

**CORRIGENDUM**

Request for Proposal [RFP]

for

Selection of System Integrator for Incredible India Digital Platform

**Ministry of Tourism****Government of India****Date of Issue: 4<sup>th</sup> February 2022****I. Corrigendum to Tender Reference Number IT-5/1/2019**

This is for information of all the bidders that the Tender Document (Tender Reference Number IT-5/1/2019 dated January 20, 2021) for "Selection of System Integrator for Incredible India Digital Platform" has been amended, as under, based on the discussion held in per pre-bid meeting on January 31, 2021 and bidders are requested to submit their bids accordingly:

#	Clause No.	Page No	Existing Clause	Amended Clause
1.	Clause #2 Fact Sheet	Page 8 of RFP	Last date and time of Bid submission: Date- 10.02.2022 (Thursday) 15: 00 Hrs	Last date and time of Bid submission: Date- 21.02.2022 (Monday) 15: 00 Hrs
2.	Clause #2 Fact Sheet	Page 8 of RFP	Technical Bid opening Date & Time – 11.02.2022 (Friday) 15:00 Hrs	Technical Bid opening Date & Time – 22.02.2022 (Tuesday) 15:00 Hrs


  
Pankaj Kumar Devrani

 Under Secretary to the Government of India  
 Ministry of Tourism

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This is for information of all the bidders that the Tender Document (Tender Reference Number IT-5/1/2019 dated January 20, 2021) for “Selection of System Integrator for Incredible India Digital Platform” has been amended, as under, based on the discussion held in pre-bid meeting on January 31, 2021 and Bidders are requested to submit their bids accordingly:

SI No.	Clause No. of RFP	Existing Clause	Amended Clause
1.	<b>Clause #2, Fact Sheet:</b> (S No. 12), Page-8	Last Date of Receiving Bids: 10/02/2022 at 15:00. Opening of Technical Bid: 11/02/2022, 15:00 Hrs.	Last Date of Receiving Bids: 21/02/2022 at 15:00. Opening of Technical Bid: 22/02/2022, 15:00 Hrs.
2.	<b>Clause #10.1, Pre-Qualification Criteria:</b> Turnover, Page-78	Certificate from the statutory auditor	Certificate from the statutory auditor/Company Secretary
3.	<b>Clause #10.1, Pre-Qualification Criteria:</b> Technical Capability, Page-79	Citation in required format along with; Work Order + Completion certificates from the client OR Work order + Self certificate of	Citation in required format along with; Work Order + Completion certificates from the client OR Work order + Self certificate of Completion (Certified by the Statutory auditor);

SI No.	Clause No. of RFP	Existing Clause	Amended Clause
		Completion (Certified by the Statutory auditor); OR Work order + phase completion certificate from the client (for ongoing projects)	OR Work order + phase completion certificate from the client (for ongoing projects) OR In case of NDA signed, self- certification with details from company secretary
4.	<b>Clause # 10.1, Pre-Qualification Criteria: Manpower Strength, Page-78</b>	Self-certification by the authorized signatory with clear declaration of list of staff with name, employee ID, number of years of experience, level/ designation, and certifications	Self-certification by the authorized signatory with clear declaration of list of staff with name, number of years of experience, level/ designation, and certifications
5.	<b>Clause #14.2, Termination for Convenience: (i), Page 17 of 61 (Page-146)</b>	The MoT may at any time terminate the Contract for any reason by giving the Agency a notice of termination that refers to this clause.	The MoT may at any time terminate the Contract for any reason by giving the agency a 90 days notice of termination that refers to this clause, due payments for the services provided will be paid till the effective date of termination
6.	<b>Clause #14.1, For Material Breach: (iii), Page 17 of 16 (Page-146)</b>	In the event that Agency undergoes such a change of control, MoT may, as an alternative to termination, require a full Performance Guarantee for the obligations of Agency by a guarantor acceptable to MoT or its nominated agencies. If such a guarantee is not furnished within 30 days of MoT's demand, the MoT may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the Agency.	In the event that Agency undergoes such a change of control, MoT may, as an alternative to termination, require a full Performance Guarantee for the obligations of Agency by a guarantor acceptable to MoT or its nominated agencies. If such a guarantee is not furnished within 30 days of MoT's demand.
7.	<b>Clause #14.2.1</b>	In case any resource is found not working to the satisfaction of MoT, the same shall be replaced by the selected bidder within 15 days without any penalty. The decision of MoT shall be final and binding on the bidder.	In case any resource is found not working to the satisfaction of MoT, the same shall be replaced by the selected bidder within 30 days without any penalty. The decision of MoT shall be final and binding on the bidder.

SI No.	Clause No. of RFP	Existing Clause	Amended Clause
8.	<b>Clause #10.1, Pre-Qualification Criteria, S.No 6 – Manpower Strength, Page- 80</b>	The bidder should have on its rolls, staff of at least 50 technically qualified personnel with relevant Adobe certifications in Adobe Experience Manager, Adobe Campaign, Adobe Analytics, and Adobe Target skills with experience in relevant projects.	The bidder should have on its rolls, staff of at least 30 technically qualified personnel in Adobe Experience Manager, Adobe Campaign, Adobe Analytics, Adobe Target and Adobe cloud skills with experience in relevant projects.
9.	<b>Clause #10.2.2, Technical Evaluation Criteria, S.No 5 – Certifications, Page 83</b>	CMMI Certification: Level 3: 1 Marks Level 4: 3 Marks Level 5: 5 Marks	Adobe Certifications in Adobe Experience Manager, Adobe Campaign, Adobe Analytics, and Adobe Target skills:  0-20 Resources: 1 Marks 20-50 Resources: 3 Marks More than 50 Resources: 5 Marks
10.	<b>Clause #10.2.2, Technical Evaluation Criteria, S.No 2, Page No - 82</b>	Experience in implementation of Adobe AEM websites, Mobile App, Adobe Target, Adobe Campaign, Adobe Analytics projects (completed or ongoing) in India for value more than Rs. 2 Crore.	Experience in implementation of Adobe AEM websites, Mobile App, Adobe Target, Adobe Campaign, Adobe Analytics projects (completed or ongoing) from operations in India for value more than Rs. 2 Crore.
11.	<b>Clause #10.2.2, Technical Evaluation Criteria, S.No 2, Page No - 82</b>	Technical Project experience: (Max 16 marks) i. Project's worth more than INR 8 crores – 4 marks per project ii. Project's worth more than INR 4 crores – 3 marks per project iii. Project's worth more than INR 2 crores – 2 marks per project  Domain Project experience: (Max 9 marks) i. 3 additional marks per project up to a maximum of 9 marks if the client for above given projects was from Travel, Hospitality, or Tourism Sectors	Technical Project experience: (Max 16 marks) i. Project's worth more than INR 8 crores – 4 marks per project ii. Project's worth more than INR 4 crores – 3 marks per project iii. Project's worth more than INR 2 crores – 2 marks per project

SI No.	Clause No. of RFP	Existing Clause	Amended Clause			
			S.No	Criteria	Max Marks	Basis of Evaluation
12.	<b>Clause #10.2.2, Technical Evaluation Criteria, S.No 2A, Page No - 82</b>	New Clause	2A	Domain Project experience: (Max 9 marks) 3 marks per project up to a maximum of 9 marks.  Projects worth more than INR 2 crores from Travel, Hospitality, or Tourism Sectors.	9	Citation in required format along with; Work Order + Completion certificates from the client OR Work order + Self certificate of Completion (Certified by the Statutory auditor); OR Work order + phase completion certificate from the client (for ongoing projects) OR In case of NDA signed, self- certification with details from company secretary
13.	<b>Clause #14.2.10,</b>	New Clause	The selected bidder shall ensure no variation in Person Month Cost (column c), under Format-12, Commercial Proposal Template for same Role Description of resources over different phases (Phase-1A, Phase-1B, Phase-2).			

All other terms and conditions of the RFP issued on January 20, 2022, will remain unchanged.

## II. Response to Pre-Bid Queries:

Pre-bid meeting for selection of System Integrator for Incredible India Digital Platform was held on 31<sup>st</sup> January 2022 at 3:00 PM, the queries by the Bidders and response of the Ministry are as under:

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
1.	2. Fact Sheet , Page- 7	Last Date of Receiving Bids - 10/02/2022	Request to extend the bid submission end date by minimum 6 six weeks from the pre-bid queries clarification date.	Refer to SI No.1 of the corrigendum
2.	10.1. Pre-Qualification Criteria - Turnover , Page-78	Average Annual Turnover of last 3 (three) financial years (FY 2018-19, 2019- 20, 2020-21) from IT application and website development or other System Integration activities should be greater than INR 50 Crore.	Request you alter the Annual Turnover from 50 Crores to to 100 Crores to limit the number of competitors. Pls modify this clauue as "Average Annual Turnover of last 3 (three) financial years (FY 2018-19, 2019-20, 2020-21) from IT application and website development or other System Integration activities should be greater than INR 100 Crore. "	No Change
3.	10.1. Pre-Qualification Criteria - Turnover , Page-78	Certificate from the statutory auditor	Request you to consider this Turn over certificate from company secretary as well. So pls modify this clause as "Certificate from the statutory auditor" Or " Certificate from the company secretary"	Refer to SI No.2 of the corrigendum

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
4.	10.1. Pre-Qualification Criteria -Technical Capability, Page-79	Citation in required format along with; Work Order +Completion certificates from the client OR Work order + Self certificate of Completion (Certified by the Statutory auditor); OR Work order + phase completion certificate from the client (for ongoing projects)	Because of NDA signed we could not share Work order or Client Completion certificates for project Citations, so request to allow self certification from company secretary. Pls modify this clause as "Citation in required format along with; Work Order +Completion certificates from the client OR Work order + Self certificate of Completion (Certified by the Statutory auditor); OR Work order + phase completion certificate from the client (for ongoing projects) Or Self certification with details from Company secretary	Refer to SI No.3 of the corrigendum
5.	10.1. Pre-Qualification Criteria - Manpower, Page-780	Self-certification by the authorized signatory with clear declaration of list of staff with name, employee ID, number of years of experience, level/designation, and certifications	Request to remove Employee id from the clause and modify this clause as "Self-certification by the authorized signatory with clear declaration of list of staff with name,number of years of,experience, level/designation, and certifications.	Refer to SI No.4 of the corrigendum
6.	4.7. No Deviations , Page-14	The bidder shall be required to provide a declaration for no deviation to the contents of the RFP document in the format prescribed in Format 10 under the Annexures.	Request to limit deviations to certain sections in the proposal	No Change

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7.	14.2 Termination for Convenience, Page 17 of 61	(i). The MoT may at any time terminate the Contract for any reason by giving the Agency a notice of termination that refers to this clause.	Request to delete this Termination for Convenience clause	Refer to SI No.5 of the corrigendum
8.	14 Termination, Page 17 o 61		<p>a) For any kind of termination, the client should give 60 days notice period. As a bidder request to make the payment in the event of termination under all circumstances till the effective date of termination.</p> <p>b) Bidder request the termination event be limited to termination for material breach of any terms and conditions of the RFP. In case of material breach, NCRTC should give 30 days notice period to the successful bidder.</p> <p>c) Bidder request to make the payment in the event of termination under all circumstances till the effective date of termination.</p>	Refer to SI No.6 of the corrigendum
9.	15. Liquidated Damages, Page 102	(ii). The deduction shall not in any case exceed 10% of the quoted value.	Request to reduce this Liquidated Damages value from 10 % to 5% including all SLA penanties	No Change
10.	14.2. Replacement of Resources, Page 100		Request to modify this caluse as "In case any resource is found not working to the satisfaction of MoT, the same shall be replaced by the selected bidder within mutually agreed timeline days without any penalty	Refer to SI No.7 of the corrigendum



SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
11.	14.2. Replacement of Resources, page 100		Request to remove any type penalty clauses for Replacement of Resources.	No change. Please Refer Clause 14.2.2 for relaxation of penalties
12.	2. Service Level Agreements and Penalties , page-93		Request to modify the current SLA and it should be determined mutually once the SI has sufficient knowledge about the applications to be supported.	No Change
13.	1. SLA and Penalty Calculation, page-36 of 61		Request to modify the current SLA and it should be determined mutually once the SI has sufficient knowledge about the applications to be supported.	No Change
14.	Payment due date to the successful bidder	Not found in the RFP	It is requested that the payment should be due and paid to the successful bidder within 30 days from the date of invoice raised	No Change Refer Clause 13.2.ii - page 15 of 61.
15.	Schedule III - Terms of Payment Schedule , page - 33 of 61  13.1. Payments Schedules , page -91	Submission of PBG	Request to remove any kind of PBG	No Change
16.	Schedule III - Terms of Payment Schedule	Quarterly payments to be done for manpower resources deployed as per cost of Phase 2	Request you to make this payment quarterly in advance instead of arrears for manpower resources.	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
17.	Limitation of liabilities (Sec 15.5) page 20 of 61		It is requested that the liability on the bidder should be capped 12 months recurring charges. Also requested that exclusion of Section 12.1 from the application of the liability cap be deleted.	No Change
18.	Indemnities (Sec 15.1) page 18 of 61		Request you to clarify that indemnity applies only to "gross" negligence attributable to Indemnifying Party.	No Change
19.	6. Incredible India Digital Platform - Vision and Strategy Sec 6.2.5 & 6.3.1 / Pg No 28 & 30		Is Content migration in scope or fully new content has to be authored?	Yes. Refer Clause 7.2.5 (iii)
20.	6. Incredible India Digital Platform - Vision and Strategy Sec 6.2.5 & 6.3.1 / Pg No 28 & 30		Content authoring in scope or client has authoring team which will be responsible to author the content?	In reference to Clause#6.3.1, Content creation and authoring shall be the responsibility of the selected Brand Strategy & Design Agency (outside the scope of this RFP). However, the System Integrator shall provide the necessary technical support to ensure migration/ updating/ adding/ authoring of content on the Incredible India digital platform.

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21.	7. Detailed Scope of Work for System Integrator Sec 7.2 / Pg No 33		Utilizing core components would be the key, but does the client have any custom components which are to be migrated to 6.5? Will it be new development altogether or migration of the existing code(6.3) to 6.5 has to be carried over?	The existing website is developed on AEM v6.3, however the revamped version of the website is to be developed on v6.5 or the latest version of Adobe AEM. The system Integrator is required to conduct the feasibility study during preparation of Integrated work plan regarding which components can be reutilized or migrated from the existing website to the new website as per the requirements of Ministry. Please refer Clause #5 of the RFP for details.
22.	7. Detailed Scope of Work for System Integrator Sec 7.2 / Pg No 33		How many existing pages/components/templates does the current existing site have?	The existing Incredible India website has content and pages across 6 regions, 36 states/UTs, 165 destinations and 2300 attractions tagged with multiple experiences in 10 different languages. Please refer to section 5.2 of RFP for more details.

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23.	7. Detailed Scope of Work for System Integrator Sec 7.2.3 & 7.2.4 / Pg No 33 & 35		What is size of the existing DAM to be migrated. Or estimated DAM size for revamped site?	The estimated size of the Incredible India media assets to be migrated or uploaded from incredible India website or media library for the revamped website cannot be estimated as of now since Incredible India website is a dynamic website and will require continuous publishing of new media assets.
24.	7. Detailed Scope of Work for System Integrator Sec 7.2.3 & 7.2.4 / Pg No 33 & 35		Are their any existing custom workflows or expecting some new to be developed?	The business workflows to be developed shall be defined during requirement gathering sessions through stakeholder interactions in line with the vision and strategy envisaged for Incredible India website and mobile app.
25.	7. Detailed Scope of Work for System Integrator Sec 7.2.3 / Pg No 34		DevOps, creation or supporting CI/CD would be in our scope or client already have a team?	The selected bidder shall be responsible for devOps with creation and support of CI/CD

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26.	5. Project Background & 6. Incredible India Digital Platform - Vision and Strategy Sec 5.2.4 & 6.2.5 / Pg No 20 & 28		Is Third-party service integration support already there especially for the current site?	Incredible India digital platform has been envisaged as a one-stop solution catering to information, services and communication to promote Brand India at a global level.  The third-party service integration support will be required to be provided by the selected bidder.
27.	Sec 14 SLA and Penalty Calculation		Request clarification that SLA/Penalties are not applicable for Phase 1A	Refer Clause 7.5 (S.No 1, Deliverables).
28.	General		Which tool is being currently used for SLA measurement. Hope SLA tool be provided by the client and not by SI. Kindly confirm.	SLA tool will have to be deployed by the bidder, as per Clause#14.1.2
29.	General		Who is responsible to manage the current infrastructure? If any SLA miss is due to infrastructure then SI should not be penalized for that.Kindly confirm.	NIC is maintaining the current infrastructure. SLA non-compliance due to infrastructure unavailability may be exempted with evidence based submission from

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				<p>selected bidder in form of root-cause analysis report.</p> <p>However, ensuring the performance and availability of application and services shall be the responsibility of system integrator and shall be governed as per the given SLAs.</p>
30.	General		<p>new age organisations focus more on the AGILE principles of development rather than on CMMI model, which focuses on improvement on existing processes for improving results whereas AGILE is focused on delivering product to the customer with continuous impr</p>	<p>The bidder is expected to bring best industry practice for development to achieve Incredible India digital platform's vision as a one-stop solution catering to information, services and communication to promote Brand India at a global level.</p>
31.	General		<p>Kindly confirm that hardware and software licences are out of scope of SI for this opportunity</p>	<p>The selected bidder shall carefully go through the provisions of the RFP for understanding the scope of SI.</p> <p>The Hardware and Software licenses, which</p>

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				are not in the scope of SI will be procured by the client.
32.	General		Pls share total no of application that needs to be integrated with Digital	India platform has been envisaged as a one-stop solution catering to information, services and communication to promote Brand India at a global level. The integration requirements for information /content /data exchange therein the portal are aligned with the same vision.
33.	General		What is the support windows? Pls share support windows for weekdays , holidays	Please refer Refer Schedule -IV, Clause 2.5 for normal business hours. However, in case of outage or non-availability of applications or services the system integrator shall ensure support outside business hours till services are restored to normalcy.

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34.	General		Pls share the current technologies used for the existing application.	Refer Section 5
35.	General		Who is the incumbent vendor who has been managing the current applications	Information shall be shared with the selected bidder
36.	General		Request you to share last 1 year tickets along with SLA reports	Information shall be shared with the selected bidder
37.	General		We didn't notice any EMD and assuming there is no such requirement.	Yes, no EMD is required only Bid security declaration is required
38.	General		With the current pandemic situation and from resourcing standpoint, Bidder requests to have flexibility to work from remote location.	Refer Section 8.1.3
39.	General		In case of non payment within 30 days from date of invoice , the bidder should have right the to suspend the service	No Change
40.	5.1.2c(i)- Page 18	Adobe Experience Manager (AEM) V 6.3: Hosted on-premises	Is the MOT aware that AEM 6.3 is not the latest version of software and furthermore latest functionalities of cross platform performance within adobe stack may be missing.	Yes. The selected bidder is expected to develop the application on latest Adobe version in Phase 1B.



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41.	5.2.4 (i)- Page 20	Incredible India platform has collaborated with respective States/UTs to gather enhanced information that is being provisioned on dedicated pages for each State and Union Territory within the website.	since each state has there own state portal is there any requirement of integration or data exchange with any state portal.	Incredible India digital platform has been envisaged as a one-stop solution catering to information, services and communication to promote Brand India at a global level.  The integration with state portals or data exchange will have to be accordingly planned.
42.	5.2.4(ii)- Page 20	Currently, 12 State/UT pages have been updated with information from respective State/UT. These pages undergo regular updates as per continuous inputs received from respective State/UT.	who decides the content for state pages sicne each state has their own branding and state specific strategy to promote tourism.. how will this information be shared with the bidder during the implementation and maintenance of the site.	Yes. SOPs shall be laid down for all content related matters
43.	5.2.4 (iv) Integrates services table 2- Page 21	Banks & ATMs (by SBI)	is there are requirement to integrate other banks and financial services besides SBI	Incredible India digital platform has been envisaged as a one-stop solution catering to information, services and communication to promote Brand India at a global level. The integration with other

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				banks and financial services will have to be accordingly planned.
44.	5.3.2- Page 22	10 VMs have already been procured on NIC Meghraj Cloud:	Will MOT be able to provision for us additional VMs if required during the course of implementation.	Yes
45.	5.3.3-Page 23	AEM U+D5ser's 25 Users Perpetual	Require information on the different user roles defined in the project.	The Incredible India digital platform has been envisaged as a one-stop solution catering to information, services and communication to promote Brand India at a global level. The different user roles shall be defined accordingly.
46.	5.3.4 (ii)-Page 24	Author: An AEM instance used to create, upload, and edit content and to administer the website. Once content is ready to go live, it is replicated to the publish instance.	In future are we going to use another system only for storing digital assets?Is there any requirement of dynamic media. How are the access/permissions to different agencies managed ??	Please refer to section 7.2.4. In the future Adobe DAM and Dynamic media shall be used for storing and publishing digital assets. Currently access/permissions for content authoring and

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				publishing is only with Ministry officials.
47.	5.3.4 (vi)-Page 25	Publish instance is configured in Publish Farm (TarMK Farm) deployment scenario where three publish instances run in parallel for high availability, performance, and load balancing. Author publishes contents to all publishers and independent repositories of each publish instance are kept in sync.	How the contents are synced between the 3 publishers?	Refer Clause 5.3.1
48.	5.3.5 (ii)-Page 25	After activation it triggers a workflow for the content to be reviewed by another party	What workflows are used ? Need information on the activation process for pages and assets.	workflows to be developed shall be defined during requirement gathering sessions through stakeholder interactions in line with the vision and strategy envisaged for Incredible India website and mobile app.
49.	5.3.6-Page 26	Static content is delivered from Akamai's CDN. CDN is implemented based on the availability and recommendations of NIC wherein NIC has provided theCDN, and	Is CDN available in all the regions?	AKAMAI CDN is being used for accessibility at user's end across regions.

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		selected bidder only performs the service integrations along with NIC.		
50.	5.1.2c(i)- Page 18	Adobe Experience Manager (AEM) V 6.3: Hosted on-premises	since the server is on premise,how the patches and upgrades are applied?	VPN access is provided
51.	5.3.4 (ii) -Page 24	Author: An AEM instance used to create, upload, and edit content and to administer the website. Once content is ready to go live, it is replicated to the publish instance.	Is dynamic media implemented?	The current configuration does not have dynamic media implemented. However, the revamped website and mobile app shall have the Adobe DAM and dynamic media implemented..
52.	7.1.4 page 32	Backup / Restore Services	Is there an automated mechanism in place for backup of content during every deployment/release ?	The infrastructure level backup policy of content is available. The selected bidder should provide technological solutions to ensure seamless backup for content and application.
53.	7. (i) page 32	Phase 1A: Operations, maintenance and updating of existing Incredible India website and mobile app until rollout of revamped Incredible India website and mobile app. The phase	Is there documentation available on implementation of existing version to help the qualifying bidder on running and maintaining the existing version	Reference documents available with MoT shall be provided to the selected bidder.

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		will start from project start date and it shall run in parallel with Phase 1B.		However, selected bidder is expected to draft fresh SOP after onboarding
54.			What do you mean by maintaining the current website? Should it consist of only content updates and keep the application up and running? As this period of 4-5 months might not be the best time to enhance features due to a parallel development planned for the new portal. Also, if there are issues on the infrastructure side, how a new partner will ensure the performance within 4-5 months. Kindly clarify the expectations.	Refer Clause #7.1, Scope of work in the RFP document.
55.	7. (iii) Page 32	new features, functionalities, updated content, templates, design and branding related upgrades and innovation on the Incredible India digital platform.	has a product road map been decided already or is there a scope of SI suggesting optimal strategy on product road map in due course of implementation	Selected bidder is expected to collaborate with involved stakeholders to prepare a detailed road map in due course of implementation.
56.	7.2.8 Page 41	Integration with internal and external service providers	Are all the integration points already worked upon. Do we have restful services available to be consumed. Where do we get all the information about the integration points.	The benchmarking study and strategy roadmap have been shared as appendices. The selected bidder should work out integration point accordingly to meet the vision of Incredible India digital platform.

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57.	7.2.5 vii c Page 38	Search/Advanced Search	Do we have integration with any external search engine. ??	No, currently there are no such integrations with external search engines
58.	Page 20	Rating Service	Is the preferred rating engine already decided ?	The services referred are rating services like Tripadvisor, Lonely planet, etc. The rating service to be integrated with Incredible India digital platform has not been decided.
59.	Page 30	Marketing and Advertising: Web & social media marketing (Paid marketing via social media channels) and Sponsored search options	Do the new implementation partner have to take care of social marketing as well? Or the activities will be limited to only campaigns running on Adobe Campaign?	The selected bidder shall develop/configure and provide the required technical support to run omnichannel campaigns through Adobe Campaign or other Adobe cloud tools.
60.	Page 43	7.2.9. Customer Relationship Management (CRM) Module	Do you have any preference of technology to build CRM or you have any COTS product in consideration.	The System Integrator as part of the proposal and project execution shall propose and build the CRM product in alignment with the Incredible India

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				digital platform vision for promoting Brand India on a global stage.
61.	Page 81	Certifications	Do we need to provide 50 certifications? Would it be okay to show 50 relevant profiles, as all might not have certifications.	Refer to SI No.8 of the corrigendum
62.	Page 102	14.2.5. Except as provided in the above-mentioned clauses, if the selected bidder replaces a resource, following penalties shall apply: (i). First instance of resource replacement: Penalty of INR 50,000 (ii). Every instance of resource replacement beyond the first replacement: Penalty of INR 1,00,000	During this period of great resignations, can this clause be lifted?	No change. Please Refer Clause 14.2.2 for relaxation of penalties
63.	Page 9	15. Bid Submission Date 10/02/2022, 15:00 Hrs	Can you please extend the deadline by another 2 weeks.	Refer to SI No.1 of the corrigendum
64.	Pre-Qualification Criteria (Section 10.1, Page no. 78)	Average Annual Turnover of last 3 (three) financial years (FY 2018-19, 2019-20, 2020-21) from IT application and website development or other System Integration activities should be greater than INR 50 Crore. To this criterion, turnover of only the	For the criteria of having done AEM Projects worth 8 Crores (upto 4 projects of 2 Crores each) and for having 50 certified AEM resources, the turnover criteria should be atleast 100 Crores+.	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered		
65.	Technical Evaluation Criteria (Section 10.2.2, Page no. 83)	CMMI Certification: Level 3: 1 Marks Level 4: 3 Marks Level 5: 5 Marks	New age organisations focus more on the AGILE principles of development rather than on CMMI model, which focuses on improvement on existing processes for improving results whereas AGILE is focused on delivering product to the customer with continuous improvement. We henceforth suggest to replace CMMI with Agile (SCRUM, KANBAN) based delivery experience demonstrated by Partners during Technical Presentation.	Refer to SI No.9 of the corrigendum
66.	Detailed Scope of Work for System Integrator (Section 7.1, Page No 32)	Phase 1A: Operation, maintenance and updating of existing website and mobile app	Request you to kindly share additional information wrt manage, operate and update the existing website and mobile app in terms of the following: 1) Current Team structure (resources managing the platform currently) 2) Avg. number of updates received on daily/weekly/monthly basis 3) Avg number of issues report on daily/weekly/monthly basis 4) Details on Campaigns (executed on monthly basis): a) emailer b) sms c) push messages d) social media updates	The details will be shared with the selected bidder



SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
			e) newsletters f) any other type of campaigns not listed above.	
67.	Fact Sheet (Section 2, Page 8)	Bid Submission Date	Considering the Scope of Work and the current situation of COVID, we request you to kindly consider and relax the Bid Submission Date till 28th Feb 2022	Refer to SI No.1 of the corrigendum
68.	7.2.5.Redesign and Redevelopment of Incredible India website	Redesigning of the Home Page (introduction of sections like <b>interactive maps</b> , interesting facts, puzzles, navigable banners / carousel of banners, social feeds, featured trips, blogs, events/festivals, 360-degree videos, immersive videos/images etc.)	What all will be included in an interactive map? Will this be a state or Region wise interactive mapping Or one interactive map of India?	The interactive maps can be as per location, city, region, or for country as per the requirement on the website/mobile app
69.	7.2.6 Redesign and redevelopment of Incredible India native Mobile Apps	Use Case 3 – Location based services to show nearby places, amenities, facilities, etc.	Turn-by- turn navigation will be required for nearby places or this will be static?	Yes, turn-by-turn navigation will be required.
70.	7.2.6 Redesign and redevelopment of Incredible India native Mobile Apps	Use Case 3 – Location based services to show nearby places, amenities, facilities, etc.	The data for location based services will be provided by the vendor?	The Ministry has already procured and has access to multiple Google Map API services. Further, best practices be adopted.
71.	7.2.6 Redesign and redevelopment of Incredible India native Mobile Apps	AR Use cases implementation	The use case of AR will be integrated with the existing mobile applications?	AR use cases in scope for new development only.

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72.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>Our Fortune 500 customers (enterprise class) &amp; Govt Mission Critical Applications which is either hosted on-premises or cloud environment requires a EMS solution which are scalable, secure &amp; resilient and hence, they choose to implement enterprise-class supported version EMS solution for their on-premises or private/public cloud environment.</p> <p>Given the expanse and scope of the project, EMS becomes very critical for IT Operations and SLA Measurement requirements. An Industry-standard COTS solution (with all the modules/ sub-components) that have matured over a period of time, has been deployed, time-tested and matured through hundreds of deployments globally is better suited to handle this complexity as compared to an Open source EMS.</p> <p>Thus, pls confirm if the understanding is correct that, "EMS/NMS/ SLA monitoring products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	No Change
73.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described	Robust, Secure & Enterprise class Private/Public cloud & EMS is built using multiple tightly integrated components like service management, monitoring, automation, governance, virtualization, SDN, security etc.	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		<p>below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.</p>	<p><b>Open source modules developed as separate tools do not integrate well requiring</b> massive, continuous &amp; manual effort in customizing these components. Also, frequent releases of open source tools pose operational challenge to test, validate, patch, deploy and run in production. These also are prone to security threats.</p> <p>Hence, alot of customization would be desired as part of the EMS scope, which will be seamless in "Industry-standard" EMS tools. Thus, pls confirm if the understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	
74.	<p>rfpsi20012022.pdf &amp; 14.1.2. Service Availability &amp; Page Number 94</p>	<p>The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.</p>	<p>SLA monitoring, reporting and management is one of the core outcome from an EMS. This is the solution through which daily/ weekly/ monthly/ Quarterly SLAs are monitored, calculated and reported, based on which payments are released to different vendors and participants. Typically, this involves multiple stakeholders (Customers, Consultants, Auditors, System Integrators, other vendors etc.). Therefore, it is important that the tools used to calculate SLAs are acceptable to all the stakeholders and the issues related to blame-game of tweaking the data/ reports do not arise. An industry-standard, certified COTS solution is acceptable to all the parties as against Open source solutions that are open to tweaking/ modification</p>	<p>No Change</p>

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
			<p>and therefore have less acceptability. This may lead to a recurring fight between stakeholders in every quarterly cycle.</p> <p>Thus, pls confirm if the understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	
75.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>Open Source tools/products are not built as per industry standards and it is vulnerable to the customer environment because such solution do not tested on most of the security standards like ISO guidelines. Also, customer do not get any product supports on time if there is any issue/failure happen on the product/functionality of the product.</p> <p>Hence it becomes very critical and essential to the government of tourism to maintain and availability of these services because these applications/services will be accessed by domestic and international users and thus unavailability of the services becomes a unpleasant experience to them.</p> <p>Thus, we request MOT to consider COTS product and requesting for a confirmation on understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	No Change

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76.	rfpsi20012022.pdf & 14.1.3. Incident Management: & Page Number 96	Incident management tool shall be deployed by the bidder for ticket generation including provisions of reporting an issue, along-side an embedded workflow to track the complete lifecycle of the ticket from reporting to resolution. Provision for system generated reports accessible to MoT in the incident management tool as per the SLMs defined below.	<p>Helpdesk solution is very critical requirement of every customers to manage and maintain the infrastructure, applications and services in every aspect. Today helpdesk solution is not limited to incident management only, but it evolves and covers various other ITSM, ITAM and ESM requirements like Service Request, Problem, Change, Knowledge management, Service Level Agreement/Management, Release and Deployment, Procurement, Financial, Contract, Software Asset management and same helpdesk solution can be extended to Enterprise Service Management (ESM) requirement like HR, Vendor, Facilities and Visitor management etc..</p> <p>So, all this requirement can be fulfilled by single solution and customer do not need to be dependent or procure different tools to fulfill such requirement.</p> <p>Request MOT to append this clause as per following:</p> <p>Helpdesk tool solution covering following modules Incident management, Problem management, Change Management, Service Request Management, Service Level management, Procurement, Financial, Contract, Software Asset management shall be deployed by the bidder to</p>	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
			<p>manage the ticket lifecycle and asset management lifecycles including provisions of reporting an issue, along-side an embedded workflow to track the complete lifecycle of the ticket from reporting to resolution. Provision for system generated reports accessible to MoT in the incident management tool as per the SLMs defined below.</p>	
77.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	General Query - System, Network Monitoring and Helpdesk solution licensing - Volumetric	<p>Since there is requirement for EMS tool in RFP but volumetric has not been provided to factor the appropriate licenses for EMS tools. Request bank to provide the volumetric as per following to factor the appropriate EMS licenses:-</p> <ul style="list-style-type: none"> <li>(1) Number of Network Devices:</li> <li>(2) Number of ICMP Devices:</li> <li>(3) Number of Physical and Virtual Hosts (Servers):</li> <li>(4) Number of Databases, Applications or Middlewares etc.:</li> <li>(5) Number of application business critical transactions to be monitored:</li> <li>(6) How many Page Views/Month (in Million) for real user monitoring:</li> <li>(7) Number of IT Helpdesk Analysts:</li> <li>(8) IT Helpdesk Analysts type: Concurrent or Named:</li> <li>(9) Number of End Points (Desktops/Laptops) for Asset Discovery:</li> </ul> <p><b>Reason:</b> This will provide all the qualified EMS</p>	The information will be shared with the selected bidder

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
			OEM's to participate equally technically and commercially	
78.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	General Query - System, Network Monitoring and Helpdesk solution licensing - Hardware and Solution Design	<p>Please clarify if EMS solution is to be designed with High Availability at DC and DR level or High availability at DC level and DR site as standalone and should act as an redundant site of DC (DC and DR will sync at periodic interval) and take over if DC site goes down?</p> <p>Also, please confirm if System, Network Monitoring and Helpdesk solution is to be hosted on-premises or private/public cloud?</p>	No Change
79.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>EMS/NMS OEM must be an industry standard, enterprise grade solution and shall be present in leader quadrant in any one of Gartner/Forrester/IDC reports for ITSM in last two reports.</p> <p><b>Reason:</b> Solution having been analysed &amp; recognized by leading analysts ensures that an industry standard solution is being proposed. This is important because as NMS/EMS/ITSM is the only solution that gives visibility into the project and is responsible for SLA measurements and audits, and therefore all the stakeholders must agree to the reports been generated from NMS/EMS/ITSM. This warrants an industry-standard solution.</p>	No Change

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80.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>The proposed EMS solution should be built on modern container technologies, and have an options to deploy on classic mode non containerised as well as containerized mode.</p> <p><b>Reason:</b> Container based solutions requires least efforts for implementation, customization and maintainance due to pre integrated modules, dependencies like DB, load balancers are built-in and configured in advance. It is Cost effective since the required hardware and 3rd party components are bundled.</p>	No Change
81.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>Proposed EMS solution like Operations Manager must have FIPS 140-2 security features.</p> <p><b>Reason:</b> FIPS 140-2 provides a standard that will be used by Federal organizations when these organizations specify that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data. ( OpsB 2021.05 classic)</p>	No Change
82.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>Proposed EMS software should have embedded Big data platform with AL ML functionality for faster identification and resolution of cross domain events/faults and provide better RCA etc.</p> <p><b>Reason:</b> Big Data Platform have much better data storage capacity than relational database and it can also be integrated with third party sources for</p>	No Change



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			different KPI's, events collection and provide the cross domain event root cause analytics and provide cross domain reporting and dashboards.	
83.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 45	(i). The development team needs to implement a versioning tool or similar source code repository on the dev/staging environment infrastructure for version control. (ii). Once the build is released and is fully functional on staging, it shall be validated by a round of testing.	Since it is asked for versioning and code management but nowhere in rfp ask for requirement management, Test Management and Defect management and having traceability and visibility. Without having test management and governance it will be hard to maintain and manage project. Also to do testing automation testing can accelerate and maintain speed of delivery is also missing in rfp. Kindly clarify if requirement management along with test and defect management to be part of testing of application.	Refer Clause 7.2.12
84.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing	Kindly confirm the number of concurrent users on application for web and mobile.  <b>Reason:</b> Testing applications on GUI/API and mobile is important for providing user experience, when we have mobile applications 70 % of the time spent by mobile users is on network so network plays a critical role in success on mobile apps also device vitals as CPU memory disk space plays imp role to provide enhanced user experience hence testing application on real devices capturing device vitals and simulation network can help in creating 5 star application.	The number of concurrent user is dynamic and selected bidder needs to assess it periodically and suggest and manage infrastructure optimization. Procurement of infrastructure shall be undertaken by MoT

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		(g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience		
85.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience	Looking at the criticality of the applications and as per our understanding the MSI must use COTS industry standard testing tools for Web and Mobile app testing. Kindly confirm if our understanding is correct.	RFP doesn't recommend any specific tool. However, the selected bidder shall use industry proven tools for testing.
86.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for	Kindly clarify whether mobile testing to be done on real devices or emulators. There is no clarity in RFP.	UAT on real devices and internal testing be managed in emulators by selected bidder

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		<p>public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing  (b) Usability testing  (c) Test for navigation  (d) Content checking  (e) Compatibility testing  (f) Browser testing  (g) Operating system compatibility  (h) Mobile browsing  (i) Performance testing  (j) Security testing  (k) Website speed  (l) User experience</p>		
87.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	<p>The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing  (b) Usability testing  (c) Test for navigation  (d) Content checking  (e) Compatibility testing  (f) Browser testing  (g) Operating system compatibility</p>	<p>Kindly clarify if Device metrics need to be captured for enhanced user experience. There is no clarity in RFP.</p>	<p>Device Metrics need to be captured for enhanced user experience.</p>

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		(h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience		
88.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience	Kindly Clarify if web, Mobile and API need to be tested for performance as well as functionality There is no clarity in RFP. .	Yes
89.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying	Kindly Clarify if the use of real network condition is mandatory to test mobile apps for functionality and performance. There is no clarity in RFP.	Yes.

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience		
90.	10.1. Pre-Qualification Criteria	Certifications -- The bidder should have the below certification as on the date of submission of the bid: i. Adobe certified Gold Partner Certification or above with specialization in Adobe AEM, Campaign, Target, and Analytics applications	Can this be relaxed ?	No Change

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91.	Office in Delhi NCR	<p>The firm shall have a office in Delhi NCR and the resources deployed for the project shall be working out of this office.</p> <p>A self-certification by the bidder authenticated from the authorised signatory</p>	Are there any documents to be enclosed ?	No Change
92.	5.3. Pillar 3: Communication and Outreach	<p>Strategic Action 3: Marketing and Advertising</p> <p>Tactic 1: Web &amp; social media marketing (Paid marketing via social media channels) to popularise the website</p> <p>Tactic 2: Sponsored search options to better publicize the website</p> <p>References have been taken from Australia and Scotland tourism website and these shall be used as reference at the time of implementation.</p>	Is there a budget for Communication and Outreach ?	The selected bidder has to provide services as per the Scope of work defined in the RFP, payments shall be released as per the payment terms of the RFP.
93.	Benchmarking – Level 1 – USA	<p>Level 1 components: Benchmarking against top tourism portals:</p> <ul style="list-style-type: none"> <li>▪ Search</li> <li>▪ Wish list/Bookmark</li> <li>▪ Menu</li> <li>▪ Three drop-down menus:</li> <li>▪ Destinations</li> </ul>	Should the benchmarking be followed of we can use our own bench mark ?	Incredible India digital platform envision to promote Brand India on a global stage through one-stop solution for information, services and communication. Benchmarking may be

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		<ul style="list-style-type: none"> <li>▪ Trips</li> <li>▪ Experiences</li> </ul>		used for reference and selected SI should accordingly finalize the functionalities for development in due coordination with involved stakeholders.
94.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>Our Fortune 500 customers (enterprise class) &amp; Govt Mission Critical Applications which is either hosted on-premises or cloud environment requires a EMS solution which are scalable, secure &amp; resilient and hence, they choose to implement enterprise-class supported version EMS solution for their on-premises or private/public cloud environment.</p> <p>Given the expanse and scope of the project, EMS becomes very critical for IT Operations and SLA Measurement requirements. An Industry-standard COTS solution (with all the modules/ sub-components) that have matured over a period of time, has been deployed, time-tested and matured through hundreds of deployments globally is better suited to handle this complexity as compared to an Open source EMS.</p> <p>Thus, pls confirm if the understanding is correct that, "EMS/NMS/ SLA monitoring products</p>	No Change

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			positioned by the bidders should be Industry-standard COTS EMS tools".	
95.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>Robust, Secure &amp; Enterprise class Private/Public cloud &amp; EMS is built using multiple tightly integrated components like service management, monitoring, automation, governance, virtualization, SDN, security etc.</p> <p><b>Open source modules developed as separate tools do not integrate well requiring</b> massive, continuous &amp; manual effort in customizing these components. Also, frequent releases of open source tools pose operational challenge to test, validate, patch, deploy and run in production. These also are prone to security threats.</p> <p>Hence, alot of customization would be desired as part of the EMS scope, which will be seamless in "Industry-standard" EMS tools. Thus, pls confirm if the understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	No Change
96.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service	SLA monitoring, reporting and management is one of the core outcome from an EMS. This is the solution through which daily/ weekly/ monthly/ Quarterly SLAs are monitored, calculated and reported, based on which payments are released to	No Change



SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>different vendors and participants. Typically, this involves multiple stakeholders (Customers, Consultants, Auditors, System Integrators, other vendors etc.). Therefore, it is important that the tools used to calculate SLAs are acceptable to all the stakeholders and the issues related to blame-game of tweaking the data/ reports do not arise. An industry-standard, certified COTS solution is acceptable to all the parties as against Open source solutions that are open to tweaking/ modification and therefore have less acceptability. This may lead to a recurring fight between stakeholders in every quarterly cycle.</p> <p>Thus, pls confirm if the understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	
97.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	The selected bidder shall deploy and configure a system and network monitoring tool (preferably open source) to assess Application Service availability, to measure the Service Level Measures (SLMs) described below. System generated reports shall be provided by the bidder with provision of system access for MoT to verify the submitted reports.	<p>Open Source tools/products are not built as per industry standards and it is vulnerable to the customer environment because such solution do not tested on most of the security standards like ISO guidelines. Also, customer do not get any product supports on time if there is any issue/failure happen on the product/functionality of the product.</p> <p>Hence it becomes very critical and essential to the government of tourism to maintain and availability of these services because these</p>	No Change

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			<p>applications/services will be accessed by domestic and international users and thus unavailability of the services becomes a unpleasant experience to them.</p> <p>Thus, we request MOT to consider COTS product and requesting for a confirmation on understanding is correct that, "EMS products positioned by the bidders should be Industry-standard COTS EMS tools".</p>	
98.	rfpsi20012022.pdf & 14.1.3. Incident Management: & Page Number 96	Incident management tool shall be deployed by the bidder for ticket generation including provisions of reporting an issue, along-side an embedded workflow to track the complete lifecycle of the ticket from reporting to resolution. Provision for system generated reports accessible to MoT in the incident management tool as per the SLMs defined below.	<p>Helpdesk solution is very critical requirement of every customers to manage and maintain the infrastructure, applications and services in every aspect. Today helpdesk solution is not limited to incident management only, but it evolves and covers various other ITSM, ITAM and ESM requirements like Service Request, Problem, Change, Knowledge management, Service Level Agreement/Management, Release and Deployment, Procurement, Financial, Contract, Software Asset management and same helpdesk solution can be extended to Enterprise Service Management (ESM) requirement like HR, Vendor, Facilities and Visitor management etc..</p> <p>So, all this requirement can be fulfilled by single solution and customer do not need to be dependent or procure different tools to fulfill such requirement.</p>	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
			<p>Request MOT to append this clause as per following:</p> <p>Helpdesk tool solution covering following modules Incident management, Problem management, Change Management, Service Request Management, Service Level management, Procurement, Financial, Contract, Software Asset management shall be deployed by the bidder to manage the ticket lifecycle and asset management lifecycles including provisions of reporting an issue, along-side an embedded workflow to track the complete lifecycle of the ticket from reporting to resolution. Provision for system generated reports accessible to MoT in the incident management tool as per the SLMs defined below.</p>	
99.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	General Query - System, Network Monitoring and Helpdesk solution licensing - Volumetric	<p>Since there is requirement for EMS tool in RFP but volumetric has not been provided to factor the appropriate licenses for EMS tools. Request bank to provide the volumetric as per following to factor the appropriate EMS licenses:-</p> <ol style="list-style-type: none"> <li>(1) Number of Network Devices:</li> <li>(2) Number of ICMP Devices:</li> <li>(3) Number of Physical and Virtual Hosts (Servers):</li> <li>(4) Number of Databases, Applications or Middlewares etc.:</li> <li>(5) Number of application business critical</li> </ol>	The information will be shared with the selected bidder

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			<p>transactions to be monitored:            (6) How many Page Views/Month (in Million) for real user monitoring:            (7) Number of IT Helpdesk Analysts:            (8) IT Helpdesk Analysts type: Concurrent or Named:            (9) Number of End Points (Desktops/Laptops) for Asset Discovery:</p> <p><b>Reason:</b> This will provide all the qualified EMS OEM's to participate equally technically and commercially</p>	
100.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	General Query - System, Network Monitoring and Helpdesk solution licensing - Hardware and Solution Design	<p>Please clarify if EMS solution is to be designed with High Availability at DC and DR level or High availability at DC level and DR site as standalone and should act as an redundant site of DC (DC and DR will sync at periodic interval) and take over if DC site goes down?</p> <p>Also, please confirm if System, Network Monitoring and Helpdesk solution is to be hosted on-premises or private/public cloud?</p>	No Change
101.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>EMS/NMS OEM must be an industry standard, enterprise grade solution and shall be present in leader quadrant in any one of Gartner/Forrester/IDC reports for ITSM in last two reports.</p> <p><b>Reason:</b> Solution having been analysed &amp;</p>	No Change

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			<p>recognized by leading analysts ensures that an industry standard solution is being proposed. This is important because as NMS/EMS/ITSM is the only solution that gives visibility into the project and is responsible for SLA measurements and audits, and therefore all the stakeholders must agree to the reports been generated from NMS/EMS/ITSM. This warrants an industry-standard solution.</p>	
102.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>The proposed EMS solution should be built on modern container technologies, and have an options to deploy on classic mode non containerised as well as containerized mode.</p> <p><b>Reason:</b> Container based solutions requires least efforts for implementation, customization and maintainance due to pre integrated modules, dependencies like DB, load balancers are built-in and configured in advance. It is Cost effective since the required hardware and 3rd party components are bundled.</p>	No Change
103.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>Proposed EMS solution like Operations Manager must have FIPS 140-2 security features.</p> <p><b>Reason:</b> FIPS 140-2 provides a standard that will be used by Federal organizations when these organizations specify that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data. ( OpsB 2021.05 classic)</p>	No Change

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104.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 94	Additional Query	<p>Proposed EMS software should have embedded Big data platform with AL ML functionality for faster identification and resolution of cross domain events/faults and provide better RCA etc.</p> <p><b>Reason:</b> Big Data Platform have much better data storage capacity than relational database and it can also be integrated with third party sources for different KPI's, events collection and provide the cross domain event root cause analytics and provide cross domain reporting and dashboards.</p>	No Change
105.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 45	<p>(i). The development team needs to implement a versioning tool or similar source code repository on the dev/staging environment infrastructure for version control.</p> <p>(ii). Once the build is released and is fully functional on staging, it shall be validated by a round of testing.</p>	<p>Since it is asked for versioning and code management but nowhere in rfp ask for requirement management, Test Management and Defect management and having traceability and visibility. Without having test management and governance it will be hard to maintain and manage project. Also to do testing automation testing can accelerate and maintain speed of delivery is also missing in rfp.</p> <p>Kindly clarify if requirement management along with test and defect management to be part of testing of application.</p>	Refer Clause 7.2.12
106.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of	<p>Kindly confirm the number of concurrent users on application for web and mobile.</p> <p><b>Reason:</b> Testing applications on GUI/API and mobile is important for providing user experience, when we have mobile applications 70 % of the time</p>	The information will be shared with the selected bidder

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		the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience	spent by mobile users is on network so network plays a critical role in success on mobile appls also device vitals as CPU memory disk space plays imp role to provide enhanced user experience hence testing application on real devices capturing device vitals and simulation network can help in creating 5 star application.	
107.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing	Looking at the criticality of the applications and as per our understanding the MSI must use COTS industry standard testing tools for Web and Mobile app testing. Kindly confirm if our understanding is correct.	No Change

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		(j) Security testing (k) Website speed (l) User experience		
108.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience	Kindly clarify whether mobile testing to be done on real devices or emulators. There is no clarity in RFP.	UAT on real devices and internal testing be managed in emulators by selected bidder
109.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of	Kindly clarify if Device metrics need to be captured for enhanced user experience. There is no clarity in RFP.	Device Metrics need to be captured for enhanced user experience.



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		<p>the website are given below: (a)            Functional testing            (b) Usability testing            (c) Test for navigation            (d) Content checking            (e) Compatibility testing            (f) Browser testing            (g) Operating system compatibility            (h) Mobile browsing            (i) Performance testing            (j) Security testing            (k) Website speed            (l) User experience</p>		
110.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	<p>The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a)            Functional testing            (b) Usability testing            (c) Test for navigation            (d) Content checking            (e) Compatibility testing            (f) Browser testing            (g) Operating system compatibility            (h) Mobile browsing            (i) Performance testing</p>	<p>Kindly Clarify if web, Mobile and API need to be tested for performance as well as fuctionality            There is no clarity in RFP. .</p>	Yes

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		(j) Security testing (k) Website speed (l) User experience		
111.	rfpsi20012022.pdf & 14.1.2. Service Availability & Page Number 46	The selected bidder is required to carry out testing and user acceptance test on the website before the website is made live for public. The parameters for carrying out but not limited to the testing of the website are given below: (a) Functional testing (b) Usability testing (c) Test for navigation (d) Content checking (e) Compatibility testing (f) Browser testing (g) Operating system compatibility (h) Mobile browsing (i) Performance testing (j) Security testing (k) Website speed (l) User experience	Kindly Clarify if the use of real network condition is mandatory to test mobile apps for functionality and performance. There is no clarity in RFP.	Yes
112.	10.1. Pre-Qualification Criteria, Sr. No. 5, Page No - 80	Certifications: The bidder should have the below certification as on the date of submission of the bid: i. Adobe certified Gold Partner Certification or above with	We are requesting you please remove this clause to allow participation of more bidders for healthy competition.	No Change

SI No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MOT's Response/Clarifications
		specialization in Adobe AEM, Campaign, Target, and Analytics applications		
113.	2. Fact Sheet, Sr. No. 10, Page No. 7	Consortium Allowed - No	Please allow to form the consortium with at least one memembr. I.e. Lead Bidder + one Member.	No Change
114.	Page 33 Phase 1B: Revamping of Incredible India Digital platform	The project scope includes redesigning and revamping of the Incredible India digital platform in alignment with the vision laid down along-side the brand guidelines and 33 experience strategy defined towards an Incredible India brand. The scope needs the selected bidder to enable a digitally immersive, engaging, differentiated and collaborative experience for stakeholders (visitors, tourists, states, industry agencies, etc.). The selected bidder needs to understand the vision and objectives of the MoT and liaison with the other agencies (Brand strategy & design, Production and PMU) to provide a comprehensive digital experience solution.	We understand that Ministry of Tourism wants to redesign and redevelop the Incredible India digital platform to create a world-class web portal and mobile app to attract more foreign and domestic tourists and based on our experience of working in other tourism projects like Maharashtra Tourism , Barcelona Tourism, Umbria Tourism (Italy) etc. we recommend that since Ministry of Tourism is looking to revamp the complete digital platform than it should be open to System Integrators to provide best of the breed Digital Experience Platform(DXP/CMS) which is not only better than Adobe AEM but will also reduce your overall TCO of Ministry of Tourism by more than 1/3rd of the current cost. Moreover CVC and Central Procurement guidelines also states that Government agencies should refrain from restricted and closed RFPs. Additionally there is a clear guideline that Government of India shall endeavor to adopt Open Source Software in all e-Governance systems implemented by various Government organizations, as a preferred option in comparison	No Change

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			to Closed Source Software. Moreover in current case by listing a named RFP for Adobe products it is just like playing in the hands of OEM which will manipulate its product prices as per the wish list due to no competition in evaluation process and it will ultimately lead to loss of tax payers money. We therefore request Ministry of Tourism to allow relaxation in the RFP and allow SIs to bid any DXP/CMS platform leader in Gartner MQ for Digital Experience Platform to redesign and redevelop the Incredible India digital platform.	

Pankaj Kumar Devrani  
Under Secretary to the Government of India  
Ministry of Tourism

(पंकज कुमार देवराणी / PANKAJ KUMAR DEVRANI)  
अवर सचिव / Under Secretary  
पर्यटन मंत्रालय / Ministry of Tourism  
भारत सरकार / Govt. of India  
नई दिल्ली / New Delhi