

Corrigendum against RFP No.10/5/2017 dt.27.04.2017 for Selection of System Partner for Implementation of Social Media Management, Mobile Application & other IT activities in Election Department, Haryana

1. Section 2.2.1.1 Social Media Administration (Point 1 – Social Media Presence): Should now be read as

- a) Create afresh / modify existing social media presence to have visually appealing, aesthetic pages with good quality content on various social media channels.
- b) The selected SP would have to suggest a minimum of 10 social media channels and maximum of 15 social media channels to the department based on the popularity & usage. And the same should be made operational after finalization from the Department.

2. Section 2.2.1.2 Creation / Content Management (Point 4): Should now be read as

- a) Marking of all electronic content (text, photo, video or otherwise) as copyright of the Election Department, Haryana shall be a pre-requisite before posting on any social media channel.
- b) Suitable privacy controls shall be applied on a given social media site. For eg: Like direct posting on social media platform by any external user or un-authorized tagging etc on department media channels should be restricted/ disabled. In addition, maximum level of user authentication must be ensured for any sort of Updation/access to the social media channels by the SP.

3. Section 2.2.2 Mobile Application: Para should now be read as

“The System Partner would have to develop the new Mobile Application by following the content of the CEO website & other relates websites (ECI etc). Application will be designed with professional look and easy to use for the users. Mobile application will be linked with the website, services & data will be called on the application by using web services. The Mobile Application should have the minimum following essential features”

4. Section 9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical bids (S. No. 2): Criteria/Sub Criteria at S. No. 2 should now be read as

- a) Relevant experience in online Social Media Management for Govt Sector/PSU/Private Sector in Last 3 years (4 marks for each project- each project shall be of minimum order value of 10 Lacs)
- b) Max Criteria / Sub Criteria points against Form 13 S. No. 2 shall carry 16 marks now

5. Section 9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical bids (S. No. 3): Criteria/Sub Criteria at S. No. 3 (Form 13) stands deleted as the same is merged with Form 13 - S. No. 2

- 6. Section 9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical bids (S. No. 4):** Criteria/Sub Criteria at S. No. 4 should now be read as
- a) Relevant experience in Mobile Application Development for Government / PSU /Private Sector in Last 3 years (5 marks for each project and each project shall be of minimum order value of 10 Lacs)
 - b) Max Criteria / Sub Criteria points against Form 13 S.No. 4 shall carry 20 marks now
- 7. Section 9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical bids (S. No. 5):** Criteria/Sub Criteria at S. No. 5 (Form 13) stands deleted as the same is merged with Form 13 - S.No. 4
- 8. Last Date of submission of bids is extended as below**

Last date of online submission of bid	29/05/2017 at 1300 Hrs.
Manual submission of documents	29/05/2017 1500 Hrs.
Date and time for opening of Pre-qualification bids	29/05/2017 at 1600 Hrs

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S. No	Section No./ParaNo	Page no.	RFP Clause	Statement of clarifications/Deviations	Department Response
1	9.1.2 Form 2: Pre-qualification Criteria Checklist	69	14) Locational capability in Haryana State through offices at Panchkula/Chandigarh/ Mohali	Request you to drop this clause since few resources would be deployed onsite at the Election Office in any case and hence having an office space in Panchkula/ Chandigarh/ Mohali would not be required. Office in Haryana may be an alternate clause that may be added.	As per RFP
2	9.1.2 Form 2: Pre-qualification Criteria Checklist	66	7.(a) Bidder should have a minimum Annual Turnover of Rs. 1 Crores (INR Only) from Indian projects/operations in each of the past 3 financial years	Rs. 1 crore turnover is very less for a project of such importance. For an important project like this, we suggest that only established & experienced companies with annual turnover of more than Rs. 50 crores should qualify as quality, credibility and implementation capabilities are essential.	As per RFP
3	9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical bids	81	7) Detailed Resource Deployment Plan	We request clarity on the onsite deployment of the resources. Kindly specify the resources who are mandatorily required to be deployed onsite so that everyone quotes basis the same requirement and don't make assumptions which may impact the overall bid	As per RFP
4	2.2.1.1 Social Media Administration	24	1) Social Media Presence	As the Number of Social Media Channels are continuously increasing with its popularity, it is requested that the department may finalize the name of platforms it would like its presence on. The Cost estimates and skill set required for the Presence on the defined platform can hence be ascertained for responding to this bid.	The selected SP would have to suggest a minimum of 10 social media channels and maximum of 15 social media channels to the department based on the popularity & usage. And the same should be made operational after finalization from the Department
5	2.2.1.1 Social Media Administration	24	Social Media Content	1) Is creation of the social media content also under the scope. 2) Please specify the approval mechanism and TAT for administration of the social media content on the social media pages. 3) Is there any specific tool also required for content publishing	1) Yes, As per RFP 2) May vary from content to be published & approvals required 3) The bidder will be solely responsible for arranging any software tools required
	2.2 Broad Functional Requirements of the Project	24	-	Scope of website is not clearly documented. Will it be developed only for content management(repository) or it will have any G2C service?	There is no new website development. Its only the mobile application requirement and the scope of the same is well defined in RFP
7	2.2.1.1 Social Media Administration	25	4) Social Media free Campaigns:	Please define category of users as mentioned in the Paragraph. How would be the user category ascertained and validated for the proposed campaigns.	Main category of users will be the youth between the age group from 18 years to 24 years & all other left out voters

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8	2.2.1.1 Social Media Administration:	25	5) Integration of Social Media applications with existing websites of Election Department & related stakeholder(ECI, CEO, District Administration)	Please share the details of the websites to be integrated and their technical stack.	1) As per RFP 2) Technology Stack Primary Website : www.ceoharyana.nic.in Front End:- php and .net Middleware :-Smarty control panel Back end:- MySql and Ms SQL ERO NET & NVSP website are likely to be in DOT.Net
9	2.2.1.2 Creation / Content Management	25	2) Developing promotional strategy for creating awareness among the citizens about their voting right, designing and production of creative including multimedia banners, posters and other publicity material for electronic, digital and social media.	Paid social media campaign will be out of the engagement under this RFP. Please clarify.	Only free campaign under current SoW as defined in the RFP
10	2.2.1.2 Creation / Content Management	25	3) Ensure that the content and activities on the social media platforms have accessibility of the platform on mobile devices & different browsers also.	It is assumed that the EC hereby means that the content created will be visible on the web-based browser of the social media applications or the available apps of the social media entity. Please clarify	All the social media updates should be visible on the web browser as well mobile application on real time basis.
11	2.2.1.2 Creation / Content Management	25	4) Marking of all electronic content (text, photo, video or otherwise) as copyright of the Election Department, Haryana wherever applicable; and monitoring & reporting of unauthorized use.	Any existing resources brought in by the implementing agency for the project will not be subjected to this clause. Please remove the clause indicating the monitoring and reporting of unauthorized use, as the same is not possible considering the web worldwide. Its next to impossible to stop any single individual consuming resources from EC social media without prior permission.	1) Marking of all electronic content (text, photo, video or otherwise) as copyright of the Election Department, Haryana shall be a pre-requisite before posting on any social media channel. 2) Suitable privacy controls shall be applied on a given social media site. For eg: Like direct posting on social media platform by any external user or un-authorized tagging etc on department media channels should be restricted/ disabled. In addition, maximum level of user authentication must be ensured for any sort of Updation/access to the social media channels by the SP

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12	2.2.1.2 Creation / Content Management	25	6) Repackaging of the content	Please elaborate on the requirement.	As per RFP
13	2.2.1.3 Management Framework	25	1) Set up a complete social networking management system	Please elaborate the number of licenses required for the solution. What is expected from this management system?	Only Free social media channels should be made available
14	2.2.1.4 Archival Set Up:	26	1) online/offline archival support.	In case the online support is provided, the SP can host the support on cloud. Please confirm.	Hosting Space will be provided by the department
15	2.2.2 Mobile Application	26	The System Partner can augment the existing Mobile application (developed on android platform) available with the department or may develop the fresh Mobile Application from scratch	Functional requirement of mobile app is not clearly mentioned. It's mentioned that the proposed mobile app will augment the existing mobile application.	New mobile application to be developed by SP
16	2.2.2 Mobile Application	26	-	Is offline feature to be supported for mobile app? In this case what will be the scenarios?	1) Yes 2) To be analyze during system study phase & documented in the comprehensive System Requirement Specifications (SRS) documents to be prepared & submitted by the System Partner.
17	2.2.2 Mobile Application	26	-	What is the existing backend stack for the mobile app?	New mobile application to be developed by SP
18	2.2.2 Mobile Application	26	-	For any new functionalities will new api provided or SP will have to develop new api?	SP will have to develop & implement required API (s) for any existing / new functionalities
19	2.2.2 Mobile Application	26	-	What is minimum version of OS(each platform) the mobile app should support	Minimum supported version should be: Android - Version 4.0 & above IOS - IOS 6 & above Windows - Windows Mobile 5.0 & above
20	2.2.2 Mobile Application	26	-	Do we have any functional/technical documentation on the existing mobile app?	New mobile application to be developed by SP

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21	2.2.2 Mobile Application Point no 13	27	13) While developing mobile application, the selected agency should give preference to the NATIVE ENVIRONMENT (e.g.: SDK android development Kit, IOS SDK, Windows SDK).	Will there be any restriction towards hybrid app?	As per RFP
22	2.2.2 Mobile Application Point no 18	28	18) SMS/ Email Gateway Integration User will get various notification/OTP on registered Mobile Number & Email Id. SMS/Email gateway will be integrated for this functionality.	Is there any SMS/E-mail gateway available?	SP need to integrate the SMS/Email gateway provided by the department.
23	2.2.2 Mobile Application Point no 26	28	26) MIS Reports	MIS report will be in scope of mobile app or website? Who will have access to these reports?	1) Both users 2) Department Users
24	6.2 Limitation of Liability	53	-	Request you to include the following text in the Limitation of Liability Section: "The SP will not be held liable for any indirect/consequential losses arising out of this assignment."	No Change
25	6.2 Termination	53	-	Request you to include the following clause: "Either party may terminate the contract if (i) a breach by the other goes uncured for 30 days after receipt of a notice from the breaching party, or (ii) continuation causes breach of applicable law or regulation."	No Change
26	6.2 Termination	53	-	Request you to include the following clause: "Upon termination, the SP shall be paid for the work done till date of termination."	No Change
27	Human Resource	-	General	As the scope requires certain skilled resources to be deployed onsite, it is requested to kindly identify the resources in quantity and allow the bidding agency to quote man month rate against the identified resources, this would not only help in arriving the cost efficiently, but also help in better planning for the required infrastructure and deployment plan by SP.	No Change

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28	Bid submission date	-	-	Keeping in view the variety of scope of work required to be undertaken, it is requested to extend the bid submission date by atleast 10 more days from the stipulated date of submission.	As per Corrigendum.
29	-	-	-	Request you to add the following clauses in the RFP: a) Sharing of Deliverables The deliverables submitted by the SP under this assignment are only for department's internal use and may not be made available to anyone else. The SP will not assume any duty of care to anyone else. b) Confidentiality The confidentiality obligations under the contract will not apply to information already in the public domain or available to the SP independently of this contract.	As per RFP
30	clause no 9.2.1 Form 13	80 to 81	Point System Criteria for evaluation of Technical bid but you have not specified any bench mark / rationale for awarding the point system given at serial number 1 to 9.	1.We suggest that there must be some benchmark / rationale for awarding Max Criteria / Sub Criteria Points 2.Minimum required turnover is asked Rs. ONE crore PA, as this is a very prestigious and sensitive work, we request to enhance minimum required turnover to Rs. TEN crore PA. 3. We suggest that to get quality work bidder must have CMMi3 or above level certification for IT services	1) As per Form 13 2) As per RFP 3) As per RFP
31	clause no 9.2.1 Form 13	80 to 81	Point System Criteria at serial no 2, it is written that Relevant experience in online Social Media Management for Govt Sector/PSU in Last 3 years (4 marks for each project).	Here it should be mentioned that bidder having Work Order of minimum value of Rs. FIFTY Lacs in online Social Media Management for Govt Sector/PSU in Last 3 years (4 marks for each project).	Section 9.2.1 Form 13 Point No 2 shall be read as a) Relevant experience in online Social Media Management for Govt Sector/PSU/Private Sector in Last 3 years (4 marks for each project- each project shall be of minimum order value of 10 Lacs) b) Max Criteria / Sub Criteria points against Form 13 S. No. 2 shall carry 16 marks now
32	clause no 9.2.1 Form 13	80 to 81	Point System Criteria at serial no 3, it is written that Relevant experience in online Social Media Management for Private Sector in Last 3 years (4 marks for each project).	As we know that Work Order value in Private sector is less, so it should be mentioned that bidder having Work Order of minimum value of Rs. TEN Lacs in online Social Media Management for Private Sector in Last 3 years (4 marks for each project).	Criteria/Sub Criteria at S. No. 3 (Form 13) stands deleted as the same is merged with Form 13- S. No. 2

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33	clause no 9.2.1 Form 13	80 to 81	Point System Criteria at serial no 4, it is written that Relevant experience in Mobile Application Development for Government / PSU in Last 3 years (5 marks for each project)	Here it should be mentioned that bidder having Work Order of minimum value of Rs. FIFTY Lacs in Mobile Application Development for Government / PSU in Last 3 years (5 marks for each project).	Section 9.2.1 Form 13 Point No 4 shall be read as a) Relevant experience in Mobile Application Development for Government / PSU /Private Sector in Last 3 years (5 marks for each project and each project shall be of minimum order value of 10 Lacs) b) Max Criteria / Sub Criteria points against Form 13 S.No. 4 shall carry 20 marks now
34	clause no 9.2.1 Form 13	80 to 81	- Point System Criteria at serial no 5, it is written that Relevant experience in Mobile Application Development for Private Sector in Last 3 years (5 marks for each project).	As we know that Work Order value in Private sector is less, so it should be mentioned that bidder having Work Order of minimum value of Rs. TEN Lacs in Mobile Application Development for Private Sector in Last 3 years (5 marks for each project)	Criteria/Sub Criteria at S. No. 5 (Form 13) stands deleted as the same is merged with Form 13 - S.No. 4
35	9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical Bids Pt 2.	80	Relevant experience in online Social Media Management for Govt Sector/PSU in Last 3 years (4 marks for each project)	We would suggest the department to add the criteria for the work order having the value of Rs 25 Lakh each to evaluate the potential of the bidders to carry out this project. The new clause should read as: Relevant experience in online Social Media Management for Govt Sector/PSU having the work order value of Rs 25 Lakhs in Last 3 years (4 marks for each project)	No Change
36	9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical Bids Pt. 3	80	Relevant experience in Mobile Application Development for Government / PSU in Last 3 years (5 marks for each project)	We would suggest the department to add the criteria for the work order having the value of Rs 10 Lakh each to evaluate the potential of the bidders to carry out this project. The new clause should read as: Relevant experience in Mobile Application Development for Govt Sector/PSU having the work order value of Rs 15 Lakhs in Last 3 years	No Change

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37	9.2.1 Form 13: Criteria/Sub Criteria and Point system for the evaluation of Technical Bids Pt. 3 & 5	80	<p>Relevant experience in online Social Media Management for Private Sector in Last 3 years (4 marks for each project)</p> <p>Relevant experience in Mobile Application Development for Private Sector in Last 3 years (5 marks for each project) 50 lacs 10 lacs</p>	<p>To judge the potential of the SP to undertake such a prestigious project we believe that the experience in Govt. domain would be sufficient enough. The experience asked in Private sector seems in appropriate for this project for evaluating technical score. Therefore, we request the department to change this clause. The new clause should read as:</p> <p>Experience in executing social media / digital marketing project for any Government Department / PSU in India in last five years as on 31/03/2017</p> <p>- 3 projects: 3 marks - > 3 Projects: 4 marks</p> <p>(Copy of Work order & Completion/ Continuation certificate along with Documentary evidence for requisite number of installations)</p> <p>Relevant Experience in implementation of Mobile App having more than 10,000 downloads for any Government Department / PSU in India in last five years as on 31/03/2017</p> <p><input type="checkbox"/> 2 Projects: 1 Marks <input type="checkbox"/> 4 Projects: 3 Marks <input type="checkbox"/> >4 Projects: 5 Marks</p> <p>(Copy of Work order & Completion/ Continuation certificate)</p>	No Change
38	9.1.2 Form 2: Pre-qualification Criteria Checklist Pt. 7	66	<p>Financial information of the bidder (Primary bidder of the Consortium) from Indian projects/ operations in each of the past 3 financial years (FY2013-14, FY2014-15, FY2015-16) from IT Services.</p> <p>a) Bidder should have a minimum Annual Turnover of Rs. 1 Crores (INR Only) from Indian projects/operations in each of the past 3 financial years</p> <p>b) The bidder should have made profits in the past</p>	<p>As per the guidelines issued by Ministry of Information Technology, Govt. of India, for preparation of RFP- The Nodal Agency should ensure that any of the shortlisted bidders should have the ability to execute the assignment. Looking at the scope of work it is ascertained that the project requires significant initial investments from the bidders and hence they must be financially sound. Therefore, we request to modify this clause as- The bidder should have an Average Annual Turnover of Rs. 10.0 Crore and positive Net Worth in the past three financial years ((FY2013-14, FY2014-15, FY2015-16) from IT Services.</p>	No Change

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S. No	Section No./ParaNo	Page no.	RFP Clause	Statement of clarifications/Deviations	Department Response
39	2.2.1.3 Management Framework	26	12) Registration of complaints with department grievance application / call centre to ensure immediate action and qualitative disposal	The detail of the existing grievance application/ call centre is missing in the RFP. Request you to Please provide the details of the same for better understanding	Call Centre is being setup
40	2.2.2 Mobile Application Pt. 19	28	Integration of e-Payment Gateway with e-GRAS to be develop & implement (for website as well as mobile application) to pay any sort of govt. fees, like on account of replacement of EPIC, any modification in EPIC or other services	Through this clause, we understand that the department is having the digitized EPIC data available on their existing website. The bidder shall be responsible for providing the integration service only and e-payment gateway shall be provided by the department	Haryana State Finance Department has already establish an electronic payment aggregation solution (across multiple banks) and in this case, the bidder shall be required to integrate to this aggregated model
41	2.2.2 Mobile Application Pt. 21	28	One touch calling from app directly to call centre.	The detail of the existing call centre is missing in the RFP. Request you to Please provide the detail of the same for better understanding of Scope	Call Centre is being setup
42	2.2.3 O&M for the department IT System (Website, Mobile Application, Social Media) Pt. (viii)	30	SP shall coordinate with the Election Department, Haryana and/or the nominated agency for performing the complete audit. During the audit process the department will only play the role of observer and facilitator, while the SP will be responsible for ensuring that the audit is successfully concluded and appropriate approval is received from the designated auditor. All the requisite changes as a result of audit findings have to be incorporated by the SP without any extra cost &delay.	Through this clause, we understand that the department shall be responsible to conduct the third party security audit and SP shall coordinate and support the Election Department for successful completion of the audit. The expense for security audit shall be bear by the department.	As per RFP

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43	2.3 Approach to Project implementation Pt. 5/	30	Training to staff members of department as well as other stakeholders for effective use of the system	We understand that the training would be conducted at Election department, Chandigarh and infrastructure would be provided by the department. Please confirm.	Bidders are required to develop & provide the requisite training plan as well as materials for the end users. However the infrastructure for training (Conference Room etc) shall be facilitated by the department
44	4.1.3 Commercial Evaluation Pt. (vi) & (vii)	45	The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Once the prices have been submitted as part of Commercial bid to Election Department, Haryana, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid (till completion of project for the selected bidder as System Partner/ Implementation Partner). Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the Election Department, Haryana.	Request you to allow bidder to quote the rates exclusive of all taxes as this will allow department to compare the Commercial of all bidders on same parameters and the changes in tax rate can also be accommodated at the time of billing.	As per RFP
45	Prequalification Criteria		Not in RFP	In order to bring utmost quality to the project during its execution we request to add CMMI Certification as Technical Evaluation criteria as well	As per RFP
46	2.2.1.1 Social Media Administration	24	Social Media Administration	1. We assume that social media administration will be done by deployed Social Media Manager at the Election Department, HO. Please Confirm	The Social media administration shall be the responsibility of the SP

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47	2.2.1.1 Social Media Administration	25	4) Social Media free Campaigns: Create, run and report results of campaigns to target particular category of users as per defined criteria on social media as and when required	1. We assume that direction in terms of creative brief will be provided from your side. Please confirm	It the responsibility of the SP to prepare the strategy and execute the task as mentioned under SoW
48	2.2.1.3 Management Framework	25	1) Set up a complete social networking management system for the Election Department, Haryana and mange the same by deploying requisite number of persons with requisite qualifications and skills-set.	1. Please share number of persons required along with requisite qualifications and required skills-set for this activity. 2. Do SP need to submit CV for key personal only or for entire team?	As per RFP
49	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	26	The System Partner can augment the existing Mobile application (developed on android platform) available with the department or may develop the fresh Mobile Application from scratch by following the content of the CEO website	1. Please provide the existing mobile application link to download and check the existing features of it. 2. We assume that Department will provide source code of existing mobile application in case of augment the existing mobile application. 3. We assume that proposed mobile application will also be required to cover all functionality, which are available on http://www.ceoharyana.nic.in in addition to mentioned features in RFP - Please confirm	New mobile application to be developed by SP
50	2.2 Broad Functional Requirements of the Project:2.2.2 Mobile Application	26	Mobile application will be linked with the website, services & data will be called on the application by using web services.	1. We assume that required web services to display content on Mobile Application will be provided by Election Department. Please confirm. 2. We assume that for services (like voter registration, Grievance, Voter details through SMS, List of CEO,DEO,ERO & BLO, Know your BLO, etc.), SP needs to redirect user to respective website. Please confirm	All the web services required shall be develop & implement by the SP only
51	2.2 Broad Functional Requirements of the Project:2.2.2 Mobile Application	27	6) To manage all application contents, separate user friendly content management system should be provided	1. As per our understanding there is no requirement to develop / provide Content Management System in the scope. Current content management system will be used to display content on mobile applications (Android, iOS and Windows). Please clarify term "separate user friendly content management system should be provided" as mentioned in the tender document.	As per RFP

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52	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	27	6. c) CMS should be protected using the HTTPS for secure access to application.	1 .Who will bear SSL Certificate Cost?	As per RFP
53	2.2.2 Mobile Application	27	15) Touch login services using fingerprint authentication shall be available to access various services in a mobile application	1. Currently all services are managed at 3rd party website, so we assume that mobile application needs to authenticate user through fingerprint scanning before redirecting him to 3rd party website. 2. We also assume that this feature will not be available on non fingerprint scanner devices, so they will not be able to access these services	1)Yes 2) Yes
54	Broad Functional Requirements of the Project: 2.2.2 Mobile Application	28	16)Should have the navigation path to the destination selected by the user like route to the Polling Station, District Election Office & other important offices in the concerned area.	1. From where data / information related to Polling Station, District Election Office & other important offices will come? From existing website or 3rd Party Website? 2. If from existing website then we assume that SP has to develop new module to manage these data / information as it is currently not available in current website. Please confirm. 3. If from 3rd Party Website then we assume that required web services will be provided by the department. Kindly confirm.	1) From current website (In future may be through ERONET, NVSP or others) 2) Requisite API to be developed & implemented by SP 3) Requisite API (s) to be developed & implemented by SP only
55	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	28	18) SMS/ Email Gateway Integration User will get various notification/OTP on registered Mobile Number & Email Id. SMS/Email gateway will be integrated for this functionality.-	1. We assume SMS Gateway will be provided by Department of Elections, Haryana. Please confirm. 2. If SP need to procure SMS Gateway then kindly provided the period and estimated SMSs per Month?	SP need to integrate the SMS gateway provided by the department.

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S. No	Section No./ParaNo	Page no.	RFP Clause	Statement of clarifications/Deviations	Department Response
56	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	28	18) Integration of e-Payment Gateway with e-GRAS to be develop & implement (for website as well as mobile application) to pay any sort of govt. fees, like on account of replacement of EPIC, any modification in EPIC or other services	<p>1. We assume that e-GRAS payment gateway will be provided by Department of Elections, Haryana. Please confirm</p> <p>2. Request you to provide feature / module where online payment is required.</p>	<p>1)Haryana State Finance Department has already establish an electronic payment aggregation solution (across multiple banks) and in this case, the bidder shall be required to integrate to this aggregated model</p> <p>2) Any service provided by department that requires Govt Fees</p>
57	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	28	20)Develop & Implement suitable mechanism for updation of mobile number & email id of already registered voter(s) through election department website or mobile application or web interface etc. Necessary validations (OTP etc) to be made available during voter database updation.	<p>1. We assume that voter's data is managed on http://www.nvsp.in. To manage updation of mobile number or email id of already registered voter(s) through election department website or mobile application or web interface, SP will need required web services from www.nvsp.in website. Please confirm SP will get all the required web services to develop this functionality.</p> <p>2. We also assume that OTP functionality will be managed at www.nvsp.in only. Kindly confirm.</p> <p>3. By saying "Web Interface", what are you referring to?</p>	Requisite API/ web services required shall be develop & implement by the SP only
58	2.2 Broad Functional Requirements of the Project: 2.2.2 Mobile Application	28	26 e) The mobile applications should work in all networks irrespective of mobile device make and model. If required, the mobile apps should access Geo-Location information in case the mobile device supports it.-	1. Please share the functionality required related with geo-location information	The mobile application should have the functionality to get the GEO location co-ordinates
59	2.2.3 O & M for the department IT system (Website, Mobile Application, Social Media)	29	vii) Election Department, Haryana at its discretion will also undertake an exercise for complete audit of the IT system through a state designated agency / third party after the Go-Live of application or at any time during the contract period	<p>1. We assume that such audit cost will be bear by Department of Elections, Haryana . Please confirm.</p> <p>2. If SP has to bear the audit cost, then kindly provide below details.</p> <p>2.1 What kind of audit you are referring to (i.e. Security Audit, GIGW Compliance etc.)?</p> <p>2.2 How many such audit need to be performed during contract period of 3 years?</p>	As per RFP

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60	2.3 Approach to Project Implementation /	30	Training to staff members of department as well as other stakeholders for effective use of the system.	1. How many users need to be trained? 2. What will be the batch size? 3. We assume that training infrastructure will be provided by Department. Please confirm. 4. We assume that training will need to be provided at single location (Chandigarh). If multiple location then please specify the locations.	1) Approx 80 users 2) Details will be workout will be the selected SP 3) Infrastructure for training (Conference Room etc) shall be facilitated by the department 4) Chandigarh/panchkula
61	2.4.1 Social Media Management / Page	31	4.Go Live of all social media channels (minimum 8 free social media channels should be made available)	Please share the list of 8 social media platforms on which social media activities will be required.	The selected SP would have to suggest a minimum of 10 social media channels and maximum of 15 social media channels to the department based on the popularity & usage. And the same should be made operational after finalization from the Department.
62	2.3 Approach to Project Implementation / Page #30 2.7 Department Responsibilities	36	4) Deployment of required infrastructure for Operationalization of application. xi. Facilitate procurement of necessary IT infrastructure (software licenses like SSL certificate, purchase of Hosting space on Android, Windows & IOS platform as applicable).	1. We assume that current website www.ceoharyana.nic.in will continue working from the current hosting server only. There is no requirement of migrating the same to another server. Kindly confirm. 2. If no migration is required then we are not clear about procurement of infrastructure or hosting space. For what these need to be procured? Kindly clarify. 3. If migration is required then who will bear the cost of all required Hardware (for website), System Software (OS and DB) (for website), SSL certificate, account opening on app stores?	1) It can be either in NIC /SDC 2) Only Hosting Space (VM) at Data Centre shall be provided by the department. All the enabling software licenses required for the designing, development, deployment, security and operations of the proposed solution shall be procured/provide by the SP only
63	4.1.4 Quality and Cost Based Selection	45	Bidder with the highest final composite score (Final Composite Score = $TS*0.70 + FS*0.30$) shall be declared as "Best Evaluated Bidder" and shall be entitled for the award of the contract	1. We assume that bidder's technical score directly considered in final composite score (i.e. 0.7 of TS). There will not be any other formula applied for calculating technical score. Please confirm 2. if not then please provide the formula for evaluating final technical score.	As per RFP
64	4.1.3 Commercial evaluation	45	vii Any increase/decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the Election Department, Haryana.	1. We assume that if tax rate structure (e.g. from service tax to GST) will change, then it will also be bear by the department.	As per RFP

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65	General		CMS of existing website?	1. Which CMS is used for managing the existing website?	Front End:- php and .net Middleware :-Smarty control panel Back end:- MySql and Ms SQL
66	General		Number of users	How many concurrent users will be there at peak time?	May consider approx 10K users
67	A.2 One Time Project Cost for Mobile Application	93	License & Support Costs *	1. As there is no requirement of development of website, we are not sure for what license and support cost is asked? 2. Kindly provide BoM for the hardware and software required so that each SP will be on same page.	As per RFP
68	1.7.2, point no. 2	20		Request -Is there any exemption EMD for us. As we are NSIC & MSME certified and our turnover is 5Cr. we hold an extensive experience of working for Government Agencies like DRDO, Indian Navy, Cabinet and Air force, BPCL, PCRA, ICSI, ASRTU, Ministry of Defense.	As per RFP
69	1.7.2, point no. 2	20		Payment for EMD Rs. 2,00,000.Bidder registered under MSME program shall be exempted. This has happened in many bids for Central Ministries	As per RFP
70	1.7.2, point no. 2	20		Payment for EMD can be made through RTGS/NEFT to beneficiary account number.Can this be in the form of Demand Draft. If yes please tell in whose name shall it be made	As per RFP
71	2.2.1.2, point no. 6	25	Repackaging of content (videos and photographs) into suitable formats (video package etc.)	Videos and photoshoots are to be conducted by agency or will it be provided by department? If agency has to conduct shoot, how frequently will that be?	Raw material shall be provided by the department. However the content shall be created in accordance SOW already mentioned in the RFP.
72	2.7, point no. 6	36	vi)Provide seating space and basic office amenities to the agreed number of bidder personnel who will be involved in the course of the project.	Department will provide seating space and basic office amenities to the agreed number of bidder personnel who will be involved in the course of the project.All team members are required to be deputed or only Social Media Management & Website Management team will do? Mobile Application development team can work at backend.	As per RFP
73	1.7.2, point no. 2	20		Exemption from remittance of tender document fees /EMD for the units holding SSI/NSIC Registration.	As per RFP