

Government of Jammu and Kashmir
J&K e-Governance Agency, IT Department
Civil Secretariat, Jammu

Subject: - Release of responses to the queries-Notification No. 02-JaKeGA of 2020 dated 18.05.2020.

In reference to the Nit No. 02-JaKeGA of 2020 dated 18-05-2020 issued for selection of solution provider for Designing, Development & Maintenance of Web Portal for Tourism Sector (JKTDC), enclosed (Annexure-"A") are the responses to the queries received from aspiring bidders. Further necessary corrigendum stands issued vide corrigendum No. 01 to Notification No. 02-JaKeGA of 2020 dated 01-06-2020. Accordingly, the aspiring bidders are requested to go through the same before submission of bids.

Encl: (Annexure "A"-16 leaves)

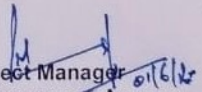
Sd/-
Chief Executive Officer
J&K e-Governance Agency
Information Technology Department

No:- JaKeGA/Gen/10/2020

Date: 01/06/2020

Copy for information to the:-

1. Chief Executive Officer, J&K e-Governance Agency.
2. Managing Director, JKTDC.
3. Treasurer- JaKeGA.
4. Private Secretary to Principal Secretary to the Govt. Information Technology Department for information of the Principal Secretary ITD.
5. Analyst-IT(Mr. Adil Amin and Mr. Ishfaq Ahmad) for uploading on JK tenders and JaKeGA website
6. Notification File/ Relevant File.


Project Manager
J&K e-Governance Agency
Information Technology Department

Reply to the queries regarding Request for Proposal (RFP) For Selection of Solution Provider For Design, Development and Maintenance of Web Portal for Tourism Sector in UT of J&K

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
1	M/s Harrier Information Systems Pvt. Ltd.	Scope of Work	Can we use an existing CMS and customize it, or we need to develop a custom CMS from scratch?	The choice lies with the Prospective bidder. The solution should be in line with the scope of the work and timelines given in the RFP.
2		Scope of Work	Is making of Virtual Reality/360 degree view of all the tourist destination of Tourism department, part of the scope of development?	Yes
3		Scope of Work	Is the translation of content in various languages part of the scope?	Yes
4		Scope of Work	Should the site go live with all required languages upfront, or we can start with English, Hindi and Urdu, and then go on adding content in other languages?	As per scope and deliverables mentioned in the RFP
5			What is the tentative timeline for launching the site?	Please refer to Clause 4.6 of RFP
6	M/ s Adit Microsys Pvt. Ltd.	Technical Eligibility Criteria	On page no 23 Point no 5 Relevant Certifications CMMI Level 3 and CMMI Level 5 as we have ISO 9001:2015 Certificate so we request you to add this point also for this.	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
7		Estimated Cost	Also we would like to know that in NIT there is Tender Value is shown Rs.15 Lakhs and EMD you asked is Rs. 5 Lakhs. We seek clarification for such high % ration with Tender Value.	Please read the tender value as Rs 150 Lakhs instead of Rs 15 Lakhs.
8	M/s Rooman Technologies	Scope of Work	Can we develop the portal in WordPress CMS? Without using too many plugins?	The choice lies with the Prospective bidder. The solution should be in line with the scope of the work and timelines given in the RFP.
9		Scope of Work	Page No.2 – Advertisement, do you offer commercial ads banner for Hotel, Travels, etc.? If yes then we have to have manage banners in the backend	The solution shall provide the one stop solution for all the needs of the tourism department
10		Scope of Work	Page No.3 – GIS integration (can we using free google maps) example: https://www.google.com/maps/d/u/0/viewer?mid=1hHyVNTXD2DA4i95Fp7J70sYGknEWzEie&ll=34.089894401946694%2C74.84253576124583&z=14	GIS System is not available with the department.The bidder has to create a GIS module as mentioned in the RFP. This module should support all the functionalities related to capturing of GIS data (Lat, Long), capture the data of all the assets of Tourism department and its various wings and should also support the capturing of area and line data wherever required. Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.
11		Scope of Work	Page No.3 – Multi lingual, Will you be providing the English, Hindi, Urdu... text? Also will you be providing the required photos of the tourist places?	As per the scope of RFP
12		Scope of Work	Page No.4 – Geo location, do you have specific data?	As per the scope of RFP
13		Scope of Work	Page No.4 – Virtual Travel, can we use the free version, this https://www.google.com/maps/d/u/0/viewer?mid=1hHyVNTXD2DA4i95Fp7J70sYGknEWzEie&ll=34.089894401946694%2C74.84253576124583&z=14	As per the scope of RFP
14		Scope of Work	Page No.4 – Virtual Reality/360 Degree view, Is this only still photos or videos? Do you provide the required photos? We can then stich and make it 360 panorama?	As per the scope of RFP
15		Scope of Work	Page No.4 – GIS and GPS and integration. Should we use the free version or the licensed version/subscription?	As per the scope of RFP

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16		Scope of Work	Is Social media management, creating accounts/pages is out of scope?	Administrator/Department will manage the Social Media accounts
17		Scope of Work	Integration with SMS and Email solution, this will be a third party services we will be using	Yes
18		Technical Eligibility Criteria	Page – Relevant strengths, We are eligible in all the list of items except this, as our single project value is not crossing 75Lakhs. Please let me know is there any alternate proof can be produced.	As per RFP
19		Design and develop a Web Portal with GIS integration using modern Web technologies.	Request you to clarify if the GIS system is available with the department or the Bidder has to propose a new GIS system as well?	GIS System is not available with the department. The bidder has to create a GIS module as mentioned in the RFP. This module should support all the functionalities related to capturing of GIS data (Lat. Long), capture the data of all the assets of Tourism department and its various wings and should also support the capturing of area and line data wherever required. Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.
20		Develop the Web Portal in two sections viz: the Pre-login Section (that shall be visible to general public without any need of authentication) and Post-Login Section (Content Management System (CMS) that shall be accessible to authorized users who shall be responsible for management of data on the web portal besides monitoring the traffic on the Web Portal).	Would you prefer building the above portal on an open source Digital Experience Platform (DXP) which has a lot of features which are not limited to CMS, DMS Form & Workflow Engine, Personalization	As per RFP and related guidelines issued by Government from time to time.
21		Virtual Reality/360 Degree view of all the tourist destination of Tourism department.	As per current website, as a part of virtual tours department has published videos. Does the new portal have similar functionality or a new virtual tour needs to be created ?	Please refer "scope of the work" clause of RFP
22		Develop a role-based authorization and access management system so as to ensure the secured and restricted access all across the CMS.	Rather than developing a role based authorization and access management, it is recommended to have a built in Role based authorization and access management in the platform	As per RFP
23		Core functionalities/Modules	As this RFP is being evaluated using QCBS methodology and quality is one of the important parameter, so we recommend that CMS/Portal being core component for Jammu and Kashmir Tourism application on which the website/portal will be developed should be considered from OEMs products which are in leaders in Gartner MQ for Digital Experience Platform for 2019/2020. This will ensure that only best of the breed and proven products proposed. Please confirm our understanding?	As per RFP

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24	M/s Creant Technologies	Core functionalities/Modules	Being a prestigious website of a popular international tourist destination, it is very important that the same is build using best of the breed technology and platform which caters to the latest trends. We recommend that Jammu and Kashmir Tourism application should mandate the use of a "Digital Experience Platform", which is an integrated platform with capabilities of "Content Management", "Portal", "Workflow & eForms", "Digital Asset Management" & "Search" capability with features like personalization, page content analysis, collaboration tools, capability of social media integration for both push and pull and is compliance to all major standards. We are recommending these capabilities based on our experience of working with other global tourism bodies in France, Italy etc. Please confirm the requirement?	As per RFP
25		Feedback Management Module	As a part of feedback management module, an automated notification should be sent to concerned authority from the platform	Yes
26		Greviance Module	Request you to add a clause "The Greviance Management Moule should be built using form engine and should have a workflow system at backend for sending the grievance to required authority for any actions to be taken from the portal"	As per RFP
27		Gallery Module {Video Audio}	Request you to add clause "The CMS should have an tightly integrated Document Management System with DAM capabilities for rendering the images on the the portal" as this will allow easy addition and maintainence of the digital assets to the portal	As per RFP
28		Other Important Functionalities	Many of these functionalities are Out Of The Box features of a "Digital Experience Platform". This can reduce the project risk and similar platform have been used in many tourism sites like "Incredible India", "Odissa TOURism", "Rajasthan Tourism" etc. Request to include a Digital Experience Platform as Technical Requirement or Base platform on which the Portal is expected to be build which can be a COTS or an Enterprise Supported Open Source Solution.	As per RFP and related requirements of the department
29		CMS (Content Management System) based Web Pages which can be easily updated from Admin Interface.	Request you to change the clause as "CMS (Content Management System) based Web Pages should have functionality for making online changes and should have WYSWYG editor which can be easily updated from Admin Interface." this will allow users to make changes on web pages without any technical support	As per RFP
30		The implementing agency will provide all the source code of the proposed solution to JaKeGA.	Request you to change the clause as "The implementing agency will have to build the portal on an open source OEM supported Digital Experience platform and should provide all the source code of the proposed solution to JaKeGA." As this will make the solution complied to MeitY guidelines under GOI.	As per RFP
31		Date of presenting Proof of Concept (PoC)	As per the schedule of activities there has been mentiond that the date of presenting POC would be communicated later, request you to kindly share the scope of POC as well	Demonstration of Solution proposed, Approach & Methodology to perform the work as per the scope
32		Terms and Conditions	Request you to provides SLA's for the application.	SLA will be signed at later stage with Successful bidder.
33		Technical Bid Evaluation:	CMS and Portal is an important component of this project and it is important to ensure a proven solution is being to minimize risk of failiure of the project. Hence request to consider only COTS or Enterprise Supported Open Source Product which can be customized to meet the requirement of the department and REMOVE Custom developed application, which increases the risk heavily. Please confirm.	As per the scope of RFP
34		General Requirement	Request you to provide user load on the proposed portal. This is required for sizing the system	The solution will be hosted at J&K Data Centre. Hence the hosting infrastructure requirements will be taken care by the department.

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35		General Requirement	Would you prefer to have a High Availability for the portal as this will not have a single point of failure of the portal	100% uptime/availability
36		General Requirement	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use open-source technology for all govt projects. Request you to kindly consider the technology being used by the bidder for providing solution and give 5 or 10 marks for bidders who have proposed Enterprise Supported Open Source Products as the solution for the department requirement. This can avoid a vendor lock-in scenario also.	As Per RFP
37		Scope of Work	Which of the JK Tourism websites are to be revamped? The Scope of work indicates JKTDC - there is a booking module, packages, agent registration, etc. which is not in the tender.	Please refer Scope of work clause of RFP
38		General Requirement	Date of Presenting Proof of Concept - Need clarity on what needs to be presented.	Demonstration of Solution proposed, Approach & Methodology to perform the work as per the scope
39		General Requirement	Assets of all the tourism properties owned by the Tourism Department: Is there a list of existing tourism properties to be covered in this scope of work.	Will be shared by JKTDC at the time of implementation
40		Scope of Work	GIS a. Is Google Map fine for implementing GIS-related functionalities. Or do we need to use any specific mapping software like ArcGIS or QGIS? b. Most of the mapping Softwares have a yearly subscription cost associated with it. How to handle this additional cost?	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
41		Scope of Work	Do you have any preferences on the Content Management System to be used? Are you open to an open-source content management system like Drupal?	As per RFP
42		Scope of Work	Disabled-friendly devices - What are the mandatory devices to be included in the testing matrix for testing the accessibility features?	As per the guidelines issued by Government from time to time
43		Scope of Work	Multi-Language a. Is a content translation service required for multiple languages? b. Is counter repurposing/ content rewriting/ content authoring part of the scope c. Is ongoing authoring and managing of content part of maintenance work?	a. Yes b. Yes c. Yes
44	M/s Rage Communications Pvt. Ltd	Scope of Work	Complaint to Right to Information Act: Is this linked with Grievance Management Module? If not, please provide more clarity on this to avoid any assumptions	The web application/ portal to be compliant with RTI act
45		Scope of Work	Capturing Visitor Details - Notifications and Subscription: a) Capturing visitor details like email, phone etc for further communication is not specified in the requirements. Can this feature be added b) For sending email notifications - can we use the JKTDC's SMTP service. c) Using a third-party service provider like Mandrill for sending emails will have an additional cost. How to handle this additional cost?	a. Yes b. JKSDC email services c. JKSDC email services will be used
46		Scope of Work	Media Assets: Does the data centre has a media server for hosting video files or can we use Youtube for hosting videos.	All data will be stored at JKSDC
47		Scope of Work	Page 15 of tender - "Any Number of modules can be added/removed during the actual requirement analysis for the website and also the proposal from participating firm for anything attractive and innovative can also be taken into consideration for development". How does the costing for this work?	Intending bidders have to keep necessary provisions
48		Scope of Work	The Tender mentions that the website for which this Tender is rolled out is JKTDC; whereas the functions and features asked for are relevant to J&K Tourism website. Again, we are not sure which website to refer to for study. Please clarify.	As per the scope of work caluse of RFP

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49		Technical Evaluation segment	GIS - The company should have GIS and Spatial Modelling Expert with at least 05 years of experience: Sir, this is a very rigid clause and does not go with the standard norm of a Digital Agency setup because this is not a recurring requirement. Experts can be consulted for a specific project. Request you to please re-consider this clause.	As per RFP
50		Technical Evaluation segment	CMMI 3/ 5 Certifications: Please allow eligibility and marks for ISO 27000 Certifications too.	Necessary correndendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
51		Objectives: 1) The web portal shall act as a gateway of Jammu & Kashmir and shall guide the traveler at each point while he plans to travel	Whether agency needs to develop Travel planner module where tourist can prepare customized itinerary plan by entering basic information like start date, preference (heritage/religious/ adventures etc.). Please confirm.	As per RFP
52		The web portal shall act as a major tool for advertisement and awareness about the tourist places and facilities available in Jammu & Kashmir	Please clarify for Admin control to publish advertisement on web portal	As per RFP
53		To ensure Compliance Audit Certificate from Standardization Testing and Quality Certification (STQC)	Charges for STQC depends on the application size hence no service provider can give exact prices for the testing at this phase, we request to reimburse Compliance Audit & Certification cost as actual. Service provider will be responsible to resolve bugs and issues which will be given by the third-party auditor.	As per Clause 1.5 (VI) of RFP
54		To ensure the availability of content on the Web Portal in multiple languages like English, Urdu, Hindi, French, Arabic, Japanese, and Chinese etc	We assume that service provider will have to integrate google services for language converter to achieve this functionality. Please confirm.	As per scope and deliverables mentioned in the RFP
55		To ensure the availability of content on the Web Portal in multiple languages like English, Urdu, Hindi, French, Arabic, Japanese, and Chinese etc	We understand that department will provide us website content (text, image and clips) for the website. Please confirm.	Yes by JKTDC
56		Virtual Travel functionality	Whether videos photos and content for virtual tour will be provided by the department or it would be developed by agency? Please confirm.	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
57		SMS and Email Gateway	We understand that SMS and Email gateway and usage charges will be born by the department. Agency has to integrate the provided gateways under the scope of work. Please confirm.	Yes
58		Destination Management Module: This module should help in creation of Destinations and all the data related to any given destination. <i>This module should capture all the aspects of a given destination viz: the attractions in a given destination, activities available in a given destination, facilities available etc.</i>	We understand that department will provide us all information related to each mentioned aspects for each destinations. Please confirm.	Yes
59		• Content Moderation Module: This module should be able to define the <u>rules for the moderation</u> of content in case the content comes from a third party by way of RSS feed or some other sources.	We understand that rules for the moderation shall be defined in consultation with the department which will be used for moderation rules under this module. Please confirm.	Yes
60		Personalization: This module should support the personalization preferences of the users by their locality.	We understand that this module will facilitate admin to manually customize the content of the portal based on the portal visitor's preferences. Please confirm. For this google analytics integration will be required which bidder can add in their commercials. Please confirm.	As per scope of work mentioned in the RFP

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61	M/s. Nascent Info Technologies Pvt. Ltd.	<ul style="list-style-type: none"> • GIS Module: Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.	We assume that list of owned assets by the tourism department shall be provided by the department before initiation of the survey and agency has to survey Pols as per the given details only. Please confirm.	Yes
62		<ul style="list-style-type: none"> • GIS Module: Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.	Please specify total number of assets/Pols to be surveyed by the agency to determine the efforts.	400 to 500 POIs(Approx) and are spread across UT of J&K
63		<ul style="list-style-type: none"> • Virtual Reality/Virtual Tour Management Module: The module should also support virtual reality features i.e. 360 degree view of one spot for each tourist location.	We assume that department will provide the 360 degree video of each location to the bidder. Which will be featured in this module. If it is to be developed by the agency. Please specify the number of locations to be covered under this module to determine the cost of the service.	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
64		Social Media Module: This module should support the functionalities of different social media platform where tourists can share their experience with photos and videos in a controlled manner.	We understand that social media widgets will be made available on the portal which will redirect the user to department's social media page on respective platform where they can share their experience with photos and videos. Please confirm our understanding.	Yes
65		Gallery Module (Video Audio): This module should help in displaying the video/images and bundle them into groups and galleries based on the activity and events.	We assume that all the digital content (text/audio/video) for the website shall be provided by the department. If it is to be developed by the agency than please specify the total numbers of each.	Yes will be provided by JKTCDC
66		Personalization: This module should help users to customize and personalize the web-pages as per their wishes.	Personalization means that user will be bale to customize the theme color, language and font size etc. to make it personalized. Please confirm.	Yes
67		Important Note:Any Number of modules can be added/removed during the actual requirement analysis for the website and also the proposal from participating firm for anything attractive and innovative can also be taken into consideration for development	It is a very open ended statement. In such case how bidder can finalize the cost. It is suggested to follow change request order management process in case of addition of SoW in later stage. Where agency will submit the efforts estimates for the additional scope of work and also submit the cost of the change. Once approved changes will be made in the project scope of work. Please revisit the clause and make necessary amendment.	Bidder should make necessary provisions for additional functionalities/modules if required and will be done in joint consultation with JaKeGA,JKTDC and successful bidder.
68		VII. To ensure that all the modules developed for the portal are error free and hack proof i.e. there is protection against defacement, hacking, session hijacking, SQL injection, cross scripting, Denial of Service (DoS) etc.	Some the security measures like SQL injection and session hijacking can be managed through the SSL certification and app architecture. Although some of the measures like Denial of Service (DoS) require DDoS appliances and must be installed at the SDC. Hence, we assume that application programming and architecture level security will be managed by the bidder and other shall be taken by the hosting service provider. Please confirm.	Yes
69		The bidder should have designed, developed and maintained at least 02 (Two) websites applications/portals during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP.	We request department to ask for bidder experience in portal development for any central/state tourism department.	As per RFP
70		Project Maintenance and support for 3 Years from the date of Go-Live	we assume that there is no requirement of deployment of onsite manpower during the AMC phase. If required, please mentioned the numbers of requisite onsite manpower to determine the efforts during the AMC phase.	No onsite manpower is required during AMC phase.

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71		Project Maintenance and support for 3 Years from the date of Go-Live	Please specify the activities expected from bidder during the AMC phase.	Maintenance of solution during AMC period to ensure its 100% availability.
72		Providing the maintenance support and bug fixes if any required from the date of achieving the Go-Live for 36 months along with integrations if need arises.	We assume that APIs required for third party integration shall be facilitated by the department. Please confirm.	Yes
73		Technical Bid Evaluation: Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP. Copy of work order and Completion Certificate.	We request department to allow substantially completed projects (50% completion of CAPEX/Few of modules are live) under this criteria. where bidder will submit work order with substantially completion certificate from client. Client certificate will confirm stage of project and value of the completed work which would be greater than required value.	As per RFP
74		Approach and Methodology : ➤ Scale of implementation	We assume that here department will evaluate the scale of implemented project. Please confirm.	As per RFP
75		Suggestion	We request department to give some weightage for similar projects implemented for the state tourism department in India. We will give an edge and encourage bidders which have done similar implementation for the tourism department to achieve the similar objectives and goals. Suggested Clause: <i>Project Experience of development of web portal/application for state/central tourism department in India during the last 5 years:</i> <i>2 Projects : 5 Marks</i> <i>3 Projects : 10 Marks</i> <i>> 3 Projects : 15 Marks</i>	As per RFP
76		The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2017-18, 2018-19 & 2019-20). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.	Due to this pandemic Cov-19 lockdown we request to change the clause as : "The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2016-17, 2017-18 & 2018-19). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted."	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
77		The bidder should have designed, developed and maintained at least 02 (Two) websites applications/portals during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP.	We request to change the clause as : "The bidder should have Installed, Implemented and maintained at least 02 (Two) ITES project or design and developed 02(Two) websites (applications/portals) during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP."	As per RFP
78		Average turnover of at least Rs. 03.00 Crore during last three financial years (2017-18, 2018-19 & 2019-20)	Due to this pandemic Cov-19 lockdown we request to change the clause as: "Average turnover of at least Rs. 03.00 Crore during last three financial years (2016-17, 2017-18 & 2018-19)"	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
79		Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.	We request to change the clause as: "Installed, Implemented and maintained at least 02 (Two) ITES project or design and developed 02(Two) websites (applications/portals) of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP."	As Per RFP
80		➤ CMMI Level 3 - 05 Marks ➤ CMMI Level 5 - 10 Marks	We request to change the clause as: ➤ ISO 9001 - 05 Marks ➤ ISO 20000 - 05 Marks ➤ ISO 9001 & ISO 20000 - 10 Marks	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
81		Design and develop a Web Portal with GIS integration using modern Web technologies.	Request you to clarify if the GIS system is available with the department or the Bidder has to propose a new GIS system as well?	Hosting environment is in the scope of department.
82		Virtual Reality/360 Degree view of all the tourist destination of Tourism department.	As per current website, as a part of virtual tours department has published videos. Does the new portal have similar functionality or a new new virtual tour needs to be created ?	As per scope of work clause mentioned in the RFP

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83	M/s ArgillDX Consulting Pvt. Ltd	Core functionalities/Modules	As this RFP is being evaluated using QCBS methodology and quality is one of the important parameter, so we recommend that CMS/Portal being core component for Jammu and Kashmir Tourism application on which the website/portal will be developed should be considered from OEMs products which are in leaders in Gartner MQ for Digital Experience Platform for 2019/2020. This will ensure that only best of the breed and proven products proposed. Please confirm our understanding?	As Per RFP
84		Feedback Management Module	As a part of feedback management module, an automated notification should be sent to concerned authority from the platform	As per RFP
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87		Date of presenting Proof of Concept (PoC)	As per the schedule of activities there has been mentiond that the date of presenting POC would be communicated later, request you to kindly share the scope of POC as well	Demonstration of Solution proposed, Approach & Methodology to perform the work as per the scope
88		Technical Bid Evaluation:	CMS and Portal is an important component of this project and it is important to ensure a proven solution is being to minimize risk of failure of the project. Hence request to consider only COTS or Enterprise Supported Open Source Product which can be customized to meet the requirement of the department and REMOVE Custom developed application, which increases the risk heavily. Please confirm.	As per the scope of RFP
89		General Requirement	Would you prefer to have a High Availability for the portal as this will not have a single point of failure of the portal	YES
90		General Requirement	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use open-source technology for all govt projects. Request you to kindly consider the technology being used by the bidder for providing solution and give 5 or 10 marks for bidders who have proposed Enterprise Supported Open Source Products as the solution for the department requirement. This can avoid a vendor lock-in scenario also.	As per RFP
91		General Requirement	Is consortium allowed?	No
92		Eligibility and Pre-qualification Criteria	The bidder must have work order of implementing or developing at least one (01) state govt. tourism website of 2Cr. Value.	As per RFP
93		Security and Compliance Objectives	Can the bidder propose a solution that is more secure from a cyber security point of view?	As per RFP
94		Eligibility and Pre-qualification Criteria q	Can the bidder submit a milestone completion proof from a state govt. tourism dept as proof of experience?	Please refer relevant clause of RFP
95		Technical Bid Evaluation	If the bidder has experience of implementing or developing a tourism website for a state govt. & has global experience of working on a govt. project, can the CMMI condition be relaxed?	As per RFP
96		Qualification scoring	Can the certification scoring be defined as follows? CMMI Level 3 – 3 marks CMMI Level above 3 – 5 marks ISO 9001:2015 – 2 marks ISO 27001 – 2 marks	Necessaryy correendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
97	M/s Digitech Systems & Infocom Pvt Ltd	General Requirement	As per CVC guidelines EMD is only 2% of the total value of order.	The estimated Project cost is Rs 150 Lacs i.e (Rupees One Core and Fifty Lacs Only)
98		General Requirement	There is no mention of DR Site.	DC, DR is in the scope of department
99		General Requirement	There is no mention whether portal can be hosted on cloud in case of disaster/ failover.	Hosting environment is in the scope of department.
100		General Requirement	As per government of India rules the start-up relaxation norms are not given.	Will be considered subject to furnishing of relevent supporting references
101		General Requirement	Kindly allow Extension for minimum of 8 weeks due to lockdown.	May be decided later if required.
102		General Requirement	Management of data scope for web portal not defined.	As per the scope of RFP
103		General Requirement	The date of ITR filing is extended till November 2020, so it is requested you to consider turnover of last 3 financial year i.e. 2016-17, 2017-18, 2018-19 also due to lock down filling of ITR pending.	Necessaryy correendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
104		Scope of Work	Refer to Point no 2.1.3 of your RFP document, there is not mention that who will make payment of SMS and Email services.	In the scope of department
105		Scope of Work	The dependencies and availability of the same at your data centre are not defined.	Query not clear
106		To ensure the availability of content on the Web Portal in multiple languages like English, Urdu, Hindi, French, Arabic, Japanese, and Chinese etc.	We understand that the department is going to provide the content in other languages apart from English and Hindi. Please confirm	The Content will be provided in English language only by JKTC
107		This module should have the functionality for uploading the 360 degrees images on the portal and manage their viewing on the portal	We understand that the video and images for the virtual tour and 360 view shall be provided by the department. Please confirm?	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
108		Any Number of modules can be added/removed during the actual requirement analysis for the website and also the proposal from participating firm for anything attractive and innovative can also be taken into consideration for development	The addition of new module or functionality shall be done through change request process. Please confirm?	Bidder should make necessary provisions for additional functionalities/modules if required and will be done in joint consultation with JaKeGA,JKTC and successful bidder.
109		Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department	<ul style="list-style-type: none"> Kindly confirm what kind of data as attribute shall be collected for the tourism assets? Is it only the GPS coordinate to be captured or GPS coordinate along with other detail like name, type, nature, etc. Please confirm Please provide the quantum of asset to be surveyed in Jammu and Kashmir and UT. Are the video / audio / images of the assets to be captured? 	As per the scope of RFP
110	M/s Optimize IT Systems Pvt. Ltd.	Gallery Module (Video Audio): This module should help in displaying the video/images and bundle them into groups and galleries based on the activity and events.	We assume that the department shall provide the content for the gallery. Please confirm?	Yes
111		Integration with SMS and e-mail gateway for notification of various activities/actions to the users.	<ul style="list-style-type: none"> We understand that the department shall provide the SMS / email gateway and the selected bidder shall integrate the same with the proposed application. Please confirm? Apart from SMS / email gateway, is there any other 3rd party application to be integrated with the application? If yes, please provide the details of the 3rd party applications. 	Yes SMS & email gateway may be provided by the department and rest is as per scope of work clause of RFP
112		The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2017-18, 2018-19 & 2019-20).	Looking at the current scenario of lockdown all over country due to Covid-19, transactions are happening at a slow pace in government departments and CA's office, hence we request you to consider the turnover of the last three financial year, i.e. 2016-17,2017-18 and 2018-19.	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
113		The agency should complete the work within the scheduled time frame (i.e. in 90 days from the date of issuance of work order).	Looking at the vast scope and complexity of the project, we request you to kindly accept 6 months for go live of the application	As per RFP
114		Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.	<ul style="list-style-type: none"> Kindly explain the meaning of relevant experience Kindly consider any work related to web application / portal of value more than 75 lakhs, as meeting the relevant experience as per the given clause in the RFP will be difficult since no project will have GIS+Tourism+CMS Either we can showcase CMS based tourism portal or web-based GIS portal. Therefore, please consider work order of any web application or portal 	<ul style="list-style-type: none"> Relivent experience means similar nature of work performed As Per RFP As per RFP
115		RESOURCE PROFILE:	For getting the best fit for the department's resource requirement, we request you to define the qualification and experience of each resources required.	As per RFP
116		General Requirement	In case of failure of State Data center, there is no mention of DR site, as such a portal will stop working so it suggested to have a fail-over arrangement as DR site.	DC, DR is in the scope of department
117			Please also clarify who will pay for DR site if your corporation decides for DR site.	DC, DR is in the scope of department

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
118	M/s RITCOP IT SERVICES LLP		Also please clarify who will make the payment for using Google GIS and other map for GIS location.	GIS System is not available with the department. The bidder has to create a GIS module as mentioned in the RFP. This module should support all the functionalities related to capturing of GIS data (Lat, Long), capture the data of all the assets of Tourism department and its various wings and should also support the capturing of area and line data wherever required. Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.
119			As per govt of India's direction there is no relaxation norms specified for start-up organizations a. Govt of India Department of Public Enterprises – order no: DPE/7(4)/2007-Fin, dated : 8th November 2016. b. Govt of India Ministry of Finance Department of Expenditure Procurement policy Division- -order no: F.20/2/2014-PPD(PL) , dated: 20 September 2016. c. Govt of India office of the Development Commissioner MSME - - order no: F. No. 1(2)(1)/2014-MA Part , dated: 10 March 2016.	Relivent Relaxation norms specified for start-up organisations may be considered subject to furnishing of supporting references
120			Due to Covid-19, we urge you to provide an extension of 4 weeks to submit.	May be decided later if required.
121		To ensure the availability of content on the Web Portal in multiple languages like English, Urdu, Hindi, French, Arabic, Japanese, and Chinese etc	Please specify the exact no. of lanuguages portal need to developed.	As per scope and deliverables mentioned in the RFP
122		To capture the spatial and non-spatial attribute, Geolocation data (Latitude - Longitude) for various Assets of all the tourism properties owned by the Tourism department through its wings and shall be collected using GPS devices.	How is this required to be done?, i.e. whether a mobile application has to be made for capturing the geo-coordinates or integration is required with some other device. Please elaborate the requirement	Mentioned in the relivent clause of RFP
123		Virtual Reality/360 Degree view of all the tourist destination of Tourism department.	As per our scope understanding, we need to develop a module where department can upload the 360 degree view picture and videos for every destinations. Please confirm how many locations photographs need to be updated in the system. By 360 degrees does the department mean virtual tour of each location?	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
124			For detecting the travel mode, we are assuming that we need to develop a module where department can update the possible travel modes to reach any destination. When a tourist search for travel mode to reach the destination, portal will display all the possible travel mode details added by the department. Please confirm whether our understanding is correct or not.	Yes
125		To provide a facility for detecting travel mode (walk, car, bus or a subway form of transport) from a multi-modal transportation network using GIS and GPS and integration with Google maps or any other application which would facilitate the travel for the tourist.	Would request you to elaborate the GIS, GPS and Google maps integration in this module.	GIS System is not available with the department. The bidder has to create a GIS module as mentioned in the RFP. This module should support all the functionalities related to capturing of GIS data (Lat, Long), capture the data of all the assets of Tourism department and its various wings and should also support the capturing of area and line data wherever required. Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.
126			Also, we would like to advice you to develop a mobile application for this purpose.	As per RFP
127		The system should facilitate tourism department and its different wings to maintain their websites which shall be the part of the web portal.	Please specify the total no. of micro sites to be developed for tourism department and its different wings.	30 (Approx)
128		Users Management	What would be the expected number of users/load of the Portal	Bidder has to develop the portal keeping into consideration maximum peak load.

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
129	M/s Uneecops Technologies Limited	Destination Management Module & Adventure Management Module	Please elaborate this requirement especially with respect to creation of an adventure programme. Whether only a static page has to be created containing details of adventure programmes or something else.	Application pages are mostly dynamic in nature
130		Event Management Module	Please elaborate the expectations with regards to this module i.e. list out the functionalities required from this module	All the event related activities of JKTCDC will be managed through this module like schedule of events, Nature of events etc their management and control as well.
131		GIS Module: This module should support all the functionalities related to capturing of GIS data (Lat, Long). This module should also support the capturing of area and line data wherever required. The module should capture the data of all the assets of Tourism department and its various wings.	We would request you to elaborate the GIS module requirement. What are the department expectation from the GIS System. Also if department finalized any GIS system, would request you to kindly share the details.	GIS System is not available with the department. The bidder has to create a GIS module as mentioned in the RFP. This module should support all the functionalities related to capturing of GIS data (Lat, Long), capture the data of all the assets of Tourism department and its various wings and should also support the capturing of area and line data wherever required. Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department. Selected agencies shall be responsible to appropriately capture the features using latest GIS survey techniques and provide all the captured data. Geo-location data (Latitude – Longitude) of various POI assets using GPS devices.
132		Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.	Please provide the exact number of Assets & the location Assets owned by the department. This exact number is required for estimating the efforts.	400 to 500 POIs(Approx) and are spread across UT of J&K
133			For field survey, we would like to advise the department to develop a mobile application for capturing the data.	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
134		Personalization: This module should support the personalization preferences of the users by their locality.	Please elaborate the personalization requirement in detail.	The users should be able to personalize their preferences like themes, placement of controls etc.
135		Social Media Module: This module should support the functionalities of different social media platform where tourists can share their experience with photos and videos in a controlled manner.	Please specify the social media platforms which need to be integrated with the portal. Is there any requirement of displaying the social media post on the website? Or we just need to provide the link of social media on the website.	Popular social media platform
136		2.1.3. SMS and Email Gateway	For SMS & Email notification, whether APIs of E-mail & SMS Gateway would be provided to Implementation Agency or not	Will be provided by the department
137		Full Dynamic Web Portal with GIS integration which should have a highly attractive Web Design with responsive features	For GIS Integration, Whether the API for GIS system would be provided to Implementation Agency or not.	APIs will be facilitated
138		Documentation and Training cost.	We would like to request the department to define the number of training along with number of trainees and locations of training. This will enable us to estimate the cost of these trainings.	Department will try to explore trainings at single location preferably in different sessions if required
139		Certification cost (Security Audit, Safe to host, etc.)	Who would bear the charges for STQC & Security Audit/Safe to host Certification. It is requested that department bear these charges on actuals	As per Clause 1.5 (VI)
140		SSL Certificate (05 Year Validity)	Who would bear the charges for SSL Certification. It is requested that department bear the SSL charges on actuals and the vendor should be responsible only for integration of the certificate into the portal	As per Clause 1.5 (VI)
141		The application will be hosted in J&K State Data Center.	Who would bear the charges for hosting the website in J&K State Data Centre. It is requested that department bear these charges on actuals	In the scope of department
142		Pt. 4.4 Eligibility & Pre-Qualification Criteria Pt. 2: The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2017-18, 2018-19 & 2019-20). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.	We would request you that in order to attract serious and reputed companies to undertake this prestigious work, please increase the benchmarks to at least INR 20 Cr. for turnover requirements	As per RFP
143	Pt. 4.4 Eligibility & Pre-Qualification Criteria Pt. 3: The bidder should have designed, developed and maintained at least 02 (Two) websites applications/portals during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP.	We would request you that in order to attract serious and reputed companies to undertake this prestigious work, please increase the minimum required websites to 15 STQC Certified websites in the past 7 years. A copy of Work Order, Completion Certificate and STQC Certificate may be attached.	As Per RFP	

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
144		Pt. 4.4 Eligibility & Pre-Qualification Criteria	We would also request you to add CMMi Level-3 as minimum certification to attract serious and reputed companies to take up this work	As per RFP
145		Pt. 4.12 Bid Evaluation	As we understand that portal developed should be as per GIGW (Guidelines for Indian Government Website). So we request that marking / preference should be given to vendors who has expertise in development of GIGW website.	As Per RFP
146		Pt. 4.12 Bid Evaluation :Relevant Strengths Pt. 2 Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.	We request you to increase the benchmark of this clause to min. realized value of INR 1 Cr.in last five years for 3 projects . Work Order along with completion/partial completion/proof of payment to be submitted in this regard.	As Per RFP
147	M/s SCS Tech India	The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2017-18, 2018-19 & 2019-20). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.	Due to this pandemic Cov-19 lockdown we request to change the clause as : "The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2016-17, 2017-18 & 2018-19). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted."	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
148		The bidder should have designed, developed and maintained at least 02 (Two) websites applications/portals during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP.	We request to change the clause as : "The bidder should have Installed, Implemented and maintained at least 02 (Two) ITES project or design and developed 02(Two) websites (applications/portals) during the last 05 (five) years from the date of publication of this RFP. Copy of work order, completion certificate is essentially required to prove the eligibility. The past 05 years will be reckoned from the date of publication of this RFP."	As Per RFP
149		Average turnover of at least Rs. 03.00 Crore during last three financial years (2017-18, 2018-19 & 2019-20)	Due to this pandemic Cov-19 lockdown we request to change the clause as: "Average turnover of at least Rs. 03.00 Crore during last three financial years (2016-17, 2017-18 & 2018-19)"	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
150		Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.	We request to change the clause as: "Installed, Implemented and maintained at least 02 (Two) ITES project or design and developed 02(Two) websites (applications/portals) of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP."	As Per RFP
151		> CMMI Level 3 - 05 Marks > CMMI Level 5 - 10 Marks	We request to change the clause as: > ISO 9001 - 05 Marks > ISO 20000 - 05 Marks > ISO 9001 & ISO 20000 - 10 Marks	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
152		RFP doesn't have CMM i3 level or above in the Pre Qualification	Software/SI Companies with the bench Mark CMM i3 or above are always preferred in the Design/Development of Website tenders as Standard. So, this is requested to Amend this Criteria in the Pre Qualification	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
153		The Firm Should have average turnover of at least 3.00 Crore during the last three financial years	The Firm Should have average turnover of at least 10.00 Crores during the last three financial years	As Per RFP
154		Develop the Web Portal in two sections viz: the Pre-login Section (that shall be visible to general public without any need of authentication) and Post-Login Section (Content Management System (CMS) that shall be accessible to authorized users who shall be responsible for management of data on the web portal besides monitoring the traffic on the Web Portal).	Would you prefer building the above portal on an open source Digital Experience Platform(DXP) which has a lot of features which are not limited to CMS, DMS Form & Workflow Engine, Personalization	The choice lies with the Prospective bidder. The solution should be in line with the scope of the work and timelines given in the RFP.
155		Develop a role-based authorization and access management system so as to ensure the secured and restricted access all across the CMS.	Rather than developing a role based authorization and access management, it is recommended to have a built in Role based authorization and access management in the platform	As Per RFP

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
156	M/s Nexteon IT solutions Pvt. Ltd	Core functionalities/Modules	Being a prestigious website of a popular international tourist destination, it is very important that the same is build using best of the breed technology and platform which caters to the latest trends. We recommend that Jammu and Kashmir Tourism application should mandate the use of a "Digital Experience Platform", which is an integrated platform with capabilities of "Content Management", "Portal", "Workflow & eForms", "Digital Asset Management" & "Search" capability with features like personalization, page content analysis, collaboration tools, capability of social media integration for both push and pull and is compliance to all major standards. We are recommending these capabilities based on our experience of working with other global tourism bodies in France, Italy etc. Please confirm the requirement?	As Per RFP
157		Grievance Module	Request you to add a clause "The Grievance Management Moule should be built using form engine and should have a workflow system at backend for sending the grievance to required authority for any actions to be taken from the portal"	As per RFP

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
158		Other Important Functionalities	Many of these functionalities are Out Of The Box features of a "Digital Experience Platform". This can reduce the project risk and similar platform have been used in many tourism sites like "Incredible India", "Odissa Tourism", "Rajasthan Tourism" etc. Request to include a Digital Experience Platform as Technical Requirement or Base platform on which the Portal is expected to be build which can be a COTS or an Enterprise Supported Open Source Solution.	As Per RFP
159		The implementing agency will provide all the source code of the proposed solution to JaKeGA.	Request you to change the clause as "The implementing agency will have to build the portal on an open source OEM supported Digital Experience platform and should provide all the source code of the proposed solution to JaKeGA." As this will make the solution complied to MeitY guidelines under GOI.	As per RFP
160		Terms and Conditions	Request you to provides SLA's for the application.	SLA to be signed at later stage with successful bidder
161		General Requirement	Request you to provide user load on the proposed portal. This is required for sizing the system	Application will be hosted at J&K Data Centre
162		General Requirement	As per Notification No F. No. 1(3)/2014 - EG II of Ministry of Communication and IT, it recommends to use open-source technology for all govt projects. Request you to kindly consider the technology being used by the bidder for providing solution and give 5 or 10 marks for bidders who have proposed Enterprise Supported Open Source Products as the solution for the department requirement. This can avoid a vendor lock-in scenario also.	As Per RFP
163		General	1. Total no. of Users? 2. Total no. of concurrent Users? 3. Admin will register the stakeholders in application? 4. Any registration based login is required or not?	1. (n) number of users 2. It's a web based application and should works in disconnected architecture mode. 3. Yes 4. As per RFP
164	M/s Velocis Systems Pvt. Ltd.	GIS Module	1. Lat, Long of the tourist destination will be provided by department or we have to capture it and then get it saved in web portal? 2. All the GIS and its paid services after go live will be borne by us or Department?	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
165		Personalization	1. Please clarify this module, what type of users can customize and personalize the web pages?	All types of users
166		SMS and Email Gateway	1. SMS and email Gateway will be provided by department or not?	Facilitation of SMS and email Gateway is in the scope of Department and its integration in the scope of successful bidder
167		Virtual Reality/Virtual Tour Management Module	1. Virtual tour of tourist location will be provided by department or we have to make the tour. 2. Approx. how many virtual tours will be there in this web portal?	Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department.
168		M/s Great Future Technology Pvt. Ltd.		Please Clarify the estimated cost. There are two costs showing 1. 1.50 Lakh 2. 15,00,000.
169	M/s NetcreativeMind		Sir in the technical evaluation you are asking for the CMMi level 5 for full marks but sir CMMi Level 5 is mostly asked for the big high value IoT based projects. We request you to please change this clause and consider the full marks who will have the ISO 9001 , ISO 27001 and CMMi level 3 all together.	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
170	M/s ULTS		We understand that the Content – (image/video & other Graphic content) need to be provided by the bidder as the part of the solution, Please confirm.	Yes
171			Kindly provide the approximate number of Tourist spot for the Virtual Tour management?	Mostly popular tourist spots of tourism deptt.
172			We understand that "Agencies to undertake field survey in the tourism sector all over the UT and collect spatial and non-spatial attribute data for various assets of tourism properties owned by the Tourism Department". a. Please provide the approximate number of points need to be captured. b. Provide the Details of Asset Category c. Provide the details of non-spatial data to be captured	a. 400 to 500 POIs(Approx) and are spread across UT of J&K b. Fixed assets like huts,cafeterias ,hotels etc owned by Tourism Deptt c. Non-Spatial data are the attributes of the POI other than its Geo coordinates(Long & Lat).
173			Any on-premises Support is required for the three-year post go live period?	Remote support may be preferred by the Department
174			Can we able to provide the technical presentation through online at the time of technical evaluation, if not please consider the same due to this pandemic situation?	May be considered and will be communicated accordingly through jktenders
175	M/s Futuresoft Solutions Pvt. Ltd.	To ensure the availability of content on the Web Portal in multiple languages like English, Urdu, Hindi, French, Arabic, Japanese, and Chinese etc	Query: Etcetra covers a lot of languages, what are all the languages we are looking to integrate into our solution.	As per scope and deliverables mentioned in the RFP
176		Personalization: This module should help users to customize and personalize the web-pages as per their wishes.	Suggestion: To be able to permanently store the personalisation, a tourist login module also needs to be present. This module need not be mandatory. Should support social logins like google, Facebook, twitter, LinkedIn, Instagram, etc. Users networks on the social networks can be used to reach more people for tourism.	As Per RFP
177		Grievance Module: This module should display the tracking of grievances by way of a controlled mechanism and if the grievance is resolved, the same may be made public.	Suggestion: This module is indicative of a ticketing system. To be able to maintain a history of grievances and the replies provided by admin users, tourist login module as mentioned in the previous point is necessary. Also making the interactions public can have a lot of unwanted corner cases (we cannot be sure of the type of language(abusive,respectful,hatespeech,etc.) the tourists use) A counter of issues resolved and pending can be made public instead of the entire content. A chat bot enabled grievance module will be a positive addition	The portal shall provide the one stop solution for all the needs of the tourists and different players in the tourism sector
178		To ensure that all the modules developed for the portal are error free and hack proof i.e. there is protection against defacement, hacking, session hijacking, SQL injection, cross scripting, Denial of Service (DoS) etc.	Suggestion: Can include anti-DDOS measures like cloudflare as part of the scope.	As per RFP
179		Bid Document/Tender Fee	Requested change; MSEs (Micro & Small Enterprises) are exempted from submission of Bid Security and Tender Fee in accordance with the central provisions of PPP-2012	Considered subject to the furnishing of necessary supporting references . The same is already mentioned in the RFP
180	Bid Security/EMD	Requested change; MSEs (Micro & Small Enterprises) are exempted from submission of EMD and Tender Fee in accordance with the central provisions of PPP-2012	Considered subject to the furnishing of necessary supporting references . The same is already mentioned in the RFP	
181		The firm should have average turnover of at least Rs.3.00 crore during the last three financial years (2017-18, 2018-19 & 2019-20). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be submitted.	In many firms/ companies, the evaluation for the Financial Year 2019-20 is under progress. We request to kindly consider the average turnover for the last three financial years (2016- 2017, 2017-18, 2018-19). Copy of Balance Sheet and P&L Account duly certified by a Chartered Accountant along with ITRs of above said three financial years should be considered.	Necessary corregendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.

S.No	Name of Bidder	Clause as per RFP	Clarifications/ Recommendations	Reply
182	M/ S Ernst & Young LLP	<p>Stage-2: Technical Bid (Part 2): The proposals from successful bidders from stage 1 will be evaluated on QCBS (Quality and Cost Based Selection) method. QCBS Evaluation Weightage: <input type="checkbox"/> Technical part Weightage =70% <input type="checkbox"/> Financial part Weightage=30%</p>	<p>Keeping in view the nature and complexity of work involving multiple tracks and Stakeholders we understand that focus should be given more on quality of the bid response. We propose that there shall be 80% weightage given to technical score and 20% weightage to Financial Score". Accordingly, we suggest that Combined Evaluation of Technical & Financial Bid be modified as follows: The proposals from successful bidders from stage 1 will be evaluated on QCBS (Quality and Cost Based Selection) method. QCBS Evaluation Weightage: <input type="checkbox"/> Technical part Weightage =80 % <input type="checkbox"/> Financial part Weightage=20 %</p>	As Per RFP
183		<p>Minimum qualifying score shall be 70% (i.e. 70 out of 100 score points) of the Technical bid Weightage.</p>	<p>We understand that Department is looking forward to onboard partner who is technically competent to support the development of Web Portal, a first of its kind in India. We also understand the Technical Solution would be complex involving multiple tracks and Stakeholders. Therefore, a higher weightage should be given to the Technical Score. Accordingly, we suggest that qualifying score be increased from 70 (currently) to 80 to select the best technically qualified bidder. We suggest the clause to be modified as follows: "Minimum qualifying score shall be 80% (i.e. 80 out of 100 score points) of the Technical bid Weight-age."</p>	As Per RFP
184		<p>Average Annual Turnover (Max. Marks 10) Average turnover of at least Rs. 03.00 Crore during last three financial years (2017-18, 2018-19 & 2019-20) <input type="checkbox"/> Greater or equal to 7.5 Cr: 10 Marks. <input type="checkbox"/> Equal to 05 Cr but less than 07 Cr: 08 Marks <input type="checkbox"/> Equal to 03 Cr but less than 05 Cr: 06 Marks</p>	<p>We understand that Mission is looking to evaluate the Organizational Financial Strength of the Bidder to successfully deliver the project over more than 3 years. We therefore suggest increasing the Average annual turnover criteria to select amongst the stable bidders and modify the clause as follows: Average turnover of at least Rs. 03.00 Crore during last three financial years (2017-18, 2018- 19 & 2019-20) <input type="checkbox"/> Greater or equal to 20 Cr: 10 Marks. <input type="checkbox"/> Equal to 20 Cr but less than 15 Cr: 08 Marks <input type="checkbox"/> Equal to 15 Cr but less than 10 Cr: 06 Marks</p>	As Per RFP
185		<p>Designed, developed and maintained 02 web applications/web portals of value more than 75 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.</p>	<p>We understand that basis the evaluation of the cited Projects, Marks will be awarded for the criteria on Past experience of the firm. As per the clause, project value appears to be one of the key parameters to evaluate the capability of the firm to execute large and complex projects such as this. We request Department to amend the clause as below: Designed, developed and maintained 02 web applications/web portals of value more than 300 Lakhs each where deliverable or milestone has been successfully met relevant to the experience. The work order should have been issued within the last 05 years from the date of publication of this of RFP.</p>	As Per RFP
186		<p>Certification and Credentials <input type="checkbox"/> CMMI Level 3 - 05 Marks <input type="checkbox"/> CMMI Level 5 - 10 Marks</p>	<p>We understand that for software development ISO 27001:2013 is the more relevant certification. Therefore, we request you to kindly modify this clause as follows: <input type="checkbox"/> CMMI Level 3 - 05 Marks <input type="checkbox"/> CMMI Level 5 or ISO 27001:2013 - 10 Marks</p>	Necessary corrigendum in this regard will be issued. Prespective vendors may check www.jktenders.gov.in and www.jakega.jk.gov.in websites for the same.
187		<p>The vendor shall ensure required security clearance from CERT-In empaneled information security auditing agency.</p>	<p>We understand that the cost of the Security Audit/Clearance will be borne by JaKeGA. The responsibility of the selected bidder will be to facilitate the process and close the gaps to obtain the Security Clearance.</p>	As per Clause 1.5 (VI)
188		<p>The Web Portal should also be complaint to Right to Information Act.</p>	<p>We request to kindly specify the details of the information to be provided on website for compliance to RTI Act.</p>	As Per RFP