

Response to query of bidders

Sr. No.	Bidder's Name	Clause as per the RFP	Query / Request raised by the bidder	Response from NWCMC
1.	CMS	Number of e-Governance projects in local body	Request to be modified as experience in e- Governance projects in India with any Government body (Experience only in local body is limiting the choices of bidders. Bidder may have executed numerous e- Governance projects in country at various Government levels and may not have executed e- Governance project in local body. This clause will deprive such bidders to participate in tender.)	This clause can not be modified
2.	CMS	Team experience on e-Governance projects in ULBs in India	Request to modify the same as above	This clause can not be modified
3.	CMS	Deploy e- Governance applications on an outright purchase model	What is outright purchase model? Is it not possible for the bidder to build the models in house?	Outright purchase model means NWCMC will pay price for various egov application modules that would be quoted by the bidder in their bid.
4.	CMS	Bidder should have successfully implemented integrated e- Governance projects in at least three Urban local bodies in India in last 5 years.	Request to modify it as-Bidder should have successfully implemented integrated e- Governance projects in at least three Government bodies in India in last 5 years.	This clause can not be modified
5.	CMS	Client side IT requirement and WAN	Is this the requirement of CFC? If not who are these clients.	Client means CFC / Zonal offices as mentioned clearly in the commercial bid format.
6.	CMS	CFC at Zonal office and CFC at administrative office	What is the functional difference between CFC at Zonal office and CFC at administrative office?	The only difference in CFC at Administrative office & Zonal offices is the IT infrastructure that required at the respective CFC and the same is mentioned in the commercial bid format.
7.	CMS	Construction and site preparation of CFCs and KIOSKSs	Who will be responsible for these items?	NWCMC will create CFCs mentioned in the RFP. Cost of such infrastructure creation will be borne by NWCMC. However, vendor is free to create additional CFC / delivery channel at their own cost.

Sr. No.	Bidder's Name	Clause as per the RFP	Query / Request raised by the bidder	Response from NWCMC
8.	CMS	KIOSKS	What is the difference between Kiosks & CFC?.	<p>CFC'S means Citizen Facilitation Center where citizen can avail, apply for various services to the person at helpdesk in CFC and pay the fee for various services that he may like to have from NWCMC.</p> <p>Kiosks mean an Interactive computer terminal (without human help) that provides information access via electronic methods. Most kiosks provide unattended access to web applications. Ex. Railway reservation status and availability kiosk at railway station.</p>
9.	CMS	Physical Security and housekeeping of CFCs and KIOSKS	The responsibilities of these activities are not specified.	Bidders will be responsible for these items.
10.	CMS	Maintenance of MAINet including change management	What is the present set up for maintenance of MAINet by NWCMC? What is the period of resnet AMC for MAINet? Will NWCMC provide the source code and all documents of MAINet to the successful bidder for maintenance and change management?	<p>a. NWCMC is under process of implementation KDMC's MAINet. AMC / maintenance / change management of MAINet will be done by KDMC. The cost of Annual Technical Support (ATS) for KDMC's e-governance solution - MAINet is Rs. 5,38,936 (Rupees Five Lacs Thirty Eight Thousand Nine Hundred Thirty Six Only) excluding all taxes as applicable at the time of billing. The scope of work for ATS is with NWCMC and will be made available on request application.</p> <p>b. One time Cost of MAINet Integration is Rs. 11,02,366/- (Rupees Eleven Lacs Two Thousand Three Hundred and</p>

				<p>Sixty Six only) excluding all taxes as applicable at the time of billing. The scope of MAINet Integration is available with NWCMC and will be made available on request application. Changes required in KDMC's software for integration will be done by KDMC and the bidder should only provide cost of similar changes in their software.</p> <p>c. The charges towards software design & Programming efforts for system change orders equal to 3 man-months will be Rs. 3,41,774 (Rs. Three Lacs Forty One Thousand Seven Hundred and Seventy Four Only) excluding all taxes as applicable at the time of billing. These are optional charges which NWCMC may avail as and when needed in year 2010-11.</p> <p>d. With reference of point No. 10 (a),(b),(c) , Source Code of MAINet will not be required & will not be provided by NWCMC.</p>
--	--	--	--	---

Sr. No.	Bidder's Name	Clause as per the RFP	Query / Request raised by the bidder	Response from NWCMC
11.	HCL	Current KDMC application Having 11 Modules would be retained and new vendor is to integrate his application consisting of 7 modules to this current application.	This is to be changed to KDMC is a Bspoke Application & will have integration issues with Bidders e-Governance Application and hence NWCMC should allow bidders to quote all required modules with data migrations from Old to New System	It is already clarified in point no. (10) above.,
12.	HCL	Technical Evaluation - (Bidders Competence and Experience)- Bidder should have done 5 or more e-Governance Projects in ULB's in India (40 Marks)	This is to be changed to 20; more Projects of e-Governance in ULBs in India (40 Marks) ; 1 or more Projects of e-Governance in ULBs in INDIA (20 Marks) ; Less than 1 Project (0 Marks)	This clause can not be modified
13.	HCL	The bidder should have annual turn over of Rs. 15 Crores from Software Development/Software Services in Last 3 years from Indian Operations and should be profit making	This should be changed to : The bidder should have annual turn over of Rs. 15 Crores from IT/Software Development/ Software Services in last 3 years from Indian Operations and Should be profit making	(out of these turnover the Software Development / Software Services components should not be less than 10 Crore.)
14.	HCL	The bidder should have a Networth of Rs 20 Crores in the last financial year	This should be changed to : The bidder should have a networth of Rs. 50 Crores in the last financial year	This clause can not be modified
15.	HCL	The bidder should have implemented e-Governance in at least 3 ULBs in last 5 years-> copy of Relevant Work orders and Client Testimonials to be submitted	This should be changed to : The bidder should have experience of working in the BOOT/BOT model for E-Governance in Municipal Corporation i.e. at least one of their BOOT/BOT project should be operational.	This clause can not be modified

Sr. No.	Bidder's Name	Clause as per the RFP	Query / Request raised by the bidder	Response from NWCMC
16.	HCL	Bidder should have software development center in Maharashtra Undertaking & proof of having the same to be submitted	Today, it is global phenomenon to do off-shore outsourcing where development centers need not be located in the same geography. More over, it is against CVC guidelines NWCMC Should consider this and amend the statement to "The bidder should have software development center in India".	This clause can not be modified
17.	HCL	The bidder should have experience of implementing E-Governance Solution on Oracle Technology	Its brand specific	NWCMC has already purchased Oracle & it is therefore required that bidder has experience of implementing e-governance solution on Oracle
18.	HCL	Bidder will Maintain KDMC's E-Governance Application Including Change Management for 10 years	Acceptable only if Source Codes provided to bidder Would NWCMC provide the source code of KDMC's E-Governance Application?	It is already clarified in point no. (10) above.
19.	HCL	NWCMC commits Minimum nos. of 100 transactions per working day.	Please define Transaction and name the types of "Transactions" which NWCMC would consider for making payments to the selected bidder?	<ul style="list-style-type: none"> * Birth and Death Certificate * No Objection Certificate * License Certificate * Property * Water Tap Permission * Sewerage Connection Permission * Building Permission
<p>Apart from KDMC's MAINet Modules, N.W.C.M.C. reserves the sole rights and ownership on the Softwares or Modules or Source Code of such Softwares or Modules which be developed by the Bidder for N.W.C.M.C.</p>				

Sd/-
Municipal Commissioner
Nanded Waghala City Municipal Corporation,
Nanded