Corrigendum against No IT/DULB/2018/426 Dated 01.02.201 for Selection of System Partner for Study, Design, Development, Implementation, Operation & Maintenance of Multi Web-Portal Management System in Department of Urban Local Bodies, Haryana

1. **Section 9.2.1 Form 11: Criteria/Sub Criteria and Point system for the evaluation of Technical bids-Criteria at S No 2 shall be read as:**
   a) Experience in Design, Development and Operation of CMS based website for any Government Department or Public Sector Undertaking during last 4 years.

      (i) Upto 4 projects = 4 marks
      (ii) Five (5) to Ten (10) = 16 marks (2 marks for each additional project beyond 5 projects)
   b) Other IT applications shall not be consider in support of this criteria.

2. **Section 9.2.4 Form 14: Team Composition and Task Assignments:**
   a) The manpower to be allocated by the System Partner for the Team Composition and Task Assignments should be in compliance to the post qualification experience levels and minimum qualification prescribed below:

S. No.	Category	Experience level	Minimum Qualification
1.	Project Manager	Above 10 years	B.E/B.Tech/MCA
2.	Team Lead/ Associate Project Manager/ Solution Architect	Above 08 years	B.E/B.Tech/MCA
3.	Senior Software Developer /Engineer / Trainer/Sr Tester / Database Engineer/Content Manager	Above 05 years	B.E/B.Tech/MCA
4.	Software Developer / Engineer/Tester/ Data Analyst/Designer	Above 03 years	B.E/B.Tech/MCA/ BCA

3. **Multi-domain SSL certificate (with 3 year validity):**
   a) The multi-domain SSL certificate (with 3 year validity) shall now be read as "Multi-Domain Wild Card SSL certificate (with 3 year validity)" wherever mentioned in this TOR.

4. **Last Date for submission of Bids is extended as below:**

Last date of online submission of bid	08/03/2018 at 1300 Hrs.
Manual submission of documents	08/03/2018 1500 Hrs.
Date and time for opening of Technical Bids	08/03/2018 at 1600 Hrs

Sr. No.	TOR Section No	Para No	Page No	TOR Existing Clause	Bidder Queries	Department Response
1	2.2	5	23	The overall objective is to connect with the citizens easily & make them inform about the department initiatives/schemes/services etc so that the users shall get the services/information efficiently and quickly anywhere & any time.	To achieve this end objective, proposed solutions should be completely CMS based and should enable integration with current and/or future citizen services applications through APIs. We request that this be clearly mentioned in Scope. In case any actual integration is also required, detailed requirements of such integration may please also be mentioned.	The proposed solution should completely be CMS based as already mentioned in the TOR. For the integration, SP should refer to Section 2.3.1, Para 6 and other related references already defined in this TOR.
2	2.3.1 2.4.1 2.4.2 2.4.2	6 VI III VI	24 28 29 30	6) The websites should have the facility to display contents from departmental applications as per the department requirements by integrating the solution with these applications using Web APIs/suitable mechanism (acceptable by the department as well as security auditors). -- vi. The SP shall also ensure to the study of current IT applications for integration (web linking) with new multi web portals to be implemented in Urban Local Bodies, Haryana. -- III. The SP shall ensure that the proposed Multi Web Portal Management System for Urban Local Bodies, Haryana provides adequate interfacing mechanisms (both at the application and data level) with a view to integrate (web linking) current as well as future applications of Urban Local Bodies, Haryana. Such interfaces shall follow industry standards such as Application Programming Interface (API's) and web services. -- VI. The SP shall design & develop the user interfaces as per the department's requirements and implement workflows, within the application system, with well-defined business rules.	We understand that the scope of this RFP is only CMS based web portal. Integration with citizen services or any other eGov software running at ULBs in not in the scope of this RFP. Web Portal may have provision to integrate using APIs however the integration is not to be done within the scope of this project. Please confirm if our understanding is correct. If not, please give detailed scope of such integration envisaged.	Yes, Integration of web applications is in the current scope of work already defined in the RFP. For the integration, SP should refer to Section 2.3.1, Para 6 and other related references already defined in this TOR.
3	2.3.1	g	25	g) The system should be flexible in configuring if there will be a single database for all the websites or separate database for each site or Multi-database mode for managing websites on separate databases	We understand that this decision will be taken during the requirements finalization and design stage. Hence such changes will not be required at the later stage of the project. Please confirm	As per RFP
4	2.4.1	XII	28	xii. During the system design, the SP shall make necessary provisions for management reports (if any), dashboards, business intelligence tools, SMS/email gateway and Data migration in line with the expectations from Multi Web Portal Management System provided in the functional requirements.	We suggest following specification / requirements that would be useful to ULBs under Dashboard and BI tool. For the Dashboard and BI on Web Portal, Director, ULBs/ ULB should be able to define KPI using different Parameters. It should be allowed to define if the data for these parameters is available online/offlines. Data available in XL should be able to be used for generating reports/ dasboards.	As per RFP
5	2.4.2	VI	30	VI. The SP shall design & develop the user interfaces as per the department's requirements and implement workflows, within the application system, with well-defined business rules.	We understand this this will be for Content Management. There is no application / service process and workflow envisaged on this web portal under the scope of this project. Please confirm	The requisite user interfaces and the workflows shall be implemented for any changes/updation in the web portal (s). Department application workflows shall be maintained by the respective application owners.

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6	2.4.2	VII	30	VII. The department shall have total and exclusive Intellectual Property Rights over the source code written for developing or customizing the Urban Local Bodies, Haryana Multi Web Portal Management System.	A bidder may propose its ready CMS and software framework. This may be customize to the need of requirements finalized under this project. In such case the IPR of the pre-owned software / CMS/ framework would remain with the bidder. Bidder can be asked to handover the Source Code. Bidder can also give perpetual license of the software for internal non-commerial use by the department. We suggest making these changes in the RFP	As per RFP
7	2.4.2	XIII	30	XIII. The System Partner would be required to provide / facilitate centralized MIS reports (if any) to meet the reporting requirements of Urban Local Bodies, Haryana. The System Partner will also ensure anytime-anywhere availability of these MIS reports.	Please give details of what kind of MIS reports are expected. This would be required to do proper efforts estimation	As per RFP
8	2.4.5	Vi	33	vi. Four rounds of trainings at each location shall be provided under this phase by the SP. The locations shall be Urban Local Bodies, Haryana HO and two other locations (as fixed by the Urban Local Bodies, Haryana within the State).	We understand that the IT and Non-IT infrastructure and the training space will be provided by the department of Urban Local Bodies. Please confirm	May refer to Section 2.4.5 Para VII
9	2.5		35	Desirable Timelines for Project Implementation	The project timelies are very idealistic. Department may consider timeline required for preparation by ULBs mainly in terms of data to be uploaded on the Web Portal. This data will have to be collected, verified and then uploaded by each ULB. We request you to revise the timelines considering these factors	As per RFP
10	3.18	4	43	The IPR of complete IT system implemented under this project shall lie with Department of Urban Local Bodies, Haryana and the department shall be the sole proprietor of the IT system implemented. Any patents arising out the work shall be of Department of Urban Local Bodies, Haryana, and bidder/system partner shall have no claim on the same. Bidder should furnish unconditional declaration for supporting the clause only in the format described in the Section - Submission of Bids. --- The IPR of complete IT system/application shall lie with Department of Urban Local Bodies, Haryana. Bidder should furnish unconditional declaration for supporting the clause only in the format described in Annexure 1, Form 10 of this document.	A bidder may propose its ready CMS and software framework. This may be customize to the need of requirements finalized under this project. In such case the IPR of the pre-owned software / CMS/ framework would remain with the bidder. Bidder can be asked to handover the Source Code. Bidder can also give perpetual license of the software for internal non-commerial use by the department. We suggest making these changes in the RFP. The format of Form 10 need to be changed accordingly	As per RFP

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11	9.2.3	Form 13	79	Form no 13	This is fixed bid project and the responsibility of carrying out project successfully lies on the bidder. Form no 13 expects details of onsite/offsite and day wise resource deployment. This may be required in time and material based projects. Hence we request that Form no 13 may be removed. Or the format may be changed to understand high level project plan. Full resorce deployment may not be necessary. Details of Key resource is however being given in Form no 14 In case this format 13 is retained, is it that if more manpower is required, Vendor will be paid extra? If yes, pls include provision for quoting manpower rates in commercial bid.	As per RFP
12	9.2.1		74	Experience in Design, Development and Operation of Web Site / Web Application for any Government Department or Public Sector Undertaking during last 4 years. a. Upto 4 projects = 4 marks b. Five (5) to Ten (10) = 16 marks (2 marks for each additional project beyond 5 projects)	This project involves implementation of 1 main Web Portal and 81 Web Portals of ULBs across the state. Will it not be required that the bidder has similar experience of developing and implementing web portals for ULBs in some other state? The bidder that has done similar project would surely have advantage and purchaser would benefit from similar past experience of the bidder. Thus the evaluation should give more weightage to similar experience of Web Portal development and implementation for multiple ULBs in a Single State. Implementing single Web Portal in different projects is different than implementing multiple Web Portals in similar scenario under single project. With this background, we suggest criteria to be as below: Experience of Design, Development and Implementation of Website for Any Govt / Semi-Govt/ PSU during last 5 years. Upto 20 Websites = 5 Marks 21 to 30 Websites = 7 Marks 31 to 40 Websites = 9 Marks 41 to 50 Websites = 11 Marks 51 and above Websites = 15 Marks If these are the websites for Urban Local Bodies than 2 additional marks for each set of 10 such ULB websites Maximum of 10 additional makrs if 50 or more websites.	Refer to Corrigendum

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13	9.2.1	9.2.1	75	Out of the above projects, the value of each project (a single project or up to a maximum of three projects) based on billable value as specified in the table below. Such amount has to be fully billed and realized for award of scores. Project value in Rs Score > 01 crores 15 > 70 Lakhs <= 1crores 11 > 50 Lakhs <= 70 Lakhs 7 <= 50 Lakhs For example: A bidder submitting 3 projects with each project order value of Rs 30 lacs will get 11 marks as total value of 3 projects will lie in slab between > 70 Lakhs <= 1crores	This is a state wide project and involves web portal for all 81 ULBs. Giving high marks to bidders who have done multiple small projects but may not have proven experince of implementing such single project with multiple web portal in short time may be a risk for project. With this backgound, Will Directorate of ULBs want to give high marks to such small value projects or low complexity? We would recommend below criteria: The value of above quoted project 1 to 4 Cr = 5 Marks 4+ Cr to 10 Cr = 10 Marks 10+ Cr = 15 Marks	As per RFP
14	9.2.1	9.2.1	75	Detailed Project/Work Plan	Directorate of ULBs would agree that it is better to have more of objective marking as compared to subjective marks in evaluation. 30 Marks are already allocated for "Approach and Methodology" and hence these sections for Project/Work Plan and Detailed Resource Deployment Plan can be included in that 30 marks One very important aspect of web portal project is security. The past experience of a bidder to have central web portal for the state with multiple ULBs and STQC certification for the same is very important criteria. Will Director of ULBs, Haryana not give due importance to STQC testing while this state wide project is being planned? With this backgound, we propose this criteria to be changed and marks to be given for experience of bidder for implementing STQC certified webportal for ULBs. Criteria can be: Experience of Implementing STQC certified State level portal for atleast 25 ULBs in the state. = 7 Marks	As per RFP

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15	9.2.1	9.2.1	75	Detailed Resource Deployment Plan of the proposed manpower Including Team structure and CV of the resource(s) proposed separately.	This criteria again is subjective as it does not have details on how the marks would be allocated. There can be objective marks for the CVs being given. Importance should be given to e-Gov and ULB domain experience of the key resources We propose: Project Manager: 4 Marks B.E./ B.Tech/ MCA + MBA 8+ years of Experience Atleast 3 years of Experience in ULB related IT e-Governance Projects Business Analyst: 3 Marks B.E./ B.Tech/ MCA / BCA 5+ years of Experience Atleast 3 years of Experience in ULB related IT e-Governance Projects	Refer to Corrigendum
16	2.3.1 (6)	6	24	The websites should have the facility to display contents from departmental applications as per the department requirements by integrating the solution with these applications using Web APIs/suitable mechanism (acceptable by the department as well as security auditors).	Please list the functional requirement of the integations to be made and whether the APIs will be provided by the department or the same have to be developed	APIs will be developed and exposed by respective application owners to be consumed by the SP to display contents from departmental applications
17	2.3.1 (12), b	12	25	Administration of user rights can be granted for each website individually or transversally for several websites	Please elaborate the requirement	CMS shall have the facility to administer user rights.
18	2.3.1 (12), f	12	25	Access protocol (http / https) management	Will the SSL Certificate be provided by the department or vendor/successful bidder has to arrange for the same	May refer to Section 2.7 Para VI(b), Para XIII and related references in TOR.
19	2.3.1 (12), g	12	25	The system should be flexible in configuring if there will be a single database for all the websites or separate database for each site or Multi-database mode for managing websites on separate databases	Pls. elaborate whether individual websites have to be developed or a common framework has to be developed (i.e. on sub-domains) over which various websites can be developed on the fly. Also, the daabase preference of the department i.e. whether single database has to be maintained or mulitple databases	As per RFP
20	2.3.2	12	25	All the 81 CMS websites should be linked with the main CMS based web portal/website in their respective sections (webpage). The colour theme, look & feel of each website should be the defined by the template design selected but the menu items, images and content should be specific to that website	Kindly confirm that all the 81 department of ULB will have individual websites & will be linked to main dept. website through external link or whether they will work as subsites to the main website	All websites shall be separate websites configured in single CMS solution

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21	2.3.1, 2.3.2	18, 11	26, 24	Shall support popular mobile browser over Windows, android and IOS platform. Shall be capable of storing and delivering content and services to mobile devices, such as mobile phones, smart phones, tablet and PDAs	Please clarify whether mobile responsive websites is the only requirement or whether individual mobile applications are required. If so, pls. provide the number of mobile applications to be developed and the relevant platforms	Shall be completely responsive websites
22	2.3.2	17	26	Shall have multi-lingual option of up to 2 languages (English and Hindi).	Please clarify whether hindi content will be provided by the department for uploading the same onto the websites or whether translation and content writing are also part of the scope of work . If Yes, Kindly make provision for content translation and writing within the financial bid format and indicate the volume of content to be written and/or translated per website/page	Labels and Static content shall be the responsibility of the SP
23	2.4.4	3, (f)	32	The SP shall also ensure necessary security audits from the State designated agency/third party to be nominated by Urban Local Bodies, Haryana.	Please clarify how may Security Audits & STQC Certifications have to be conducted for this project	May refer to: Section 2.4.4, Para V Section2.4.6, Para I Section 2.4.7, Para VII
24	2.3.2	11	26	System should have the capability for having multiple content administrators for content management and provision(s) for users with different roles for content publishing operating in workflow process like content up loader role user for uploading content and publisher role user publishes the content. Content gets displayed on the website only after publishing.	Please clarify whether a 2 stage workflow is required or a 3 stage workflow is required within the CMS	As per the requirement from the department at system study stage. Usually 2-4 levels may be consider
25	2.5	-	35	Desirable Timelines for Project Implementation	Currently,timelines are 100 calendar days for Project Sign-Off. We request you to kindly increase the timelines from 80 days to 180 days atleast	As per RFP

26	2.2 About Pr	1	23	To manage it, the Government has taken the decision for development of respective web portal cum websites for its all 81 ULBs offices currently comprising of 10 Municipal Corporation, 18 Municipal councils and 53 Municipal Committees across Haryana along with the master website cum web portal for the Directorate of Urban Local Bodies situated in Panchkula.	1. How many websites / web portal are already developed from these 81 ULBs?
					2. Kindly share the below details for the developed ULBs website / web portal:
					    2.1. URL of Website / Web Portal
					    2.2. Technology Stack
					    2.3. Total Number of Pages
					    2.4. Functional Coverage
					    2.5. Features & Functionality (List)
					3. We assume that once the proposed website is developed all existing website of ULBs will be
						New websites will be developed from scratch

27	2.2 About Pr	3	23	The current scope relates to establishing a web portal cum website for the Department Directorate /Head Office along with the built-in framework for 81 websites in Content Management System (CMS).	1. Do you want to manage all 81 ULB website + 1 Main Website from single CMS? OR 2. Do you want separate CMS for each Website? Kindly provide the clarity on this	Single CMS

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28	2.3.1 Web Po	1	24	OTP based (Both Mobile and e-mail id) authentication shall be pre-requisite and SMS/Email gateway required for this functionality	1. We assume that department / client will provide the SMS Gateway to vendor. Please confirm 2. If above is not the case then kindly share the average SMS required to be procured / month by the vendor	May refer to Section 2.8 Para ix. Integration shall be the responsibility of the SP
29	2.3.1 Web Po	2	24	The portal should have portlet with drop down to select the Municipality website to which navigation is to be done or carry 3 different place holders / sections (individually for Municipal Corporations, Municipal Councils and Municipal Committees) on one page to carry linkage of all 81 ULBs websites. The users should be able to reach website of any of the ULB's by navigating across the portlet or 3 sections available on the web portal. User Modules (WEB LINKS) as applicable to the department functional needs for the services being provided by the department to the stakeholders/citizens	1. We assume that all 81 ULB website will have a common look & feel and navigation structure. Please confirm.	May refer to Section 2.3.2 Para 7
30	2.3.1 Web Portal		24	The entire solution should be hosted as a single instance to cater to all the 82 web portal cum websites	1. The required hosting Infrastructure for the hosting will be provided by the client. Please confirm	May refer to Section 2.7 Para VI(a), Section 2.8 Para VII, and related references in commercial etc
31	2.3.1 Web Portal		24	The websites should have the facility to display contents from departmental applications as per the department requirements by integrating the solution with these applications using Web APIs/suitable mechanism (acceptable by the department as well as security auditors).	1. We assume that here the applications is referring to the 81 ULB websites. Please confirm. 2. If above is not the case then which applications needs to be integrated with the proposed website? 3. What type of content to be shared in the main website? 4. if these applications are different then 81 ULBs Website then we assume that department / client will provide the Web Service / API for integration. Please confirm	APIs will be developed and exposed by respective application owners to be consumed by the SP to display contents from departmental applications
32	2.3.1 Web Portal		25	Access protocol (http / https) management	1. Kindly share how many SSL certificates require for the proposed system?	May refer to Section 2.7 Para VI(b), Para XIII and related references in TOR.
33	2.3.2 CMS (Content Management System)		26	Modules for creating commonly used features such as feedback, sitemap, news, newsletter, etc	1. We assume that these functionalities to be developed for main website only. Please confirm.	For all 82 websites as per ULB requirement
34	2.3.2 CMS (Content Management System)		26	Shall have multi-lingual option of up to 2 languages (English and Hindi).	1. We assume that required content for the websites in both languages will be provided by the client. Please confirm	Raw Static content shall be the provided by the Department in English
35	2.4 Approach to Project Implementation		27	Phase-4: Deployment of required infrastructure for Operationalization of IT Application (Multi Web Portal Management System)	1. We assume that all required hosting infrastructure, Software & Hardware licenses will be provided by the department / client. Please confirm	As per RFP May Refer to Section 2.7, Section 2.8 and other related references for SP clarity

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36	2.4 Approach to Project Implementation		27	Phase-5: Training to staff members of Urban Local Bodies, Haryana as well as other stakeholders for effective use of the system	1. Kindly share the locations where training is required. 2. How many staff members need to be trained during Training Period? 3. We assume that required infrastructure (For e.g. Laptop, Projector, Space etc.) for the training will be provided by client. Please confirm	May Refer to Section 2.4.5 for details
37	2.4.1 Phase 1: Detailed Functional Requirement study, System Requirements Study and System Design		28	During the system design, the SP shall make necessary provisions for management reports (if any), dashboards, business intelligence tools, SMS/email gateway and Data migration in line with the expectations from Multi Web Portal Management System provided in the functional requirements. It is very important that the Multi Web Portal Management System should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.)	1. Kindly provide information on below queries regarding Data Migration: 1.1. Which data is to be migrated? 1.2. In which 'Form'/'format' the data will be provided to the bidder? 1.3. Is there any data entry work involved in the scope of work? If yes, then let us know the quantum of such data.	As per RFP
38	2.4.2 Phase-2: Design, Development, implementation, configuration, integration and software testing of IT Application (Multi Web Portal Management System)		30	The System Partner would be required to provide / facilitate centralized MIS reports (if any) to meet the reporting requirements of Urban Local Bodies, Haryana. The System Partner will also ensure anytime-anywhere availability of these MIS reports.	1. Please provide list of MIS reports to be generated from the system? 2. Kindly share the sample format of each type of MIS report.	As per RFP

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39	2.4.3 Phase-3: Supporting User Acceptance Testing of the IT Application (Multi Web Portal Managemen		31	The SP shall help the end user in performing the testing of the solution based on the test plan and criteria; document the results and shall fix the bugs found during testing.	1. We request you to remove the "End User" from the requirement as practically this will not be the feasible scenario.	As per RFP
40	2.4.3 Phase-3: Supporting User Acceptance Testing of the IT Application (Multi Web Portal Managemen		31	The SP shall ensure to incorporate the necessary changes in the IT Application (Multi Web Portal Management System) as many number of times till the system has been accepted by the end user.	1. What will be the satisfaction criteria? Kindly share the same with us.	As per RFP
41	2.4.4 Phase-4: Deployment of required infrastructure for Operationalization IT Application (Multi Web Portal Managemen		31	The SP shall ensure the complete system testing internally and performing necessary security audits from the state designated agency/third party to be nominated by Urban Local Bodies, Haryana before making it Go-Live	1. Who will bear the cost for Security Audit? 2. If bidder has to bear the cost then please let us know State designated agency/third party nominated by Urban Local Bodies, Haryana. 3. If bidder has to bear the cost then please let us know how many security audit should we consider before GO LIVE and during 3 Years of Operation & Maintenance. 4. If department will develop the new website using Site Builder Wizard in that case performing security audit for those website(s) is not vendor's responsibility. Please confirm	May refer to: Section 3.2.1 Para XI Section 2.4.4, Para V Section2.4.6, Para I Section 2.4.7, Para VII and other related references
42	2.5 Desirable Timelines for Project Implementation	1	35	The project would need to be implemented and fully operationalise within a period of maximum of 100 days.	1. Looking at the scope of Work to develop 81 ULBs websites and 1 main website + Content Distribution Management + Dynamic Website Builder Wizard it seems that 100 Days are not sufficient therefore we request you to kindly increase the timeline and keep atleast 6-8 Moths (24-32 Weeks).	As Per RFP

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43	2.7 Bidder Responsibilities		38	Impart training to the end users and also develop Training materials.	1. We request you to remove the "End User" from the requirement. 2. We suggest you to choose the selected employees (8 to 10), to whom our trainer will provide training along with Training Material.	As Per RFP
44	General			Features & Functionalities	1. Kindly provide the list of features & Functionalities to be developed in Main website + in other 81 Websites.	As Per RFP