No. F-/SDMC/DIT/ 2020-21/D- 1099   Dated :- 01.04.2021

Subject:- **Reply to pre-bid queries regarding NIT No. DIT/SDMC/2020-21/21/D-1019 dated 12/03/2021 for Implementation and hosting of e-SBM including Maintenance for 5 Years.**

The Pre-bid Conference was held on 19.03.2021 in conference hall 6th floor, Dr. SPM Civic Center, JLN Marg, New Delhi-110002 regarding above mentioned subject. The conference was attended by representatives of 03 prospective bidders who were requested to send their queries on the official email ID of SDMC specified in the NIT.

All pre-bid queries received till the last date specified in RFP were examined in the light of the overall objectives of the RFP. The following point-wise clarifications are published for knowledge of the prospective bidders.

All prospective bidders are advised to read and understand the replies to the pre-bid queries in entirety before submitting their bids.

This issues with the approval of Competent Authority.

AC (IT)

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S.NO	Bidding Document Reference(s)(section number/page)	Content of RFP requiring Clarification.	Points of clarification Required	Response
M/s Venera Software Pvt Ltd				
1.			The qualification of the Project Manager should be B. Tech having minimum experience of 5 years.	System Administrator would also be responsible to perform the roles of Project Manager and no dedicated manpower is needed for such roles.
2.			The GPS devices required for this tender should be complied with AIS 140 certification from ARAI/ ICAT.	The bidder should provide GPS devices with AIS certification from ARAI/ICAT.
3.	Form A3: Point 9- page:59	Details of Registration with Appropriate Authorities	What kind of registration details do they require?	The details of Registration with Appropriate Authorities mean, name of state who provide the registration of company.
4.	3.13, Point b, Page:12,	No exemption from EMD is allowed for the MSME and Start-up bidders	Since in most of the govt. tender's exemption from EMD is allowed for the MSME and Start-up bidders, kindly allow us to have an	No change, RFP conditions prevail.

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			exemption here as well	
5.	point 11.1,page 36	Cloud server specifications	The server configurations provided is not a part of standard configurations. Is it a baseline for the vendor, or is it the exact configuration that is required?	Its specification/configuration is identified as per solution requirements for the project so any deviation in Hosting configuration will not be accepted.
6.	point11.2,Page 37	Technology and Programming stack	Our software is based on MySQL hosted on AWS RDS. Performance wise there would be no difference from PostgreSQL	No change, RFP conditions prevail.
7.	Page 39, point 12.2(i)	Database system: Since the volume of field data likely to increase exponentially hence **it is required that the vendor should use any reliable open database system**.	It's an earnest request to let us use MySQL instead of PostgreSQL.	No change, RFP conditions prevail.

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M/s Velocis Systems Pvt Ltd.
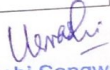
8.	5. Eligibility Criteria page 25	2.The Bidder should be registered in India and in operation from last more than five years and is ISO/TL 9001 Certified. In case of consortium bid at least one member of the Group shall meet this criterion	Kindly add CMMI Level 3 / 5 In Eligibility Criteria for quality Bids	The CMMI level 3/5 already in evaluation of QCBS.
9.	5. Eligibility Criteria page 26	7. The Bidder should have a minimum average turnover of Rs. 2 Crore from the last three financial years ending with 2019-20. In case of consortium bid at least one member of the consortium shall meet the condition	Kindly increase the turnover from 2 Crore to 25 Crore	No change, RFP conditions prevail.
10.	6.4 Parameters for Technical Score on QCBS page 30	2. Experience in Design & Development, and successful implementation of similar projects (GPS tracking based	Kindly remove GPS Tracking software from clause. Requesting you to consider e-governance software development project	No change, RFP conditions prevail.

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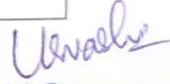24th Floor, Dr. SPM Civic Centre
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		software) of value more than 1crore in single order	orders	
11.	a) Installation of GPS devices page 31	The vendor will deliver /install /configure approximately 400 Nos GPS devices for the Solid Waste Management vehicles or any other corporation vehicles, with warranty for the period of project i.e 05 years	Kindly share the GPS Device specifications.	The vendor will deliver/install/configure approximately 400 Nos GPS Device with following minimum specifications: • GSM frequency: 850/900/1800/1900 MHz. • GPRS: Class 12, TCP/IP. • Memory: 32+32Mb. • **GPS** chipset: MTK high sensitivity chip. • Frequency: L1,1575.42MHz C/A code. • **GPS** channel: 66. • Location accuracy: < 10 meters. • Battery: 5000mAh/3.7V.

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12.	b) Application Development page 32	SMS gateway with its integration	SMS pricing will be depend upon the quantity. Kindly provide SMS consumption details	Approximately 10,000 SMS credits may be utilised per month depending on the issuance of alerts & information messages. A base pack of 1 Lakh SMS credits may be taken to begin with. Further SMS pack and its integration and DLT activities will be completed by the selected bidder.
13.	f) Vendor Management System page 33	h) The successful Bidder shall be responsible for catering to the new functionalities in the system if required during the Contract Period. There will be no additional cost for such change requests.	Please provide details of new functionality to be required	It would cover the functionalities that depends on the existing solution/available resources such as incorporation of new MIS reports, performance measuring logical conditions etc.
14.	f) Vendor Management System page 35	j) The successful bidder has to integrate (with APIs) with the existing RFID based application being operational at various	Kindly share the number of dumping sites to be integrated	Two sites: 1. Okhla Solid Land Fill (SLF) 2. Bakkrwala Construction and waste site.

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		dumping sites of the corporation used to weigh the exact weight of the vehicles using weighbridge machines to import weight data (laden & unladen), generate and maintain specific MIS in prescribed formats		
15.	f) Vendor Management System	n) To provide and depute trained/skilled manpower of 10 Command & Control Executive (CCEs) at HQ for operating and monitoring the e-SBM project and application	Please share the qualification criteria for onsite team	The minimum qualification criteria of command & control executive (CCEs) is 10+2.
16.	12.4 Comprehensive Maintenance and Support Service page 39	The successful bidder shall also set up a command and control center at SDMC Head quarter and deploy a Project Manager to assist the department and monitor the	Kindly confirm that project manager are included 10 CCEs (Command & Control Executive) or required extra resource	The vendor should provide support services for application for 5 years including 1 developer and 1 System Administrator. The additional responsibility as a project manager should be provided by System Administrator itself.

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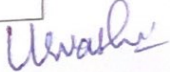|		project for entire period of contract.		
17.	Cloud Server Specification page 36		Database manage services required or not	Not required.
18.	Cloud Server Specification page 36		DC-DR should be in active- active or active passive. What will be the DR drill frequency	DC-DR to in active-active mode of sync.
19.	Cloud Server Specification page 36		Backup Service required or not	Required.
20.	Cloud Server Specification page 36		Any Bandwidth required or not	The vendor should procure cloud services along with Bandwidth as per the cloud services package.

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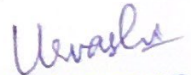
M/s DIMTS

21.	3.13 Earnest Money Deposit (EMD) (Pre-qualification Criteria) page 12	Intending eligible bidders are required to upload signed & scanned copy of a demand draft of Rs. 10,00,000/- for the Earnest Money Deposit (EMD) on any nationalized bank, payable at Delhi in favour of Commissioner, South Delhi Municipal Corporation.	We request that Bank Guarantees be allowed for the purpose of the EMD	Not exempted
22.	3.13 Earnest Money Deposit (EMD) (Pre-qualification Criteria) page 12	No exemption from EMD is allowed for the MSME and Start-up bidders.	We request that exemption be allowed for MSME entities.	No change, RFP conditions prevail.
23.	4.4 Submission of Proposals page 18	All pages of the bid must be initiated and stamped by the person or persons who sign the bid.	We suggest the following change - All pages of the bid must be initialled and stamped by the person or persons who sign the bid.	All pages of the bid must be initialled and stamped by the person or persons who sign the bid.

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24.	4.12 IPR (Intellectual Property Rights) page 23	All the IPRs of the developed/devised module and process shall lie with SDMC only and replication of same shall require prior written consent from SDMC.	We request that IPR of the developed modules to lie with the bidder so that he can use the same software for other Municipal corporations/urban authorities/ local bodies in the country and provide benefit of shared cost to these bodies.	No change, RFP conditions prevail.
25.	5. Eligibility Criteria (#7) page 27	The Bidder should have a minimum average turnover of Rs. 2 Crore from the last three financial years ending with 2019-20. In case of consortium bid at least one member of the consortium shall meet the condition.	As per our understanding the minimum turnover is too low for a project of this size. We suggest that the minimum turnover be raised to Rs. 20 Crores	No change, RFP conditions prevail.
26.	6.4 Parameters for Technical Score on QCBS page 30	Experience in Managed Service support for 24x7 With Delhi NCR	We are unable to understand this aspect. Is it that the bidder has to have a project with Managed Service	No change, In case of consortium/joint venture bid at least one member of the Group shall meet this criterion.

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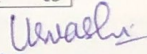|			Support within Delhi-NCR OR Is it that the bidder has to have a Delhi-NCR partner offering managed service support	
27.	10. Scope of work page 33	Predictive Modelling Module: AI Module is acritical requirement to optimize routes, frequency and cost. It should be able to predict preventive maintenance schedule for all vehicles based on analysis of past trips and performance. It should thus be able to optimize the overall cost.	Please elaborate this requirement. We are not clear.	The system should utilise the past trips data and the performance/outcome achieved to determine the further viability of the trips and routes based on trips date and timings. This should cover both primary and secondary vehicles to collect and transport waste.
28.	12.1 Installation of GPS devices page 37	Supply and Installation of GPS Devices: Technical specifications are mentioned in the document.	We could not find the specifications. Please help with the same.	Refer reply to query no. 11.

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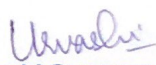24th Floor, Dr. SPM Civic Centre
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29.	11.1 Cloud server specifications: page 36	Server architecture should be load balanced setup with multiple nodes at each level, for example, web server and Application server should be at least two nodes; File Server at least two nodes; Master-slave database setup at least two nodes. The system should have a DR setup too.	Please specify the as to what period of data is to maintained on the server online and offline and on whose account this offline data will be.	Please refer Meity Guidelines for CSP's
30.	11.1 Cloud server specifications: page 36	Server architecture should be load balanced setup with multiple nodes at each level, for example, web server and Application server should be at least two nodes; File Server at least two nodes; Master-slave database setup at least two nodes. The system should have a DR setup too.	Can the bidders have their own configuration of the servers at the DC if they find that what is specified in the RFP is inadequate or does not meet the platform required for their solution?	Already replied against Point 29

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31.	11.1 Cloud server specifications: page 36	Server architecture should be load balanced setup with multiple nodes at each level, for example, web server and Application server should be at least two nodes; File Server at least two nodes; Master-slave database setup at least two nodes. The system should have a DR setup too.	Please specify the size of the DR (ideally 50%) and the configuration	Please refer Meity Guidelines for CSP's
32.	11.1 Cloud server specifications: page 36	File storage server	Please specify the need for this server. If our solution does not need a file storage server, do we still have to provide?	Yes its required for hosting/storage of raw files that are not in database.
33.	11.2 Technology and Programming stack: Page 37	QGIS 3 for cartography/map plotting etc.	Please specify about this. We have been doing vehicle tracking for 10 years now and are not sure how this is required for the project.	It's a FOSS application tool to be used for preparing .shp files as per need for vehicles routes and to view the features on base map layers. It also supports/facilitate the conversion of projection to make it uniform for all the features markers, lines, polygons and push to

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				database.
34.	11.2 Technology and Programming stack: page 37	Database design and development: a) PostgreSQL 10 or higher with relevant extensions. b) Postgis 2.4 or higher for spatial analysis c) QGIS 3 for cartography/map plotting etc.	While the RFP gives flexibility in terms of programming language, it specifies the DBMS as Postgre. Can the bidders use other open source Databases?	No change, RFP conditions prevail.
35.	SLA for Cloud Service page 52	The Total deduction per quarter shall not exceed 20% of the total annual payment value.	We suggest that the same deduction as applicable to GPS/application uptime be applied here and the capping of max deduction equal to PBG be also applied.	No change, RFP conditions prevail.

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36.	SLA metric for GPS Device page 51	uptime of 99% is suggested	The devices will be installed on vehicles which will not be in control of the bidder. We suggest that instances of theft, damage, vandalism resulting in downtime of device to be out of purview for SLA calculation.	No change, RFP conditions prevail.

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