Draft Tentative Response to the Pre-bid Queries Tender for selection service provider for Design, Develop, and Implementation of Web portal and mobile application for E-Arti, E-Prasad, and E-Darshan facility at Various Yatradham for the Office of Gujarat Pavitra Yatradham Vikas Board(GPYVB)-Gandhinagar on GeM portal (GEM/2022/B/2563303 dated 26.09.2022)					
Sr. No.	Name of the Vendors	Tender Reference		Query / Clarification / Suggestions from the Venders	Responses to Vendors
		Page No./Section No./ Clause No.	Tender Description		
1	M/s ManekTech		Average annual turnover of bidder during the last three years ending 31stMarch 2021 from IT business. ♣ Turnover ≥ 5 Cr = 3 marks ♣ Turnover ≥ 10 Cr. = 7 marks ♣ Turnover ≥ 15 Cr. = 10 marks	As per our analysis overall project valuation is approx., 50 Lakhs. Also, it is mentioned in PQ Evolutions Criteria that Agency must have minimum turnover of 1 CR each Year & cumulative turnover 3 CR. For Wide Participation we request concern authority to revise clause as a following: • Turnover ≥ 2 Cr = 3 marks • Turnover ≥ 4 Cr. = 7 marks • Turnover ≥ 7 Cr. = 10 marks	Average annual turnover of bidder during the last three years ending 31stMarch 2021 from IT business. ♣ Turnover ≥ 2 Cr = 3 marks ♣ Turnover ≥ 4 Cr. = 7 marks ♣ Turnover ≥ 7 Cr. = 10 marks
2		Page No. 38 SECTION 6: TECHNICAL EVALUATION METHODOLOGY	The bidder should have executed a single project of citizen facing application development covering at least 25locations/sites/monuments spread across the state/country including digital content (audio, video, images etc.) creation and dissemination to the citizens for any tourism/heritage/cultural promotion department/Institutes of State and Central Government during last 3 years' worth at least 1 Cr.	It is Mentioned in the RFP, At Initial stage authority seeks project execution at 8 locations So we request authority to please revise the evaluation criteria to 15 Location for now. Also, the tourism department is very niche department in which digitization have just started few years back. So we request authority to not just consider specific experience of single department rather any department/Institutes of State and Central Government/Reputed Private Organization for Wide participation & Healthy Work Quality. So we request authority to revise the clause as follow: ex, application executed across the state/country including digital content creation and dissemination to the citizens for any department/Institutes of State and Central Government/Reputed Private Organization during the last 3 years' worth at least 1 Cr. • Location > 5 - 10 marks • Location > 10 - 15 marks	No Change as per RFP.

					• Location > 15 - 20 marks	
3				The bidder should have executed projects for software application development for similar organization like tourism/heritage/cultural promotion departments of State and Central Government etc. • 1 Project – 3 Marks • 2 Projects – 6 Marks • 3 or more Projects- 10 marks	The Tourism department is very niche department in which digitization have just started few years back. So we request authority to not just consider specific experience of single department rather any department/Institutes of State and Central Government/Reputed Private Organization for Wide participation & Healthy Work Quality. So we request authority to revise the clause as follow: The bidder should have executed project of software development for any department/Institutes of State and Central Government/Reputed Private Organization. • 1 Project – 3 Marks • 2 Projects – 6 Marks • 3 or more Projects- 10 marks	No Change as per RFP.
4	M/s OASYS Cybernetics pvt.ltd	Page No. 32 Detail scope of work 3.1.1 Temple information – [Search temple details]	This functionality will be embedded with all concern features and functionalities like Audio/Video/Live Darshan and Arti, AR/VR for temple tour, Online Booking for pooja/seva/prasad, Donation, e-Commerce for pooja samagri etc.	Will there be intimation to the devotees is the functions are cancelled or postponed? How would the messages be sent ?	As per RFP
5		Page No. 32 3.1.2 Live darshan, Arti & Pooja – Audio/Video guide	Service provider must create/ update the Bilingual Content (Hindi and Gujarati) for selected temple	Will English language also be required ?	Please read the clause as "Service provider must create/ update the Bilingual Content (**English and Gujarati**) for selected temple"
6		Page No. 33 3.1.5 Online slot Booking for Darshan /Arti/ Pooja	Service provider should develop bespoke module for this functionality or can integrate booking engine for the envisaged functionality with the application	What kind of Bespoke module is suggested ?	Agency can choose from custom development or readymade tool at no extra cost to board to achieve the envisaged functionality.
7		Page No. 33 3.1.5 Online slot Booking for Darshan /Arti/ Pooja	Notification for booking confirmation	What notification is expected? Email, SMS etc. ?	Email as well as SMS. Gateway for both the email and SMS shall be provided by the **Bidder.**

8		Page No. 33 3.1.7 Accommodation	Room availability, Room details, Room rates will be updated by temple admin thorough this module	Will there be a requirement for room upgrade ?	As per RFP
9		Page No. 33 3.1.8 Donation	This feature shall allow user to make the Donate to the temple using the payment options available. Board shall facilitate payment gateway API to get the required information/link to achieve this function.	As there a requirement for mobile app on what platforms are they required? ? Can donations be made thru mobile ?	As per RFP
10			General Query	Deployment Architecture	It will be discussed & finalized with successful bidder in the phase of requirement gathering & analysis phase at the time of preparation of SRS Document.
11			General Query	No of Concurrent Users	As per RFP - 1000 concurrent users
12			General Query	Max Transaction per Day	Actual transaction cannotbe defined at this stage, it may vary from temple to temple and daily basis.
13			General Query	Max Size of Write /Transaction year	Actual transaction cannot be defined at this stage, it may vary from temple to temple and daily basis.
14			General Query	Any Document Upload Permitted	Yes, As per the need of GPYVB.
15			General Query	Max Size of File in MB	Upto 25 MB for files and video will be 50 MB
16			General Query	Max Files per User	Upto 25 MB for files and video will be 50 MB
17			General Query	Database Backup Policy	As per GSDC Policy
18			General Query	Database Retention Policy	As per GSDC Policy
19			General Query	DC - DR Policy	As per GSDC Policy
20			General Query	RPO -- Recovery Point of Object	In case of crash/failed application then from the last instance of object in single day within last hour.
21			General Query	RTO -- Recovery Time of Object	From the last instance within hour or day, whichever is earlier
22			General Query	Data Archival Policy	As per GSDC Policy
23	M/s Panamax Infotech Ltd	Qualification/Eligi bility Criteria Page No.- 7	The Bidder should have an annual turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs. 1	In reference to the turnover criteria. We request to kindly accept the total turnover criteria.	No Change As per RFP

			Crore during each of the last three financial years (2018-19, 2019-20 and 2020-21) or cumulative turnover of Rs. 3 Crore for the last three financial years (2018-19, 2019-20 and 2020-21)		
24		Qualification/Eligi bility Criteria Page No.- 8	The Bidder should have successfully executed, at least 3 Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 1 Crore with project completion certificate.	Request you to consider the at least 2 System Integration projects wherein software development /deployment is part of scope of work during last 5 years as on date of submission of bids in which each projects cost should not be less than INR 1 Crore with project completion certificate. (In case of ongoing project self-declaration or client reference mentioning at least value of Rs. 1 Crore have been completed.	No Change As per RFP
25		TECHNICAL EVALUATION METHODOLOGY Page No.- 38	The bidder should have executed a single project of citizen facing application development covering at least 25 locations /sites /monuments spread across the state/country including digital content (audio, video, images etc.) creation and dissemination to the citizens for any tourism/heritage/cultural promotion department/Institutes of State and Central Government during last 3 years' worth at least 1 Cr.	Request you to consider the below clause The bidder should have executed a single project of application development covering at least 25 locations /sites /monuments spread across the state/country for any state / central government department during last 3 years worth at least 1 Cr.	Please refer sr. no. 2 of responses to the pre-bid queries
26		G. Payment terms/Page 25/55	SP needs to integrate web application with SMS, email and payment gateway facility provided by GPYVB. Charges incurred on sending SMS or payments made by payment gateway shall be borne by GPYVB.	1. Please confirm whether any existing SMS, Email, payment gateways are available with GPYVB.	SMS, email gateway will be provided by Bidder. & payment gatway will be Provided by Gpyvb. Bidder needs to integrate the same.

27		3. Brief Scope of Work/ Page 31/55	Project shall be implemented in phased manner. In first phase 3 temples shall be covered. In Second phase another 5 temples shall be covered. Based on the performance and overall success of the project rest of the temples shall be covered under the project. Details of temples to be covered in each phase shall be given by the department to the successful bidder.	1. Please confirm whether bidder needs to complete Phase 1 first or Phase 2 first. 2. Request you to provide related timelines for the Phase 1 and Phase 2 separately. 3. Request you to provide details of the temples to be covered in each phase.	1) Bidders need to complete work for 3 temples as phase 1. Bidder must be incorporate suggestions given by the department for phase 1 and phase 2. 2) Time frame will be same as per the RFP section 1.27 3) As per the RFP, both phases have same scope of work for all 8 temples. Phase 1 will cover 3 temples and phase 2 will cover 5 temples.
28		3.1 Detail scope of work/Page 32/55	3.1.1 Temple information – [Search temple details] Temples shall be marked on the map and user can see the important aspects of the temple through photographs/image/picture/videos	1. Request you to provide details of the temples like Arti time, Average number of people visiting each temple per day. 2.Request you to provide number of Photos and videos which needs to be made available on portal. 3. Request you to provide the Lat Long of the temples to make them available on map.	1) Details will be provided to selected Bidder 2) Photos and videos will be provided to selected Bidder 3) GPYVB will inform to the successful bidder.
29		3.1 Detail scope of work/Page 32/55	3.1.7 Accommodation	Please provide existing details of guest house and rooms available at each temple.	Details will be provided to selected bidder
30		3.1 Detail scope of work/Page 32/55	3.1.2 Live darshan, Arti & Pooja – Audio/Video guide	Please confirm that the camera feed will be made available by the authority at all temple for live darshan or bidder has to cater this requirement with IP surveillance cameras.	Live darshan, Arti & Pooja – Video will be provided by the department. Service provided must develop Audio Guides and integrated it. Live Darshan, Arti , Pooja & Video will be integrated by SI.
31		3.1 Detail scope of work/Page 32/55	3.1.2 Live darshan, Arti & Pooja – Audio/Video guide Selected service provider will be responsible for creating short audio clips of 5-7 minute to give a detail information about temple.	We assume that 5-7 minute audio and video clips will be available with authority. Please clarify.	Audio guide development is in scope of the bidder.
32		3.1.10 Admin Panel CMS/ Page 34/55	Agency shall provide Admin Panel CMS to manage content along with the mobile app.	We understand that website content shall be provided by the Authority(GPYVB). Please confirm.	Yes, website content shall be provided by the authority.
33		3.1.7 Accommodation/ Page 34/55	Role-based user management including super administrator account, adding/deleting	Kindly provide total number of users who will be using the Dashboard with respect to the roles (Super administrator, administrator etc.)	It will be discussed & finalized with successful bidder in the phase of requirement gathering & analysis phase

		administrator and other users, assigning/changing privileges, roles, etc.		at the time of preparation of SRS Document.
34	3.1.11 Other Services &Integration/ Page 35/55	Information about the nearby facilities like parking, toilets, refreshments etc. should also be provided and integrated with the map services	Request you to provide the comprehensive details of all such locations including number of Count of all the facilities at each temple location which needs to be integrated with map services.	It will be discussed & finalized with successful bidder in the phase of requirement gathering & analysis phase at the time of preparation of SRS Document.Open source map and POI data shall be used. Specific POIs details shall be shared.
35	3.1.11 Other Services &Integration/ Page 35/55	Social media integration	1. Please elaborate the precise information/content which needs to be integrated on Social Media. 2. Please confirm that the bidder will be responsible only for Content updation. 3. Also provide social media channels which needs to be integrated.	1.The precise content will be given to the successful bidder. 2.Bidder will provide the functionality in the portal and to upload the content which is approved by GPYVB. 3. Major social media channel i.e.Facebook, Instagram, YouTube, etc.
36	3.1.4 Buying of Puja Samagri & Prasad/ Page 33/55 & 3.1.11 Other Services &Integration/ Page 35/55	Payment gateway shall be integrated for making the transaction. Max. 3 payment gateway shall be integrated. Integration with payment gateways for online payment functionality	1. Please confirm if any preferred payment gateways are recommended. 2. We assume that payment gateway will be provided by the authority and bidder will have to only integrate. Please clarify.	1. No preferred payment gateway. 2.GPYVB will give the payment gateway to the successful bidder
37	GPYVB Web Application Operation and Maintenance scope of work/ Page 36/55	SP will provide training for conducting 5 training sessions – Before Go-Live. During O&M training needs to be given as and when required by GPYVB regarding the use of Snake rescue application. GPYVB will provide necessary facilities to conduct training.	1. Please confirm the number of members to whom training needs to be provided. 2. Please confirm training will be online or offline ? 3. Also provide clarity on training set up whether it will be provided by the authority or bidder has to arrange.	It will be discussed & finalized with successful bidder in the phase of requirement gathering & analysis phase at the time of preparation of SRS Document.
38	GPYVB Web Application Operation and Maintenance scope of work/ Page 36/55	Provide manpower for operations, maintenance and onsite warranty support of all supplied items.	Kindly provide the details of manpower and minimum qualification and experience of proposed resources.	During the O&M phase,1 resource will be seated onsite at GPYVB, Gandhinagar
39	Hosting of the web portal a. Bill of Material for Hardware/	The Govt. of Gujarat will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material as following format in	We understand that the required servers/ cloud facility will be provided by the authority, bidder only has to provide Hosting Sizing. Please confirm.	For Development, testing, UAT, Bidder will use their own development & Testing/Staging environment to run the applications. GPYVB will provide only

		page 36/55 & 37/55	the technical bid. *Description: required DB servers, app severs, reporting servers or any other server (for production), equipment required for running the application at DC.1 physical core = 2 vCPU		Production hosting environment at the time of go-Live once UAT and security audit completes.
40		General		Please confirm that the needed mobile app is Android based or iOS based, Windows etc.	Mobile app will be Android and iOS based.
41		General		Please provide the preferred type of technology needed for Web portal development along with required security features e.g., AJAX/JAVA / Dot Net/ Wordpress any appropriate technology	Development is preferable on open source technology and open source database
42		F. Timeline for GPYVB Project/ page 23/55		We understand that the given timelines are for Phase 1 and Phase 2 combined as mentioned on page 4/55 (Time Limit to complete the work- For Phase-1: for 3 Temple of Gujarat For Phase-2: 8 Temple of Gujarat) Please clarify the detailed schedule for phase 1 and phase 2.	Please refer the clause 1.27 of F for Total Project Timeline Including the phase 1 and phase 2.
43	M/s. Nascent Info Technologies Pvt. Ltd	Page No 4 , Point 6 and Page no 41 , Section 7	Time Frame to complete the work : For Phase-1: for 3 Temple of Gujarat For Phase-2: 8 Temple of Gujarat and Financial Bid - for Design and development web & mobile application	We understand that we have to do work for total 8 temples. phase 1 will have 3 temples and phase 2 has 5 temples, but please clarify, we have to give cost estimation for only phase 1 with 3 temples or for entire project with 8 temples?	Bidder has to quote for entire project with for 8 temple including the phase 1 and phase 2.
44		Page no 26, Point 1.29.3.1	Implementation related penalty of service levels	We assume, there is typing error that SLA & Training mentioned for "Snake Rescue application"	Bidder is requested to consider the Design, Develop, and Implementation of Web portal and mobile application for E-Arti, E-Prasad, and E-Darshan facility at Various Yatradham in place of Snake Rescue application.
45		Page no 28, Point 1.29.7	Operational Related Penalty for project resource	Please clarify, how many resources must be deployed in O&M phase, There is optional line item in financial format page no 43	During the O&M phase,1 resource should be seated at GPYVB,, Gandhinagar for application support
46		Page no: 32, Point 3.1.1	AR/VR temple tour creation	Please give more clarification on AR/VR development requirement. We assume to create 360 virtual tours of temples for user experience. Any type of permissions related to creation of temple tour & Temple trust permissions, Story line approval etc. will be provided by the GPYVB.	Agency shall develop the 360 virtual tour using pano images for the main temples under considerations. Permission and approvals shall be facilitated by the GPYVB.
47		Page no: 32 Point 3.1.2	Selected service provider will be responsible for creating short audio	Some temples have Audio/Video clips on their temple website/uploaded on YouTube. i.e.:	Audio guide development is under the scope of the project. It will be decided

			clips of 5-7 minute to give a detail information about temple.	Dhwarka&Ambaji. Please clarify, SI must have to create Audio clips or SI can integrate it?	on later stage after verifying the content and quality of content.
48		Page no 32: Point 3.1.2	Service provider must create/ update the Bilingual Content (Hindi and Gujarati) for selected temple	Please clarify about default language. We assume that App default language will be English, and app will support Hindi and Gujarati Language. Please suggest.	It will be in Gujarati and English Language.
49		Page no: 32 Point: 3.1.4	For Buying of Puja Samagri & Prasad: Platform should have facility to add the vendors and items with the respective temples.	We assume that List of vendors will be provided by the department. CMS will have the facility to Add/update/delete vendor details.	Yes, Bidder will provide the list of vendor to SI/bidder and there is also requirement tofacility to Add/update/delete vendor details.
50		Page no 33: Point: 3.1.7	Accommodation: Centralized online reservation system should have facility to design an online reservation system for temple guesthouse wise accommodation	We assume that, Only Temple guest house will be consider in Centralized online reservation system	Yes, currently only temple operated guest houses/hotels shall be covered.
51		Page no 34, Point: 3.1.7	Report Generation: Location wise reservation Reports and Average time spent on portal	Please clarify report format. Please mention if any google services is required.	GPYVB will inform to the successful bidder.
52		Other	Temple Tour Creation	Apart from main Temple, there are multiple other monument / surrounding part of the temple. Please give temple wise more clarification that how much part will be capture in 360 virtual temple tour. Ie: For Dwarka Temple: (Entry Corridor, Dwarkadhish Darshan, Mandir Corridor) Parking Area Walkway, Sudama Setu, Gomti River View, Gomti Ghat	Bidder have to consider all peripheral which are under control the temple trust
53	M/s Ninja Tech	Eligibility Criteria (Clause:3/Page No:7)	The Bidder should have an annual turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs. 1 Crore during each of the last three financial years (2018-19, 2019-20 and 2020-21) or cumulative turnover of Rs. 3 Crore for the last three financial years (2018-19, 2019-20 and 2020-21)	Please Revised that Clause: - At least 50 Lakh During Each of the last 3 Years. - cumulative turnover of Rs. 2 Crore for the last three financial years (2018-19, 2019-20 and 2020-21)	No Change, As per RFP

54		Technical Evaluation (Clause: 1/Page No: 38)	Average annual turnover of bidder during the last three years ending 31st March 2021 from IT business. § Turnover ≥ 5 Cr = 3 marks § Turnover ≥ 10 Cr. = 7 marks § Turnover ≥ 15 Cr. = 10 marks	Please Revised That Clause As per Following: • Turnover More Than 50 Lakh = 3 marks • Turnover More Than 1 Cr. = 7 marks • Turnover More Than 1.5 Cr. = 10 marks	Average annual turnover of bidder during the last three years ending 31stMarch 2021 from IT business. ♣ Turnover ≥ 2 Cr = 3 marks ♣ Turnover ≥ 4 Cr. = 7 marks ♣ Turnover ≥ 7 Cr. = 10 marks
55		Technical Evaluation (Clause: 2/Page No: 38)	The bidder should have executed a single project of citizen facing application development covering at least 25 locations/sites/monuments spread across the state/country including digital content (audio, video, images etc.) creation and dissemination to the citizens for any tourism/heritage/cultural promotion department/Institutes of State and Central Government during last 3 years' worth at least 1 Cr.	Please Revised that Clause As per Following: • Location More Than 10 - 10 marks • Location More Than 20 - 15 marks • Location More Than 25 - 20 marks	No Change, As per RFP
56		Technical Evaluation (Clause: 3/Page No: 38)	The bidder should have executed projects for software application development for similar organization like tourism/heritage/cultural promotion departments of State and Central Government etc. § 1 Project – 3 Marks § 2 Projects – 6 Marks § 3 or more Projects- 10 marks	Please Allow us to showcase our Overseas Executed projects for software application development for similar organization like tourism/heritage/cultural promotion departments of State and Central Government/Private/Global etc. § 5 Project – 3 Marks § 7 Projects – 6 Marks § 10 or more Projects- 10 marks	No Change, As per RFP
57	M/s Add Pearlinfo Pvt. Ltd	Page 7, Sr. No. 3 of Eligibility	Annual Turnover of 1 Cr	We request for make it up to 30 Lacs	No Change, As per RFP
58		Page 7, Sr. No. 4 of Eligibility	Project worth Rs. 1 Cr	We request for giving exemption from the same	No Change, As per RFP
59		Page 32, Scope of Work 3.1.4	Buying of Puja Samagri & Prasad	As per our experience these requirements can't be same for all temples as all the temples have their own list with priority of booking, number of iterations, weightage etc. So, it will requires according to every temple's requirements.	Common Buying of Puja Samagri& Prasad is there for every temple and in case, there is a change in Buying of Puja Samagri& Prasad then ainventory management module shall be given to operator's admin to add the specific

					offerings.
60		Page 32, Scope of Work 3.1.7	Accommodation	As per our experience, GH booking is quite customized for each temple which is as per management requirement.	No Change, As per RFP
61		In General		Each temple has their own vocabulary to book these Donation, Prasad, Puja & other requirements.	A standard terminology shall be used in the application. Other details shall be finalised during the SRS and requirement gathering phase.
62	M/s SSB Digital Pvt. Ltd.	Section 2: Instruction to Bidders Qualification/Eligibility Criteria Sr. No. III. Page no 7	The Bidder should have an annual turnover from IT Software related services (Software Development/ Software Customization or Implementation) of at least Rs. 1 Crore during each of the last three financial years (2018-19, 2019-20 and 2020-21) or cumulative turnover of Rs. 3 Crore for the last three financial years (2018-19, 2019-20 and 2020-21)	Request you to provide exemption in turnover for Start-up Company under MSME policy by if not then at least allow turnover experience of any of the Group Company	No Change, As per RFP.
63		Section 2: Instruction to Bidders Qualification/Eligibility Criteria Sr. No. III. Page no 7	The Bidder should have successfully executed, at least 3 Software Development projects during last 5 years as on date of submission of bids in which each project cost should not be less than INR 1 Crore with project completion certificate	Request you to provide exemption in experience for Start-up company under MSME policy by GOI. Also Requesting similar changes to be made in the Evaluation criteria under Section 6.	As per RFP.