ODISHA
INDIA'S BEST KEPT SECRET.

Department of Tourism
Government of Odisha
Paryatan Bhawan, Lewis Road, Bhubaneswar, 751014
Phone: (0674) 243 2177 | Fax: (0674) – 2430887
https://dot.odishatourism.gov.in

No. 3885

TCT-TSP-MISC-0051-2021

Date: 27-04-2022

ADDENDUM – 1

To RFP NO. 10623 dated 30.12.2021 for "Selection of an agency for website operation, maintenance, augmentation and mobile app development for Department of Tourism, Government of Odisha".

The Addendum to the captioned RFP is as below:

SI	Existing Clause	Amended Clause
1.	Clause 4.2.1, Technical Eligibility Criteria, Page No. 11 The Agency must have successfully completed at least 1 (One) similar project of Website / Web portal / Web Application and/or Mobile App Development & management for any Government / PSU / Corporation having project cost not less than INR 75 Lakhs during the last 7 years, preceding the proposal submission due date.	Clause 4.2.1, Technical Eligibility Criteria, Page No. 11 The Agency must have successfully completed/ ongoing at least 1 (One) similar project of Website / Web portal / Web Application and/or Mobile App Development & management for any Government / PSU / Corporation having project cost not less than INR 75 Lakhs during the last 7 years, preceding the proposal submission due date. **Note:** Ongoing similar projects shall be considered for technical eligibility, subject to an achievement of milestone of receiving a fee of INR 75 lacs and above with Client certificate to be submitted

1

		as a proof clearly mentioning scope of work, milestones completed, and payments released.
2.	**Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.2, Page No. 11** The Agency should have minimum five (5) years' experience in software services such as design, development, operations, and maintenance with dedicated expertise in the technology area(s) that are proposed by the Agency with at least one project valuing not less than INR 2.0 Cr. Where the end users are Corporations or Government Departments or PSUs or undertakings within the last seven years preceding 31 March 2021	**Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.2, Page No. 11** The Agency should have minimum five (5) years' experience in software services such as design, development, operations, and maintenance with dedicated expertise in the technology area(s) that are proposed by the Agency with at least one project valuing not less than INR 2.0 Cr. Where the end users are Corporations or Government Departments or PSUs or undertakings within the last seven years preceding 31 March 2021 **Note:** Ongoing similar projects in software services shall be considered for technical eligibility, subject to an achievement of milestone of receiving a fee of INR 200 lacs and above with Client certificate to be submitted as a proof clearly mentioning scope of work, milestones completed, and payments released.
3.	**Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.3, Page No. 11** The Agency should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.	**Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.3, Page No. 11** The Agency should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores **Note:** Ongoing similar projects in application support shall be considered for technical eligibility, subject to an achievement of milestone of receiving a fee of INR 200 lacs and above with Client certificate to be submitted as a proof clearly mentioning scope of work, milestones completed, and payments released

4.			
5.	**Clause 4.2: Technical Eligibility Criteria, Note (b), Page. No. 11,** Documentary proof (Work Order along with Completion Certificate from client etc. of related projects) with project citation. *Ongoing Projects shall not be considered for Technical Eligibility*		**Clause 4.2: Technical Eligibility Criteria, Note (b), Page. No. 11,** Documentary proof (Work Order along with Completion Certificate from client etc. of related projects) with project citation. Ongoing projects shall be considered for technical eligibility, subject to fulfilment of milestone(s) confirming RFP Clause 4.2.1, 4.2.2 & 4.2.3. Client certificate to be submitted as a proof clearly mentioning scope of work, milestones completed, and payments released.
6.	**Clause 2.3.2.15, Mobile Application Features, page No. 8** English, Hindi will be the default and initial language however, the app should be scalable so as to easy and cost-effectively add other languages at later time.		**Clause 2.3.2.15, Mobile Application Features, page No. 8** English, Odia, and Hindi will be the default and initial language however, the app should be scalable so as to easy and cost-effectively add other languages at later time.
7.	**Clause 2.4. Deployment of Personnel, Page No. 9** The selected Agency should deploy a Project Manager at client location having qualification in BE/B. Tech/ME/M. Tech. in IT/CS/Electronics or any equivalent qualification with minimum 10 years of experience in implementation of IT projects out of which minimum 2 years of experience as a Project Manager. He/She should have experience in implementing full lifecycle (end-to-end) one Website/Mobile app project as Project Manager in Tourism/ Travel/ Hospitality sector.		**Clause 2.4. Deployment of Personnel, Page No. 9** The selected Agency should deploy a Project Manager at client location having qualification in BE/B. Tech/ME/M. Tech. in IT/CS/Electronics or any equivalent qualification with minimum 10 years of experience in implementation of IT projects out of which minimum 2 years of experience as a Project Manager. He/She should have experience in implementing full lifecycle (end-to-end) one Website/Mobile app project as Project Manager in Tourism/ Travel/ Hospitality sector. **(The Agency shall submit the CV of the key personnel proposed as per Annexure – 2 of Addendum – 1)**

	(The Agency shall submit the CV of the key personnel proposed as per Annexure VIII)	
8.	Last date and time for submission of Bid: 25.04.2022@ 3:00PM	Last date and time for submission of Bid: 09.05.2022@ 3:00PM
9.	Technical Bid Opening: 25.04.2022@ 4:00PM	Technical Bid Opening: 09.05.2022@ 4:00PM

Clarifications/ Modifications to Request for Proposal for **Selection of an agency for website operation, maintenance, augmentation and mobile app development for Department of Tourism, Government of Odisha** are given in **Annexure 1 & 2**

Additional Secretary to Govt.

Response to Pre-Bid Queries for "Selection of an agency for website operation, maintenance, augmentation and mobile app development for Department of Tourism, Government of Odisha

RFP Clause No./ Page No.	RFP clause details				Query / Clarification Sought	Response
Clause 3, Deliverable, Timeline and Payment Schedule, Page No. 9 & 10	Deliverables, Timelines and Payment Schedule, Table 4				75% of the payment is for O&M phase spread over 36 months. Suggestion: It is requested if this be reduced to 55% over 36 months and 45 % be against deliverables	No change
	Deliverable Details	Description	Timeline	Payment Schedule		
	Website Augmentation, Operation & Maintenance	Operation, Maintenance & management as per Clause 2.2 • Submission of Web Analytics Report per month • Quarterly Comparative Analysis Report	Continuous Work	30% of Contract Value (over 36 months)		
	Mobile App Development And Management	O&M Support for 3 years and submission of monthly reports	Continuous work	45% of Contract Value (over 28 months)		
Clause 4.2: Technical Eligibility Criteria, Note b, Page. No. 11	Note b): Documentary proof (Work Order along with Completion Certificate from client etc. of related projects) with project citation. **Ongoing Projects shall not be considered for Technical Eligibility.**				Ongoing projects be considered with client certificate indicating the status of work. Suggestion: Projects which are in O&M phase are requested to be considered.	Please refer Addendum – 1
Clause 4.2.1, Technical Eligibility Criteria, Page No. 11	The Agency must have successfully completed at least 1 (One) similar project of Website / Web portal / Web Application and/or Mobile App Development & management for any Government / PSU / Corporation having project cost not less than INR 75 Lakhs during the last 7 years, preceding the proposal submission due date.				We understand that for the purpose of this clause, any project that has achieved the milestone of receiving a fee of INR 75 Lakhs shall be considered for compliance. Kindly Confirm? Further, we wish to clarify that there are large scale projects with similar scope of work as mentioned in this clause, that are much larger in terms of value. We therefore request that on-going projects that have achieved payment milestone of INR 75 Lakhs shall be considered.	Please refer Addendum – 1
Clause 2.3, Mobile App Development, Page no. 7	The proposed platform should support responsive design, to ensure the same functionalities on Odisha Tourism website can be extended to mobile devices.				What type of mobile application needs to be developed? i.e., Native App or Hybrid App	Native App

Clause 2.3.2.1, Mobile App Development, Page no. 8	"What to Do" listings, including listings in geographical proximity using GPS functionality. Also show Travel Distance (length of time in mins and km or miles) via walking, driving to the listings.	Who is providing the MAP to use GPS functionality? If any license charges to use the MAP, who will bear the license cost?	Please refer clause 2.3, Note (d) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism.
Clause 2.3.2.10, Mobile App Development, Page no. 8	Voice recognition to be integrated to facilitate normal as well as visually impaired users.	Kindly elaborate the Voice Recognition terms, is it only for use for search purpose? Or any AI tool need to be developed?	The voice recognition feature is to provide a facility to understand the content and seamless navigation within the app for visually impaired user. This is a kind of assistive technology which enable the differently abled person to access the web app. Hence, the feature must be compliant with the web accessibility guideline released by GIGW, Govt of India. This is on bidders' wisdom to decide the best suitable technology complying to the accessibility guidelines.
Clause 2.3.2.11, Mobile App Development, Page no. 8	Ability to add various items to Favourites.	We understand that it is for existing items only.	Yes
Clause 3.3, Deliverable, Timeline and Payment Schedule, Page No.10	Mobile App Development and Management	100% disbursement of mobile application development charges on deployment of the mobile Application and O&M charges equally disbursed on monthly basis for the rest O&M phase.	No change
Clause 2.2, Website Operation, Augmentation and	Implementation of AI based chat-bot that engage users in conversations and answer visitors' frequently asked questions	As you want the live support for Chat Bot so, do we need the manpower for chat support 24*7? Kindly share your views	The scope of work refers to an AI based chatbot

Table within Clause 3.3 row:

Mobile App Development and Management	Finalisation & Approval of FRS/ SRS/ Design Documentation as per Clause 2.3	T + 5 Weeks	5% of Contract Value
	Development of Mobile Application, Testing and Go-Live	T + 32 Weeks	10% of Contract Value
	O&M Support for 3 years and submission of monthly reports	Continuous work	45% of Contract Value (over 28 months)

Maintenance, Page no. 6		If there is live support needed, so how much manpower is required for this support? Also, who will manage those Resources? Kindly share your views	
Clause 2.23, **Mobile Application**, Page no. 7	The mobile app will be available for both Android & iOS devices.	1. Do you have any existing Mobile Applications?	1. No
Clause 2.3.1, Broad Activity, page No. 8	2.3.1.2. Graphic design for the Application	2. Do you want the Native Application OR Hybrid Application?	2. Native Application
Clause 2.3.2, Mobile Application Features, page No. 8	2.3.2.1. Audio, video, image, and text information	Kindly share the Existing System details (So based on that we can get more understanding of your requirement). Kindly share your views	It shall be a new App development.
		Please share the Audio, Video, Image Resolution details, also provide the application Text information size.	The details of the audios, videos, Images and text information details shall be provided to the selected bidder.
Clause 2.3.2, Mobile Application Features, page No. 8	2.3.2.1 geographical proximity using GPS functionality (i.e., Hotels near Me). Also show Travel Distance (length of time in mins and km or miles) via walking, driving to the listings.	1. Do have 3rd party APIs for identifying GPS tracking?	1. No
		2. If we need to use GPS Services then; who will provide this 3rd party service? (Client/ Bidder) Kindly share your views	2. Please refer clause 2.3, Note (d) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism
Clause 2.3.2, Mobile Application Features, page No. 8	2.3.2.13. Ability for users to share their comments with friends and networks via Facebook, Twitter, YouTube channel & LinkedIn.	Who will provide those social media APIs to us? (Client/ elected Bidder)	DoT
Clause 2.3.2, Mobile Application Features, page No. 8	2.3.2.15. English, Hindi will be the default and initial language however, the app should be scalable so as to easy and cost-effectively add other languages at later time.	Do we need to provide any mechanism to provide multi-language support at what time/in which phase.?	Yes. Other languages to be added after successful implementation of English, Odia, and Hindi as default language.
General	Server Hosting	1. Who will be managing the server hosting?	Please refer Addendum – 1 1. Agency to manage the server hosting
		2. Backup / Storage / Disaster Recovery / offsite backup Requirement? Kindly share your views.	2. Agency to suggest the best possible way to address the scope of work
		3. Kindly provide the hosting details right now you are using at present.	3. Refer Section 1.3 Table no. 2
General	SMS & Email	1. Who will bear the cost of SMS & Email?	1. Refer to Note (d) of Section 2.3 of RFP
		2. How many you needed (Per month/ Year) Kindly share your views.	2. DoT to decide in consultation with the selected bidder
General	Additional Information	What additional information should we be aware of?	-
General	Existing System	1. Kindly share the Existing System details (So based on that we can get more understanding of	1. Refer Section 1.3 Table no. 2

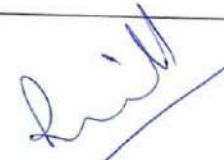|				
General	Feed-Back Options		your requirement). Kindly share your views 2. In case any data migration is available then who should be responsible for the same.	2. DoT shall facilitate data migration process between newly engaged agency with outgoing agency.
General	Security Audit		The feedback option sends to the citizen so, how they will send this option vai SMS/Email/ Phone? Kindly share your views	Feedback mechanism to be incorporated in the app for users. A DoT email shall be used for collection of feedback from the app.
General	Site Visit		1. Which Security Audit Needs to perform for Newly develop application? (E.g., STQC, CERT-IN) 2. We assume that security audit performs once, before uploading the System on cloud. Kindly confirm	The selected agency needs to engage a globally renowned and Government-mandated IT security organisation to perform audit as per protocols, guidelines and circulars issued by Ministry of Electronics & Information Technology (MeitY) and Department of Electronics & Information Technology, Government of Odisha
General	Hard disk & Storage		1. Kindly share the No. of Total Users per day for a Site visit 2. No. of Concurrent users at a time on site 3. Who will be the provide the domain and hosting details (Client or Bidder)	1. Currently, the site gets about 1 lakh visits per day. 2. 1000 is the minimum number of concurrent users which is expected to increase over time 3. Refer Section 1.3 Table no. 2
General, Page no 13	Bid Processing Fee		Kindly provide the Hard disk & Storage details right now you are using at present.	Cloud Server. Refer Section 1.3 Table no. 2
			We hereby request you to kindly provide the exemption to submit the bid processing fee/tender fees for MSME/Udyog Aadhar/Udyam or NSIC certificate holders.	No exemption shall be allowed.
Clause 1.3, Introduction, Table 2	Odisha Tourism currently has the following two websites: Table 2 **Website / Details** www.odishatourism.gov.in — OS Platform: Linux; Application: JAVA & Adobe AEM 6.4; Hosting Server: Microsoft Azure; License: AEM 6.4 (AEM CMS, Adobe Target, Adobe Analytics https://dot.odishatourism.gov.in — OS Platform: Linux; Application: PHP Wordpress; Application server: Apache; Hosting Server: Microsoft Azure; Database: PostgreSQL		What is the expected technology to be used for the updated website? Do you want to build a single website or multiple? Recommended Technology can be PHP. Kindly confirm?	Existing technology to be continued as per RFP. However, bidder may suggest the best suitable technology available in the market without affecting the structural /architectural framework of the existing websites

8

Clause 2.3, Mobile App Development Note (a) Page No. 9	The Agency shall be responsible for hosting the mobile application for Odisha Tourism on Google Play and Apple App Store.	For the Google Developer account, the one-time investment can be provided by the agency. But for the Apple Account, due to security reason Apple will not allow any 3rd party to provide payment. The account holder should give the payment directly & yearly as per norms. Kindly confirm the department will provide the cost for apple account purchase.	Please refer clause 2.3, Note (d) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism
Clause 3, Deliverable, Timeline and Payment Schedule, Page No. 10, Table 4	**Clause 3.1:** O&M Support for 3 years and submission of monthly reports 45% of Contract Value (over 28 months) i. "T" - Date of issue of Letter of Award (LoA)	1. We have understood that payment will be made monthly, kindly confirm. 2. We are requesting to made T as date of Agreement or Date of SRS approval.	1. Confirmed 2. No change
Clause 4.3, Financial Eligibility Criteria Page No.11	The Agency should have Minimum Average Annual Turnover of INR 30 Crore for the last 3 (Three) financial years (i.e., FY 2018-19, FY 2019-20, and FY 2020-21). Note: The Agency shall submit the Audited Balance Sheet and Profit & Loss Statement for the last 3 (Three) Financial Years along with CA Certificate duly certified by either Statutory Auditor or Chartered Accountant in the Technical Proposal/Bid.	We are requesting you kindly provide some relaxation on the turnover clause. Kindly amend the clause to either. "The Agency should have Minimum Average Annual Turnover of INR 15 Crore for the last 3 (Three) financial years (i.e., FY 2018-19, FY 2019-20 and FY 2020-21)." Or "The Agency should have Minimum Cumulative Turnover of INR 30 Crore for the last 3 (Three) financial years (i.e., FY 2018-19, FY 2019-20 and FY 2020-21)."	No change
Clause 5.2, Technical Evaluation, Page No – 12	B. Presentation Score: 40 marks	We are requesting you kindly provide some more number on Quantitative aspects like Work orders for Tourism Department, Work orders for Web & Integrated Mobile application etc. Huge marking has been given in Qualitative aspects.	No change
Clause 6, Bid Processing Fee, page No. 13	Non-refundable bid processing fee in the form of Demand Draft (DD) from any scheduled commercial bank in favour of "Director Tourism", payable at Bhubaneswar for INR 25,000/- (Rupees Twenty-Five Thousand only) is to be furnished by the Agency along with the Technical Proposal. Proposals without bid processing fee shall be rejected.	Our Firm / Company are an organization registered with National Small-Scale Industries Corporation Limited (NSIC) under single point registration scheme, Ref no: NSIC/KOL/GP/RS/REGN/WB/C-419/12. The unit registered under Single Point Registration Scheme of NSIC are eligible to get benefits under Public Procurement Policy for Micro & Small Enterprises (MSEs) order 2012 as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette	No change

		Notification dated 23.03.2012: • Issue of the Tender Sets free of Cost • Exemption from payment of Earnest Money Deposit Could be please be kind enough to consider the above clause for this tender. Due to pandemic caused by corona virus Govt. of India providing additional befit to MSMEs or Micro, Small and Medium Enterprises to help them tide over this crisis.	
Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.1, Page No. 11	The Agency must have successfully completed at least 1 (One) similar project of Website / Web portal / Web Application and/or Mobile App Development & management for any Government / PSU / Corporation having project cost not less than INR 75 Lakhs during the last 7 years, preceding the proposal submission due date	We request to allow on-going projects for this clause. We have projects which are still running, and we have on-going certificate from client for few projects. Hence, we request to accept them.	Please refer Addendum – 1
Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.2, Page No. 11	The Agency should have minimum five (5) years' experience in software services such as design, development, operations, and maintenance with dedicated expertise in the technology area(s) that are proposed by the Agency with at least one project valuing not less than INR 2.0 Cr. Where the end users are Corporations or Government Departments or PSUs or undertakings within the last seven years preceding 31 March 2021	i. We request to reduce the order value to 50 Lakhs and, ii. consider on-going projects as well. iii. 2 crores worth order value seems quite high for Web Application projects and very few players in the market will have such experience. So, in order to attract more bidders and have a healthy competition, we request to amend this clause.	Please refer Addendum – 1
Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.3, Page No. 11	The Agency should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.	i. We request to reduce the order value to 50 Lakhs and ii. consider on-going projects as well. iii. 2 crores worth order value seems quite high for Web Application projects and very few players in the market will have such experience. So, in order to attract more bidders and have a healthy competition, we request to amend this clause.	Please refer Addendum – 1
Clause 4.2, Technical Eligibility Criteria, Clause – 4.2.4, Page No. 11	The Agency must have a valid CMMi Level 3 or above (SVC or DEV), ISO 27001 and ISO 9001 certifications as on date of submission of this RFP.	Please consider CMMi Level 3 or higher certificates and remove the SVC or DEV model certification. This kind of certification is very specific and only few players in the market will hold this certificate. So, in order to attract more bidders and have a healthy competition, we request to amend this clause.	No change
Clause 5.2, Technical Evaluation,	Clause A, Technical Bid Evaluation, Point 3:	Request to consider experience from Private clients	No change

10

Page 12, Clause – A, Point 3	The Agency must have a completion certificate of at least 1 (One)Web Portal/ Website/Web App and Mobile App development & Management project where the end user is Government/ PSU/ corporations (15 marks) For additional similar project – 10 marks	In order to make the scoring pattern better for all the bidders, we request to consider experiences of Private clients	
Clause 5.2, Technical Evaluation, Page 12, Clause – A, Point 4	**Clause A, Technical Bid Evaluation, Point 4:** Web Portal/ Website/ Web application support experience for minimum one year where the project order value is more than 2 Cr.- 5 marks	Request to consider experience from Private clients In order to make the scoring pattern better for all the bidders, we request to consider experiences of Private clients	No change
Clause 2.3.2, Mobile App Development, Clause 2.3.2.1, Page no. 8	The mobile application to have following features but not limited to the following: o "Where to Stay" section with detailed listings of various accommodation facilities including those in geographical proximity using GPS functionality (i.e., Hotels near Me). Also show Travel Distance (length of time in mins and km or miles) via walking, driving to the listings.	Will there be requirement for Bookings to be done online and Payment gateway integrations?	No
Clause 2.3.2, Mobile App Development, Clause 2.3.2.9, Page No. 8	Push notifications to users with ability for the user to Accept / Decline receiving these notifications; Turn notifications On / Off.	Will there be requirement for SMS and email also?	Yes
Clause 1.5, Introduction, Page No. 5	The key objective is to ensure the current website and the new mobile app provides seamless experience to end users and thereby attract domestic and foreign tourists looking forward to experience and discover Odisha. DoT intends to position Odisha Tourism (www.odishatourism.gov.in) among the Top 5 tourism Websites in India by 2025 in terms of Alexa Ranking (www.alexa.com)	We request you to replace Alexa Ranking (www.alexa.com) with any other index and modify the clause accordingly. Alexa Ranking has been discontinued by Amazon	Selected Agency to evaluate best possible alternatives and present to DoT for final selection
Clause 2.2.2, Website Operation, Augmentation and Maintenance, Page No. 6	Optimize website visitor experience to minimize page abandonment, Creation of microsites and landing pages to support the branding and promotion efforts of Odisha Tourism, Multiple user id creation with login support for tourist database entry, updating and management.	We request you to clarify the tentative number of user ID creation as mentioned in clause 2.2.2. Optimize website visitor experience to minimize page abandonment, Creation of microsites and landing pages to support the branding and promotion efforts of Odisha Tourism, Multiple user id creation with login support for tourist database entry, updating and management.	1000 is the minimum number of concurrent users which is expected to increase over time
Clause 2, Scope of Work, 2.1.2, Website Analysis, Page No. 6	The current position of Odisha Tourism Website (www.odishatourism.gov.in) with respect to SEO Results, Rankings and other attributes	We assume that for SEO and ranking purpose, paid campaign cost (if any) shall be borne by the Department and paid to selected bidder as part of reimbursable component. Kindly confirm.	Requirements like paid campaigns will be evaluated by DoT and costs for the approved ones will be borne by the DoT.
Clause 2.2, Website Operation, Augmentation and	Note:	As per our understanding, below both the clauses are contradicting each other,	Agency shall be responsible for management, purchase / renewal of

Maintenance, Note (c) & (d), Page No. 7	(c) The Agency shall be responsible for purchase and renewal of software and licenses for proper functioning of the website

(e) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism. | c) The Agency shall be responsible for purchase and renewal of software and licenses for proper functioning of the website.
&
e) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism.

Kindly clarify who shall bear the cost for the purchase and renewal of software and licenses. | software and licenses as per requirements.

Charges towards the purchase of such software / licenses shall be borne by DoT and in case of approved software / licenses bought by the agency shall be reimbursed by DoT. |
| Clause 2.2. Website Operation, Augmentation and Maintenance, Page No. 7 | Note :
(a) The Agency shall be responsible for hosting the website for Odisha Tourism. The cost of infrastructure required for the project shall be borne by Department of Tourism, Government of Odisha | As per our understanding the bidder is responsible for sharing the infrastructure sizing and shall assist for hosting the website for Odisha tourism. However, the cost shall be borne by the department of tourism.

Kindly confirm who shall bear the cost of infrastructure required for the project. | Yes, Hosting services shall be borne by DoT |
| Clause 2.3. Mobile App Development, Clause 2.3.2.17, Page 8 | The Agency shall be responsible for hosting the website for Odisha Tourism. The cost of infrastructure required for the project shall be borne by Department of Tourism, Government of Odisha | As per clause 2.3.2.17., Offline content is required to offer users a rich experience. We request to keep the scope for a progressive web app where content can be browsed on an offline mode.
For managing the performance issue of mobile app due to huge volume of offline data and unavailability of newly updated data from the web | No change |
| Clause 2.4. Deployment of Personnel, Page No. 9 | The selected Agency should deploy a Project Manager at client location having qualification in BE/B. Tech/ME/M. Tech. in IT/CS/Electronics or any equivalent qualification with minimum 10 years of experience in implementation of IT projects out of which minimum 2 years of experience as a Project Manager. He/She should have experience in implementing full lifecycle (end-to-end) one Website/Mobile app project as Project Manager in Tourism/ Travel/ Hospitality sector. (The Agency shall submit the CV of the key personnel proposed as per Annexure VIII) | Kindly provide the CV format as per the clause "The Agency shall submit the CV of the key personnel proposed. | Please refer Addendum – 1 |
| Clause 2.4. Deployment of Personnel, Page No. 9 | The selected Agency should deploy a Project Manager at client location having qualification in BE/B.Tech/ME/M.Tech. in IT/CS/Electronics or any equivalent qualification with minimum 10 years of experience in implementation of IT projects out of which minimum 2 years of experience as a Project Manager. He/She should have experience in implementing full lifecycle (end-to-end) one Website/Mobile app project as Project Manager in Tourism/ Travel/ Hospitality sector (The Agency shall submit the CV of the key personnel proposed as per Annexure VIII) | Given by the rising covid cases and pandemic situation, we request that the deployment of the Project Manager to be offsite. However, as and when required by the client, the project manager shall travel to client location.

For better positioning of the project with respect to the project timeline | No change |

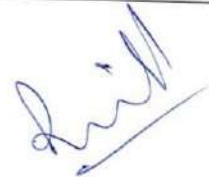| Clause 3. Deliverables, Timelines and Payment Schedule, Page No. 9 & 10	Deliverables, Timelines and Payment Schedule: Table 4					Currently the payment terms are divided as 25% in CAPEX & remaining 75% in OPEX. In order to improve the cash flows for the bidder during the difficult times of the Pandemic, we request you to revise the payment terms for as below to improve the cash flows for the bidders:	No change

Deliverables, Timelines and Payment Schedule: Table 4

Sl. No.	Deliverable details	Description	Timeline	Payment Schedule
1.	Website Analysis	Website Analysis Report including existing and potential gaps as per clause 2.1	T+15 days	5% of Contract Value
		Strategy Report to establish Odisha Tourism among top 5 tourism websites of other State Governments as per clause 2.1	T + 30 days	
2.	Website Augmentation, Operation & Maintenance	• Operation, Maintenance & management as per Clause 2.2 • Submission of Web Analytics Report per month • Quarterly Comparative Analysis Report	Continuous work	30% of Contract Value (over 36 months)
		Implementation of AI based chatbot and Multiple user id creation with login support for tourist database entry, updation and management as per clause 2.2	T + 60 days	5% of Contract Value
3.	Mobile App Development and Management	Finalisation & Approval of FRS/ SRS/ Design Documentation as per Clause 2.3	T + 5 Weeks	5% of Contract Value

Currently the payment terms are divided as 25% in CAPEX & remaining 75% in OPEX. In order to improve the cash flows for the bidder during the difficult times of the Pandemic, we request you to revise the payment terms for as below to improve the cash flows for the bidders:

Deliverable details	Payment Schedule
Website Analysis	10% of Contract Value
Website Augmentation, Operation & Maintenance	30% of Contract Value (over 36 months)
Implementation of AI based chatbot and Multiple user id creation with login support for tourist database entry, updation and management as per clause 2.2	10% of Contract Value
Finalisation & Approval of FRS/ SRS/ Design Documentation as per Clause 2.3	5% of Contract Value
Development of Mobile Application, Testing and Go-Live	15% of Contract Value
O&M Support for 3 years and submission of monthly reports	30% of Contract Value (over 28 months)

No change

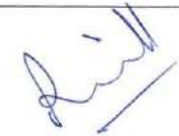|						
			Development of Mobile Application, Testing and Go-Live	T + 32 Weeks	10% of Contract Value	
			O&M Support for 3 years and submission of monthly reports	Continuous work	45% of Contract Value (over 28 months)	
Clause 4, Minimum Eligibility Criteria, clause 4.1.2, Page No. 10	Clause 4.1.2 Indian subsidiary of any foreign company registered under the applicable Indian laws fulfilling eligibility conditions are also eligible to participate				In order to encourage homegrown companies in India to bid for a compeltive bid, we request you remove clause no. 4.1.2. Indian subsidiary of any foreign company registered under the applicable Indian laws fulfilling eligibility conditions are also eligible to participate.	No change
Clause 4, Minimum Eligibility Criteria, clause 4.1.3, Page No. 10	Clause 4.1.3 The Agency should have on its payrolls a minimum of 40 professionals as on 31st March 2021. The Agency shall submit the corresponding EPF statement or Letter from HR as documentary evidence.				In order to have quality bidders and those equipped with adequate resources to implement such prestigious project, we request you to increase the minimum number of professionals as mentioned 4.1.3. and amend the clause as below: The Agency should have on its payrolls a minimum of 300 professionals as on 31st March 2021. The Agency shall submit the corresponding EPF statement or Letter from HR as documentary evidence. To have quality bidders for implementation of the prestigious project	No change
Clause 4.2. Technical Eligibility Criteria, Clause 4.2.2, Page No. 11	Clause 4.2.2 The Agency should have minimum five (5) years' experience in software services such as design, development, operations, and maintenance with dedicated expertise in the technology area(s) that are proposed by the Agency with at least one project valuing not less than INR 2.0 Cr. Where the end users are Corporations or Government Departments or PSUs or undertakings within the last seven years preceding 31 March 2021.				In order to have quality bidders we request you increase the size of project value asked and amend clause 4.2.2. as below: The Agency should have minimum five (5) years' experience in software services such as design, development, operations and maintenance with dedicated expertise in the technology area(s) that are proposed by the Agency with at least one project valuing not less than INR 5.0 Cr. Where the end users are Corporations or Government Departments or PSUs or undertakings within the last seven years preceding 31 March 2021. To have quality bidders for requisite experience in implementing large projects	No change

Clause 4.2. Technical Eligibility Criteria, Clause 4.2.3, Page No. 11	Clause 4.2.3 The Agency should have experience of providing application support for more than 1 year as on bid submission date where the application order value must be more than 2 crores.	In order to have quality & experienced bidders we request you increase the year of experience asked and amend clause 4.2.3. as below: 4.2.3. The Agency should have experience of providing application support for at least 3 years where the application order value must be more than 5 crores in last 5 Years. To have quality bidders for requisite experience in implementing large projects	No change
Clause 4.2. Technical Eligibility Criteria, Clause 4.2.4, Page No. 11	Clause 4.2.4 The Agency must have a valid CMMi Level 3 or above (SVC or DEV), ISO 27001 and ISO 9001 certifications as on date of submission of this RFP.	We request you to accept the interim certificate of CMMi (DEV) level 5. As our CMMi certificate has been renewed recently and we are awaiting for the certificate. However, we are already certified, and it can be verified on SEI CMMi website. So kindly allow us to showcase the interim certificate.	No change
Clause 5.2. Technical Evaluation, Point no 3, Page No. 12	The Agency must have a completion certificate of at least 1 (One)Web Portal/ Website/Web App and Mobile App development & Management project where the end user is Government/ PSU/ corporations (15 marks) For additional similar project – 10 marks	We request you to ask bidders for specific experience in the technology mentioned in the RFP and amend the Technical Bid Evaluation as below: The Agency must have a completion certificate at least 1 (One)Web Portal/ Website/Web App and Mobile App development & Management project where the end user is Government/ PSU/ corporations using Adobe AEM Platform (15 marks) For additional similar project in Tourism Domain – 10 marks To have quality bidders for requisite experience in similar domain	No change
Clause 5.2. Technical Evaluation, Point no 4, Page 12	Web Portal/ Website/ Web application support experience for minimum one year where the project order value is more than 2 Cr.- 5 marks	In order to have quality & experienced bidders we request you increase the year of experience asked and amend clause as below: The Agency should have experience of providing application support for at least 3 years where the application order value must be more than 5 crores in last 5 Years (5 Marks)	No change
Clause 5.2. Technical Evaluation, Point no 5, Page No. 12	The Agency must have worked on at least 1 project with an AI based chatbot that engage users in conversations - 5 marks	We request you to allow showcasing experience in implementation of chatbot/ WhatsApp chatbot also for technical evaluation and amend the clause as below:	No change

		The Agency must have worked on at least 1 project with an AI based chatbot/ WhatsApp chatbot/ chatbot that engage users in conversations - 5 marks	
Clause 4.1.3, Minimum Eligibility Criteria, Page No. 10	Clause 4.1.3 The Agency should have on its payrolls a minimum of 40 professionals as on 31st March 2021. The Agency shall submit the corresponding EPF statement or Letter from HR as documentary evidence	Since we are asking for minimum resources in payroll in minimum eligibility criteria 4.1.3, we should have marking for the same in technical evaluation as well. Hence, we request you to add the below clause in technical evaluation: The Agency should have on its payrolls a minimum of 300 professionals as on 31st March 2021. ⊔ ≥ 300 Resources – 2 Marks ⊔ ≥ 500 Resources – 5 Marks (Max Marks:5) The Agency shall submit the corresponding EPF statement or Letter from HR as documentary evidence.	No change
Additional Clause for Technical Evaluation	Additional Clause for Technical Evaluation	Since the project is about maintaining existing websites and doing enhancement of the same, we request you to add a clause for project experience in transition, handover & takeover from existing SI as below: During the last seven years (till the date of bid submission), the bidder must have completed transition phase/ handover & takeover from an existing vendor / Service Provider for IT operations in any project of any Central/ State Govt./ PSU or Government body/institution in India [Each project will be awarded 2.5 marks] Maximum Marks :5 Copy of Work Order/ Project Completion/ Go Live & RFP/ Agreement screenshot showcasing transition phase/ handover & takeover from existing SI	Not accepted
Additional Clause for Technical Evaluation	Additional Clause for Technical Evaluation	Since there is scope for development of mobile app, we request you to evaluate the bidders based on their experience in development of mobile apps and add the below criteria for technical evaluation: Bidder should have implemented at least: 1 mobile application developed based on Android or iOS platform with minimum 50 thousand downloads as on bid submission date [Each project will be awarded 2.5 marks]	Not accepted

		Maximum Marks :5 Copy of Work Order / Project Completion + Show the presence on the Google play store/APP store	
Clause 5.2. Technical Evaluation, B. Presentation Score, Page 12	Approach & Methodology but not limited to the following: (40 Marks) - Overall proposition for Odisha Tourism - Team Composition - Innovative ideas and suggestions - Detailed Project Plan and Road Map	Since we are suggesting additional clause adding up to 15 marks, we request you to reduce the marking for Presentation from 40 marks to 25 marks. Also, we request addition of understanding of existing portal as one of the key criteria for evaluation and amend the clause as below: Concept and Design Presentation (PPT's) Approach & Methodology but not limited to the following- ⊔ Existing portal Understanding ⊔ Overall proposition for Odisha Tourism ⊔ Team Composition ⊔ Innovative ideas and suggestions ⊔ Detailed Project Plan and Road Map (25 Marks) To have better understanding of the scope of work from bidders	No change
Clause 10, Penalty, Page No. 15	Clause 10.1.2 Agency shall be blacklisted from bidding for any Contract/ Tender/ Eol /RFP with Department of Tourism, Government of Odisha for a period of 3 years	We request you to remove clause 10.1.2. Agency shall be blacklisted from bidding for any Contract/ Tender/ Eol /RFP with Department of Tourism, Government of Odisha for a period of 3 years. The bidder can be penalized for not performing as per a defined SLA. We recommend, that SLA can be defined in mutual discussion with client & selected bidder and penalty provision can be made. However, we request you to remove the clause for blacklisting of the bidder	No change
ANNEXURE-VIII Financial Details of Agency, Page 29	Annexure-VIII 	SI.	Particulars	FY 18-19	FY 19-20	FY 20-21
---	---	---	---	---
1	Turnover (in INR Crore)			
2	Average Annual Turnover for last 3 years (in INR Crore)			| Note: 1. Attach certified copies of Annual Audited Balance Sheets, P & L statement, and IT Returns Certificate for last 3 (Three) years.	The agency is responsible for ⊔ Cloud Hosting ⊔ Purchase and renewal of software and licenses for proper functioning of the website, mobile application ⊓ Purchase and renewal of e-mail accounts operated by Department of Tourism. ⊓ Hosting the mobile application for Odisha Tourism on Google Play and Apple App Store. However, in the financial bid, the line items for all the above are not present. Hence, request you to add the above items in the financial Bid.	No change

	2. The above data must be submitted by Agency, duly certified by either Statutory Auditor or Chartered Accountant.	Accordingly, 100% payment should be released on delivery of licenses, e-mail accounts & hosting of application on play stores/ app stone. However, the payment for cloud hosting should be done on a quarterly basis. This will help in proper bifurcation of the financial quotes given by the bidder and better clarity in releasing of payments to bidders against each line item.	
Generic	General	Kindly clarify the no. of security audits needs to be done.	The selected agency needs to engage a globally renowned and Government-mandated IT security organisation to perform audit as per protocols, guidelines and circulars issued by Ministry of Electronics & Information Technology (MeitY) and Department of Electronics & Information Technology, Government of Odisha. The number of audits shall be resolution of the observations & NC.
Generic	General	Is there any requirement for SMS, E-mail, and Payment gateway integration? If yes, please mention who will bear the cost for the same along with its recurring expenditure.	Yes, Please refer clause 2.3, Note (d) All costs relating to purchase/ renewal of software and licenses shall be borne by Department of Tourism
Clause 2.2. Website Operation, Augmentation and Maintenance, Page No. 6	Clause 2.2.3 The Agency shall manage the implementation of AI based chat-bot that engage users in conversations and answer visitors' frequently asked questions.	Kindly elaborate the scope as mentioned in clause no 2.2.3. for Implementation of AI based chat-bot a) Kindly clarify whether both WhatsApp bot and web chatbot will be developed or only web-based AI chatbot is required. Also, please confirm that weather the Implementation of AI based chat-bot are only required for FAQs or for any other module i.e. currently being used by the department.	The selected agency needs to implement an AI based chat-bot that engages users in conversations and answers visitors' frequently asked questions
Clause 2.3, Mobile App Development, Page 7	Clause 2.3.1.4 Design, upload and updation of the Content	We request you to provide clarity on Design, upload and updation of the Content as mentioned in point no 2.3.1.4	Content creation, uploading and updating content on a regular basis is part of the scope. Refer Clause 2.3.1.3 and 2.3.1.4

Clause 2.3, Mobile App Development, Page 7	Clause 2.3.2.6 Integration with Odisha Tourism official website and other Government of Odisha websites	Kindly specify the purpose of integration with other Government of Odisha Websites as mentioned in point no 2.3.2.6. Will providing a hyperlink of the website suffice the requirement?	Integration shall be required for Odisha Government websites like Panthanivas, Eco Tour Odisha, Utkalika, Boyanika, etc. that acts Tourist touchpoints for information, tour & travels, hospitality, shopping, etc.
Clause 2.3, Mobile App Development, Page 7	Clause 2.3.2.10 Voice recognition to be integrated to facilitate normal as well as visually impaired users	Specify the module that will be frequently used by visually impaired users for Voice Recognition integration as mentioned in point 2.3.2.10.	Agency to suggest the best possible way to address the scope of work as per RFP
Clause 2.3.2.5, Page No. 8	Clause 2.3.2.5 Twitter / Facebook Feed Integration and Sharing	We request you to elaborate the scope of for the Twitter / Facebook Feed Integration and Sharing.	In-app social sharing, Ease of access and quick sign ups, analytics data for digital marketing, etc.
Clause 1.5 Introduction, Page No. 5	DoT intends to position Odisha Tourism (www.odishatourism.gov.in) among the Top 5 tourism Websites in India by 2025 in terms of Alexa Ranking (www.alexa.com)	www.alexa.com shuts operation on 1 May 2022. Is there any alternative site that the departments propose to refer to instead of www.alexa.com	Selected Agency to evaluate best possible alternatives and present to DoT for final selection
Clause 2.3, Mobile App Development, Clause 2.3.2.1, Page No. 7	Audio, video, image, and text information about the following: o "Tourist Destinations" giving details about the various tourist sites in Odisha.	Who will be responsible for image, audio & video content and who will be bearing the cost for the same?	DoT shall provide content to the selected agency.
Clause 21, Consortium /Joint Venture, Page No. 18	Agencies are NOT allowed to form consortium/Joint Venture for participating in the bid.	We reiterate to please allow consortium in the RFP. Suggestion: The consortium not only binds two entities to commit resources towards successful completion of project but also enable more participation. We are being lead bidder of any such arrangement (if allowed), agrees to take the sole responsibility of the work & take full ownership for complete project including any delay/error/non-compliance etc	No change
Schedule of RFP Process, Table 1, Important Date and Information, Page No. 3	Last date and time for submission of bids: 25.04.2022 at 3:00 PM	Request that due date for submission of bid may kindly be extended by at least by Two (02) weeks i.e., up to 9th May 2022.	Please refer Addendum – 1

CV FORMAT OF KEY PERSONNEL PROPOSED

1. Name of Staff:
2. Position:
3. Date of Birth:
4. Profession: Nationality:
5. Membership with Professional Associations:
6. Education:

   -

(Summarize College/University and other specialized education of staff Member)

7. Other Training:

   -

8. Countries of work Experience:

   -

9. Languages: (Indicate proficiency in speaking, reading and writing of each language by (Excellent, Good, Fair, Poor)

10. Employment Record

From: Employer: Position Held: Summary:	
From: Employer: Position Held: Summary:	
From: Employer: Position Held: Summary:	
From: Employer: Position Held: Summary:	

(Starting with present position, list in reverse order every employment held)

11. Work undertaken that best illustrates EIA related work (clearly showing role played, duration of input, complexity of work undertaken, and core competencies)
Name of assignment or project: Year: Location:

Client: Main Project Features: Positions held: Activities performed:	Name of assignment or project: Year: Location: Client: Main Project Features: Positions held: Activities performed:
Name of assignment or project: Year: Location: Client: Main Project Features: Positions held: Activities performed:	
Name of assignment or project: Year: Location: Client: Main Project Features: Positions held: Activities performed:	
Name of assignment or project: Year: Location: Client: Main Project Features: Positions held: Activities performed:	

Note: - CVs of only Experts shall be evaluated during bid process management. The CVs should be recently signed by the proposed staff or the Authorized Representative signing the Proposal