



Clarifications to the Pre-Bid Queries

Name of Tender : Supply, Implementation and Post Implementation of e-Governance Solution at PMC

SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
1.	Data Management	5.3 a (Vol I)	Is data migration supplier's responsibility? (Including data entry and running/re-running the scripts, cleansing)	The bidder needs to take the decision on whether it will undertake Data Migration or Fresh Data Entry after studying the current Databases. Data Migration is entirely supplier's responsibility.
2.	Data Management	Vol I	Is the data migration is a part of this RFP, If yes, what is the size and on which database it is stored?	
3.	Data Management	5.3 e (Vol I)	How to manage data entry as if data will be in both English and Marathi. At CFC this will increase the data entry efforts as user has to enter data in both languages in two different input controls i.e. English and Marathi	Decision wrt which forms / reports would have English / Marathi / Both would be taken during SRS stage.
4.	Data Management	1 (Vol II)	Can we get an example of items needed to be mastered in Octroi Dept? Breakup of the total employees viz. permanent, company contract, third party, etc..the idea is to get info. on no of office bearers using terminals. What is the logic behind 2000 employees for SSHR. Does this indicate only manager accessing for approval? If yes, what about employees Please explain the performance management system process - Whether it is top down, traditional, or they want to look at 180 deg or 360 deg feedback mechanism OTL - Does PMC have shifts with time adjustment for workers?	<ul style="list-style-type: none"> o Octroi is levied on all goods entering into the PMC boundary (with some items getting exemptions). o Process specific questions to be discussed during the SRS phase. o Total No. of expected users of the system is given in the RFP (in Vol II against each module) o It is estimated that about 2000 employees could be given the access to SSHR.
5.	Data Management	5.3	Bidder suggested tool specifications for database modeling & data profiling	Tender clause remains un-changed. If any tool needs to be deployed for the scope of work mentioned, bidder to provide the same
6.	Data Management	Vol I	Does the data migration involve entering the data manually in the system from the records?	Data Migration is referred as uploading of data from existing systems to proposed e-Governance solution.
7.	Data Management	Vol I	No of systems to move data from into this Proposed eGov solution	Bidder to analyse the existing systems



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8.	Data Management	Vol I	Is it ok if we migrate only the open transactions into the transactional systems?	Tender clause remains un-changed
9.	Data Management	Vol I	Please provide inputs on the volume of data which needs to be migrated into the Proposed solution for each application	Systems Integration needs to take the decision with respect to whether data to be migrated or fresh data entry to be undertaken. Bidders may visit PMC to know further details on the existing databases.
10.	Data Management	Vol I	Section 5.3 Point a) refers to Data Digitisation for manual processes also. Does PMC wants the Bidder to Digitize all the manual files & papers which exist currently in PMC & its departments? Does PMC want us to digitize this data in Image formats and store in a document management system for future usage? OR does PMC want all these records to be physically entered or Keyed in by the bidder so that they exist in the eGovernance applications being built?	Data required for various modules to operate (like property tax data, licenses, water connections related data, assets, existing projects, employee information, legal cases, etc.) needs to be made available in the system. Scanning & digitization of the existing files in image format is not in the scope of work.
11.	Eligibility Criteria	3.7 (Vol I)	We request PMC to lower down the annual turnover expectations of the lead bidder.	Tender clause remains un-changed
12.	Eligibility Criteria	Vol I 3.7	Annual Turnover can be considered to reduced from 100 Cr to 50 Cr for the better & healthy competition.	
13.	Eligibility Criteria	Vol I	We are a not for profit organisation promoted by the Department of Science & Technology, Government of India hence we request you to waive the qualifying criteria with respect to turnover.	
14.	Eligibility Criteria	3.10 (Vol I)	We request PMC to allow those egov companies also who are serious players in ULBS domain but don't have office in pune but willing to open office in case bid is accepted by PMC.	Tender clause remains un-changed
15.	Eligibility Criteria	3.11 (Vol I)	Request PMC to lower down no of implementations for packaged s/w module.	Tender clause remains un-changed
16.	Eligibility Criteria	3.14 (Vol I)	We request PMC to give equal weightage to CMM and ISO certification for lead bidder.	Tender clause remains un-changed
17.	Eligibility Criteria	3.7 (Vol I)	eGovernance Foundation requests that this clause be relaxed for NGOs. Being an NGO, we have not had a turnover of 30 crores - however, we currently have the highest no. of municipal e-governance implementations in India and we are committed to working with progressive cities like Pune. We request you to relax this criteria so we can participate and if possible work with PMC to	Tender clause remains un-changed



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			achieve it e-gov. goals	
18.	Eligibility Criteria	3.14 (Vol I)	eGov requests that this clause be relaxed for NGOs. Our systems are being used successfully in over 250 ULBs around India which testifies to the quality standards of our products	Tender clause remains un-changed
19.	Eligibility Criteria	3.7	We propose ISO 9001 certified Company / firm for last 5 years in operation and having experience of working in atleast 2 ULBs. Order copies should be acceptable in this regard.	Tender clause remains un-changed
20.	Eligibility Criteria	3.11 / 3.12	A condition that a company should have a turnover of minimum 10 Cr in s/w application would be very effective and help vendors to bid. Also we request you not to put conditions for OEMs as it would be difficult to get these certifications from them	Tender clause remains un-changed
21.	Eligibility Criteria	Vol I 3.7	Since Prime bidder is anyway severally responsible for successful implementation of the project we have not understood the reason of a consortium partner having turn over of 20 Crores for this size of the project. We request you to revise the Qualification criteria of Consortium Partner to 10 Cr cumulative.	Tender clause remains un-changed
22.	Eligibility Criteria	Vol I 3.12	HP has implemented lot of solutions in the State and Central Government. Could you please confirm if implementation in Municipal Hospital would be considered	Any experience of the Bidder in the modules proposed by PMC would be considered as e-Governance experience in ULBs. However, the project size (of Rs. 50 lakhs) would continue
23.	Eligibility Criteria	Vol I 4.1	What would be the weightage for a module if packaged solution caters partially and rest is bespoke (e.g packaged -greater then equal to 70% and bespoke- less then equal to 30%)?	Packaged Solution should score 75 Marks in "Fit to the requirements". Please refer to the Clause 4.10 A & B.
24.	Eligibility Criteria	Vol I 3.5	"For qualification only the previous experience of the System Integrator will be considered. This means that previous experience of the license provider cannot be added to the experience of the consortium unless and until the license provider is project implementer." Can the experience of any member of the consortium be considered for the previous experience	Yes
25.	Eligibility Criteria	Vol I Section 3.8,	We are an IT Infrastructure Company with heavy capital investment which would be recovered over a period of time. Hence request you to kindly change the profitability clause to positive networth of Rs.	Tender clause remains un-changed



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			100 Crores.	
26.	Eligibility Criteria	Vol I	We also request you to waive the requirement of having 100 software professionals on the rolls in India.	Tender clause remains un-changed
27.	Eligibility Criteria	Vol I 3.1	<p>Consortium of Companies : We require that the "joint & several liability" clause in the consortium agreement, be deleted. We propose that the System Integrator and the Consortium Partner shall enter into a Consortium Agreement with the Client, however both the Consortium Partner and the System Integrator shall only be liable to the Client in respect of their portion of Services / Deliverables, and their monetary liability under the Consortium Agreement, shall be limited to the portion of the total contract value that they are responsible for.</p> <p>We require this modification, given that Consortium Partner is responsible for a smaller portion of the total Project, and it is unreasonable to impose the liability of the entire Project upon the Consortium Partner.</p>	Tender clause remains un-changed
28.	Eligibility Criteria	Vol I 3.11	Solution or Commercially of the shelf products proposed by vendor to PMC against this RFP should be successfully running for a period of 1 year or above in atleast one municipal corporations in India whose budget is equivalent or greater than PMC	Suggestion not accepted
29.	Eligibility Criteria	Vol I 3.1	The responsibility of the members should be limited to the extent and subject of their involvement in the project.	Tender clause remains un-changed
30.	Scope of Work	Vol I 6.1	The successful live run should be extended to 52 weeks from current 32 weeks.	Tender clause remains un-changed
31.	Eligibility Criteria	Vol I 7.1	Penalty : The max. penalty should not be more than 2.5% as per international standards.	Tender clause remains un-changed
32.	Existing applications	2.7 (Vol I)	There are many applications in use which take care of present businesses like OCCS and water billing. Is there any mandate on replacing these with new ones or can it be used for integration?	SI should study the existing applications and take appropriate decision whether to integrate / replace these applications with the proposed e-Gov application
33.	Existing applications	2.7 (Vol I)	There is a clash between use of Oracle 10g and SQL Server for B&D & License module. IN RFP it is mentioned that Oracle 10g is used and in this section it is mentioned as SQL Server	SQL Server database is used for Online Birth & Death Module & License Module
34.	Existing applications	16 (Vol II)	What are the softwares currently used by PMC?	Please refer the RFP, Volume I.



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35.	Existing Applications	2.6 (Vol I)	Can an architecture diagram be provided of the existing Software's	Basic details of the applications is given in the RFP. Beyond this if the bidder wants to know any further details, you are free to visit PMC and understand the solution.
36.	Existing Applications	2.7 (Vol II)	Can an architecture diagram be provided of the existing Hardware & their connectivity	
37.	Existing Applications	2.6 (Vol I)	Need complete details on the existing Applications : Date of Incorporation, Architecture diagram	
38.	Existing applications	Vol I	Please provide a detailed list of existing Applications at PMC's various departments. Provide information regarding the technology platform, OS, Database, Application Server & development tool used to develop each of these applications.	
39.	Existing applications	Vol I 2.7	Kindly let us know what is road map of PMC for existing applications. Can we have demo of these applications to understand their capability and reusability in proposed project. Will PMC / PMC consultants help us understanding the currently used applications and how will they be integrated to the total e-Governance solution.	
40.	Hardware	Vol I 2.6	Are the existing hardware items under AMC. How old are these machines. Can it be made available for the new application being proposed.	If SI decides to make use of existing available IT Infrastructure, maintaining SLAs given in the RFP is still SI's responsibility. For any further details on the H/W, S/W bidder may visit PMC
41.	Hardware	Vol I 2.6	Brief description of existing hardware : 1. Is PMC looking for re-using the mentioned server, hardware & components ? 2. Can we get further information of existing hardware like Date of purchase, is it covered under AMC/warranty, any hardware which reached EOL,	
42.	Hardware	5.2 (Vol I)	Can the SI make use of existing available IT infrastructure like servers and switches? If yes, who will be responsible for downtime occurring due to existing IT infrastructure failure?	
43.	Existing Applications	2.6 (Vol I)	What backup policy is adopted to take backup on the Backup Servers, which modules are backed up? What is backup policy	Bidder has to propose the appropriate Backup & Restore policy
44.	Existing applications	Vol I 2.7	Out of the current system landscape, which of those systems which would be retained?	SI needs to take the the decision in this regard. SI also needs to ensure that SLAs are adhered to .
45.	Existing applications	Vol I 2.5	Are the existing softwares under technical support from the vendors. Can these licenses be reused for the new application	Yes



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46.	Existing applications	Vol I	What are the current applications which will continue to exist even after deployment of the proposed eGovernance solution? What is the integration expected between these modules & the proposed solution. Please provide detailed information.	SI shall decide which applications to continue from existing stack and which to be replaced. It would be the sole responsibility of the successful bidder to maintain the SLAs. Integration points between different applications is specified in Vol II of the RFP.
47.	Hardware	a. IT Infrastructure Cost Annex. II Vol I	Please mention the size of backup media (compressed & uncompressed)	Bidder to provide the necessary Backup media for the entire contract period.
48.	Hardware	a. IT Infrastructure Cost Annex. II Vol I	Please clarify if SI has to propose both SAN & NAS?	Bidder to provide both SAN & NAS as specified in the RFP
49.	Hardware	a. IT Infrastructure Cost Annex. II Vol I	Please clarify if SI can propose Storage as per SI solution? (only SAN & no NAS if required)	
50.	Hardware	Annex. III [B] Vol I	Please clarify if 4GB of RAM is to be considered for per processor or per core	Bidder needs to propose hardware which will ensure the application performance given in the SLAs
51.	Hardware	General Query	There is no mention of redundancy for Servers to be proposed. Please clarify if redundancy is required for critical Application & Database. If redundancy is required what kind of redundancy is required? (Redundancy within the Server or external like Cluster)	PMC expects the bidder to maintain the SLAs as specified in the RFP. If this requires the redundant servers, bidder needs to provide the same.
52.	Hardware	General Query	Please clarify if EMS is required for monitoring supplied IT Infrastructure equipments like Server & Storage?	PMC expects the bidder to maintain the SLAs as specified in the RFP. If this requires any additional solution not specified in the RFP, bidder to provide the same.
53.	Hardware	Vol I Annexure III, Clause No.B	Database Server : Will the Database Server be standalone or clustered ?	SI has to be provide the appropriate solution to meet SLAs
54.	Hardware	Vol I Annexure III,	Application / Web Server Memory: Is it total 4 GB RAM or per core, since 4 GB for app servers will be very less	Specs given in the RFP are benchmark specs. If bidder feels higher specs would be



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		Clause No.C		required, it would be the responsibility of bidder to procure new IT Hardware
55.	Hardware	Vol I Annexure III, Clause No.D	SAN Switch : "Should have dual Fans and Hot plug power supplies" : Kindly delete this since only a specific brand has this feature in i16 port switches. As such the solution will have two nos of switches, hence we think PMC can delete the aforementioned clause.	The described SAN specifications are minimum required and shall not be changed
56.	Hardware	Vol I Annexure III, Clause No.E	NAS : "Data path and Storage controller" : The RFP is asking for redundant data path and storage controller. Can we add the 1 TB NAS capacity to the SAN and provide only a NAS Header. This will be cost effective and also provide redundancy at the storage level. Min. 2.6 GHz CPU : Kindly remove this clock speed, since this can change depending on the NAS header offered.	Specifications given in the RFP are the minimum requirements. Bidder may suggest further improvements to meet the SLAs
57.	Hardware	Vol I 2.3	Existing IT Scenario in PMC : 1. We presume that the existing internet links will be available for accessing the application and in case if required, PMC will upgrade it to necessary capacity.	Yes
58.	MIS Reporting		What is the overall business objective & focus that is expected to be achieved from this BI Solution?	One of the objectives of the project is to allow PMC officers to be more proactive & efficient while carrying out their duties. BI shall certainly help to do so.
59.	MIS Reporting		Who are the Primary users of this BI Solution?	
60.	MIS Reporting		What are the business process / departments that the current BI Solution takes care?	
61.	MIS Reporting		How frequently the data is extracted from the source application for the BI Solution?	No current BI solution is implemented
62.	MIS Reporting		Are the required KPIs already identified or would you want us to help you define them?	KPIs would be defined during SRS stage
63.	MIS Reporting		How would you rate the maturity of your Business processes?	There is need to do Business Process Re-engineering
64.	MIS Reporting		Do they intend to (in next 12-36 months) integrate/ apply this insight for other business process areas?	Unclear question
65.	MIS Reporting		How does the existing overall system architecture look in-terms of: - Data Capturing Source System (OLTP) , - Information Integration (ETL) , - ODS/Mart/ Warehouse, - Reporting System/ tools	Bidder may visit PMC to collect more information, apart from that given in the RFP



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66.	MIS Reporting		What are the current challenges and Pain points with the existing MIS / BI Solution?	PMC has given functional requirements of different modules through the RFP (Vol II). If the bidder wants to use some of the existing modules to offer this functionality, bidder is free to analyze these applications.
67.	MIS Reporting		What is the primary nature of analysis to be done on this data? - Strategic, - Tactical, - operational?	Unclear question
68.	MIS Reporting		How will this analysis be slotted? - Mission Critical, - Need to have, - o Good to have	Unclear question
69.	MIS Reporting		What volume (In Span of years) of data is proposed to be stored live in DW, and subsequently in backup tapes?	Certain modules (like Property Tax, Water, Licenses, Building Permission, etc.) would require all the data to be stored. Decision on other data would be taken during SRS stage.
70.	MIS Reporting		What kind of security configuration does the business proposes for the DW?	Bidder is responsible to propose the appropriate technical solution (adhering to the requirements mentioned in the RFP)
71.	MIS Reporting		Will there be a requirement to provide multi lingual representation of the DW data. If yes, which languages ?	Please refer RFP to understand the language support required
72.	Others	2.8 (Vol I)	Can it be known the rough estimates of patients treated in a year>	Please refer to Annexure B for this information.
73.	Others	2.1 (Vol I)	Can we know the approx. no. of consumers who get services or are registered with PMC? Will it be a safe assumption of around 7 lacs, based on property owners?	Different modules would have different target audience, for eg. Property Tax module would address those whose properties are assessed by PMC, while grievance module is applicable to the entire population
74.	Others	1 (Vol II)	Who is the GIS vendor and what is there responsibility?	GIS vendor is not yet appointed. GIS vendor will be responsible to develop a comprehensive GIS for PMC and in co-ordination with the MIS vendor integrate this GIS with proposed MIS of the present tender
75.	Others		Integration with GIS : Since number of modules are expected to integrate with GIS we request you to give details of GIS platform, application etc. Has PMC implemented GIS ? Kindly elaborate.	
76.	Others	4.1 (Vol I)	Kindly request for the detailed break up of the points for each of the parameters mentioned here	Unclear question



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77.	Others		Solution: BCP or DR is not mentioned in the RFP. Can we know the desired RPO & RTO for the solution if any.	DR is not in the scope of present tender
78.	Others		Testing: What will be the acceptance criteria for the testing of infrastructure components.	Benchmark specifications given in the RFP
79.	Others		Solution: Is PMC looking for onsite support only or offshore support will also be considered?	Please refer to the SLA Section in RFP
80.	Project Scope	Vol I	Will PMC permit the usage of the onsite -offshore Project Execution model during the Post Implementation Support period?	
81.	Others		Supply and installation of requisited server hardware.....: Who will be responsible for installation & networking of the newly supplied hardware/servers?	The successful bidder
82.	Others		Do they intend to (in next 12-36 months) integrate/ apply this insight for other business process areas?	Unclear question
83.	Others		Do you have any preferences towards any technology?	No preference
84.	Others		How this project is going to be financed? Will it be from State Govt or from JNNURM?	PMC is expecting finance under JNNURM scheme for the project
85.	Others		Has the budget been approved for this project	Yes
86.	Others		We also request you to set transparent evaluation parameters for all the qualifying criteria.	Attached herewith as Annexure A
87.	Others	Annexure B (Vol I)	Please clarify the basis of the number of people considered under each head eg: programmer, analyst and data entry operator.	Nos. given on rough estimates. These nos. are considered only for the purpose of arriving at commercial bid value and are not guaranteed.
88.	Others	Annexure B (Vol I)	RFP states "Note : PMC reserves it right to alter the scope (increase quantity / remove certain items)". Clarify as to whether this would result in increase or decrease in price.	PMC reserves it right to alter the scope (increase quantity / remove certain items). Payment shall be made for the services / solutions received.
89.	Others		To reduce TCO, PMC may prefer vendors with some modules or the entire system proposed on PPP / BOT basis, in that case commercial proposal against those modules or for the entire RFP will become zero, kindly clarify on this	Please refer to the notes given in Annexure II B (b)
90.	Technical Evaluation	Vol I c. Services on	Kindly clarify how PMC will compare fixed bid commercials v/s the BOT model commercials? i.e., If cost of project systems in fixed bid	During the bid evaluation stage, BOT proposals by the bidder shall be considered only for technical evaluation. Commercial comparison would happen on following



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		BOT Model	<p>is INR 10 rupees in fixed bid model and the cost of project systems is 10 paisa x 1000 transactions, how is the comparison made? Who will make the assumptions on transactions to be considered? What happens if a bidder assumes 1000 transactions, but in reality the transactions are only 10 or in reality the transactions are 10000 in number?</p> <p>We request the BOT model to be either dropped or PMC make is extremely clear on how it aims to achieve the BOT model agreement in a fixed bid rfp tender? Basically, our contention is that contractual format for a procurement and a PPP model are two very different frameworks, which cannot be compared.</p>	components : Annexure II B (a), (b), (d) & (e) specified in the RFP
91.	Payment Terms / Timelines	6.1 (Vol I)	Payment against UAT is required to be released module wise	Payment terms mentioned in the RFP remain un-changed
92.	Payment Terms / Timelines	Vol I 6.1 Work Completion / Payment Terms	The payment terms state that 15% payment will be released in the 21st Week. We suggest PMC to modify it to week 1.	
93.	Payment Terms / Timelines	Vol I	<p>Suggested Payment terms Item "Completion Milestone" "Payment Milestone"</p> <p>Award of Contract & Team Mobilization Week 0 5% "Preparation of detail SRS & To_Be Documentation and PMC's approval for the same 8" Week 8 10% Supply of Server Side Hardware & Software Week 2 10% "Installation and Acceptance Certification by PMC (for Server Side H/W, S/W) 21 Weeks 15% Bespoke Development or Customisation" Week 3 5% "Bespoke Development or Customisation of the Packaged Solution, Installation of Software" Week 30 10% UAT of the Software Modules Week 35 15% "Submission of System Documentation & User Documentation" Week 35 10% Training Week 38</p>	



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			Successful Live Run Week 42 15% "Implementation Completion Certificate by PMC +10% performance Guarantee" Week 50 20%	
94.	Payment Terms / Timelines	Vol I	Please refer Pg. 35, Section 6.1 "Phase wise implementation will be allowed, vendor will have to implement commercial modules in phase – 1 & other modules will have to be implemented in later phases. However, the Successful Live Run milestone for the entire project needs to be achieved as per above mentioned timelines." Please clarify which ones are the 'commercial modules' and which ones are the 'other modules'.	The modules bearing impact on PMC's revenue shall be considered as Commercial modules (For eg. Property Tax, Accounts, Building Permission, Water, Licenses, Octroi, etc.)
95.	Payment Terms / Timelines	Vol I	What are the timelines that you are looking at?	Please refer to the Section 6.1
96.	Project Scope	Annex. I [H] Vol I	Please clarify if supply of equipment like desktop PC's for helpdesk support is SI responsibility	No
97.	Project Scope	Annex. I [H] Vol I	Please clarify if SI needs to propose Service Desk application for logging complaint related to proposed applications & supplied IT Infrastructure	Bidder is free to propose the Service Desk application for logging the complaints
98.	Project Scope	5 (Vol I)	Request you to further elaborate the requirement of Virtual Memory Management software requirement clearly	The requirement is to adhere to the SLAs mentioned in the RFP
99.	Project Scope	5 (Vol I)	Please clarify if SI needs to monitor existing Network devices in new required NMS system? If yes, kindly provide the details of devices to be monitored.	Network Management of the key components is in the scope.
100.	Project Scope	5	Network Management System (NMS)	
101.	Project Scope	5 (Vol I)	Please confirm if Network hardware supply for proposed solution is in SI scope? If yes kindly provide the specification and BoM.	Network Hardware for the Server Room is in the scope of the SI
102.	Project Scope	5 (Vol I)	Please confirm if passive network cabling is part of SI scope? If yes kindly provide the details.	Passive Network Cabling is in the scope of the SI
103.	Project Scope	2.4 (Vol I)	Please confirm if bandwidth procurement is in SI scope? If yes please provide the location details.	No
104.	Project Scope	2.4 (Vol I)	Please specify number of remote locations and respective bandwidth.	To be decided during the implementation stage
105.	Project	2.3 (Vol I)	Is Disaster Recovery implementation considered as a part of	No



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	Scope		scope? If yes, where will be the location for the Disaster Recovery. Please clarify.	
106.	Project Scope	2.3 (Vol I)	Do you plan to use any automation tools e.g.: - Third-party systems monitoring and alerting - Third-Party batch job scheduling - Third-party backups/Restores	To be provided by the bidder so as to meet the required SLAs
107.	Project Scope	8 (Vol II)	Is water tariff based on property area or combination of multiple factors like fixed, slab wise etc?	This is to be finalised during the SRS stage
108.	Project Scope	12 (Vol II)	Integration with resident id? Is this a separate legacy system or a new module envisaged?	Integration with Govt of India's Unique ID needs to be undertaken in future, whenever applicable
109.	Project Scope	25 (Vol II)	What is the purchase volume in rupees with the help of on line tendering?	Over Rs. 1000 Cr. Annually
110.	Project Scope	9 (Vol II)	Sec deposit/Earnest money Dep: Are these received from the supplier who is awarded tenders/contracts by PMC? Please elaborate if there are any other sources of obtaining these documents	Security Deposit / EMDs are taken from the bidders of various tenders
111.	Project Scope	9 (Vol II)	Loans mgmt: Are these loans received by PMC, which have to be tracked and repaid over time	Yes
112.	Project Scope	9 (Vol II)	Grants mgmt: Can we get details into how is the utilization of grants monitored in PMC and who/how would certify the utilizations?	Current Grants Monitoring / Utilisation Certification is manual
113.	Project Scope	9 (Vol II)	Debt mgmt:How this is different from loans management?	Loans are borrowed from FIs while Debt Mngt shall cover other borrowings like Bonds
114.	Project Scope	9 (Vol II)	Advance mgmt: Are these employee advances and the processes related to their recoveries?	Yes
115.	Project Scope	9 (Vol II)	Investment mgmt: Can we get an overview of the investment activity done by PMC like the sources of funds, selection of investment medium, valuation etc	Bidder can obtain this from the concerned dept HoD
116.	Project Scope	9 (Vol II)	Locking report: Please explain the features and context of locking report	This would be concerned with the committed expenditure for certain account heads / projects
117.	Project Scope	10 (Vol II)	Exception reports (w.r.t deletion of records, adjustment of entries etc): Need more clarity on contents of these reports specifically	Contents of these reports to be finalized during SRS phase



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			regards the deletion of records	
118.	Project Scope	16 (Vol II)	Can we have an overview of structure of the project's division of PMC and the various types of projects they undertake	Please refer Section 2.8 (Vol I) for details
119.	Project Scope	16 (Vol II)	Defining a new project: what would be the process/activities involved in the definition of a project	This would be finalized during SRS stage
120.	Project Scope	16 (Vol II)	Project execution: Who would be monitoring and updating the progress of projects	Concerned Engineers, Department Heads, Commissioner, Additional Commissioner or any other designated officer
121.	Project Scope	21 (Vol II)	Indent processing: What is the volume of the indents by various depts. of PMC	
122.	Project Scope	Vol I	In order for us to bid on BOT model we need to have volume of transactions to be understood for each operation (Module). Please provide us the information needed for us to propose BOT model. Will there be assured number of transactions. Will the charges be paid by the end user or by Corporation ?	Please refer to the Annexure B of this clarification document for approx. transactional data for various depts.
123.	Project Scope	Vol II, sec 9 page22	Accounts payable & Accounts receivable : What is volume of transactions(invoices, payments & receipts) per month	
124.	Project Scope	21 (Vol II)	Disposal of dead stock: What is the process of selecting a buyer for the disposal of dead stock	Tendering Process
125.	Project Scope	21 (Vol II)	Logins to suppliers to update their status: Is this login provided to the contracted vendors or is this provided in case of a specific bid	Logins to be provided to the contracted vendors
126.	Project Scope	2 (Vol II)	Delivery of output through CFC/internet/kiosks: Will the CFCs use same application as PMC?	Yes
127.	Project Scope	2 (Vol II)	Delivery of output thru CFC/internet/kiosks: Which services would be fulfilled by kiosks? How kiosks are integrated in main system? What will be the nature of machines at kiosks (ATM, touch screen, computer etc)	To be finalized during the SRS phase
128.	Project Scope	2 (Vol II)	Citizen helpdesk: Can citizens make payments online? If yes, which payment gateway will be used?	Yes. Decision on payment gateway during SRS phase
129.	Project Scope	3 (Vol II)	Resident ID generation: Is PMC looking to store and search biometric data of residents?	PMC wants the proposed system to have scalability to integrate with the Unique IDs, being planned by Govt of India
130.	Project Scope	3 (Vol II)	Resident ID generation: Please provide more data on smart card	



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
131.	Project Scope	9 (Vol II)	Bill generation: please provide logic of bill generation	To be discussed during SRS phase
132.	Project Scope	18 (Vol II)	Registration of patients & inquiry: Is hospital management system centralized or decentralized at hospitals?	Current Hospital Mngt is more de-centralised
133.	Project Scope	18 (Vol II)	Registration of patients & inquiry: Is PMC looking to maintain Electronic Medical Records of each patient? Can this record be transferred to another hospital?	Yes
134.	Project Scope	-	What are the no. of KIOSKS to be operational	There are currently 68 KIOSKS in PMC. The nos. can go up in future
135.	Project Scope	5.4	Since multiple heterogeneous database will be used by the applications during integration, it is utmost important to proactively monitor the performance of these databases using appropriate cross-platform monitoring tools. We would thus request that the following tool specifications are included as part of a corrigendum - The proposed solution shall proactively monitor and manage (perform basic DBA functions) heterogeneous databases from a single console, provide appropriate performance reports and relevant alerts indicating performance	PMC doesn't want a situation of heterogeneous databases existing in the proposed comprehensive e-Governance system.
136.	Project Scope	5.4	Bidder suggested additional tool for server performance monitoring	Tender clauses remains un-changed. Bidder needs to provide the required tool to PMC to monitor the SLA specified in the RFP
137.	Project Scope	Vol I sec 5 One time deployment	<p>1. Can you please elaborate what you are looking against "Security Software" (specifically) since it is a broad term.</p> <p>2. Can you please elaborate what you are looking against "NMS" (specifically) since it is a generic term. Will it applicable for existing infrastructure components also? Our understanding is that this is only implementation of NMS in scope of vendor. Post implementation support will be managed and maintained by PMC IT Team.</p> <p>3. Can you please elaborate which type of "IPS" system is expected specifically host based or network based? Will it applicable for existing infrastructure components also (which we don't think so)?</p>	<p>1. Software required to maintain and monitor the adequate security of the application</p> <p>2. -Since the bidder is responsible for the uptime, performance and security of the network, NMS would comprise management of these aspects.</p> <p>-Implementation as well as support will be the responsibility of the bidder.</p> <p>-NMS will be applicable only for the key components of the existing infrastructure</p> <p>3. IPS should be network based, with an ability to protect against, DoD/DDOS/SYN-flood/TCP-flood/UDP-flood and other kinds</p>



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
			<p>4. Are you planning to deploy Web Server and Application server on same hardware? Will you promote to use virtualisation?</p> <p>5. LAN / WAN components are not mentioned in vendors scope so we presume that network components like Switches, Hub, etc and all the WAN links will be available and will be managed and supported by PMC. Hence the SLA & response time for this area will not applicable to vendors. Please confirm.</p>	<p>of threats. It will be applicable for PMC Intranet</p> <p>4. Bidder to suggest the appropriate solution during implementation phase.</p> <p>5. LAN requirements with respect to Server room shall be in scope of the present RFP</p>
138.	Project Scope	Vol I sec 5 and Annexure I	<p>Project scope and section H Proposed Methodology section 2 a & b: Help desk and Help desk services are not mentioned under section 5 scope however in annexure H Proposed Methodology, it is mentioned in the scope in IT Design and Operate and maintenance. So there is contradiction in scope. We presume that the Help desk and Help desk services are not in scope. Please confirm is it in scope or not.</p>	<p>Bidder to propose the approach / methodology for Help Desk Services. Key is the availability of these services and adherence to SLA requirements</p>
139.	Project Scope	Vol I 5.2, Bullet 2	<p>We presume that the server room design will be in line with the required relevant SLA, availability and resiliency. The server room will be facilities with HVAC, UPS, Fire prevention delectation and suppression mechanism, backup media management services, CCTV and relevant services which will be managed and maintained by PMC IT Team.</p>	<p>These requirements will be finalized by PMC in consultation with the successful bidder & Project Consultant</p>
140.	Project Scope	Vol I 5.2, Bullet 3	<p>Supply and installation of requisited server hardware.....: Can PMC Please provide a copy of the latest IDC / Gartner report which they will be referring for one of the top 3 OEM's?</p>	<p>Bidders to provide the IDC / Gartner report</p>
141.	Project Scope	Vol I 5.4 d	<p>Infrastructure management: We presume that the scope is limited to the infra components provided under this project and the old and existing infra components (like firewall, network components') are out of scope from support and management. Please confirm.</p>	<p>Yes</p>
142.	Project Scope	Vol II	<p>Are the required KPIs already identified or would you want us to help you define them?</p>	<p>To be identified during SRS stage</p>
143.	Project Scope	Vol I 5	<p>Do they expect the number of users/ kind of users to grow after implementation?</p>	<p>Yes</p>
144.	Project	Vol I	<p>Are you looking out for some specific features or needs to be</p>	<p>Unclear question. Please refer to the RFP</p>



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
	Scope		addressed by this solution?	for detailed scope
145.	Project Scope	Vol I	Does the business currently have any IT support within? And what kind of support and involvement can be expected from them towards this project?	Please refer to Vol II of the RFP to understand the functional requirements of the proposed system
146.	Project Scope	Vol I	Will PMC permit the usage of the onsite -offshore Project Execution model during Implementation?	Key is the adherence to the project timelines and delivery of the scope mentioned in the RFP. Proper Project Execution model to cater to these requirements may be proposed by the bidder.
147.	Project Scope	Vol I	Will PMC provide us access to your systems from Offshore during the implementation?	To be discussed during implementation and decision would be taken after considering the security aspects
148.	Project Scope	Vol I	Will PMC provide the tools for managing the support processes during post implementation Support period? if yes, please provided details of the tool. If no, Do we need to budget for such a tool in this implementation?	Required tools to be provided by the successful bidder
149.	Project Scope	Vol II	Financials module, Budgets : a. Do you prepare the budget at Department or Zone level? b. Consolidation process in Budgeting c. Approval Process in budgeting (Any deciding committee from External body which validates the budgets) d. Whether Budget is based on the Govt Grants.	Yes
150.	Project Scope	Vol II	Financials module, Investments: a. Is there any PF Trust formed under PMC, whether the investments are related to the PF trust.	No PF Trust
151.	Project Scope	Vol II	Financials module, Grants : a. Whether they want to relate the Expenses against the Grant recd.	To be finalized at SRS stage
152.	Project Scope	Vol II	Fleet Management : Is Vehicle Scheduling Order based?	Not yet implemented
153.	Project Scope	Vol II	Fleet Management : What is the current system to keep fuel-refilling records?	Manual
154.	Project Scope	Vol II	Fleet Management : Is Historical data in scope for Vehicle issuance details & Fuel Consumption report for vehicles?	To be finalized during SRS stage



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
155.	Project Scope	Vol II	Fleet Management : How many vehicles are equipped with GIS?	No vehicles equipped with GIS
156.	Project Scope	Vol II	Citizen Help Desk: Kiosks – What type of kiosks will be installed – touch screen/ATM like/etc?	Currently Touch Screen KIOSKs are used, however integration with other models may be required in future
157.	Project Scope	Vol II	Citizen Help Desk: Kiosks – Citizen Facilitation Centers (CFC) – Who will man the CFCs – PMC employees or outsourced to an external agency?	It could be both
158.	Project Scope	Vol I	Being PMC is also implementing GIS System and subsequently E-Gov System needs to be integrated with GIS system , due weightage should be given to vendors having expertise and experience in development, integration and implementation of both the Systems in Civic Bodies.	Tender clause remains un-changed
159.	Project Scope	Vol II, sec 14 page37	What is the exact requirement? This requirement is very open ended.	Unclear question
160.	Project Scope	Vol II, sec 16 page39	Project systems: would PMC like to track project wise finance transactions.	Yes
161.	Project Scope	Vol II, sec 19 page46	Asset management : what is current depreciation method	Proposed System should have support to different depreciation methods
162.	Project Scope	Vol II, sec 19 page46	Asset management : Is asset register maintained separately as per company law and tax law	Asset Register maintained by concerned departments as per NAM requirements
163.	Project Scope	Vol II, sec 9 page22	Accounts payable & Accounts receivable :what is the current revenue recognition method?	Bidder may visit the concerned dept for further details
164.	Project Scope	Vol II, sec 9 page22	Is an automatic bank reconciliation expected.	Yes
165.	Project Scope	Vol II, sec 9 page22	How the payments are made is it through checks or RTGS/NEFT?	Software should have capability to support multiple ways of payments
166.	Project Scope	Vol II, sec 9 page22	List of reports submitted to tax authorities on monthly, quarterly & yearly basis?	Bidder may visit the concerned dept for further details
167.	Request for Extension	3.6 (Vol I)	How much time will be given to the bidder to submit the additional information (Request for minimum 8 days)	Tender dates mentioned in the RFP remain unchanged
168.	Request for Extension		Kindly request the bid submission date to be extended by two weeks. This would be required to put together a comprehensive and competitive proposal for PMC	



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
169.	SLAs	Vol I 7.3	Resolution time for Critical Software bugs of 2 hours is too low. It is submitted that this be increased to 8 hrs.	Tender clause remains un-changed
170.	SLAs	Vol I 7.2, Second bullet	SLA for uptime ... : Is penalty applicable for weekends and public holidays also?	Please refer to the section 6 (Vol I) for details
171.	SLAs	7.3 (Vol I)	What would be the timeframe for fixing of critical bugs, when it has occurred for the 1st time	
172.	SLAs	7.2	Bidder suggested tool specifications for monitoring SLA	Tender clauses remains un-changed. Bidder needs to provide the required tool to PMC to monitor the SLA specified in the RFP
173.	SLAs	5.3 b (Vol I)	SLA reporting system? Software application is required or manual tracking will be acceptable to PMC? What is expected?	
174.	SLAs	7.4	Since the e-Governance application is expected to have a three-tier architecture involving a standard J2EE or .Net application framework, it very important that appropriate tools are used to monitor application performance as well to meet the response time SLAs as desired by PMC. (Bidder has also proposed the specifications for the same)	
175.	SLAs	Vol I 7.1	Penalty capping of 10% is too high for a project involving COTS software supply and Hardware. IT is suggested that the penalty be capped to 5% of the affected portion of work	Tender clauses remains un-changed.
176.	SLAs	Vol I 7.2	It is requested to have the maximum penalty for the SLA measurements also capped to 5% of the Quarterly payments for support	
177.	Technical Evaluation	4.1 (Vol I)	Are general features same for all modules? How are these evaluated i.e. scores assigned? Why bespoke are excluded? Why detailed demo or customer visit is expected for packaged solution? And bespoke are excluded?	General features are same for all the modules. Refer to the section 4.10 (Vol I) for details on Evaluation Methodology.
178.	Technical Evaluation	5 (Vol I)	There are 2500 users estimated for Grievance info. System, does 200 users of CSC are included in it? Same way 2500 users are planned for DMS and workflow, is this a separate set of users and not included in other modules?	Yes, 200 users of CSC are included. Users mentioned for different modules are not exclusive and can overlap. For eg. One officer can have access to more than one module.
179.	Technical Evaluation	Preface (Vol II)	Are responses to be given only if COTS is proposed? If a certain functionality is met with T -Third party, should it not be considered as be spoke and then it is not relevant for response for	There is preference to Packaged Solution in technical evaluation of the bids. Please refer RFP to understand qualification criteria



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
			COTS?	for modules to be considered as "Packaged Solution"
180.	Technical Evaluation	3.5 (Vol I)	How many years of previous experience of the SI will be considered for qualification?	Please refer to the Section 3 (Vol I) for qualification criteria for the bidders
181.	Technical Evaluation	Vol I E , Page 23	Kindly note that PMC has suggested a techno commercial evaluation of the RFP, of which this section plays an important role. The criteria of doing large sized project of over 50 lakhs in government domain is the minimum qualification criteria! The purpose of this section is to differentiate among the qualified bidders. If maximum marks are given for MQC full filment, how will PMC differentiate among the qualified bidders? We suggest that PMC change this to Ability to implement software projects in government domain (Projects of value of >Rs.10 cr for Indian Projects & > US \$ 5Million)) tehn 30 marks , > 20 cr than 20 marks and so on.	Bidders are expected to give details of all their projects qualifying the evaluation criteria. Please refer to Annexure A for further details on the Evaluation Matrix.
182.	Technical Evaluation	Vol I E, Page 23	Presence in Maharashtra, preferably in Pune What is the metric used here? Please clarify. A company like ours delivers multiple projects in Maharashtra from delivery centers all across India. Are you looking at minimum number of people employed by the company in Pune or Maharashtra region?	Please refer to Annexure A for further details on the Evaluation Matrix.
183.	Technical Evaluation	Vol I 4.10 B	If for any of the modules a well proven solution is suggested other than base Package solution, then whether that module specific package will be considered as Packaged solution for marking?	Please refer the RFP to understand which software would be considered as Packaged Modules.
184.	Terms & Conditions	Annex. IV	Kindly clarify that PMC will not accept any deviation in this agreement. As any such acceptance at a later stage may put to a disadvantage other parties who have not proposed any deviation	No deviation in Annexure IV would be accepted
185.	Terms & Conditions	Vol I 6.1	Is there any scope for vendor to share their schedule and seek approval apart from completion milestones defined by PMC?	Penalty specified for non-adherence of the completion milestones for delay in implementation.
186.	Terms & Conditions	Vol I 4, page 26	Performance Bank Guarantee: The performance bank guarantee of 10% of the contract value, from the Nationalized Bank, valid for 60 months, after the successful live run, shall be required to be given to PMC after acceptance of the application of software.	The performance bank guarantee shall be 15% of the contract value
187.	Terms & Conditions	Vol I 4.25 Performance Bank	Page 26 of volume I states that "The performance bank guarantee of 15% of the contract value".	



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
		Guarantee 6.1 Work Completion / Payment Terms	Page 35 states "Implementation Completion Certificate by PMC+ 10% Performance Guarantee". Clarify as to whether performance bank guarantee is 10% or 15%.	
188.	Training	5.3 (Vol I)	Please provide the no. of staff to whom administration training of server infrastructure is required	Such a training would not go above a batch of 10 personnel
189.	Training	5.3 - C (Vol I)	What are the No. of people required to be trained for (a) Functional training, (b) Administrative training	Please refer to Section 5.3 (c) for details
190.	Training	Vol I	What strategy PMC will like to follow on training of end users. Is it the train the trainer approach or Complete training of end users by the Implementation Partner?	
191.	Training	5.3 C (Vol I)	Scope of training (in terms of no. of days) is not very clear	Approx. no. of days expected for each training module is about 5 – 7 days. But this would depend upon the quality of training & complexity of the module. PMC expects bidder to have flexibility in this regard since training is a vital component for success of the project
192.	Training	Vol I	For trainings, it will be required that all users / user groups will need to come to one location. Will PMC be able to make arrangements for the same?	Yes
193.	Training	Vol I	As per the High level plan seen in Section 6.1, Training is to be provided in one go for a 4 week tenure from 28th Week to 32nd week. Training in an ERP implementation project needs to be carried out during every phase of the implementation. This means that PMC will need to bring in the Trainees and provide facilities at multiple times during the implementation. Please clarify if PMC is OK with this.	Yes
194.	Vol II	1 (Vol II)	Need to know how strong the requirement of Marathi is	Marathi is the official language of PMC
195.	Vol II	1 (Vol II)	Does PMC have any existing SSO solution? If yes then what is the product name	No present SSO solution
196.	Vol II	1 (Vol II)	Capability to modify existing forms to suit the requirements without requiring additional development tools -->Need more details on what would be modification that would be required on the forms	Clause is self explainable



SR. No.	Topic Ref.	RFP Clause No.	Clarification Sought / Suggestion	Clarification
197.	Vol II	1 (Vol II)	All modules will have functionality / features of SMS, Mobile Computing, KPI Dashboard & MIS --> Need some brief information on when / how would these features would be used?	These functionalities would be used for delivering services to citizens / for internal MIS



Annexure A : Detailed Technical Bid Evaluation Matrix

Evaluation for the criteria of Bidder's Competence				
(Overall weightage of 40% in the Final Evaluation)				
Level 2		Level 3		
Evaluation Criteria	Weightage	Criteria	Weightage	Remarks
Ability to implement large sized projects	30	Experience of S/W Implementation Projects (of value more than 1 Crore Rs. For Indian Projects / US \$ 1 million for outside India projects)	25%	>5<10 projects = 50%, each project more, additional 5% weightage
		Turnover from S/W Implementation	25%	>50 Cr <75 Cr = 50%, each slab of 25 Cr, additional 10% weightage
		Net Profit for last 2 years	10%	>10 Cr <50 Cr = 50%, each slab of additional 10Cr, additional 10% weightage
		Turnover from Supply, Installation & Support of IT Hardware	10%	>10 Cr <25 Cr = 50%, each slab of 10 Cr, additional 10% weightage
		SEI CMMi Level 5 Certification	20%	In case of Valid Certification
		No. of Data Center Projects (of value of more than Rs. 2 Crore each / US \$ 2 Million for outside India projects)	10%	>=2 projects = 25%, each project more, additional 25% weightage
Ability to implement software projects in government domain (ULB domain not to be considered)	15	No. of Systems Integration Projects in Government domain (of value more than Rs. 1 Crore for Indian Projects / US \$ 1 million for outside India projects)	30%	20% for every project
		No. of ERP / Packaged Software projects (with the same ERP / Packaged Solution proposed for PMC) of value more than Rs. 1 Crore for Indian Projects / US \$ 1 Million for outside India projects)	30%	20% for every project (Projects considered above sub-categories not to be considered)



		No. of e-Governance Software Implementation projects of value more than Rs. 0.5 Crore in India	40%	20% for every project (Projects considered in above two sub-categories not to be considered)
Expeirence of implementation of e-Governance in Municipal Corporations	20	No. of Systems Integration Projects in ULBs (of value more than Rs. 1 Crore for Indian Projects / US \$ 1 million for outside India projects)	35%	25% for every project
		No. of ERP / Packaged Software projects in ULBs (with the same ERP / Packaged Solution proposed for PMC) of value more than Rs. 0.5 Crore for Indian Projects / US \$ 0.5 Million for outside India projects)	35%	25% for every project (Projects considered above sub-categories not to be considered)
		No. of e-Governance Software Implementation projects of value more than Rs. 0.5 Crore in India	30%	25% for every project (Projects considered in above two sub-categories not to be considered)
Synergy between consortium partners	15	Presence of Packaged Software License Provider in the Consortium	25%	
		Clear cut identification of purpose & responsibilities for each of the consortium partners	75%	Details to be submitted in Technical Proposal
Presence in Maharashtra, preferably in Pune	20	Software Development Center in Pune	20%	with more than 20 developers
		Support Center in Pune for Packaged Software Products Quoted	35%	With more than 5 support engineers
		Software Development Center in Maharashtra (outside Pune)	15%	with more than 40 developers
		Support Center in Maharashtra (outside Pune)	15%	With more than 10 support engineers
		Hardware Support Center in Pune	15%	With more than 5 engineers



Evaluation for the criteria for People				
(Overall weightage of 20% in the Final Evaluation)				
Level 2		Level 3		
Evaluation Criteria	Weigthage	Criteria	Weightage %	Remarks
Quality of IT Manpower in company	40	Number of staff in the organization with IT experience	10%	>200 staff = 10% of weightage, each slab of additional 50 staff, additional 10% weightage
		Number of staff in the organization with experience in Urban Local Bodies in India	30%	10 staff = 10% of weightage, each slab of additional 10 staff, additional 10% weightage
		Number of staff in the organization with experience in MIS/Packaged S/W Implementation	30%	>150 = 50%, each slab of additional 50 staff, additional 25% weightage
		Number of staff in the organization with relevant certification in the proposed ERP / Packaged Solution	30%	>=20 staff = 50%, each slab of additional 10 staff, additional 10% weightage
Quality of the IT Manpower Proposed for the project Implementation	25	Experience of the Project Manager in Urban Local Bodies	10%	>=2 projects as Project Manager or above = 20%, every additional project as Project Manager or above, additional 20%
		Experience of the Project Manager in MIS and ERP / Packaged Implementation	10%	>=3 projects as Project Manager or above = 20%, every additional project as Project Manager or above, additional 20%
		Years of relevant experience of the Project Manager	5%	>=6 years as Project Manager or above in relevant projects = 20%, every additional year as Project Manager or above in relevant projects, additional 20%
		Educational Qualification of the Project Manager	5%	MBA / MTech + Engineering Degree = 100%, Any other Masters degree / Engineering Degree = 50%, else 0



		Experience of the key team members (four key team members working full-time on the project) in ULBs / Govt	20%	>=2 projects = 20%, every additional project additional 20%
		Experience of the key team members (four key team members working full-time on the project) in MIS and ERP / Packaged S/W Implementation	20%	>=3 projects = 20%, every additional project additional 20%
		Average experience of the team	10%	>5 years (Project Manager and four key team members working full-time on the project) = 50%, each slab of additional 1 year, additional 10% weightage
		Interview Assessment of the Project Team by PMC's Technical Evaluation Committee	20%	>5 years (Project Manager and any four key team members working full-time on the project) = 50%, each slab of additional 1 year, additional 10% weightage
Quality of the IT Manpower Proposed for Maintenance & Support for 5 years after Go Live	35	No. of Years of Exp of the Project Manager	15%	>=8 years as Project Manager or above in IT projects = 20%, every additional year as Project Manager or above in IT projects, additional 20%
		Experience of Project Manager in similar roles	15%	>=3 projects as Project Manager in similar role = 20%, every additional project as Project Manager or above, additional 20%
		Educational Qualification of the Project Manager	10%	MBA / MTech + Engineering Degree = 100%, Any other Masters degree / Engineering Degree = 50%, else 0
		Experience of the Functional Consultants Proposed	15%	>=2 projects = 20%, every additional project additional 20%
		Experience of the Technical Consultants Proposed	15%	>=2 projects = 20%, every additional project additional 20%
		Experience of the Database Administrator Proposed	15%	>=2 years of DB Administration Exp = 20%, every additional year of exp additional 20%
		Any required Personnel proposed (Like Network Administrator, Security Expert, etc.) with min. 2 years of relevant exp	15%	>5 years (Project Manager and any four key team members working full-time on the project) = 50%, each slab of additional 1 year, additional 10% weightage



Evaluation for the criteria for Quality of Proposed Solution				
(Overall weightage of 15% in the Final Evaluation)				
Level 2		Level 3		
Evaluation Criteria	Weightage	Evaluation Criteria	Weightage %	Remarks
Bidder's understanding level of the scope of work	20	Understanding the Scope of Work	25%	To be evaluated on a scale of 5 (Very Good - 100%, Good - 80%, Average - 50%, Poor - 25% and Very Poor - 0%) PMC's Tender Evaluation Committee shall undertake the evaluation. Presentation shall be taken from the bidders on these evaluation criteria.
		Understanding of purpose and objective of the project	25%	
		Understanding the roles and issues of Project Stakeholders	25%	
		Understanding of the functioning of a Urban Local Body and PMC in particular	25%	
Project Management Methodology for Pre-Implementation	15	Quality of Project Management Methodology	25%	
		Tools used for Project Management	15%	
		Completeness of the proposed project plan	15%	
		Project Plan with proper Timelines, Responsibility Matrix	20%	
		Focus on documentation for the project	10%	
		Identification of project deliverables	15%	
Project Management Methodology for Implementation Phase	20	Quality of Project Management Methodology	30%	
		Tools used for Project Management	15%	
		Completeness of the proposed project plan	15%	
		Data Migration, Digitization Plan	20%	
		Training Plan	20%	
Project Management Methodology for the Post Implementation Phase	15	Tools used for Management of Post Implementation Support	25%	
		Methodology to handle Change Requests	25%	
		Approach plan to handle attrition, Knowledge transfer	25%	



		Approach and Plan for issue resolution, helpdesk etc	25%
Quality of the Software Engineering Methodology proposed for the Bespoke Development	10	Use of SDLC methodology for the project	30%
		Use of tools for various phases of SDLC	20%
		Plans for testing, UAT	15%
		Defect prevention techniques and methodologies adopted	15%
		Focus on QA for the deliverables	20%
Risk Management Methodology proposed	10	Risk Management Methodology adopted	25%
		Project Risks identified	25%
		Mitigation Plan provided for the identified risks	25%
		Strategy for periodic review and evaluation of risks	15%
		Project Status Reporting framework proposed	10%
Strategy to reduce TCO for PMC, like License Cost, Use of PPP Model for certain modules, etc.	10	Optimization of license cost / Appropriate License Model to reduce long term project cost for PMC	35%
		Reusability of software modules	15%
		Other Value-Adds proposed	15%
		Use of PPP Model	35%

Pune Municipal Corporation

Annexure B : Data with respect to Various Departments of PMC

General Data :

- Population in Pune : Approx. 3 million (as per 2001 census)
 - Total no. of employees : Over 16,700
-

Hospital Data :

Number of PMC run Hospitals / Nursing Homes:

- General hospitals : 2
- Nursing homes : 14
- Mother child care centers : 5
- Family planning centres : 7
- ICDS : 2 +5 (New)
- Dispensaries : 29

Number of Patients in PMC Hospitals / Nursing Homes:

- No. of OPD patients : 14,85,927
 - Indoor patients admitted (Including No. of delivery) : 21,026
 - No. of Delivery : 6583
-

Birth / Death Registrations :

- Approx. Birth Registrations in an year : 50,000
 - Approx. Death Registrations in an year : 23,000
-

No. of Properties

- Residential : 590000
 - Open Plot : 24000
 - Non Residential : 71000
-

No. of Metered Water Connections

- Residential : 22,000
 - Non Residential : 14,000
-

No. of Building Permissions in an year

- Approx. no. of new building applications in an year : 4500
 - Approx. no. of New Building Permissions in an year : 4000
-

No. of New Projects / Tenders

- Approx. no. of Projects by Engineering Departments in an year :
Building Construction (Bhavan) : Approx. 10 Projects
Roads Main Office (Above 25 Lakhs) : Approx. 250 Projects
-

Pune Municipal Corporation

Roads (Below 25 Lakhs)	: Approx. 950 Projects
Traffic	: Approx. 20 Projects
Water (Projects)	: Approx. 8 Projects
Water Distribution	: Approx. 100 Projects
Drainage (Maintenance)	: Approx. 25 Projects
Drainage (Projects)	: Approx. 5 Projects
• Approx. no. total tenders published in an year	: Approx. 8,500
• Approx. no. of total tenders sold in an year	: Approx. 75,000

No. of Licenses

• Licenses under P.F.A.	: 11745
• Licenses under B.P.M.C. Act.	: 3329
• Nursing home registrations	: 530
• Dog Licenses	: 367
• P.N.D.T. Registration	: 380
• No. of Licenses under P.F.A. Act for renewal	: 2700 (Approx.)
• No. of Licenses under B.P.M.C. Act for renewal	: 1700 (Approx.)

Vehicle Data in PMC

SWM Dept Vehicles

• Compactor	: 44
• Bulk refuse carrier	: 47
• Dry waste keeper	: 40
• Tipper	: 61
• Dumper	: 85
• Lifting Truck	: 2

Administrative Vehicles

• Ambassador	: 38
• Indica	: 34
• Jeep	: 42
• Tata spacio gold	: 12

UCD & Slum Dept

• No. of main UCD schemes	: 5
• No. of sub schemes under the 5 main schemes	: 42
• Approx. no. of beneficiaries	: 13,374

Land & Estate Dept

Pune Municipal Corporation

- Approx. no. of parcels of land : 1450
 - Approx. no. of tenements : 2500
 - Approx. no. of PMC Land & Garden : 15000
 - Approx. no. of PMC owned building : 8000
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Legal Dept

- Approx. no. of pending cases : 3000
 - Approx. no. of new cases in an year : 757
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Municipal Secretary Dept

- Approx. no. of meetings in n year : 314
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Octroi Dept

- Approx. no. of transactions at various octroi nakas : 68,40,000
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Accounts Dept

- Approx. no. of Receipts in an year : 1,80,000
 - Approx. no. of Payments in an year : 65,000
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Notes :

- Most of the above mentioned data was given in Vol I of the published RFP. Certain additional data is included on request from certain prospective bidders during pre-bid meeting on 04-02-2010.
 - Statistical Information given above is approx. nos. for past one year. Bidder may contact individual Head of Departments (HoD) to get further details, if required. HoD contact details are available on the PMC web-site.
 - Solution should be scalable to meet requirements for atleast next 10 years.
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