

**RFP for “Selection of System Integrator for
Supply, Installation, Testing, Commissioning and Operations & Maintenance of Comprehensive Complaint Redressal System for
Ahmedabad Municipal Corporation”
Answer to Pre-Bid Queries**

#	Bidding Document Reference (Clause /Page)	Content of RFP requiring clarification	Points of Clarification required	SCADL Response
1	2.2 Technical Evaluation Criteria Page No. 19 Point No. 2	The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years. Documentary proof for ongoing projects has to be submitted as per mentioned in Section 2.1 in PQ- 6. The Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any additional ongoing projects.	We are requesting you to please change the mentioned clause as below. The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years. Kindly submit the proof of workorder or Go live certificate from client. One Project – 2 marks Maximum Marks - 20 marks	To get various projects qualified under TQ criteria, bidder will have to submit all required proofs as mentioned in respective PQ criteria.
2	A.2 Mobile App & Web Portal Page No. 27 Scope of Work	Successful Bidder shall provide a customized geo-tagged mobile application & web portal for complaint Redressal management system.	Successful Bidder shall provide a COTS geo-tagged mobile application & web portal for complaint Redressal management system.	Agreed
3	Page No.: 28, Point No. 6 A.2 Mobile App & Web Portal	The successful bidder shall provide mapping system for plotting and analyzing citizen complaints, ensuring accurate and effective decision-making at the Zone,ward,Society level. The system shall provide geolocation accuracy within 1 meter for urban areas to ensure precise complaint plotting.	Accuracy is depends on the mobile device, internet connectivity and location. Hence, to get the 1 meter accuracy is very difficult. Hence, please keep the accuracy standard as different mobile device support.	The successful bidder shall provide mapping system for plotting and analyzing citizen complaints, ensuring accurate and effective decision-making at the Zone,ward,Society level. The system shall provide geolocation accuracy within 10 meter for urban areas to ensure precise complaint plotting.
4	Page No. 28, Point No. 18	The proposed solution shall have a field in both Mobile and Web portal application for uploading photo/ video while registering any complain. The Proposed Mobile and web portal application should be able to generate an acknowledgement having a Unique Reference Number (URN) against each Grievance application received. Grievance Reference Number will be sent to the citizen via SMS for confirmation and tracking purposes.	Please let us know the video size to be given for mobile users to upload.	Max file size upload limit for Text, images & video is 6 MB
5	Page No. 28, Point No. 21	During any kind of escalation of complains, the concerned officer to receive the escalation via SMS and Notification through Mobile app.	Please let us know the video size to be given for mobile users to upload.	When a citizen logs a complaint accompanied by images and video files (up to 6 MB), the image and video files will be stored in database application. Once the complaint is auto - assigned to a field officer, the officer will have access to the relevant fields in the complain form, including the images and video files. If the complaint is escalated, the next officer will see the same fields in the complain form along with attachments.
6	Page No. 28, Point No. 26, b	b. Grievance shall not be resolved by concerned officer without uploading action taken report and photo/ video .	Please let us know the video size to be given for mobile users to upload.	Max file size upload limit for Text, images & video is 6 MB
7	Page No. 28, Point No. 26, c	The Mobile application should have facility to capture the live image /video with latitude and longitude of evidence for grievance resolution.	Please let us know the video size to be given for mobile users to upload.	Max file size upload limit for Text, images & video is 6 MB

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8	Page No. 31, Point No. 17	The Mobile and web application should have the facility for AMC department officers to engage 3rd Party agencies as and when required for field activity. Agencies will have limited access to the application where they only able to see work assigned by officer with date, time, grievance and images uploaded. The mobile and web application must have facility to get the evidence based on capturing GPS(lat/long) automatically while taking photo/image/video by agency while submitting the ticket evidence as action taken(before & after image/video).Once action gets completed(within due date/time) by agency on field they only have rights to route it(ticket) back to concern AMC officer with all mandatory evidence Officer may evaluate the action taken by the agency and then resolve the ticket.	Please let us know the video size to be given for mobile users to upload.	Max file size upload limit for Text, images & video is 6 MB
9	Section: 6 Technical AND Other COMPLIANCES Page no. 78, Point no. 19	Development platform i. The application should either be a native app developed for compatibility with iOS, windows and Android	Windows Mobile is a discontinued mobile operating system (OS). Hence, please remove this from mentioned clause	The application should either be native app developed in compatibility with IOS and Android mobile platform.
10	Section: 6 Technical AND Other COMPLIANCES Page no. 77, Point no. 14	Hosting System shall be hosted on locally at ICCC-Paldi data center.	Considering the points of AI based chatbot with differnet tools to implement system, image processing, and latest tech engine to be used to maintain the large system (i.e. devops solutions with scalability). Hence, we request to keep cloud hosting for entire solution instead hosting at ICCC data centre.	No changes.The bidder must showcase the technical requirements during the presentation as mentioned in TQ.5.
11	Section: 3 Scope of Work A.1 Complaint Redressal Management System (Page No 26)	Triggers/violations/events identified by any video analytics platform/dashboard onboarded by SCADL should generate an complaint through the Proposed Complaint Redressal Management System.	Our understanding is the new solution shall provide necessary API's to external system for complaint registration. Please confirm if this understanding is correct or not.	Yes, the sucessful bidder will have to provide a form to collect information from third party Application through API. SCADL shall ensure that the external agency provides the information in the appropriate format through API for complaint registration in the proposed CCRS system.
12	SECTION: 3 SCOPE OF WORK A.2 Mobile App & Web Portal (Page No 28)	The system should integrate with a third-party API (such as Google Maps, map my India, or an equivalent API) to fetch address suggestions dynamically.	Please clarify who will bear the cost of using the third-party APIs.	Bidder to factor all cost of all 3rd party API's where necessary to ensure effectiveness of the deployment solution with the desired outcomes.
13	SECTION: 3 SCOPE OF WORK A.2 Mobile App & Web Portal (Page No 28)	The system shall provide geolocation accuracy within 1 meter for urban areas to ensure precise complaint plotting.	The accuracy depends on the device capturing the location. Please confirm if this understanding is correct.	Please refer to Sr.3.
14	SECTION: 4 PROJECT TIMELINES 4.1 Timeline for Project Execution (Page No)	Delivery of FRS & SRS documents and Approval received from SCADL	We request a minimum of 60 days for preparing the SRS and obtaining document approval. As per our prior experience of working with municipal corporations, there are many departments and many different workflows are involved. Further various integrations are envisaged in this project. Doing all the coordination and completing the SRS in 1 month is very challenging. Well defined SRS and to-be document are vital for success of the project.	Please refer to the corrigendum
15	SECTION: 3 SCOPE OF WORK A.7 CCRS Analytics Dashboard Page No 36	IV. Budget requirements based on historical complaints.	This feature can be implemented if expenditures per ticket/complaint type are added to the system. Please confirm.	The bidder shall provide an analysis of historical complaints w.r.t society and ward, along with their respective categories and subcategories. This will enable SCADL to plan budget allocations based on the number of complaints received in particular category. For example, Please refer to Section A.7, subsection "GIS/Map Plotting of Registered Complaints & Pattern Identification," point 5 in the RFP.

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16	SECTION: 3 SCOPE OF WORK A.8 Value Added Features (Page No 40)	3. Voice Recognition: AI powered chatbot should support voice input, allowing citizens to interact through spoken language in addition to text-based communication	<p>We request the removal of this clause as AI voicebots requires GPUs which as per RFP are not available in existing setup.</p> <p>Moreover, voice inputs requirements if required shall be very clearly specified including languages, accuracy percentage and required workflows in order for the bidder to quote the right solution.</p> <p>Further, if voice input is only restricted to taking data from voice input, please clarify that requirement. Example of simple voice input will be as following: chatbot/voice bot: Please enter or speak your name chatbot/voice bot: Please enter or speak your address chatbot/voice bot: Please enter or speak to provide comments Here, bots are simply recording the voice or text inputs and in case of voice inputs, system will do speech to text conversion. There is no conversational interactions by the voice bot.</p>	<p>1) The bidder shall provide an AI-based voice chatbot in three languages (English, Hindi, and Gujarati) with an accuracy of 80%.</p> <p>2)SCADL's existing data center does not have a GPU. If a GPU is required by the bidder for the AI voice chatbot, the bidder will need to host it on the cloud at their own expense.</p> <p>3) The bidder will have to define work flow during SRS/FRS phase in jointly working with SCADL.</p>
17	SECTION: 2 ELIGIBILITY CRITERIA 2.1 Pre-Qualification Criteria no. 6, Page No.15,16	<p>Similar Work</p> <p>The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP/CRM/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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below</p> <ul style="list-style-type: none"> At least one project executed or ongoing of ERP/CRM/ Grievance management application/workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores And cumulatively have handled minimum of 5,00,000+ complaints in last 3 years. <p>Or,</p> <ul style="list-style-type: none"> At least two Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 1.25 Crores each and cumulatively have handled minimum of 5,00,000+ complaints in last 3 years. <p>Or,</p> <ul style="list-style-type: none"> At least three Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related egovernance in urban domain solutions with order value not less than 90 Lacs each and cumulatively have handled minimum of 5,00,000+ complaints in the last 3 years. WO date / Work completion certificate date must fall within below criteria. <p>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.</p>	<p>Given the limited number of similar projects in the urban domain having more than 5 Lakhs complaints in last 3 years, we believe that the current criteria significantly narrow the pool of eligible bidders. This may inadvertently favor certain firms, potentially limiting fair competition and participation from a diverse set of qualified bidders.</p> <p>We therefore request a relaxation in the criteria to allow bidders with relevant experience in the clause as below:</p> <p>“The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP/CRM/Grievance management application/ work flow management application related to e-governance projects in the last seven (7) years from RFP released date in Municipal Corporation/ Central Govt. / State Govt. / PWD / M.E.S. / SPV / Semi Govt. / Government as below</p> <ul style="list-style-type: none"> At least one project executed or ongoing of ERP/CRM/ Grievance management application/workflow management application related to egovernance with order value not less than 2 Crores. <p>Or,</p> <ul style="list-style-type: none"> At least two Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 1.25 Crores each <p>Or,</p> <ul style="list-style-type: none"> At least three Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related egovernance in urban domain solutions with order value not less than 90 Lacs each 	Please refer to the corrigendum
18	SECTION:2ELIGIBILITY CRITERIA 2.1 Pre-Qualification Criteria no. 6, Page No.15,16	<p>For completed projects</p> <p>(WO copy / LOI / LOA contract copy), Work completion certificate from end client mentioning satisfactory performance, functionalities implemented & number of complaints handled (satisfactory performance, number of complaints handled & functionalities implemented may be mentioned separately as a</p> <p>For ongoing projects (WO copy / LOI / LOA contract copy), Performance certificate from end client mentioning satisfactory performance & clearly mentioning functionalities implemented and number of complaints handled so far. It is mandatory to submit the requested certificates from end-client only. No other party's certificate will be accepted.</p>	<p>We request a relaxation in the criteria requiring detailed completion and performance certificates from end clients, as obtaining such certificates with mentioned specific details (e.g., satisfactory performance, functionalities implemented, and number of complaints handled) is often challenging due to procedural delays or lack of granular documentation, especially within the given timeline. To address this, we propose allowing alternative documentation such as progress reports, correspondence, self-certification or third-party endorsements, which can sufficiently demonstrate project capabilities without compromising evaluation standards. We hope for your kind consideration and are happy to provide any additional information as needed.</p>	No changes. As per RFP

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19	2.2 Technical Evaluation criteria 2, Page No.19	<p>The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years.</p> <p>Documentary proof for ongoing projects has to be submitted as per mentioned in Section 2.1 in PQ- 6. The Ongoing projects submitted in PQ- 6 will be considered here to get the marks along with any additional ongoing projects.</p>	<p>Given the limited number of similar ongoing projects in the urban domain having more than 5 Lakhs complaints in last 3 years, we believe that the current criteria significantly narrow the pool of eligible bidders. This may inadvertently favor certain firms, potentially limiting fair competition and participation from a diverse set of qualified bidders.</p> <p>We therefore request a relaxation in the criteria to allow bidders with relevant experience in the clause as below:</p> <p>“The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing /Completed Project) related to egovernance projects in last 7 years.</p> <p>Additionally, the marking criteria to be considered as mentioned below:</p> <p>For each project fulfilling the mentioned criteria-10 Marks Maximum Marks -20</p>	Please refer to the corrigendum
20	2.2 Technical Evaluation criteria 3, Page No.20	<p>Number of complaints handled working while managing similar projects - ERP/CRM/ 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.</p>	<p>We believe that the current criteria is very restrictive, potentially limiting fair competition and participation from a diverse set of qualified bidders.</p> <p>We therefore request a relaxation in the criteria to allow bidders with relevant experience in the clause as below:</p> <p>“Number of complaints handled working while managing similar projects - ERP/CRM/ Grievance management application/workflow management application (Completed/ Ongoing Project) related to e-governance projects.</p> <p>For every 2 lakh complaints handled cumulatively in last 3 years.- 10 Marks Maximum Marks- 20 Marks</p>	Please refer to the corrigendum
21	2.2 Conflict of Interest	<p>2.2.1 An employee of the proposed team for the Project shall not have a conflict of interest that may affect the Selection Process or the delivery of services to the Department.</p> <p>2.2.2 Any proposed employee found to have a Conflict of Interest shall be disqualified to provide services to the Department. In the event of disqualification, the Department shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Department for, inter alia, the time, cost, and effort of the Department including consideration of such employee's involvement.</p> <p>2.2.2. The Department requires that the Selected Bidder provides solutions which at all times hold the Department's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.</p>	<p>The Conflict of Interest clause shall apply to the firm as a whole, including its employees. Any involvement of the firm or its employees in the preparation of the tender document shall be deemed a violation of the Conflict-of-Interest clause.</p> <p>We request a modification in the clause as below:</p> <p>2.2.1 The participating firm shall not have a conflict of interest that may affect the Selection Process or the delivery of services to the Department.</p> <p>2.2.2 Firm / Employee of the firm found to have a Conflict of Interest shall be disqualified to provide services to the Department. In the event of disqualification, the Department shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Department for, inter alia, the time, cost, and effort of the Department including consideration of such employee's involvement.</p> <p>2.2.2. The Department requires that the Selected Bidder provides solutions which at all times hold the Department's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.</p>	Clause & content for which clarification has been sought is not mentioned in the RFP
22	Liability – 5.28; Page 69	Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.	The referenced clauses for liability of the Bidder does not provide any limit towards the liability amount of the Bidder and are open-ended. Hence, we request the client to limit the liability of the bidder to 1x times of the consultancy fee.	Please refer to the corrigendum
23	LDs Provisions; Page 50, 53,		We propose the removal of the liquidated damages provisions from this assignment. We believe that liquidated damages are not a suitable remedy for a service agreement of this nature, particularly since delays may arise that are not the fault of the Bidder. Kindly consider	No changes. As per RFP
24	Confidentiality	Additional clause	Bidder propose additional language as follows: "The Bidder may retain such portion of the Confidential Information that is required for compliance with its statutory, regulatory or professional conduct obligations"	Please refer to the corrigendum

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25	Insurance	Additional clause	RFP is silent on insurance requirements – Bidder propose additional language as follows: The Bidder shall take out PI insurance for an amount equivalent to the contract fee on an annually renewable basis for one occurrence and in aggregate	Please refer to the corrigendum
26	Rate escalation	Additional clause	Where RFP does not address rate escalation. Bidder propose additional language as follows – We propose that the rates specified in this Agreement remain fixed for the tenure of this Agreement. Following this period, we request for an escalation which can be discussed and mutually agreed upon.	Please refer to Section 8.2, Note point no. 1, of the RFP regarding price escalation
27	Important Dates, Page No. 6	We request an extension of at least 2 Weeks beyond the original submission deadline, which is currently scheduled for 10/12/2024. We kindly request your consideration of our extension request.	We request an extension of at least 2 Weeks beyond the original submission deadline, which is currently scheduled for 10/12/2024. We kindly request your consideration of our extension request.	Please refer to the corrigendum
28	Page 28, A.2 Mobile App & Web Portal (MAP license)	The successful bidder shall provide mapping system for plotting and analyzing citizen complaints, ensuring accurate and effective decision-making at the Zone, ward, Society level. The system shall provide geolocation accuracy within 1 meter for urban areas to ensure precise complaint plotting.	Who will be responsible for MAP license SI or SCADL?	Procurment of MAP license is SI's responsibility.
29	Page 41, A.9 Other Important details- CPU environment	CPU environment: Intel(R) Xeon(R) CPU E5-2683 v4 @ 2.10GHz (server model: PowerEdge M630) with 128 GB RAM & 1 TB internal disk space.	if additional specification required, it would deploy on SCADL server or any other cloud?	If bidder requires any additional IT resources to successfully deploy & operate their application & its associated database, then SI will have to arrange resources on public cloud(MeitY empaneled) on their own cost (including all types of cost elements of public cloud like IT infrastructure / IT resources, bandwidth,Cyber Security cost etc.). Bidder may plan the architecture of the application wherein some of the modules of the overall application suit is run on SCADL IT infrastructure and other may be run on public cloud. Bidder will have to clearly mention proposed technical architecture of their application suit along with internet connectivity / data consumption requirement for communication between SCADL IT infrastructure and public cloud in their proposal & TQ Presentation.
30	Page 76 Technical AND Other COMPLIANCES SECTION: 6	Multilingual Support a) The system should be Unicode compliant and have multi-lingual support (Gujarati, English, Hindi etc.)	will SCADL provide all master data in English, Gujarati & Hindi?	SCADL shall provide all Master Data in English only.
31	Page 33 A.6 WhatsApp Chatbot Point :2	Chatbot should be able to support at least 6000-8000 queries per day	Currently how many tentative queries in a day?	Per day 300-350 query/messages are received at present.
32	Page 60 Tender EMD	The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lacs only) in favour of "Smart City Ahmedabad Development Limited" payable at Ahmedabad in the form of DD of any nationalized bank / scheduled banks with validity of 180 days beyond the original validity period for the bid.	We request to grant an exemption from the Earnest Money Deposit (EMD) requirement for MSME. As per GOI MSME GR.	No changes. As per RFP
33	Page 18, Note 2: Consortium Clause	The Bidder is allowed to make a consortium with only one other bidder.	The Government of India, through procurement policies General Financial Rules (GFR) restricted consortium for such tender for following reasons. Accountability, Security Concerns, Accountability and Beneficial Ownership , Simplification of Liability , Compliance with Public Procurement Policies , Preference to Individual Bidders. So we request you to modify and dis allow consortium for this tender.	No changes. As per RFP
34	Page 19, 2.2 Technical Evaluation Criteria ; turnover	The Lead bidder should have average turnover of at least INR 7 crores in last three financial years from IT/ ICT/ITES Services.	Kindly revise the turnover eligibility criteria from ₹7 Cr to ₹15 Cr in alignment with the Gujarat Procurement Policy 2024.	No changes. As per RFP
35	Page 15 , Eligibility Criteria- Work experience	At least one project executed or ongoing of ERP/CRM/ Grievance mana. Application /workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores	We request you to add work experience in managing call centers with IVR and toll-free handling, with at least 25 call executives, in alignment with the tender value and scope.	No changes. As per RFP

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36	Page No. 06	Bid security (EMD) EMD of Rs. 25,00,000(Rupees Twenty-Five Lacs only) shall be either in form of Demand Draft or Bank guarantee of any nationalized /scheduled bank	As per Public Procurement Policy of Ministry of MSME under Section 10, MSMEs are exempted from furnishing of tender fee and EMD. Moreover, recently Government of India through its Office Memorandum No. F.9/4/2020-PPD, Dated the 12th of November 2020, instructed all the government department of India & PSUs that any department will not ask to submit EMD but only for Bid Security Declaration. Hence, you are requested to kindly allow exemption for registered MSEs Bidders for submission of EMD & Tender Fee.	Please refer to Sr.32						
37	Page No. 67	Performance Bank Guarantee. The successful Bidder shall at his own expense, deposit with department, within 15 days of the notification of award (done through issuance of the Letter of Intent), an unconditional and irrevocable Performance Bank Guarantee (PBG) from Nationalized or Scheduled Banks except Co-operative Banks in favour of “Smart City Ahmedabad Development Limited” for the due performance and fulfilment of the contract by the Bidder. The SI shall submit performance guarantee for the entire contractual agreement duration for the amount equivalent to 5% of the Project Value (Co of Table C of Commercial Bid table) which is unconditional & irrevocable bank guarantee.	As per the Government of India’s Ministry of Finance Notification Order No. F1/2/2023-PPD dated 03.04.2023, the required Performance Security for this contract ranges from 3% to 10% of the total contract value. To encourage broader participation, we kindly request you to consider the minimum Performance Security of 3% of the contract value.	No changes. As per RFP						
38	Page No. 20	<div>Number of complaints handled working while managing similar projects - ERP/CRM/ Grievance management application/ workflow management application (Completed/ Ongoing Project) related to e-governance projects in urban domain. Sole bidder/either bidder (in case of consortium) should submit a letter from end client’s letterhead clearly stating number of complaints handled. 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. *For every 5 lakh complaints handled cumulatively in last 3 years.</div> <table><tr><td>No. of Complaints Handled</td><td>Marks</td></tr><tr><td>For every 5 lakh complaints handled cumulatively in last 3 years.</td><td>4</td></tr><tr><td>Max Marks</td><td>20</td></tr></table>	No. of Complaints Handled	Marks	For every 5 lakh complaints handled cumulatively in last 3 years.	4	Max Marks	20	<div>We are writing to formally request a modification to the eligibility criteria outlined in the tender document. Specifically, we propose an amendment to the clause regarding the cumulative number of complaints handled in the past three years.</div> <div>As currently stated, the clause requires bidders to have handled a minimum of 5 lakh complaints from the single work order. We believe this criterion may inadvertently limit the number of qualified bidders, potentially restricting competition.</div> <div>To foster a more inclusive and competitive bidding process, we suggest amending the clause to allow bidders to combine experience from multiple projects or contracts, provided the cumulative total meets the 5 lakh complaint threshold. This approach would enable a wider range of qualified bidders to participate, ensuring a robust and fair competition.</div> <div>We respectfully request your kind consideration of this proposed amendment. We are confident that this modification will contribute to a more competitive and beneficial tender process.</div>	Please refer to the corrigendum
No. of Complaints Handled	Marks									
For every 5 lakh complaints handled cumulatively in last 3 years.	4									
Max Marks	20									
39	General Query	CRM	We kindly request information regarding the required format for bidder authentication, if any. Additionally, It is requested to kindly confirm if authentication on letterhead is acceptable.	If this query pertains to RFP Section 9, Subsection 1.8, then the bidder shall provide authentication on their letterhead.						
40	General Query	Exit Management	We kindly requested to kindly confirm the ownership of all supplied IT and non-IT hardware and software upon successful completion of the tender. Clarification on whether this ownership will transfer to the department or remain with the bidder is required.	Ownership of all IT and non-IT hardware and software upon successful completion of the project shall be transferred to SCADL						
41	General Query	TAT	We kindly request clarification on the escalation process for customer complaints. Specifically, we would like to confirm if there are defined Service Level Agreements (SLAs) for call center agents to transfer complaints to the relevant departments.	The bidder is responsible for performing all necessary tasks to maintain the CCRS system in a 24/7 environment. Each type of grievance will have a Service Level Agreement (SLA) along with an automatic escalation mechanism if the SLA is breached. Once a complaint is registered in the system, it should be automatically assigned to the appropriate officer according to a predefined workflow in the system. The successful bidder will be required to prepare the SLA matrix and workflow management in consultation with SCADL.						

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42	General Query	IVR Language	We kindly request clarification on the number of languages required for the IVR system. This information is essential for all bidders to accurately prepare their financial proposals. kindly provide the specific language requirements.	Please refer to page 33, Section A.5, Point no.10 , step 1 of the RFP for information regarding the language requirements.
43	General Query	IVR Timing	We kindly request clarification on the specific timing for the IVR system. This information is essential to ensure a fair and equitable bidding process for all participants. Please confirm the IVR schedule at your earliest convenience.	Please refer to page 33, Section A.5, Point no.10 of the RFP for information regarding specific timing for the IVR system.
44	General Query	Pre-Bid Queries	We kindly request that a dedicated contact address be established for postpre-bid clarifications. This will ensure all bidders have equal opportunity to seek information before tender submission. Timely responses to such inquiries will promote a fair and inclusive bidding process.	The Bidders may contact smartcity@ahmedabadcity.gov.in or scadl.amc@gmail.com to obtain information regarding tender submission.
45	General Query	Pre-Bid Meeting	We would like to formally request that you consider organizing a virtual communication (VC) mode pre-bid meeting in addition to any physical meetings. This will enable all interested bidders to participate and ask their queries, regardless of their location.	SCADL has allowed bidders who have requested on mail to join the online pre-bid meeting.
46	A.2 Mobile App & Web Portal Pg 29	19. The general module of mobile/web portal application form should have fields similar to Complaint Redressal Management System as mentioned in the section A.1 , point no- 1. development officer's module have a fields such as Department, Citizen Name, Phone Number, Address, Grievance Number (URN Number as mentioned in Section A.1,point k), Category, Subcategory, Grievance assignee are automatically filled in based on the Grievance raised by the citizens. , Grievance Status, , Image/photo upload, Action taken etc. to be filled up by the concerned officer. However, the addition/removal of any fields will be decided by SCADL during requirement gathering phase.	a) What would be the size of image/video to be uploaded ? B) Will action taken will also be in the form of pictures ? C) What are the additional fields to be removed ? Will the department do an impact analysis on this ?	a) Max file size upload limit for Text, images & video is 6 MB. B) Once a grievance is resolved by the grievance officer, an image or video shall be uploaded along with the resolution. C) This information will be provided to the selected bidder during the requirements gathering phase.
47	A.2 Mobile App & Web Portal Pg 29	21. During any kind of escalation of complains, the concerned officer to receive the escalation via SMS and Notification through Mobile app.	a) What are the levels of escalations required ? B) How are the conditions of escalation needed ?	a) This information will be provided to the selected bidder during the requirements gathering phase. B)Each compliant category will have pre-defined SLAs at every hierarchy level that will be decided by SCADL at a later stage. If the time taken to address or resolve any grievance exceeds the SLA, then it needs to be escalated to the next level as per the concerned departmental hierarchy
48	A.2 Mobile App & Web Portal Pg 29	24. Ability to link new ticket to an older ticket number (including Problems) and provide reporting on such linked complaints.	a) How many tickets are to be linked ? B) Will history of a ticket needs to be merged ?	When a citizen calls the helpdesk and wants to give reference of previously resolved ticket with a new one, the resolved ticket should be linked to the new ticket. This way, the earlier resolved ticket will appear as a hyperlink with new ticket in the field officer's complaint form to take necessary action.
49	A. 4 Grievance Workflow Management Pg 30	9. Capability to reset/restart the SLA in case when a ticket is reassigned.	Need to understand the reset/restart SLA when ticket is reassigned ? If a ticket is open then how will the SLA change ?	In the event of any ticket wrongly assigned to an officer. The officer has option from within his dashboard to re-assigned or transfer the ticket ownership to the officer responsible for the locality/ ward from where the ticket was logged. For such re-assignment the SLA is reset / restarted.
50	A. 4 Grievance Workflow Management Pg 30	10. Officer entries and respective contact details should be removed/edited from CCRS system once the staff has retired or shifted from AMC department-only super admin should have these rights to manage this.	a) Will the issues of the manager be distributed to the new officer or among other officers as well ? Will the details be shared to the client ?	If the issue is still pending it is assigned to the new officer

#	Bidding Document Reference (Clause /Page)	Content of RFP requiring clarification	Points of Clarification required	SCADL Response
51	A. 4 Grievance Workflow Management Pg 30	18. Each compliant category will have pre-defined SLAs at every hierarchy level that will be decided by SCADL at a later stage. If the time taken to address or resolve any grievance exceeds the SLA, then it needs to be escalated to the next level in the concerned departmental hierarchy. Grievance Status field to be populated as Grievance escalated.	a) Will each escalated call be communicated to the customer ?	No,each escalated call can't be communicated to the customer.
52	A. 4 Grievance Workflow Management Pg 30	20.If the Grievances is not closed by the citizen even after 7 days, the Grievance status should automatically change to closed. If the complainant finds reporting not satisfactory, then the citizen has option to re-open the Grievance by changing the status from resolved to Re-open state with proper evidence of current situation. The same process of Grievance addressal as mentioned above will be followed.	a) If the Grievance is opened on the 8th day then will the issue be considered an old call opened again or a fresh call ?	The turnaround time (TAT) for reopening a grievance is set at 7 days in the RFP. After this period, the grievance shall be treated as a new complaint. However, SCADL will inform the successful bidder about the TAT for reopening complaints during the requirements gathering phase.
53	A.9 Other Important details Pg 41	SCADL will provide below mentioned IT resources to selected bidder to install applications and associated database. CPU environment: Intel(R) Xeon(R) CPU E5-2683 v4 @ 2.10GHz (server model: Power Edge M630) with 128 GB RAM & 1 TB internal disk space. If bidder requires any additional IT resources to successfully deploy & operate application & its associated database, then SI will have to arrange resources on their cost. If Bidder misses to factor the cost of any item required to deliver the solution successfully or under size the solution, then the Bidder has to provide that without any additional cost to SCADL. SCADL/AMC shall not be responsible for any assumptions or judgments made by the Bidder for arriving at any type of sizing or costing. SCADL/AMC at all times will benchmark the performance of the Bidder to the RFP Documents circulated to the Bidder and the expected service levels as mentioned in these documents.	Need to understand why the SI needs to fit the solution to the infrastructure provided by the department ?	Please refer to Sr.29
54	A.10 Training Pg 41	A.10 Training SI is responsible for providing required training as mentioned below: 1. Training to the employees of SCADL/AMC or SCADL's appointed agencies on CCRS related operations and reports generation etc. 2. SI will have to bear all the cost associated with the conducting such training programs. Training sessions should be conducted on a requisite mix of theory & practical operations. 3. The trainings should be conducted in Hindi, English and Gujarati. Preparation of training and support content with audience of both AMC and complainant. 4. The training and support contents may be uploaded on CCRS platform. 5. Training to be provided multiple times, upon request from SCADL.	a) How many resources are to be trained ? B) Will there be a training required for the customer ? C) Will training be an ongoing process ?	a) The bidder is required to provide the training to AMC officer/SCADL officer. B)Not to Citilizens C) As and when required
55	A.13 Migration to New CCRS system Pg 42	1. Selected bidder will have to prepare detailed service migration plan in consultation with SCADL & existing SI, get the migration plan approved from SCADL and then implement the plan. Selected bidder will have to ensure that functional output of the system is not impacted for more than 24 hours during service migration. For the purpose of establishing parallel set up of software application / database, SCADL will provide IT resources (compute power & storage) in the existing data centre. Kindly refer to the hardware details mentioned in A.9 2. It will be selected SI's responsibility to check the compatibility of entire CCRS system with existing hardware / software component in all technical & functional aspects of integration and data migration to ensure successful working of the entire system. 3. The selected bidder is responsible for migration of existing CCRS database to new proposed system with zero data loss.	a) How much data is there to be migrated ? B) will data cleansing be required ?	a)The grievance data for SCADL from year 2013 to 2020, approximately 70 GB in size, is stored in an archived format. Data from year 2021 to 2024, roughly 32 GB, is stored in a database application. As part of the scope of work, the bidder will be responsible for migrating all of this data to the new application. B) Data cleansing is not required.
56	6. Resolution of errors/bugs (if any), software updates, patches, changes in the software that may be necessary. PG 44	d. Development, Testing and Implementation for Bug-Fixes	a) Will it be required to maintain the existing application ? How many bugs are there in the existing system ?	The bidder is not required to maintain the existing CCRS application; the bidder shall be responsible for developing the new application as specified in the RFP's scope of work.
57	4.1 Timeline for Project Execution Pg 46	5 SITC of CCRS COTS solution with 25 Channel IVR with recording system, integration with SMS gateway & various AMC systems/modules and dashboard with basic features as per SoW of this RFP. 40% of the Sum of Total Capex mentioned in Table A of financial bid T4=T3+ 2 Month Delay beyond T3+ 3 Month SCADL may terminate the contract and forfeit the PBG	This timeline is very short as Data migration is also required. In case of data cleansing is suggested then minimum of 4 months is required where data migration and cleansing may go in parallel after execution and deployment process.	No changes. As per RFP

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58	General	Call centre applications	a) Need to understand the current call centre applications being used at present by the department and need to understand the costing per month	Bidder may access this site to understand the current application in use http://www.amccrs.com/AMCPortal/View/AMCDetail.aspx
59	General	No of Concurrent Users	How many concurrent users are there. What is it in Milli sec, Micro sec etc.	Bidder to ensure concurrent session as per point 4 of clause A.11 Definition of Licenses
60	General	Max Transaction per Day	What is the number of transactions per day	Maximum transactions per day is approximately 2000
61	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	As mentioned in Sr.60, there are avg. 2,000 complaint transactions each day, averaging to a total of approximately 720,000 annually.The bidder should have this information regarding the size of writing transaction when writing the form in their application to manage the volume of complaints effectively.
62	General	Any Document Upload Permitted	Is there any document upload required	Yes, upload of documents are required by citizens
63	General	Max Size of File in MB	What is the file Upload size in MB	Max file size upload limit for Text, images & video is 6 MB
64	General	Max Files per User	What is the file upload per user required	User can upload files upto the maximum capacity of 6MB per grivenance
65	General	Database Backup Policy	What is the database back policy	SCADL will share the data backup policy with successful bidder
66	General	Database Retention Policy	What is database retention policy	Bidder needs to retain database for the next five years. At present CCRS Database is available from the date of 1st Go-Live year of CCRS operations i.e 2013.
67	General	DC - DR Policy	What is Data recovery policy	SCADL will share the Data Recovery Policy with successful bidder
68	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	SCADL will discuss and agree on the PRO requirements with successful bidder
69	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	SCADL will discuss and agree on the RTO requirements with successful bidder.

#	Bidding Document Reference (Clause /Page)	Content of RFP requiring clarification	Points of Clarification required	SCADL Response
70	General	Data Archival Policy	What is the current data archival policy	SCADL will share the Data Archival Policy with successful bidder
71	5.9 Bid Fee and Earnest Money Deposit (EMD) and amount Page No:59	The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lacs only) in favour of "Smart City Ahmedabad Development Limited"	Request you to exempt DPIIT-registered Startup companies from payment of EMD, as per OM No. F.20/2/2014-PPD(Pt.) of Ministry of Finance.	Please refer to Sr.32
72	Section 2: 2.1 Pre-Qualification Criteria, Point 6 Page No:16	<p>Similar Work</p> <p>The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation &Maintenance (O&M) of IT based ERP/CRM/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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below</p> <ul style="list-style-type: none"> • At least one project executed or ongoing of ERP/CRM/ Grievance management application/workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores and cumulatively have handled minimum of 5,00,000+ complaints in last 3 years. <p>Or,</p> <ul style="list-style-type: none"> • At least two Project executed or Ongoing of ERP/CRM/ Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 1.25 Crores each and cumulatively have handled minimum of 5,00,000+ complaints in last 3 years. <p>Or,</p> <ul style="list-style-type: none"> • At least three Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related egovernance in urban domain solutions with order value not less than 90 Lacs each and cumulatively have handled minimum of 5,00,000+ complaints in the last 3 years. WO date / Work completion certificate date must fall within below criteria 	<p>Request you to amend the clause as stated below:</p> <p>The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation &Maintenance (O&M) of IT based ERP/CRM/Grievance management application/ Computer Aided Dispatch /work flow management application related to e-governance/ similar projects in urban domain / citizen centric call center in the last seven (7) years from RFP released date in Municipal Corporation/ Central Govt. /State Govt. / PWD / M.E.S./SPV/SemiGovt. / Government</p>	No change
73	Section 2: 2.2 Technical Evaluation Criteria, Point 2 Page No:19	<p>The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years. Documentary proof for ongoing projects has to be submitted as per mentioned in Section 2.1 in PQ-6.</p> <p>The Ongoing projects submitted in PQ- 6 will be considered here to get the mar</p>	<p>Request you to amend the clause as stated below:</p> <p>The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/ Computer Aided Dispatch /workflow management application (Ongoing Project) related to egovernance / similar projects in urban domain / citizen centric call center in last 7 years. Documentary proof for ongoing projects has to be submitted as per mentioned in Section 2.1 in PQ-6.</p> <p>The Ongoing projects submitted in PQ- 6 will be considered here to get the mar</p>	No change
74	Section 2: 2.2 Technical Evaluation Criteria, Point 3 Page No:20	<p>Number of complaints handled working while managing similar projects - ERP/CRM/ 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.</p>	<p>Request you to amend the clause as stated below:</p> <p>Number of complaints handled working while managing similar projects - ERP/CRM/ Grievance Management application/Computer Aided Dispatch/ workflow management application (Completed/ Ongoing Project) related to e-governance/ similar projects in urban domain / citizen centric call center.</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.</p>	No change

#	Bidding Document Reference (Clause /Page)	Content of RFP requiring clarification	Points of Clarification required	SCADL Response
75	Pg 15, Section- Qualification Criteria, 6th Point	The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP/CRM/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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below • At least one project executed or ongoing of ERP/CRM/ Grievance management application/workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores and cumulatively have handled minimum of 5,00,000+ complaints in last 3 years.	<p>We request you to kindly relax this clause as "The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP/CRM/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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below • At least one project executed or ongoing of ERP/CRM/ Grievance management application/workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores"</p> <p>Currently this bid is limited to CCRS bidders but if you provide relaxation in this clause this will provide wider participation and will make the bid more competitive.</p>	No change, as per RFP
76	SECTION:2 ELIGIBILITY CRITERIA 2.1 Pre-Qualification Criteria Page# 15-16	<p># 6 Similar Work</p> <p>The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP / CRM / 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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below</p>	<p>We kindly seek clarification on the definition of "Similar Work" as mentioned in the tender criteria. Specifically, we request confirmation on whether ERP/CRM/Grievance Management Applications/work flow management application implemented for utility companies (such as Electricity and Metro service providers) operating within urban areas would qualify as similar work under this criterion.</p> <p>Rationale and Justification: Utility companies, including electricity and metro services, play a critical role in urban governance by providing essential services directly to urban populations. The grievance management systems implemented for these entities typically involve complex workflows, integration with urban service delivery mechanisms, and compliance with government standards. These systems align with the objectives and operational requirements of grievance management applications in the municipal or urban governance domain.</p> <p>We believe that such implementations demonstrate the technical and functional competencies required under this tender criterion and request confirmation that they will be considered as valid experience.</p>	Please refer to the corrigendum
77	SECTION:2 ELIGIBILITY CRITERIA 2.2 Technical Evaluation Criteria Page# 19-20	<p>Sr. 2</p> <p>The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years.</p>	Our query & request related to the Technical Evaluation Criteria is same as that in #1 above.	Please refer to Sr.76
78	SECTION: 4 PROJECT TIMELINES 4.2 Implementation Phase SLA and 4.3.1 Software Application SLA Page# 48-53	<p>Penalty levied Column in Table Note #g "Total liquidated damages to be levied on the SI shall be capped limit at 10% of the CAPEX Contract value."</p> <p>Penalty levied Column in Table Note #f. Total liquidated damages to be levied on the SI shall be capped limit at 10% of the O & M Contract value. However, SCADL/AMC would have right to invoke termination of the contract in case the overall liquidated damages equal 10% of O & M Contract value for 3 consecutive quarters.</p>	<p>We kindly request confirmation that the cumulative penalties, whether incurred during the implementation phase or the Operations & Maintenance (O&M) phase or any other phase, will be capped at a maximum of 10% of the respective phase cost. Although the liquidated damages have been capped at 10% but we request that the same should be explicitly clarified for the penalties as well.</p> <p>This clarification is sought to ensure a clear understanding of the financial implications and risk management associated with the project.</p>	No change, As per RFP

#	Bidding Document Reference (Clause /Page)	Content of RFP requiring clarification	Points of Clarification required	SCADL Response
79	SECTION:2 ELIGIBILITY CRITERIA 2.1 Pre-Qualification Criteria Point no. 6 (PQ-6) Page# 15, 16 & 17	<p>Similar Work</p> <p>The Sole bidder/either bidder (in case of consortium) should have demonstrable experience in SITC (Supply, Installation, Testing, Commissioning) and Operation & Maintenance (O&M) of IT based ERP/CRM/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. / PWD / M.E.S. / SPV / Semi Govt. / Government as below</p> <ul style="list-style-type: none"> • At least one project executed or ongoing of ERP/CRM/ Grievance management application/ workflow management application related to egovernance in urban domain solution with order value not less than 2 Crores <p>and</p> <p>cumulatively have handled minimum of 5,00,000+ complaints in last 3 years.</p> <p>Or,</p> <ul style="list-style-type: none"> • At least two Project executed or ongoing of ERP/CRM/ Grievance management application/work flow management application related e-governance in urban domain solutions with order value not less than 1.25 Crores each <p>and</p> <p>cumulatively have handled minimum of 5,00,000+ complaints in last 3 years.</p> <p>Or,</p> <ul style="list-style-type: none"> • At least three Project executed or ongoing of ERP/CRM/ Grievance management application/ work flow management application related egovernance in urban domain solutions with order value not less than 90 Lacs each <p>and</p> <p>cumulatively have handled minimum of 5,00,000+ complaints in the last 3 years.</p> <p>WO date / Work completion certificate date must fall within below criteria.</p>	<p>In the RFP Under Technical Evaluation Criteria, the said PQ-6 requirement of Eligibility Criteria is divided into two independent criteria's, as mentioned below,</p> <p>1) point 2 on Page# 19 Experience of ERP/CRM/ Grievance system experience is asked, AND</p> <p>2) Point no. 3 on page#20 Number of complaints handling experience is asked separately defining independent Marking for both,</p> <p>Similarly, We would request Authority to separate out said Eligibility Criteria (PQ-6) into Two independent criteria's, that is,</p> <p>1) Bidder should have executed or ongoing project Experience in ERP/CRM/ Grievance management application/workflow management application related e-governance with One project of Rs 2 Crores OR Two projects with Rs. 1.25 Crores each OR Three Projects of Rs. 90 Lakhs each.</p> <p>And ADD new Eligibility criteria as,</p> <p>2) Bidder should have executed or ongoing One or Two or Three Projects in which bidder must cumulatively have handled minimum of 5,00,000+ complaints in last 3 years.</p>	Please refer to the corrigendum
80	2.2 Technical Evaluation Criteria point 2 Page# 19	<p>The Sole bidder/either bidder (in case consortium) should have successful experience of managing similar projects ERP/CRM/ Grievance management application/workflow management application (Ongoing Project) related to egovernance projects in urban domain in last 7 years.</p> <p>- No. of Project Ongoing in last 7 year as per criteria in PQ-6 <input type="checkbox"/></p> <p>For each project fulfilling the mentioned criteria :</p> <p>2 Marks</p> <p>Maximum Marks -20</p>	<p>This clause is under Technical evaluation criteria and Marking.</p> <p>We would request Authority to kindly Clarify / Confirm,</p> <p>1) The Said projects ERP/CRM/ Grievance management application/workflow management application CAN be of any Value (no minimum project value required, to qualify) And</p> <p>2) This project may be without Complaint booking Or</p> <p>2) This project may be with any number of Complaint booking is accepted (without any minimum no. of complaints)</p> <p>Kindly clarify / Confirm.</p>	Please refer to the corrigendum
81	Date Extension request	We request you to please extend the Tender by 02 to 03 weeks considering the complexity of the Tender/project.		Please refer to the corrigendum
82	EMD		The EMD Bank Guarantee format is not available in the published RFP document.In this regard kindly provide the EMD Bank Guarantee format for smooth participation in the Tender which is due on 26 Dec 2024. Also please provide the bank details along with IFSC code.	Please refer to the corrigendum