

Responses for Pre-Bid Queries

S. No.	Vendor	Query S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response from DDA
1.	Vendor-I	1	Page no 2, Under the clause terms and conditions	Tenderers are required to deposit e-Tender annual charges amounting Rs.20,000/-, tender fee amounting Rs.590/- and EMD amounting Rs.50,000/-	In general bidders are invited to pay only EMD & tender doc cost, but here an e-tender annual charge is also required. Please clarify	SAME AS PER E-TENDER DOCUMENT.
2.		2	Page no 4, Clause no - 10	The bidder shall furnish a demand draft of the amount equivalent to 5% of the contractual amount of the work as security deposit after adjusting the earnest money and shall also furnish a Bank Guarantee of the amount equivalent to 10% of the contractual amount of the work as Performance Bank Guarantee. The Performance Bank Guarantee shall be valid till the expiry of three months after the completion of the contract.	Security deposit against the project is very high, in general only 10% of the contract value is kept as Security deposit in the form of BG till the contract period. Request to consider the clause.	SAME AS PER E-TENDER DOCUMENT.
3.		3	Page no 4, Clause No 15	All the officials deputed by the vendor shall be paid the salaries, travel allowances etc. by the tenderer and the officials shall continue to be employees of the tenderer even after expiry of the assignment and DDA shall have no liability whatsoever, in this regard.	The tender demands the deployment & configuration of web & mobile based grievance management system on SAAS model but as per clause it states that bidder has to run the call centre operation as well. If bidder has to operate call centre along with Software then kindly	DDA will operate the Call Centre.

					mention the No. of seat and shift required to operate the call Centre.	
4.		4	Page no 5, Clause No 19	Payment Terms	Request to break the payment terms proportionately as per milestone.	SAME AS PER E-TENDER DOCUMENT.
5.		5	Page no 5, Clause No 19 C	The agency shall be paid for dedicated man power on quarterly basis after receiving the invoice.	Please clarify the number of manpower to be deputed on premises.	SAME AS PER E-TENDER DOCUMENT.
6.		6	Page no 4, Point 12	Initially the assignment shall be for a period of one year and it may be extended for the second & third years at the discretion of DDA, if the services of the tenderer are found satisfactory, at the same rate and same terms and conditions excluding one time set up and configuration charges for Mobile based and Web enabled Online Public Grievances & Redressal System Application Software as a service for DDA (SAAS Model) which will be paid once in the first year only.	Please mention how long will the maintenance period be.	As per E-TENDER DOCUMENT.
7.		7	Page no 8, Annexure - 1	The agency will customize / develop the application as per DDA's requirements and will get it tested from SA&GR deptt before making it live for the general public.	Please elaborate on the role of SA&GR department?	-SAGR is the Nodal Department for this Project.
8.		8	Page no 11, Clause No 4	Selected agency is expected to deliver the mobile application on application store (Google Play,	Please clarify who will bear the cost of Play store subscription?	DDA will bear the cost of Play Store Subscription.

				Apple and windows) and also make web enabled software live within Six weeks of receiving the work order.		
9.		9	Page no 8, Point 1(v)	The system should make a provision to allow the Level1 officer to forward the case to highest level officers for resolution.	Will this be allowed at any instant of time or will it be time bounded?	This is an application based workflow engine which facilitates time-bound and rule based resolution.
10.		10	Page no 9, Point 1(ix)	The system should maintain a list of disposals made by departments.	What is referred as disposal here?	Disposal means "Action taken and case status : closed".
11.		11	Page no 9, Point 1(x)	The System should have an option for flagging important records.	What type of flagging is required here? Flagging only grievances or its reports?	To be Decided (Flag Code) during SRS Stage and software customization stage.
12.		12	Page no 9, Point 1(xi)	System should have reminder facilities for pending / prioritized grievances.	Is prioritization based on Geo location or magnitude of the grievances?	"User friendly Reminder facilities" feature is required. But to be decided during SRS Stage.
13.		13	Page no 9, Point 1(xiii)	The system shall be able to prioritize/categorize the grievances depending upon the source.	Is categorization also related to prioritization?	Software will have this feature. Values for Categorization / Prioritization will be provided during SRS stage.
14.		14	Page no 9, Point 1(xii)	System should have a facility to communicate with more than one department for solution of any grievance.	Please elaborate on this point? What mode of communication is required?	Grievance may require responses from more than one Department within DDA or from organizations of other Government Departments. Software System shall

						have features to forward such to Grievances to many User Departments and further follow up till final response (Close) from those Departments and provide a single view to SAGR for providing response to the Complainant through SMS, WhatsApp, email, etc.
15.		15	Page no 9, Point 1(xiv)	Write a note on the concerned reference for view by the senior Officers.	Please elaborate on the references? How will they be mapped and who will mark them?	Status of pending Reference (grievances) to be displayed (through access by Name, Ref.No, keyword search etc) in a particular order (ascending / descending) as demanded.
16.		16	Page no 10, Point 1(xvi)	CRM module to be developed for registering complaints from various sources i.e. through Citizen Application, Web Application, Twitter, Facebook , telephone and social media etc. and CRM must be integrated with IVR(Interactive Voice Response). CRM module should have a feature to edit the category/contents of the complaint incorrectly chosen by the complainant.	Will we have to implement speech to text conversion API in complaint logging through IVR or will there be predefined categories to lodge complaint independent of speech track? Or will be there a manual insertion of complaints?	SAME AS PER E-TENDER DOCUMENT. In addition, Best Industry solution, such as S2T conversion API etc., for this purpose to be provided.

17.		17	General	Lists of features needed in the app end, accordingly the REST API can be created.	Please mention the list of flow that are needed in app based on which the service API can be developed.	Will be frozen during the SRS stage.
18.		18	General	Request for extension of submission date of tender.	As per the RFP, date of submission is on 27th December. Since we need more clarification in the RFP document, we request you to extend the date of submission by at least 10 days.	Notified. Please visit CPP Portal and DDA's website., for revised E-tender schedule (if any).
19.	Vendor-II	1	Page No 2, 1st Point	Tenderers are required to deposit e-Tender annual charges amounting Rs.20,000/-	Since we are already registered with CPP (central Procurement Portal) - for etendering, we request you to kind wave off the E-tender Fee.	SAME AS PER E-TENDER DOCUMENT.
20.		2	Page5, Clause 18. Eligibility Criteria of Tenderer:	Tenderer must be ISO or CMM certified	Since its purely application development so Request the authority to kindly make compulsory of ISO 9001, ISO 27001 & CMMI level 3 certification as all these are meant for software and IT.	Accepted.Bidder must be ISO 9001 and CMM level 3 (or above) certified on the day of Bid submission.
21.		3	Page1, IMPORTANT DATES:	Bid submission end date & time, 27.12.2017 3:30 PM	The pre bid is scheduled for 20th Dec and submission is on 27th Dec, We request the authority	Notified. Please visit CPP Portal and DDA's website., for revised E-tender schedule (if any).

					to kindly extend the submission date Reasonably to allow sufficient time to vendors for preparation and submission of bids	
22.		4	Page5, Clause 19. PAYMENT TERMS :	b.) The agency shall be paid for User License on a quarterly basis after the completion of a particular quarter. Within the first 30 days of activation, the user charges shall be paid on prorata basis and after 30 days of activation, DDA will pay minimum of 200 users. The payment shall be made after receiving the invoice.	We understand that if the user base is less than 200 then to DDA will pay us for the minimum of 200 users & incase if the user base increases beyond 200 then it will be paid on actuals.	SAME AS PER E-TENDER DOCUMENT.
23.		5		c.) User will be counted on the basis of number of mobile application uploaded on mobile phones and activated by the mobile authentication process. One user will have only one authenticated and activated application for example; 200 activated applications would mean 200 mobile applications uploaded and activated on 200 smart phones.	What will be the minimum user base, Can department specify some numbers of the same.	Same as per e-Tender Document. It is clarified that User can be Pubic Users as well as DDA registered Users. But payment will be made only based on number of DDA Registered users.
24.		6	Page 11, Clause 2. Training	The Agency shall provide training free of cost one day (08 hours) once per month (i.e. 12 Training session per year) at central location & venue provided by Department.	Can you please suggest no of participants in the training program?	Approx. 25 – 30 no. of participants.
25.		7	Page 11, Clause 5. Platform:	1. Mobile application in a. Android b. I phone c. Windows app	Microsoft has stopped providing updates to windows application. Kindly suggest.	As per the Tender Document.

26.		8	Page 10	Point No xvi. - Call centre Software :- CRM module to be developed for registering complaints from various sources i.e. through Citizen Application, Web Application, Twitter, Facebook, telephone and social media etc. and CRM must be integrated with IVR(Interactive Voice Response).	Pls suggest the Technology to be used .Net or Php or any other or its upto us to decide	Bidder has to decide. DDA needs best Industry solution. This CRM Module to be interoperable with the DDA CMS Application which will be developed on Open Source Technology.
27.		9	Generic	3. Please correct if this is wrong	<ul style="list-style-type: none"> • Mobile application à Citizens and field officer. • Web application à Citizens / Admin and their official team including field officer 	As per the Tender Document.
28.		10	Page 8, ANNEXURE-I, SCOPE OF WORK, S. No iii - Requirement Description	The system shall be able to forward grievance to concerned Level one officer. System should also have the facility to direct a grievance to multiple departments (designated departmental officers).	So will this be managed internally from Admin panel, wherein they will connect one dept. to list of dept.? Not from citizen app where they gets option to select multi department for one complain at a time. Kindly Clarify	As per the Tender Document. Also Refer to Response given in Serial No. 14.
29.		11	Page 8, ANNEXURE-I, SCOPE OF WORK, S. No iv - Requirement Description	If grievance pertains to the concerned Deptt., the officer resolves or notes the redressal steps in the system. If grievance does not pertain to his/her department, he/she forwards grievance to concerned department/Departments Level 1 officer.	This will be done through email added in admin account. So this will be shown in their email account along with this account or not? Kindly Clarify	As per the Tender Document. Also Refer to Response given in Serial No. 14.

30.		12	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No vi - Requirement Description	System at all the stages will provide the details of status of Grievance. The real time status of complaint resolution will be notified to the complainants, who could also give their comments/feedback on it.	This will be done through email added in customer account. So this will be shown in their email account along with this account or not? Kindly Clarify	As per the Tender Document. System needs to have features to send response to Complainant through SMS, WhatsApp or email etc. Also Refer to Response given in Serial No. 14.
31.		13	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No viii - Requirement Description	The system shall maintain the details of work/application that has not been addressed within the prescribed time, number of days of delay of the grievances registered in the DDA office.	So will this be hard coded or you want this time frame to be managed through UI? Kindly Clarify	Refer to Response given at Serial No. 15.
32.		14	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No x - Requirement Description	The System should have an option for flagging important records.	a. Here important record means >complaints of important/ severe nature. b. Flagging record means > complains c. Flag means/ un-flag both option will be there Kindly Clarify	Refer to Response given at Serial No. 11.
33.		15	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xi - Requirement Description	System should have reminder facilities for pending / prioritized grievances.	So there will be a section in admin panel to show list of grievances and when we select any grievance, system shows the option i. Prioritize grievances ii. To set reminder Please correct if this is wrong.	“User friendly Reminder facilities” feature is required. But to be decided during SRS Stage. System needs to have features to send response to Complainant through SMS, WhatsApp or email etc. Also Refer to Response given in

						Serial No. 14 and 15.
34.		16	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xii - Requirement Description	System should have a facility to communicate with more than one department for solution of any grievance.	a. You want this to be done through chat module, where all members of admin will be auto listed and persons handling the complaint, can reach them. b. Email from my account only to other departments or through some other means. Pls Clarify	Refer to Response given in Serial No. 14 and 15.
35.		17	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiii - Requirement Description	The system shall be able to prioritize/categorize the grievances depending upon the source.	Here source is mobile and web app for customers. Right?	As per the Tender Document.
36.		18	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 1	To submit the location of the site, selfie along with a brief description of the issue being dealt by Officers/Officials who are required to go to field inspections.	a. This is for sub admin who as per complain, visits the site for clarification called as field officer. b. There would be mobile app (for filed officer. If yes, then does this means it would be in all three types of platform)	As per the Tender Document.
37.		19	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 2	System should allow such Officers/Officials to save the draft in case of no/slow internet connectivity for uploading the same later on.	This is for field officer and other sub admin users. And this feature is available on both mobile and web, right? Kindly Clarify	As per the Tender Document. System should provide best industry solution.

38.		20	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 4	For marking the attendance of the Officers/Officials acquiring GPS location and the same are to be made available to be seen both by DDA Officers/Officials and other Officers who have been given privilege to view attendance details.	Attendance management system and its processing using GPS. Please provide some input on this. Does this means all officer/officials shall have mobile app login? Kindly Clarify	As per the Tender Document. Further details will be made available during SRS stage to the selected vendor.
39.		21	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement DescriptionBullet 6	Update the leave status by a particular Officer and during that period, automatic assignment of references to the linkedOfficers.	a. Leave request and handover module also to be included. need clarity on i. Leave request for what set of user types.ii. Handover can be initiated by super admin only or their sub adminsKindly Clarify	As per the Tender Document. Further details will be made available during SRS stage to the selected vendor.
40.		22	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 5	Bookmark for quick reference by a particular Officer.	Bookmarks will be for complaints or something else Kindly Clarify	For all References related to Complaints in the Workflow System.
41.		23	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 7	Write a note on the concerned reference for view by the senior Officers.	a. References means complaints? Kindly Clarify	Yes, Reference means both hard and soft copy of grievance/ complaint/ communication received (through IVRS), etc.
42.		24	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 9	Provision to bulk update specific issues.	a. Does this means, when admin checks complains of similar nature, they can select all those and send them reply at one go?	Yes. The system should be able to collate and pin all the related complaints based on keyword (s) – specific issues - and for which system

						should have provision to bulk updates.
43.		25	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 13, Sub bullet 6	Messaging between admins.	Is it like a. Through chat features? b. If yes, through chat then what segment of user types can be seen here? Only backend team/official. Will this also include field officer? Kindly Clarify	As per the Tender Document. System needs to have features to send response to related User Departments through SMS, WhatsApp or email etc. Also Refer to Response given in Serial No. 14.
44.		26	Page 9, ANNEXURE-I, SCOPE OF WORK, S. No xiv - Requirement Description Bullet 14	Use of Google or any open platform map to show walking path while on inspection.	Similar to UBER where we can see where and on which road the user is onto. Kindly Clarify	As per the Tender Document. Vendor should provide Best Industry Solution.
45.		27	Page No. 10, ANNEXURE-I, SCOPE OF WORK, S. No xv - Requirement Description	Based on the channel of grievance, source of grievance, type of grievance, Deptt. to which grievances pertain, Period from and to during which grievances have been received, Grievances marked to Officers, Grievances marked by Officers Status of the grievances (closed/replied/pending/ On hold/ any other during a particular period, any other parameter.	a. Please provide some definition and correlation of it here	System should facilitate MIS Reports as per requirements given in this Clause. Further details will be made available during SRS stage to the selected vendor.

46.	Vendor-III	1	Page No. 5: Eligibility Criteria of Tenderer / Point Number "a".	The Tenderer must have an office in the territory of Delhi, NCR.	<p>1. In this mentioned criterion, our request is to change the criteria from only office in Delhi to anywhere in India, because we are serving in IT industry since long time and though our office is at Ahmedabad we have work with our overseas client and provided them satisfactory solutions. Many of the IT companies are working for overseas clients. Hence, our request is to remove these criteria.</p> <p>2. More in this, since last few years we have worked with many of government clients, which are there in Delhi and we have provide solutions to them. Please find the few lists of clients mentioned below:</p> <ul style="list-style-type: none"> • New Delhi Municipal Council (NDMC) • South Delhi Municipal Corporation (SDMC) • East Delhi Municipal 	Clarified as: “The Tenderer must have an Office - Project Office - located in the territory of NCT of Delhi / NCR, and Tenderer’s Registered Office anywhere in India”.
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					<p>Corporation (EDMC)</p> <ul style="list-style-type: none"> • Delhi Development Authority (DDA) <p>3. Though our company is in Ahmedabad and still we have many employees working in Delhi government department. The employees are NCR Local bases. Hence, we ensure you to provide the best quality of our work if awarded.</p>	
47.		2.	Page No. 8 ANNEXURE-I	The selected vendor will study this application to have basic idea of the features existing in the app being used by DDA at present and will further customize / develop the application as per DDA's requirements.	We would request you to please share more details on the future customization and changes so that we can freeze the scope.	<p>Relevant Details on the existing DDA's App will be uploaded in the website http://www.dda.org.in under the Tender Section.</p> <p>Further details will be made available during SRS stage to the selected vendor.</p>

48.		3.	Page No. 11, Platform / Point Number 5	Window - Display Orientation Portrait or landscape both	<ul style="list-style-type: none"> • In the case of business application window environment Upto the marked. More details check below points: <p>(1) Windows-based devices consist of less than 3% of the entire smartphone population. So is it not worth to develop an app for Windows</p> <p>(2) Windows Phone development has extra costs. You have to pay for the full version of Visual Studio and you have to pay an annual fee (99\$) if you want to publish an application or deploy your app on your device.</p> <p>(3) No rich notifications, no custom widgets, no live wallpapers, no true multitasking, no broadcast receivers and content providers, no openness, no abilities.</p> <p>(4) Recent market studies show that Microsoft's mobile operating system is</p>	No change. As per the Tender Document.
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					<p>gaining traction, but at tortoise speed. Slow adoption of an operating system may not seem immediately important, but it does infect consumer experience.</p> <p>(5) Version incompatibility</p> <ul style="list-style-type: none"> For more details please check below URL: https://www.onmsft.com/news/top-five-reasons-avoid-windows-phone-and-keep-your-android-device We request you to kindly remove this Clause. 	
49.		4	Page No. 21, ANNEXURE-VI-B	Year of OCP certification for DBA from ORACLE	<ul style="list-style-type: none"> Having gone through the tender provided by you, we understood that you need a SaaS based solution. SaaS being a cloud-based infrastructure and OCP being an old DBA certification is not compatible with SaaS. We request you to kindly remove this 	Accepted and this feature “Year of OCP certification for DBA from ORACLE” is generalized as “ Year of DBA Professional certification (if any) from (DBMS – name to be specified) ”.

					Clause. We think there might be have been a mistake from your end regarding the request to present an OCP certification for DBA from ORACLE.	
50.		5.	Page No.5 , Eligibility Criteria of Tenderer / Point Number 18	The Tenderer must have had an average turnover of more than Rs. 75 lakhs during previous three years from software development & maintenance.	<ul style="list-style-type: none"> • We request you to change the criteria from 3 years to the last financial year, as our company is a start-up company in IT industry and even now our government is also supporting to small and medium scale enterprise, hence our request is to change the criteria. • Hence, we request you to consider our work experience rather than the years of experience in industry. We are expertise in development of mobile application and we have worked with many of the government department in different state and we have provided this type of solutions. 	No Change. As per the Tender Document.

					<p>Please find the name of the city and state list mentioned below for the solution we have provided to them.</p> <p>1. Gujarat: -</p> <ul style="list-style-type: none"> • Ahmedabad Municipal Corporation (AMC) • Junagadh Municipal Corporation (JMC) • Ahmedabad Urban Development Authority (AUDA) • Surat Municipal Corporation (SMC) • Commissioner of Geology and Mining (CGM) <p>2. Madhya Pradesh (MP):-</p> <ul style="list-style-type: none"> • Indore Municipal Corporation (IMC) • Jabalpur Municipal Corporation (JMC) <p>3. National Capital Region (NCR)</p> <ul style="list-style-type: none"> • New Delhi Municipal Council (NDMC) • South Delhi Municipal Corporation (SDMC) • East Delhi Municipal Corporation (EDMC) 	
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					• Delhi Development Authority (DDA)	
51.	Vendor-IV	1	Page No.9, In Annexure - I , section 1 of scope of work clause no. xiv	<ul style="list-style-type: none"> Provision of bulk update specific issues 	Please elaborate with <u>the kind of bulk update and issues .</u>	The system should be able to collate and pin all the related complaints based on keyword (s) / group Ref. Nos etc. – specific issues - and for which system should have provision to bulk updates and sending to complainants through SMS, WhatsApp, email etc.
52.		2	Page No. 9, In Annexure - I , section 1 of scope of work clause no. xiv	<ul style="list-style-type: none"> Use of Google or any open platform map to show walking path while on inspection- 	<u>Do we require to show path in real-time on inspection ?</u> <u>Do we need to save the path while on inspection in to database?</u> <u>What will be the start and end point for inspection? Does it need to provided by admin?</u>	As per the Tender Document. Vendor should provide Best Industry Solution. SOP can be frozen during SRS Stage by the selected vendor.
53.	Vendor-V	1	Page no 2, Under the clause terms and conditions	Tenderers are required to deposit e-Tender annual charges amounting Rs.20,000/-, tender fee amounting Rs.590/- and EMD amounting Rs.50,000/-	As we are registered with MSME, so we are exempt with EMD, Kindly exempt for those companies which are registered with MSME.	EMD exemption as per Government of India Guidelines, if the Bidder is eligible and have necessary certification from the GOI.

54.	Vendor-VI	1			75 Lakh Average Turnover is Every Year or Average of 3 Years? We recommend the former, it should be 75 Lakh Per Year for the last three years.	No Change. As per the Tender Document.
55.		2			<p>The Mobile Application for the public, which has to be hosted on different app stores, who will be the owner of the accounts on the store? Will it be the agency or DDA.</p> <p>We are not referring to the name of the application, but the ownership of the accounts on the playstore.</p> <p><i>The reason we recommend it should be owned on the stores by DDA is, if DDA wants to not continue with the agency and the accounts are not owned by DDA, the mobile application which is owned by the agency can be used by the agency in any manner because DDA will promote the</i></p>	DDA will bear the cost of Play Store Subscription.

					application as its own while the ownership would rest with the agency and also, if DDA wants to start a new app, it will have to start from o download, thus any promotion of the application will go in vain.	
56.		3			We recommend a timeline of at least 15 Weeks for the development of Mobile Application from the date of award of contract.	As per the Tender document.
57.		4			Since you will also get complaints and reviews on playstore (other organisations using such applications are also getting that) after launching the application, CRM should also have play store as a source of complaint tracking and replying.	<p>Bidder is expected to provide solution based on SaaS Model.</p> <p>CRM Features should be as per the Tender Document.</p> <p>Bidder should provide best industry Solution.</p> <p>Features will be frozen during SRS stage.</p>
58.		5			The CRM should allow DDA to capture any mention of DDA which should also involve people not tagging DDA or tagging a senior DDA officer, CM Office, NDMC or CPWD	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.

					etc. Basically, Twitter shouldn't be limited to just DDA official accounts.	
59.		6			CRM should have NLP (Natural Language Processing) to categorise mentions as complaints/actionable. Not every mention on Facebook or Twitter should be created as tickets, people would appreciate DDA also on these sources for good work. Ticketing everything would increase load and give misleading analytics.	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.
60.		7			Since the complaint management CRM is being made, Emails as a source of ticket creation should also be a source on the CRM.	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.
61.		8			CRM should have the feature of capturing complaints from Third Party Complaints such as these: https://www.consumercomplaints.in/delhi-development-	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.

					authority-dda-b105569 https://www.complainboard.in/complaints-reviews/dda-1730.html	
62.		9			The CRM should be capable of integrations via APIs with DDA systems or upcoming CMS, since that will make the activity and CRM scalable and future proof.	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.
63.		10			The CRM and Mobile App system should have auto-assignment rules, advanced SLA rules, etc.	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.
64.		11			Most importantly, MIS of the system should be scalable that any report can be created on a dashboard and can be shared with anyone in real-time. If the tool provides limited reports, then any custom report will take time or might involve manual efforts. Attached a few sample snapshots.	As per the Tender Document. Features will be frozen during SRS Stage by the selected Vendor.
65.		12			The system should also ask the user for feedback after	As per the Tender Document. Features will be frozen during SRS

					complaint resolution and provide analytics for the same so that all cases are closed to satisfaction.	Stage by the selected Vendor.
66.		13			There are various such small issues that might crop up, when the application is implemented, if not for the features mentioned above. In case these features and suggestions look interesting to you, we would love to come down and showcase the implication of not having such features vs. having and we are sure you wouldn't be disappointed.	Features will be frozen during SRS Stage by the selected Vendor.
67.	Vendor-VII	1			Is there EMD & Document fee exemption using NSIC certificate as per GOI guidelines.	Refer to Response given at Serial No. 53.
68.		2			How many concurrent users are there and what are expected no. of users?	About 100 Concurrent users. Bidder Solution shall provide system performance as per SLA.
69.		3			How many complaints are received in a month?	As of now, about 100 in numbers. However, the System should provide better performance as the number of complaints increases (Scalability)

70.	Vendor-VIII	1			<p>Tender Fees & EMD Exemptions:-As per GFR rule 170 Amended and published 2017, It is required that the organizations registered under Ministry of MSME/NSIC, to be exempted from submission of EMD & Tender Fees.</p> <p>Our Company is registered under the same.</p> <p>Please confirm whether the exemption will be applicable for us or not?</p>	Refer to Response given at Serial No. 53.
71.		2			<p>DDA E-tender Registration Annual charge:- Any relaxation of registration charge?</p>	Same As Per Tender Document.
72.		3			<p>Project duration time:</p> <p>-As per tender mention project duration only 6 weeks.</p> <p>So kindly request to you please increase the project duration time minimum 12</p>	Same As Per Tender Document.

					weeks to successfully project deployed.	
73.	Vendor-IX	1	Page # 21 (Annexure-VI-B) Year of OCP certification for DBA from ORACLE		Dear Sir, since you have asked the solution on the SAAS Model. We request you to remove this clause as this is not required in your solution as you have not asked the resident engineer for Database only.	Accepted and this feature “Year of OCP certification for DBA from ORACLE” is generalized as “ Year of DBA Professional certification (if any) from (DBMS – name to be specified) ”.
74.		2	Page # 11 (Point # 4-Deliverables:)		We request you to extend the delivery period from 6 weeks to 12 weeks as it will help us to understand your existing application and make the changes accordingly so that we can provide you best and quality solution	Same As Per Tender Document.
75.		3	Page # 11 (Point # 4- Platform)		We request you to remove the Windows based mobile application options as 95% application built on Android & IOS only	No change. As per the Tender Document.
76.		4 & 5	Page # 11 (Point # 4-Deliverables:)	Selected agency is expected to deliver the mobile application on application store (Google Play, Apple and windows)	Kindly remove the Apple & Windows as Google Play is the best and mostly used in any mobile.	No change. As per the Tender Document.

77.		6			<p>The bidders who are registered with MSME for the items to be procured under this NIT are exempted from submission of bid security.</p> <p>Kindly allow the EMD exemption who is registered in MSME as per Govt. Of India section 11.</p>	<p>As per Government of Rules. Refer to Response given at Serial No. 53.</p>
78.	Vendor-X	1			<p>We are interested to participate in the above tender. is registered with MSME. You are requested to confirm whether EMD is exempted to those who are registered with MSME. MSME certificate is enclosed for your reference.</p>	<p>As per Government of Rules.</p>