Occupancy cum Completion Certificate (OCC), site inspection by concerned departments is necessary. A provision in the system has been made for all departments to conduct a Joint Site Inspection. Online system generated intimation regarding date and time of inspection is issued in advance to the concerned officials of the departments involved in issuing OCC and to the applicant. Multiple site visits for getting No Objection Certificates from different agencies for completion are totally eliminated resulting in reduction in time and procedures.</p> <p>A joint site inspection Intimation in advance is issued through system to all concern officials of different departments involved in issuing completion certificate. On specified date and time all concern officials visit the site jointly. (Mobile Application on both Android & IOS platform)</p>

2	SECTION - A	Integration with Other Departments for NOCs:	7	For NOC's necessary approval and coordination will require dedicated manpower from department. Any delay due to that should not be linked with payments.	WTL & UD&MA will provide dedicated team to coordinate with internal/external authorities for integration either through web Services in case of Work flow-based application or through external interface/console in case of manual system. Any delay due to coordination not attributed to the bidder will not be linked with payment
3	SECTION - A	Scope: g. Risk based Classification of Buildings	8	Please clarify.	Please refer to BRAP 2020-21 Guidelines of DIPP, Govt of India in reference to EoDB Compliance
4	SECTION - A	Scope: p. Latent Defect Liability – Service liability with the professionals involved in planning design and construction of buildings	8	Please clarify.	Please refer to page-8 of RFP. This is one the specific objectives of Single Window System which will help UD& MA in achieving better citizen services and timely approval in line of ease of doing business.
5	SECTION - A	Scope: l. Mobile Application for Site Inspection.		What are the mobile application will be provided by authority?	Mobile Application for Site Inspection on both Android & IOS platform has to be provided by the bidder.
6	SECTION - A	Scope: q. IEC campaign – information and sensitization of all professionals / architects	8	Please clarify.	Please refer to page-8 of RFP. This is one the specific objectives of Single Window System which will help UD& MA in achieving better citizen services and timely approval in line of ease of doing business. This is a part of overall capacity building process
7	SECTION - A	Scope: The proposed Single Window Clearance (SWC) system for Online Building Plan Approval System will be a workflow based system which will seamlessly integrate with other agencies to facilitate service delivery as required by the Applicants.	8	All ULB's will have common workflow or separate workflow.	All the Municipality have almost a common workflow. But all the Corporation are have the separate workflow. 123 ULBs includes 118 nos Municipalities & 5 Corporations (excluding HMC & KMC) .

10	SECTION - A	Module Process Flow: g. The work flow management with administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform, integration with e-office application & ERP have to be mapped and implemented as and when required.	12	Please clarify integration with GIS, who will provide GIS map for GIS locations.	Department of UD&MA will provide GIS platform which is required to be integrated with Online Single indow System.This GIS platform provided by UD&MA will come in place shortly
11	SECTION - A	Core Functionalities: 6. The system shall read preformatted CAD drawings / other widely accepted format and produce scrutiny reports by mapping all the development control rules of the West Bengal Municipalities Act 2007 & Amendment 2016 to the drawing entities. This will reduce occurrence of manual errors during scrutiny.	13	Specify other formats of drawing only (.dwg) files give a clear details for scrutiny.	.dwg ,GIS ready UTM & other format . At present .dwg format is required.
12	SECTION - A	Timeline, Deliverables and Payment Schedule: Customized Solution ,Test Cases	17	Required minimum 6 months to customize all categories of buildings as per west bengal rules and can be deployed in phased manner. Kindly extend the time line.	Tendered Timeline, Deliverables and Payment Schedule remain unaltered

13	SECTION - A	Timeline, Deliverables and Payment Schedule: 10 successful live cases from submission of application to sanction stage for different ULB (at least 1 case for each ULB) in live environment.	18	Completing the sanction of 10 live cases depends on the officers in the work flow and proper details submitted by the clients and hence it can be considered as 10 successful scrutiny completions of files .	Tendered Timeline, Deliverables and Payment Schedule remain unaltered
14	SECTION - A	Timeline, Deliverables and Payment Schedule: Customization and Go Live: 14 Weeks from the issue of Work Order	18	It will be difficult with 19 NOCs. NOC information need to be there within 3 weeks after receipt of Work Order	Tendered Timeline, Deliverables and Payment Schedule remain unaltered. WTL & UD&MA will ensure NOC related information within 2-3 weeks on issuance of Wrk Order.
15	SECTION - A	Timeline, Deliverables and Payment Schedule: Training and Handholding for the UD&MA staff and the empanelled architects.	18	Training will be conducted in online. Please amend the clause.	Scheduled 20 nos of training session will be conducted in selected strategic locations of Department of UD&MA. Additional training session requirement will be on pro-rated basis. Training will be conducted both on off-line & on-line mode.
16	SECTION - A	Other deliverables: 10 Bidder is required to hand over source code to Department of UD & MA after 6 months from the date of successful implementation of entire system.	23	Please clarify. In general the source code and IPR of any COTS rests with the OEM. (Eg: SAP, MS, Autodesk, ESRI etc.) IPR and source code of the COTS, BI, OS and DB shall rest with respective OEMs.	The bidder is required to hand over source code for CAF based Online Single Window system to Department of UD & MA after 6 months from the date of successful implementation of entire system excluding COTS
C. Name of the Bidder: CSM Technologies Private Limited (CSM)					
1	SECTION - A	-	5	Kindly provide the list of external authorities where Workflow based online system is available and the authorities where console/interface needs to be provided. We understand that WTL/ Dept. of UD&MA shall facilitate for integration and communication with such authorities along with APIs for the	List of external/internal authorities are given in the RFP. Except for a few ,the most of the external/internal authorities will have existing Workflow based online system which is required to be integrated through Webservices using REST API. The exact details will be provided in subsequent phases

				available systems. Please confirm	
2	SECTION - A	Objective	5	"3) Our uniquely proposed system for auto-Scrutiny of preformatted AutoCAD drawing allow auto scrutiny of building plans from compliance perspective according to the uniform building codes / building by-law of West Bengal." - Does this mean the auto-scrutiny system is already available and needs to be integrated only or does the bidder has to propose such system?	Please read as Auto-Scrutiny software proposed by the bidders for autoscrutiny of preformatted AutoCAD drawing allow auto scrutiny of building plans from compliance perspective according to the uniform building codes / building by-law of West Bengal
3	SECTION - A	Proposed Single Window System	7	The system shall generate digitally signed approved drawing and completion certificate. The applicant shall download the digitally signed drawing or certificate from their login.	Yes
4	SECTION - A	Mobile App	7	Kindly suggest the platform on which the mobile app shall be developed. Also, kindly clarify who shall be responsible for the relevant developer accounts.	The bidder has to develop ,Mobile App on both Android & IOS platform. The developer account will be provided by WTL / UD&MA

5	SECTION - A	Scope & Deliverables	10	7) SWS will be deployed on server provided by the authority-We understand that the authority shall make such provisions in line with the infrastructure sizing provided by the bidder in their proposals. Kindly confirm	Application infrastructure of online Single Window System including AutoScrutiny Software will be hosted in WB State Data Centre being managed by WTL through leveraging of Cloud Enabled Platform, secured network and secured Security sub- systems .Virtual Machines (VM) in the Cloud Enabled Platform of SDC is provided with the following OS & DB versions: OS: RHEL ver 7.7. & ver 7.8 OS:Windows 2016 Standard and 2016 Datacentre DB: MS Sql server Ver 2014 Standard DB: PostgreSQL ver 9.2 DB: Maria DB ver 5.5 DB: MySQL ver 5.5
6	SECTION - A	Scope & Deliverables	11	Provide technical support persons as per Work order issued by authority to officials engaged in the Centralized Drawing Scrutiny Cell for smooth functioning of the application. Additional technical manpower resources may be provided at additional cost if desired by the authority at any future date as the quoted rate. - Kindly clarify on the qualification/ experience requirement and the no. of resources expected to be deployed	Please refer page-19. A centralized helpdesk for Building Plan Approval System with Two (2) full time resource shall be deployed at UD&MA to help the officials with the following qualifications catering to the mentioned scope as below - • (One) 01 no. Minimum of MCA/BCA or equivalent Qualification with minimum 2 years experience in software applications. • (One) 01 no. CAD Drafts man with ITI/Diploma in Civil/Architectural Drafting with minimum 1 year of experience in building drawings and knowledge of CAD software for the following services on successful Go-Live of the entire software application for six months • Provide application training and handholding to new users or refresher training to old users to make onsite changes required at server and application level • Onsite testing of patches or new versions received from off-site before their deployment, database maintenance and back up management • Issues tracking and MIS Report generation • Application hosting support and back up

7	SECTION – A	Module Process Flow	12	<p>The work flow management with administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform, integration with e -office application & ERP have to be mapped and implemented as and when required. - Kindly provide details of the existing systems expected to be integrated. Also, elaborate on the scope of integration to GIS platform</p>	<p>At present there is no GIS platform. However during the contract period ,the bidder may require to integrate integration with GIS platform,e-Office platform etc</p>
8	SECTION – A	Data Collection and Migration:	16	<p>The bidder is responsible for content collection, conversion and migration of legacy data and maps it to the appropriate data points in the new Building Plan Approval System database. This shall be considered as the as part of the requirement gathering activity by the bidder.</p>	Yes
9	SECTION – A	Timeline, Deliverables and Payment Schedule	17	<p>The total project duration is as per the following: - Customization and Go Live: 14 Weeks from the issue of Work Order - Maintenance Support: 3 Years from GoLive</p> <p>However, as per the table provided, the timeline for Go-Live can be calculated as 10 weeks. Kindly clarify Also request to allow 8 weeks for Customization and Development of the Software: Includes Customization, Configuration, Deployment of Automated /partly Automated Business Process System, Deployment and UAT Sign-Off , integration with external and internal authorities through webservices(for authorities having existing workflow based online application) or through separate interface/console (for authorities who don't have existing workflow based online system)(Customized Solution ,Test Cases)-4 (Four) weeks after the signoff of SRS, (3)</p>	<p>Timeline, Deliverables and Payment Schedule remain unaltered. (1)System Study: Conduct System Study, Gap Analysis and BPR required, Preparation of SRS, FRS and finalizations of SRS, UD&MA Sign off Software Requirement. Submit the SRS (Software Requirement Specification) document to UD&MA for a signoff (Deliverables: SRS,FRS and System Study Report)-2 weeks. (2)Customization and Development of the Software: Includes Customization, Configuration, Deployment of Automated /partly Automated Business Process System, Deployment and UAT Sign-Off , integration with external and internal authorities through webservices(for authorities having existing workflow based online application) or through separate interface/console (for authorities who don't have existing workflow based online system)(Customized Solution ,Test Cases)-4 (Four) weeks after the signoff of SRS, (3)</p>

				have existing workflow based online system) after the signoff of SRS to enable proper execution	
10	SECTION – A	Timeline, Deliverables and Payment Schedule	17	Primary Deliverables: SRS,FRS and System Study Report; Payment Schedule: 10% of the quoted price Request to amend the clause as: Primary Deliverables: SRS,FRS and System Study Report; Payment Schedule: 20% of the quoted price	No change in the payment terms of RFP
11	SECTION – A	Timeline, Deliverables and Payment Schedule	17	Primary Deliverables: Customized Solution, Test Cases; Payment Schedule: 20% of the quoted price Request to amend the clause as: Primary Deliverables: Customized Solution, Test Cases; Payment Schedule: 30% of the quoted price	No change in the payment terms of RFP

12	SECTION - A	Timeline, Deliverables and Payment Schedule	18	Primary Deliverables: Pilot Project Report; Payment Schedule: 25% of the quoted price Request to amend the clause as: Primary Deliverables: Pilot Project Report; Payment Schedule: 20% of the quoted price	No change in the payment terms of RFP
13	SECTION - A	Timeline, Deliverables and Payment Schedule	18	Primary Deliverables: 10 successful live cases from submission of application to sanction stage for different ULB (at least 1 case for each ULB) in live environment; Payment Schedule: 25% of the quoted price Request to amend the clause as: Primary Deliverables: 10 successful live cases from submission of application to sanction stage for different ULB (at least 1 case for each ULB) in live environment; Payment Schedule: 10% of the quoted price	No change in the payment terms of RFP
14	SECTION - A	Timeline, Deliverables and Payment Schedule	18	Primary Deliverables: Yearly Support for three years Includes product upgrades and maintenance, hosting support and dedicated manpower support for a period of 3 years; Timeline: From six month after go-live- We understand that Yearly support for 3 years shall commence from the date of Go- Live as mentioned elsewhere in the RFP. Kindly confirm	Yes. Yearly support for 3 years shall commence from the date of Go-Live as mentioned elsewhere in the RFP
15	SECTION - A	Resourcing	19	A centralized helpdesk for Building Plan Approval System with Two (2) full time resource shall be deployed at UD&MA to help the officials with the following qualifications catering to the mentioned scope as below- We understand that these resources will be deployed onsite and the working space including civil infrastructure, electricity and internet bandwidth for them	Yes. The resources of the successful bidder will be deployed onsite and the working space including civil infrastructure, electricity and internet bandwidth for them will be provided by Dept of UD&MA

				will be provided by Authority. Kindly confirm	
16	SECTION – A	Building Plan Approval System Application Training	20	We recommend that training to all users be conducted at a centralized location and required training infrastructure shall be provided by the authority WTL. Request to kindly provide such details.	Seheduled 20 nos of training session will be conducted in selected strategic locations of Department of UD&MA. Additional training session requirement will be on pro-rated basis. Training will be conducted both on off-line & on-line mode. Required training space, internet bandwidth ,power will be provided by UD&MA
17	SECTION – B	Table: Eligibility criteria - 1	24	We request that submission of EMD be allowed in Bank Guarantee (BG) format as well	No change in RFP Note: For EMD of unsuccessful bidder will be refund immediately, but for successful bidder EMD will be refunded after submission of PBG
19	SECTION – B	Table: Eligibility criteria - 5	25	Request to amend clause as: Bidder (prime) must have CMMi Level 5 certification	No change in RFP
20	SECTION – B	Table: Eligibility criteria - 6	25	Request to amend clause as: The bidder (prime) should have an average turnover of minimum Rs. 30 Crores the last three financial years 2017-18, 2018-19 & 2019-20	No change in RFP
21	SECTION – D	40. PERFORMANCE BANK GUARANTEE (PBG)	37	We request that the PBG should be for an amount of 5% of the annual project value renewable annually	No change in RFP
22	SECTION – D	45. PERIOD OF VALIDITY OF OFFER	38	We request that the period of validity be for 180 days from the date of submission of bids	No change in RFP. Refer page 38. PERIOD OF VALIDITY OF OFFER For the purpose of placing the order, the proposals shall remain valid till 180 days. During the period of validity of proposals, the rates quoted shall not change. In exceptional circumstances, WTL may ask for extension of the period of validity and such a request shall be binding on Bidders. WTL's request and the response to such a request by various Bidders shall be in writing. A Bidder agreeing to such an extension will not be permitted to increase its rates.