

Corrigendum 1



RFP for Selection of System Integrator for Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for Ahmedabad Municipal Corporation

RFP Reference No: SCADL_RFP_25-26_03

Smart City Ahmedabad Development Limited (SCADL)

Issued By:

Smart City Ahmedabad Development Limited

Command and Control Centre, Opp.

Divan Ballubhai School, Nr. Sanskar Kendra,

Paldi, Ahmedabad: 380007

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1. Corrigendum -1

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

- This Corrigendum shall be the part of the RFP document.
- All items specified in this Corrigendum supersede relevant items to that effect as provided in the original RFP documents.
- All other clauses, specifications, terms and conditions of the original RFP document shall remain unchanged.
- Please refer AMC Website and (n)procure site for any further communication/corrigendum related to this RFP.
- For any unanswered queries, the original provisions of the RFP remain unchanged.

1.1. Changes in Timeline

Sr. No.	RFP Section	RFP Sub Section
1	Last Date of Receipt of Online and Offline Physical Bid:	05/12/2025 - 17:00 Hrs.
2	Date of Opening of Physical Bid:	05/12/2025 - 17:00 Hrs.

1.2. Response to Queries:

PQ 2

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
6	PQ 2	14	<p>The Sole/Lead Bidder should have an average annual turnover of at least Rs. 2.5 Cr from ICT/IT/ITES Projects in the last three (3) financial years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25)</p> <p><i>Note: The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed. In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</i></p>	<p>We kindly request you to please define the terms “Lead Bidder 50%” and “Consortium Bidder 25%” as mentioned in the tender document. Additionally, we would appreciate it if you could elaborate on the qualifying criteria percentage applicable to both the Lead Bidder and the Consortium Bidder.</p> <p>We understand that the Project cost would be around Rs. 15 Crores, but the Experience asked in only Rs. 2.5 Crores (that too with conditions that Lead bidder should have at least 50% (Rs. 1.25 Cr.) and consortium partner should have minimum 25%) This asked turnover is very less, we would request Authority to kindly ask for the Average Annual Turnover at 3 times the value of estimated cost of the project that is around Rs. 40 Crores to Rs. 45 Crores.</p>	<p>PQ 2 Clause remains unchanged.</p> <p>Clarification Given:</p> <ul style="list-style-type: none"> • The minimum turnover required under the criteria is and remains INR 2.5 crs. • By the term "lead bidder should meet at least 50% of the criteria & consortium member should meet at least 25% of the criteria", SCADL means that the lead bidder shall have at least 1.25 crs turnover and the consortium partner should have at least 0.625 Crs turnover during the mentioned duration. • Collectively both bidders shall have total 2.5 crs as an annual turnover. 	—

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PQ 6:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
7	PQ 6	16	<p>The Sole bidder/ either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply / implementation of IT based mechanism for Citizen Grievance Redressal (web and mobile application with SLA and Escalation Matrix) in Municipal Corporation with population more than 10 lakhs or with any department for Public Grievances (for platforms like CPGRAMS) in the last seven (7) years from RFP released date.</p> <p>At least one project with total project cost not less than 6.5 Crores each Or At least two Project with total project cost not less than 4 Crores each Or At least three Project with total project cost value not less than 3 crores each</p> <p>For Completed Projects, WO/Work completion date shall be within the last seven (7) years from</p>	<p>We respectfully submit that the current 'Similar Work' qualification criteria appear comparatively more stringent. We request a review and revision to ensure broader and fairer participation, proposing that the project evaluation methodology be modified to include all Completed/Ongoing projects submitted in PQ-6 plus any additional relevant projects for scoring; specifically, projects executed as additional associated with a main project should be taken into account, while a Work Order for extension of services for the same client shall be counted as a single project only.</p> <p>The core requirements regarding the minimum value and number of prior projects for urban governance-related IT-based Grievance/Workflow Management applications (one project 1 Cr., two \80 lakhs. each, or three 50 Lacs each, executed in the last seven years for Govt./MC) remain valid.</p> <p>We sincerely request you to kindly review and consider revising the criteria as suggested below, to ensure broader participation and fair competition among qualified bidders.</p> <p>Similar Work The Sole bidder/ either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply /implementation of IT based Grievance management application/work flow management application related to e-governance projects in urban domain in the last seven (7) years from RFP released date in Municipal Corporation/ Central Govt. / State Govt.E5. / Government as below</p> <ul style="list-style-type: none"> At least one project executed or ongoing of 	<p>PQ 6 Clause Updated:</p> <ul style="list-style-type: none"> The specific experience of grievance redressal system implementation matters more than just having general experience in workflow management because grievance redressal processes have unique characteristics, challenges, and stakeholder expectations that a generic workflow management background may not fulfill the advanced requirements mentioned in the RFP. The note mentioned under the criteria has been updated. Also, projects executed as part of change requests associated with the main project will also be taken into account. 	<p>The Sole bidder/ either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply / implementation of IT based mechanism for Citizen Grievance Redressal (web and mobile application with SLA and Escalation Matrix) in Municipal Corporation with population more than 10 lakhs or with any department for Public Grievances (for platforms like CPGRAMS & SWAGAT) in the last seven (7) years from RFP released date.</p> <p>At least one project with total project cost not less than 6.5 Crores each Or At least two Project with total project cost not less than 4 Crores each Or At least three Project with total project cost</p>

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Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
			<p>RFP released date. For ongoing projects, WO date must be at least earlier than one (1) year from RFP released date. The value of work orders during service extensions to the same client will be considered in the total project value to determine eligibility.</p> <p><i>Note: The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed. In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</i></p>	<p>Grievance management application/workflow management application related to e-governance in urban domain solution with order value not less than 2 Crores Or, • At least two Project executed or ongoing of Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 1.25 Crores each • At least three Project executed or ongoing of Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 90 Lacs each WO date / Work completion certificate date must fall within below criteria. For completed projects If WO date is older than seven (7) years from RFP released date, then work completion certificate must not be older than 6 years from RFP released date. If WO date & Work completion date falls within seven (7) years from RFP released date it is ok. For ongoing projects WO date must be earlier than one (1) year from RFP released date. Considering the project size and its criticality under the AMC Tender, we propose the following revisions to the evaluation criteria: The Completed/Ongoing projects submitted in PQ-6 will be considered here to get the marks along with any other additional projects. Projects executed as part of change requests associated with the main project will also be taken into account. Also, the work order for extension of services for the same client will be considered as a single project only.</p>	<p>• However, no change in the project cost has been made.</p>	<p>value not less than 3 crores each</p> <p>For Completed Projects, WO/Work completion date shall be within the last seven (7) years from RFP released date. For ongoing projects, WO date must be at least earlier than six (6) months from RFP released date. The value of work orders during service extensions to the same client will be considered in the total project value to determine eligibility.</p> <p><i>Note: The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</i></p>

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PQ 7:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
8	PQ 7	17	<p>The Lead bidder should submit at least one distinct certification from any of the below Certifications (valid at the time of bidding):</p> <ul style="list-style-type: none"> ▪ CMMI- Process Level 3 or above ▪ ISO 9001:2015 ▪ ISO 27001 for Information Security Management Systems ▪ ISO/IEC 20000 	<p>Looking to the importance and criticality of the CCRS project, asking any one of the Quality certificate is insufficient, We hereby request Authority to kindly make ALL the asked certification MANDATORY</p> <p>The Lead bidder should submit all below certification valid at the time of bidding:</p> <ul style="list-style-type: none"> ▪ CMMI- Process Level 3 or above ▪ ISO 9001:2015 ▪ ISO 27001 for Information Security Management Systems ▪ ISO/IEC 20000 	<p>PQ 7 Clause remains unchanged.</p>	—

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TQ 2:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
9	TQ 2	19	<p>The Sole bidder/either bidder (in case consortium) should have urban governance related demonstrable experience in supply/implementation of IT based mechanism for Citizen Grievance Redressal (Web and Mobile application) in the last 7 years from RFP released date with minimum total project cost of INR 3 crs. for each project.</p> <p>The Completed/Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any other additional projects. Also, the work order for extension of services for the same client will be considered as a single project only.</p> <p>For Completed Projects, WO/work completion date shall be within last seven (7) years from RFP released date. For ongoing projects, WO date must be at least earlier than one (1) year from RFP released date.</p> <p><i>Note: The Procuring Entity (SCADL) will only deal with</i></p>	<p>The Sole Bidder/either bidder (in case of a consortium) must demonstrate urban governance experience in the Supply/implementation of IT-based Grievance Management or Workflow Management applications for e-governance in the urban domain within the last seven years.</p> <p>Projects, whether completed or ongoing, must be evidenced as per Section 2.1 in PQ-6 and will be considered for scoring.</p> <p>Specifically, projects executed via change requests associated with a main project will be taken into account, but a Work Order for service extension for the same client will be counted as a single project only. Marks are awarded based on the number of projects meeting all PQ-6 criteria, provided each project has a work order value of not less than 50 Lakhs: 5 Marks are given for each qualifying project, up to a maximum of 20 Marks.</p> <p>The Sole bidder/either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply /implementation of IT based Grievance management application/work flow management application related to e-governance projects in urban domain in the last seven. Documentary proof for Completed/ongoing projects has to be submitted as per mentioned in Section 2.1 in PQ-6. The Completed/Ongoing projects submitted in PQ- 6 will be considered here to get the marks. Projects executed as part of change requests associated with the main project will also be taken into account. Also, the work order for extension of services for the same client will be considered as a single</p>	<p>TQ 2 Clause updated & Clarification Given:</p> <ul style="list-style-type: none"> To qualify under this criteria, bidder must be either a lead member or a consortium partner for the supply/implementation of required experience. The experience of workflow management and CSM application has not been included neither the experience in e-governance in urban domain, experience in Utilities, Power or Electricity has been included. Also, no change has been made to the minimum project cost. No change has been 	<p>The Sole bidder/either bidder (in case consortium) should have urban governance related demonstrable experience in supply/implementation of IT based mechanism for Citizen Grievance Redressal (Web and Mobile application) in the last 7 years from RFP released date with minimum total project cost of INR 3 crs. for each project.</p> <p>The Completed/Ongoing projects submitted in PQ-6 will be considered here to get the marks along with any other additional projects. Also, the work order for extension of services for the same client will be considered as a single project only.</p> <p>For Completed Projects, WO/work completion date shall be within last seven (7) years from RFP released date. For ongoing projects, WO date must be at least</p>

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			<p>the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</p> <p>In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria.</p> <p>Markings:</p> <ul style="list-style-type: none"> • If the Project experience is not with ULB (which means not with Municipal Corporation and Municipality): For One Project: 2.5 Marks However, maximum marks for project experience not with ULB is limited to 10 Marks. • If the Project experience is with ULB (which means with Municipal Corporation and Municipality): For One Project: 5 Marks Maximum marks for project experience with ULB is open till 20 Marks. <p><i>Note: Bidder can showcase both experiences with ULB and not with ULB both to</i></p>	<p>project only.</p> <p>No. of Project Completed/Ongoing in last 7 year as per all criteria of PQ-6 (All work order submitted to comply to this point having following criteria: Should have work order value not less than 90 Lacs each.</p> <p>For each project fulfilling the mentioned criteria:- 5 Marks</p> <p>Maxi. Marks:- 20</p> <p>With reference to given clause, a request for revision on the criterion for Ongoing Projects under the Technical Evaluation section.</p> <p>We respectfully request that this condition be revised. The current wording effectively restricts bidders from submitting high-value projects that have commenced within the last year, even though they are successfully operating and meet all other financial and scope requirements of the RFP. As revised clause mentioned below.</p> <p>"For ongoing projects, for Citizen Grievance Redressal (Web and Mobile application) and Workflow management application and CSM"</p> <p>Kindly confirm whether projects successfully implemented where our company acted as the OEM / Platform Provider in collaboration with a System Integrator will be considered under this criterion, subject to submission of Work Order and Completion Certificate by the department.</p> <p>We request that projects implemented as OEM together with SI partners be accepted for</p>	<p>made to marking schema.</p> <ul style="list-style-type: none"> • The note mentioned under the criteria has been updated. • However, the ongoing projects with WO date at least earlier than six (6) months from the RFP release date will be considered under criteria. 	<p>earlier than six (6) months from RFP released date.</p> <p><i>Note:</i> <i>The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</i></p> <p>Markings:</p> <ul style="list-style-type: none"> • If the Project experience is not with ULB (which means not with Municipal Corporation and Municipality): For One Project: 2.5 Marks However, maximum marks for project experience not with ULB is limited to 10 Marks. • If the Project experience is with ULB (which means with Municipal Corporation and Municipality): For One Project: 5 Marks Maximum marks for project experience with ULB is open till 20 Marks. <p><i>Note: Bidder can showcase both experiences with ULB</i></p>

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			<p><i>achieve maximum 20 Marks under this criteria.</i></p> <p>Maximum Marks: 20 Marks</p>	<p>evaluation.</p> <p>Many Government projects follow an OEM + SI delivery model, where the OEM provides the core platform, enhancements, integration support and technical ownership, while the SI executes deployment and field rollout. Accepting OEM-led projects ensures evaluation of proven, field-tested solutions.</p> <p>Many large-scale Citizen Service / Call Center / Public Grievance Management systems have been successfully implemented for State Departments, Smart City SPVs, Municipal Corporations, Development Authorities, and Utility Service Providers such as Electricity Utilities, Water Supply Boards, Gas Distribution Companies, and Urban Service Delivery Agencies. These systems operate at a scale equal to or larger than ULBs in terms of citizen base, transaction volumes, and service delivery complexity. Hence, value-based evaluation ensures fair and capability-driven scoring.</p> <p>We Request To Kindly consider awarding marks based on project value such as:</p> <ul style="list-style-type: none"> • ≥ ₹6.5 Cr – Full Marks • ≥ ₹4.5 Cr – Mid Marks • ≥ ₹3.0 Cr – Base Marks <p>or</p> <p>We request to kindly consider awarding marks based on number of successfully completed similar projects, such as:</p> <ul style="list-style-type: none"> • 6 or more similar projects – Full Marks • 4 similar projects – Mid Marks • 2 similar project – Base Marks <p>Kindly lower the minimum total project cost to 2 Cr.</p>		<p><i>and not with ULB both to achieve maximum 20 Marks under this criteria.</i></p> <p>Maximum Marks: 20 Marks</p>

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Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
				<p>1) The quantum & type of Work & workflow in ULB and Utilities, Power, Electricity are similar, hence we request Authority to kindly Allow ULB/Utility experience for scoring 5 marks per project.</p> <p>2) Criteria have referred to PQ-6, where it is either Single Project of Rs. 6.5 Crores OR Two projects of Rs. 4 Crores OR Three project of Rs. 3 Crores to qualify, but the marking is fixed at Rs. 3 Crores only, hence the bidder qualifying with single Order of more then Rs. 6.5 Crores would Score only 2.5 Marks OR 5 marks, while the bidder qualifying with Rs. 3 Crore project would score 7.5 marks Or 15 marks, is injustice to bidder one.</p> <p>Secondly, having successfully deployed Citizen Grievance Redressal is important and not the value, when we are evaluating no. of projects. We hereby request Authority to amend the said criteria as,</p> <p>1) If the Project experience is with ULB / Utilities (which means with Municipal Corporation, Municipality & power, Electricity): For One Project: 5 Marks Maximum marks for project experience with ULB is open till 20 Marks. AND / OR</p> <p>2) If the Project experience is not with ULB (which means not with Municipal Corporation and Municipality): For One Project: 2.5 Marks However, bidder can showcase / claim 8 projects to claim full 20 Marks.</p> <p>This will give Equal opportunity to all the capable & experienced bidder to participate, else the EXISTING criteria is Discouraging to many bidders to participate.</p>		

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TQ 3:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
10	TQ 3	20	<p>The Sole bidder/either bidder (in case consortium) should have demonstrable experience in handling minimum 5,00,000 nos. of cumulative complaints through IT based Citizen Grievance redressal platform (web and mobile application) in last 3 years (i.e. FY 2022-23 and FY 2023-24 and FY 2024-25) for Municipal Corporation/ Central Govt. / State Govt. / PWD / M.E.S. / SPV / PSU / Semi Govt. / Government as below.</p> <p>Sole bidder/either bidder (in case of consortium) should submit a letter from end client's letterhead clearly stating number of complaints handled For a minimum of 5,00,000 nos. complaints handled: 10 Marks</p> <p>For every additional 1,00,000 nos. of complaints - 2 Marks Maximum Marks: 20 Marks</p>	<p>Considering the scope of work and the nature of activities outlined in the RFP, it is essential that the bidder demonstrates prior experience in handling a substantial number of citizen/service complaints while managing similar e-Governance projects such as Grievance Management Applications, or Workflow Management Systems.</p> <p>Number of complaints handled working while managing similar projects - Grievance management application/workflow management application (Completed/ Ongoing Project) related to e-governance projects in urban domain.</p> <p>Sole bidder/either bidder (in case of consortium) should submit a letter from end client's letterhead clearly stating number of complaints handled.</p> <p>The Number of complaints mentioned in Completed/ Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any additional ongoing projects and change request associated with main project.</p> <p>No. of complaints Handled (all those project qualified under TQ-2 will be considered here) For every 5 lakh complaints handled cumulatively. 4 Marks for each Maxi. Marks 20</p>	<p>TQ 3 clause remains unchanged.</p> <p>Clarification Given:</p> <ul style="list-style-type: none"> • Cumulative complaints shall mean complaints handled under all projects implemented by the bidder in last 3 years. 	—

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TQ 4:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
11	TQ 4	21	<p>The Sole/either bidder must have experience of call center operation with a minimum of 25 Employees working in the same business unit (i.e. customer interaction) in any domain with Govt. / Pvt. as on date of release of RFP.</p> <p><i>Note: Bidder must submit a letter from end client's letterhead clearly stating handling of minimum 25 manpower for operating call center or any other project citation which indicates the deploying of cited manpower.</i></p> <p>For One (1) Project : 5 Marks For Two (2) or more projects : 10 Marks Maximum Marks - 10 Marks</p>	<p>The tender seems more advance technology to be used for grievance management system rather than manpower for call centre. Hence, requesting you to remove this clause.</p>	<p>TQ 4 clause remains unchanged.</p> <p>Clarification Given:</p> <ul style="list-style-type: none"> • The asked experience of call center operations shall be either completed within last 7 years or currently ongoing. • If in case the experience in ongoing, the WO of the project shall have been issued at least before six (6) months of the RFP release date. 	—
				<p>This clause was not included in the previous RFP. It primarily reflects technical capabilities; therefore, prior experience in manpower services does not add significant value. However, if deemed necessary, it may be limited to a maximum of 5 personnel with call center experience.</p>		
				<p>We understand that the asked experience of Call Center can be either Completed or Ongoing in last 7 years.</p> <p>- Kindly Confirm.</p>		

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General:

Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
1	5. Manpower Requirement	47 & 88	Qualification of required Manpower in O & M Phase: Team Lead is required	In commercial bid format on Page 88, Team Leader is not mentioned	Clarification Given: <ul style="list-style-type: none"> • It is in bidder's scope to provide a team leader to guide the deployed manpower under the project. However, under this RFP, it will not be considered as a billable item under the project. 	—
2	EMD	63	The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lacs only)	Kindly allow the EMD to be exempted for MSME bidders with valid Udyam Certificate	Clause is updated: <ul style="list-style-type: none"> • EMD is exempted from the MSME bidders. 	—
3	PQ	14	Additional Suggestion	<p>Considering the scope and criticality of the project, we request the inclusion of the following clause in the RFP to ensure participation of bidders with relevant domain expertise and proven implementation experience:</p> <p>The bidder should have prior experience in successfully implementing and integrating Swachhata API of the 10 cities under the Swachh Bharat Mission. Appropriate documentary evidence or client certification shall be submitted in support of this experience. 1 Marks for each cities, Max. Marks 10</p>	Clarification Given: <ul style="list-style-type: none"> • Prior experience of implementing and Integrating Swachchata API is not considered for the PQ. • Kindly refer to the updated PQ 6 clause. 	—

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Sr. No.	Clause No.	RFP Pg. No.	Original RFP Clause	Clarification Sought by Bidder	Response Provided by AMC	Revised RFP Clause
4	PQ	14	Additional Suggestion	<p>Considering the scope and criticality of the project, we request the inclusion of the following clause in the RFP to ensure participation of bidders with relevant domain expertise and proven implementation experience:</p> <p>The bidder should have relevant experience in implementing and managing grievance management solutions in Grade-A type cities within local urban bodies. The bidder must have executed such projects in a minimum of ten (10) different cities. 1 Marks for each Total 10 Marks</p>	<p>Clarification Given</p> <ul style="list-style-type: none"> As mentioned under the updated PQ 6, bidders with experience in Municipal Corporation with population more than 10 lakhs which also covers Grade A type cities/ class 1 cities. 	—
5	PQ & TQ	14 to 20	In case of consortium the capability of both parties will be clubbed together for bid evaluation, however the lead bidder should meet least 50% out of the qualifying criteria and the consortium partner should meet at least 25% of the qualifying criteria	<p>We understand that in case of Consortium, the said condition applies only for Financial Criteria, such as Turnover, Net worth, while the Experience criteria can be fulfilled by any of the Consortium member (Individually or jointly)</p> <p>Kindly Confirm.</p>	<p>Clarification Given</p> <ul style="list-style-type: none"> This point has been removed from the criteria related to project experience i.e., PQ 6 and TQ 2. 	—

1.3. Annexure I – Updated Pre-Qualification Criteria

Sr. No.	Eligibility Criteria	Documentary Proof
PQ 6	<p>The Sole bidder/either bidder (in case of consortium) should have urban governance related demonstrable experience in Supply / implementation of IT based mechanism for Citizen Grievance Redressal (web and mobile application with SLA and Escalation Matrix) in Municipal Corporation with population more than 10 lakhs or with any department for Public Grievances (for platforms like CPGRAMS & SWAGAT) in the last seven (7) years from RFP released date.</p> <p>At least one project with total project cost not less than 6.5 Crores each Or At least two Project with total project cost not less than 4 Crores each Or At least three Project with total project cost value not less than 3 crores each</p> <p>For Completed Projects, WO/Work completion date shall be within the last seven (7) years from RFP released date. For ongoing projects, WO date must be at least earlier than six (6) months from RFP released date. The value of work orders during service extensions to the same client will be considered in the total project value to determine eligibility.</p> <p><i>Note:</i> <i>The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</i></p>	<p>For completed projects 1. WO copy / LOI / LOA contract copy 2. Work completion certificate from end client mentioning satisfactory performance, functionalities implemented</p> <p>For ongoing projects 1. (WO copy / LOI / LOA contract copy 2. Performance certificate from end client mentioning satisfactory performance & clearly mentioning functionalities implemented</p> <p>It is mandatory to submit the requested certificates from end-client only. No other party's certificate will be accepted.</p>
Note: "Other than the changes made in this corrigendum, all other clauses of the RFP for bid evaluation remain the same."		

1.4. Annexure II – Updated Technical Qualification Criteria:

S.N.	TQ Category	Evaluation Criteria	Max. Marks
TQ 2	<p>The Sole bidder/either bidder (in case consortium) should have urban governance related demonstrable experience in supply/ implementation of IT based mechanism for Citizen Grievance Redressal (Web and Mobile application) in the last 7 years from RFP released date with minimum total project cost of INR 3 crs. for each project.</p> <p>The Completed/Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any other additional projects. Also, the work order for extension of services for the same client will be considered as a single project only.</p> <p>For Completed Projects, WO/work completion date shall be within last seven (7) years from RFP released date. For ongoing projects, WO date must be at least earlier than six (6) months from RFP released date.</p> <p><i>Note: The Procuring Entity (SCADL) will only deal with the lead member of consortiums for all the purposes. Consortium of max. two (2) parties are allowed.</i></p>	<p>If the Project experience is not with ULB (which means not with Municipal Corporation and Municipality): For One Project: 2.5 Marks However, maximum marks for project experience not with ULB is limited to 10 Marks.</p>	20
		<p>If the Project experience is with ULB (which means with Municipal Corporation and Municipality): For One Project: 5 Marks Maximum marks for project experience with ULB is open till 20 Marks.</p> <p>Note: Bidder can showcase both experiences with ULB and not with ULB both to achieve maximum 20 Marks under this criteria.</p>	
<p>Note: "Other than the changes made in this corrigendum, all other clauses of the RFP for bid evaluation remain the same."</p>			