

## Addendum and Corrigendum-1

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



---

## Surat Smart City Development Limited

### ADDENDUM AND CORRIGENDUM-1

#### RFP No.: SSCDL-PORTALCMS-RFP-02-2017

---

The Bidders are requested to take note of the following changes made in the RFP document, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- Content specified in this Addendum and Corrigendum supersede relevant content to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.
- Bidders shall read and consider following points, which shall be a part of the RFP documents.

Highlighted Color	What does it indicate?
No highlight	Indicates content as per original RFP document
Highlighted in Blue	Indicates amendment as per this Addendum and Corrigendum-1

## Addendum and Corrigendum-1

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



### I. Changes with respect to RFP Schedule

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
<b>Price Bid Submission</b>	To be submitted online only on <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> on or before 29/04/2017 up to 18:00 hrs.	To be submitted online only on <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> on or before <b>05/05/2017</b> up to 18:00 hrs.
<b>Technical Bid Submission (in Hard Copy)</b> Filled-in Technical Bid along with Bid Fee, EMD, Solvency Certificate and other documents.	In sealed envelope strictly by RPAD/Postal Speed Post on or before 02/05/2017 up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.	In sealed envelope strictly by RPAD/Postal Speed Post on or before <b>09/05/2017</b> up to 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.

## Addendum and Corrigendum-1

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



## II. Other Changes

Sr. No.		Tender Reference		Existing Clause		Amended / New Clause			
1		6.1 Pre-Qualification Criteria / Basic Eligibility Criteria, Page 65		Sr. No.	Pre-Qualification Criteria	Proof Document Required	Sr. No.	Pre-Qualification Criteria	Proof Document Required
				1	<p>Bidder should be:</p> <ul style="list-style-type: none"> <li>A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for a minimum period of 5 years as on 1st April 2017</li> </ul> <p style="text-align: center;">OR</p> <p>Registered LLP as per schedule 3 of the LLP Act 2008 and in operation for a minimum period of 5 years as on 1st April 2017</p> <ul style="list-style-type: none"> <li>Registered with the Service Tax Authorities</li> </ul>	Format to Share Bidder's Particulars as in Appendix 1 Form –1.3	1	<p>Bidder should be:</p> <ul style="list-style-type: none"> <li>A company incorporated in India under the Companies Act, 1956 (and subsequent amendments thereto) and in operation for a minimum period of 5 years as on 1st April 2017</li> </ul> <p style="text-align: center;">OR</p> <p>Registered LLP as per schedule 3 of the LLP Act 2008 and in operation for a minimum period of 5 years as on 1st April 2017</p> <ul style="list-style-type: none"> <li>Registered with the Service Tax Authorities</li> </ul>	Format to Share Bidder's Particulars as in Appendix 1 Form –1.3
				2	<p>Turnover of last three financial years.</p> <p>Bidder should have had an average turnover of at least INR 10 Crores from the last 3 financial years (FY 2013-14, 2014-15, 2015-16).</p>	Financial Capability Statement as in Appendix 1 Form –1.4	2	<p>Turnover of last three financial years.</p> <p>Bidder should have had an average turnover of at least INR 10 Crores from the last 3 financial years (FY 2013-14, 2014-15, 2015-16).</p>	Financial Capability Statement as in Appendix 1 Form –1.4

**Addendum and Corrigendum-1**

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



		<p>3 The bidder should have implemented atleast one 'customer/citizen facing' portal with Content Management System within last three years (FY 2013-14, 2014-15, 2015-16) on its own without consortium, amounting for minimum Rs. 25 lakhs (excluding software license &amp; hardware cost).</p>	<ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order/purchase order for each of the projects undertaken.</li> <li>• Experience Statement as in Appendix 1 Form – 1.5</li> </ul>	<ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order/purchase order for each of the projects undertaken.</li> <li>• Experience Statement as in Appendix 1 Form – 1.5</li> </ul>
		<p>4 The bidder should have implemented atleast one 'customer/citizen facing' interactive mobile application development in last three Financial years (FY 2014-15, 2015-16, 2016-17) on its own without consortium, with minimum 20,000 downloads (total downloads from iOS and Android platforms). If the bidder is a Government/semi-government organization and has developed the customer/citizen facing mobile application for Government/semi-government organization which is not available on App Store or Play Store, the bidder can submit</p>	<ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order/ purchase order for each of the projects undertaken</li> <li>• Experience Statement as in Appendix 1 Form – 1.5</li> </ul>	<ul style="list-style-type: none"> <li>• Provide Evidences in terms of copy work order/ purchase order for each of the projects undertaken</li> <li>• Experience Statement as in Appendix 1 Form – 1.5</li> </ul>

**Addendum and Corrigendum-1**

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



		<p>client certificate indicating the number of downloads/users.</p> <p>5 The Bidder must be a profit-making company and should have positive net worth in each of the last for three Financial years as on 31st March 2016</p> <p>6 The bidder shall be certified as atleast CMM / CMMI Level 3 Company.</p> <p>7 The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.</p>	<p>Auditors Statement</p> <p>Copy of Certificates (valid as on date of submission)</p> <p>Self-declaration / Undertaking by bidder on its letter head as per Appendix 1 Form – 1.8</p>	<p>organization which is not available on App Store or Play Store, the bidder can submit client certificate indicating the number of downloads/users.</p> <p>5 The Bidder must be a profit-making company and should have positive net worth in each of the last for three Financial years as on 31st March 2016</p> <p>6 The bidder shall be certified as atleast CMM / CMMI Level 3 Company.</p> <p>7 The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.</p>	<p>Auditors Statement</p> <p>Copy of Certificates (valid as on date of submission)</p> <p>Self-declaration / Undertaking by bidder on its letter head as per Appendix 1 Form – 1.8</p>																
<b>2</b>	6.2 Technical Evaluation Parameters, Page 67	<table border="1"> <thead> <tr> <th>#</th> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Bidder's Experience [Total – 65 marks]</b></td> </tr> <tr> <td>1.</td> <td>Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs                             <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> project – 10 marks</li> <li>▶ Every Additional project (max 2) – 5 marks each</li> </ul> </td> <td>25 marks</td> </tr> </tbody> </table>	#	Criteria	Marks	<b>Bidder's Experience [Total – 65 marks]</b>			1.	Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> project – 10 marks</li> <li>▶ Every Additional project (max 2) – 5 marks each</li> </ul>	25 marks	<table border="1"> <thead> <tr> <th>#</th> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td colspan="3"><b>Bidder's Experience [Total – 65 marks]</b></td> </tr> <tr> <td>1.</td> <td>Relevant experience in 'customer/citizen facing' portal development (distinct portals) with Content Management System and portal maintenance services in last 5 years with value greater than Rs. 25 lakhs each (excluding software license &amp; hardware cost)                             <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> portal – 10 marks</li> <li>▶ Every Additional portal (max 2) – 5 marks each</li> <li>▶ Portal with value &gt; Rs. 50 lakhs – 5 marks</li> </ul> </td> <td>25 marks</td> </tr> </tbody> </table>	#	Criteria	Marks	<b>Bidder's Experience [Total – 65 marks]</b>			1.	Relevant experience in 'customer/citizen facing' portal development (distinct portals) with Content Management System and portal maintenance services in last 5 years with value greater than Rs. 25 lakhs each (excluding software license & hardware cost) <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> portal – 10 marks</li> <li>▶ Every Additional portal (max 2) – 5 marks each</li> <li>▶ Portal with value &gt; Rs. 50 lakhs – 5 marks</li> </ul>	25 marks
#	Criteria	Marks																			
<b>Bidder's Experience [Total – 65 marks]</b>																					
1.	Relevant experience in 'customer/citizen facing' portal development with Content Management System and portal maintenance services for distinct clients in last 5 years with value of project greater than Rs. 25 lakhs <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> project – 10 marks</li> <li>▶ Every Additional project (max 2) – 5 marks each</li> </ul>	25 marks																			
#	Criteria	Marks																			
<b>Bidder's Experience [Total – 65 marks]</b>																					
1.	Relevant experience in 'customer/citizen facing' portal development (distinct portals) with Content Management System and portal maintenance services in last 5 years with value greater than Rs. 25 lakhs each (excluding software license & hardware cost) <ul style="list-style-type: none"> <li>▶ 1<sup>st</sup> portal – 10 marks</li> <li>▶ Every Additional portal (max 2) – 5 marks each</li> <li>▶ Portal with value &gt; Rs. 50 lakhs – 5 marks</li> </ul>	25 marks																			

**Addendum and Corrigendum-1**

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



	<ul style="list-style-type: none"> <li>▶ Project with project cost (excluding software license &amp; hardware cost) &gt; Rs. 50 lakhs – 5 marks</li> </ul>					
	<p>2. Relevant experience in 'customer/citizen facing' interactive mobile application development &amp; maintenance services for distinct clients in last 5 years with 20,000+ downloads</p> <ul style="list-style-type: none"> <li>▶ For 1<sup>st</sup> project – 10 marks</li> <li>▶ For 2<sup>nd</sup> project – 5 marks</li> <li>▶ Every Additional project (max 2) – 2.5 marks each</li> </ul>	20 marks		2.	<p>Relevant experience in 'customer/citizen facing' interactive mobile application development &amp; maintenance services for distinct clients in last 5 years with 20,000+ downloads across various platforms (android, iOS, etc.)</p> <ul style="list-style-type: none"> <li>▶ For 1<sup>st</sup> Mobile App – 10 marks</li> <li>▶ For 2<sup>nd</sup> Mobile App – 5 marks</li> <li>▶ Every Additional Mobile App (max 2) – 2.5 marks each</li> </ul>	20 marks
	<p>3. For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 25 lakhs</p> <ul style="list-style-type: none"> <li>▶ For 1<sup>st</sup> project – 5 marks</li> <li>▶ Every Additional project (max 2) – 2.5 mark each</li> </ul>	10 marks		3.	<p>For CMS: Experience in implementing same CMS (Open Source CMS/ COTS CMS) as proposed for MySurat with a value of project greater than Rs. 20 lakhs</p> <ul style="list-style-type: none"> <li>▶ For 1<sup>st</sup> project – 5 marks</li> <li>▶ Every Additional project (max 2) – 2.5 mark each</li> </ul>	10 marks
	<p>4. Relevant experience in 'customer/citizen facing' mobile application development &amp; maintenance services OR 'customer/citizen facing' portal development with Content Management System and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 25 lakhs</p>	5 marks		4.	<p>Relevant experience in 'customer/citizen facing' mobile application development &amp; maintenance services OR 'customer/citizen facing' portal development with Content Management System and portal maintenance services for Government/Public Sector/Urban Local Body in last 5 years with value of project greater than Rs. 20 lakhs</p>	5 marks
	<p>5. Relevant experience in social media analytics for distinct clients in last 5 years</p> <ul style="list-style-type: none"> <li>▶ For 1st two projects – 3 marks</li> <li>▶ Every Additional project (max 2) – 1 mark each</li> </ul>	5 marks		5.	<p>Relevant experience in social media analytics for distinct clients in last 5 years</p> <ul style="list-style-type: none"> <li>▶ For 1st two projects – 3 marks</li> <li>▶ Every Additional project (max 2) – 1 mark each</li> </ul>	5 marks
	<b>Bidder's Profile [Total – 15 marks]</b>			<b>Bidder's Profile [Total – 15 marks]</b>		
				6.	<p>Average annual turnover</p> <p>10-20 Cr: 2 marks</p> <p>20-40 Cr: 3 marks</p> <p>40-70 Cr: 4 marks</p> <p>&gt;70 Cr: 5 marks</p>	5 marks

## Addendum and Corrigendum-1

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



	<p>6. Average annual turnover 10-20 Cr: 2 marks 20-40 Cr: 3 marks 40-70 Cr: 4 marks &gt;70 Cr: 5 marks</p> <p>7. Employee Strength in India 100-200 – 1 mark 200-300 – 2 marks 300-500 – 3 marks 500-1000 – 4 marks &gt; 1000 – 5 marks</p> <p>8. CMMI Level 3: 3 marks CMMI Level 4: 4 marks CMMI Level 5: 5 marks</p>	<p>5 marks</p> <p>5 marks</p> <p>5 marks</p>	<p>7. Employee Strength in India 100-200 – 1 mark 200-300 – 2 marks 300-500 – 3 marks 500-1000 – 4 marks &gt; 1000 – 5 marks</p> <p>8. CMMI Level 3: 3 marks CMMI Level 4: 4 marks CMMI Level 5: 5 marks</p>	<p>5 marks</p> <p>5 marks</p>
	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>- Value of project must be for contract value of the services and excludes software licensing, hardware and other infrastructure costs.</li> <li>- For computing the project value, single work order will be considered.</li> <li>- <b>The firm must submit, with its Technical Proposal, the documentary evidences (such as letter of award/PO, contract copy) clearly specifying the contract value and scope of work regarding fulfillment of above criteria for Bidder's Experience.</b></li> <li>- Bidder must provide the experience statement as per Annexure-1 (Form-1.5) for work done for Points-1 to 5 above.</li> <li>- Bidder must provide screen shots / analytic reports from Google Developer console and/or iTunes connect along with google play store/ App store for work done w.r.t. downloads for point 2 above.</li> </ul>			

**Addendum and Corrigendum-1**

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



- Bidders are required to submit letter indicating employee strength in India from authorized signatory or HR Manager for point 7 above.
- 'Clients' in this section refers to work order issuing authority.
- For point 1 and 3 above, Bidder should provide "Certificate from customer mentioning name of CMS implemented" as per Form 1.13 as an evidence for CMS used

**Solution design Methodology [Total - 20 Marks]**

9.	Proposed solution design for MySurat CMS via Open Source	5 marks
10.	Solution Prototype Presentation of MySurat.in by understanding the scope	15 marks

**Note:**

For point 10,

An SMC appointed panel will evaluate the solution prototype presentation. (Appendix 1-Form 1.6 to be filled by Bidder).

This evaluation will also include following parameters:

- Vendor's adherence to the requirement specifications mentioned in Appendix 6,7,8 & 9: Vendor will be required to demonstrate the said functionality, if asked during the presentation
- Profiles submitted as per Appendix 4
- Project Timeline, Resource Deployment plan (Form 1.11) and Implementation approach (Form 1.6)
- CMS for this project refers to any CMS which is Open Source (e.g. Joomla, Drupal, WordPress etc.) CMS OR COTS CMS. Bidders must propose such CMS only. Any customization must be done on COTS or Open Source CMS only.

**The minimum total technical score required shall be 70% to become eligible for opening of the Financial Proposal.**

**Solution design Methodology [Total - 20 Marks]**

9.	Proposed solution design for MySurat CMS via Open Source	5 marks
10.	Solution Prototype Presentation of MySurat.in by understanding the scope	15 marks

**Note:**

For point 10,

An SMC appointed panel will evaluate the solution prototype presentation. (Appendix 1-Form 1.6 to be filled by Bidder).

This evaluation will also include following parameters:

- Vendor's adherence to the requirement specifications mentioned in Appendix 6,7,8 & 9: Vendor will be required to demonstrate the said functionality, if asked during the presentation
- Profiles submitted as per Appendix 4
- Project Timeline, Resource Deployment plan (Form 1.11) and Implementation approach (Form 1.6)
- CMS for this project refers to any CMS which is Open Source (e.g. Joomla, Drupal, WordPress etc.) CMS OR COTS CMS. Bidders must propose such CMS only. Any customization must be done on COTS or Open Source CMS only.

**The minimum total technical score required shall be 60% to become eligible for opening of the Financial Proposal.**



### Addendum and Corrigendum-1

RFP for Selection of Qualified IT Vendor for Design, Development, Implementation, Maintenance and Management of portal & mobile application for citizen engagement ecosystem for Surat Smart City



<b>3</b>	3.11.10, Terms of Contract, Page 55	The bidder should arrange their own Laptops/Computers, software etc. SSCDL would provide only space, electricity and connectivity for operations. Vendor represents and warrants that its collection, access, use, storage, disposal, and disclosure of SSCDL's information does and will comply with all applicable SMC's privacy and data protection laws, as well as all other applicable regulations and directives.	The bidder should arrange their own Laptops/Computers, software etc. SSCDL would provide only space, electricity and connectivity for operations. Vendor represents and warrants that its collection, access, use, storage, disposal, and disclosure of SSCDL's information does and will comply with all applicable SMC's privacy and data protection laws, as well as all other applicable regulations and directives. <b>The Selected Bidder will be required to sign a "Non-Disclosure Agreement" (NDA) with SMC/SSCDL before start of project implementation.</b>
<b>4</b>	2.5, Web and Social Media Analytics, Page 31	The Web Analytics and social media analytics tools that are hosted in environment external to SMC will be managed by IT vendor and IT vendor would be responsible for all changes/requests for SMC. MySurat data should be the property of SMC and should lie within geographical boundary of India. The data stored on the solution database will be backed up daily and available all the time.	The Web Analytics and social media analytics tools that are hosted in environment external to SMC will be managed by IT vendor and IT vendor would be responsible for all changes/requests for SMC. <b>This tool can be hosted on public cloud with web servers preferably but not mandatorily in India. The data shared by SMC/SSCDL for analytics purpose to be covered under NDA as specified in Section – 3.11.10.</b> The data stored on the solution database will be backed up daily and available all the time.

\*\*\*\*\*