

Design, Development, and Operations of DRI Knowledge Portal

Pre-Proposal queries and replies

Reference No: CDRI/ 03-03001/1/2021-DD_HR-ADMIN

RFP Title: Design, Development, and Operations of Disaster Resilient Infrastructure (DRI) Knowledge Portal

Name of the Organisation: Coalition for Disaster Resilient Infrastructure

The following table collates the written comments/queries/requests received by CDRI on or before 1600 hrs (IST), 14 July 2021 from various agencies and replies of CDRI thereon. This document is being published alongside the project RFP and supplements the RFP. Please also refer Corrigendum.

S. No.	Page No.	Clause	Comments / Query / request from Agency	CDRI Reply / clarification
1.	46	4.2 User Need Assessment (page 46) The DRI KP aims to support various stakeholder groups in their pursuit of building DRI. To understand these stakeholder groups' needs, expectations, and behaviours, the Agency will conduct a user needs assessment using appropriate market research techniques.	How many agencies / stakeholders will take part in UNA? We assume the CDRI will support and facilitate in UNA process. Will travel be required during this phase? If yes, please mention the place.	The Agency is responsible for proposing a plan for User Need Assessment, and specifying relevant types of stakeholders (e.g., individuals, organizations, user groups), and numbers of stakeholders to be consulted as per Clause 4.2. For additional information on User Need Assessment refer Corrigendum point 07 . Regarding CDRI's support in the User Need Assessment, refer Section 8 Additional Information, point 1.
2.	46 48	4.4 Development of Knowledge Management Framework for DRI KP The long list of knowledge products includes- books, government reports, industry reports, patents, reports from multilateral agencies, international and national codes and standards, journal papers, conference papers, case studies, academic theses in the public domain, video tutorials, reports of global competitions on DRI, etc. It is expected that at least 10,000 knowledge products should be referred to develop the DRI Knowledge Management Framework. Section 4.4.2 Identification and structuring of DRI knowledge products A large-scale effort will be required to build an initial repository of knowledge products in DRI KP. The Content Policy will guide the search, identification, and evaluation of a suitable set of knowledge products to be listed and/or uploaded in the DRI KP gradually.	We assume we can propose a user-friendly workflow through online interface for agencies/stakeholders to upload and publish different products. CDRI and other agencies / stakeholders into the portal database will enter the products and services information into the portal database. The content policy along with the help of automated tools will help in search, screening and publishing the products on website?	Yes, such a workflow is in the scope of project. The Agency is responsible for populating the Knowledge Portal as outlined in the RFP.

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3.	46	4.4.1 Content Policy, Editorial Policy, and SOPs 'Team structure' and 'governance mechanism' for editorial activities should be proposed.	Governance of the portal and application will be done by CDRI only?	Governance of the DRI KP will be done by CDRI. However, following deliverables are required from the Agency to support it. Section 4.4.1, page 46 "The agency will develop necessary details including governance mechanism for editorial team, editorial SOPs, content policy, workflow design to automate these aspects, and a suitable team structure." Section 4.4.1, point 5, page 48 "A report on feasibility assessment and recommendation for the editorial team being either of (a) CDRI's in-house, (b) outsourced from knowledge partners, (c) outsourced to dedicated firms."
4.	53	4.6 DRI Knowledge Portal Website and Mobile Applications NA	We assume the content on portal and app will be available in English language only?	The contents on the DRI KP website and applications will be in English. However, there will be provision of Toggling the web content into different languages, and provision to 'display' web content into different languages using Google translate or similar features/add-in.
5.	53	4.6.2 Operations and maintenance of DRI KP Website During the period of operations, CDRI may designate persons/ agencies/ committee/ knowledge-partners to support operations of the DRI KP. The Agency will prepare training modules/tutorials and train such designated persons/ agencies/ knowledge-partners without additional cost to CDRI.	We assume that training sessions can be conducted online?	The Agency will propose both online and in-person training sessions to be held in New Delhi, India. The logistics cost of in-person training session will be reimbursed/borne by CDRI accordingly to clause 12.b (page 52). The training sessions are required during commissioning and operational periods.
6.	54	4.6.3 Development of DRI Knowledge Portal (*mobile applications) CDRI also intends to develop mobile applications for DRI KP for both Android and IOS.	Can we propose solutions like Progressive Web Apps (PWA) instead of developing native app?	The Agency is encouraged to propose innovative solutions. However, a comparative assessment should be provided for any such alternative software solution for final decision by CDRI.
7.	54	4.6.4 Operations and Maintenance of DRI Knowledge Portal mobile applications The Agency will undertake operations and maintenance of the backend of the DRI KP for 3-years.	We assume no new development will be done during this phase and do not need to include cost for development during this phase?	The Agency should propose the design of DRI KP such that new developments or additional functionalities are not required in first three years.
8.	20	Evaluation Criteria for Technical Bids Experience of providing services for design and development of knowledge management systems/portals (including software solutions) for international organizations/ large multinational companies/ national governments/ world's best universities. Projects with value more than USD 100,000 or INR 5 million, with >50% completion in last 5 years with documentary proof*. Note: E-commerce portals shall not be considered.	To fill the minor gaps in Evaluation Criteria, please could you consider the projects, which are not similar to knowledge management systems/portals too? Please could you consider the projects completed in last 10 years instead of 5 years for each evaluation criteria under point no.1 "Consultancy Firm's specific experience"? Will experience of developing MIS Systems / Open Data portals / Decision Support System / Integrated Web & Mobile Business Application be considered also for this criterion if they are not knowledge management systems/portals?	Projects completed in last 10 years shall be considered. Refer Corrigendum point 05. A Tender Evaluation Committee will evaluate relevance of the projects to the Knowledge Portal as per Evaluation Criteria.
9.	NA	Hosting Not Applicable	What will be the hosting arrangement? We assume that the staging and production-hosting environment will be provided by the client?	The Agency is responsible for all the hosting requirements before commissioning of the website and mobile applications, including staging and production-hosting environment. CDRI will procure the hosting facilities when website/applications are ready for beta-launch and as per Clause 4.6.1 (page 53).

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10.	54	5. Quality, Sophistication and Security Security will be a critical aspect of the website. The Agency will take all necessary steps throughout the project and operations to ensure state-of-the-art security features in the DRI KP website.	In case security audits are required, the cost will be paid by CDRI, or do we need to include the security audit cost in the proposal?	Regarding security features, refer revised clause in Corrigendum point 08.
11.	15	Geospatial data and documentation standards	Do you have any existing GIS data available, and will it be migrated to the portal?	There should be provision of adding and hosting the GIS Data on DRI Knowledge Portal. Migration of GIS data available with CDRI is not required.
12.		Technology Stack NA	Is there any preferred technology stack for development of portal? Any preference of database technology?	There is no preferred technology. However, the Agency should propose most suitable technology for development and database as described in Section 4.5.
13.	20	Evaluation Criteria for Technical Bids. Rating Multiplier.	Please explain the marking criteria. What is the significance of Rating Multiplier and not applicable column?	For this RFP, the multiplier value is '1'. 'Not applicable' stands deleted. Refer Corrigendum point 06.
14.	18	Point 14.3 and 5 Point 14.3 Bids should be prepared with soft/scanned copies of all necessary documents and converted into four separate PDF files – each having different passwords. File must be named as given below. The three PDF should be put in a single zip file and uploaded onto any cloud service and the download link should be sent to the email, by the last date, given in this Data Sheet. Point 5 Address: Bids to be submitted via Email to tender.projects@cdri.world	Do we need to submit the proposal (Four Pdfs) Via only E-Mail or we need to upload (Four Pdfs) onto any cloud service and only the download link should be sent to the email. Please confirm.	Bids are to be sent to the email ID specified in the Datasheet. Cloud services are to be used in case the file size is large and it is not possible to send through email.
15.		Project timeline	We request to extend the submission deadline by at least 2 weeks after response of the Queries to prepare responsive proposal.	Bid submission timeline extended till 01 September 2021. Refer Corrigendum point 01.
16.		Not applicable	Please list the IT products that you currently use internally for knowledge management, content management, digital asset management, databases, workflow automation, and other areas that might be relevant to the knowledge portal? Do you have any preferences for IT products that you want us to include in the knowledge portal? Are there any products or technologies that you want us to exclude?	DRI Knowledge Portal will be a standalone software solution under the umbrella of DRI Connect. CDRI uses Microsoft Office 365 package. Current CDRI website is designed in HTML 5, CSS, Java Script, Drupal PHP. There is no preference for exclusion of any product or technologies, however, the proposed solutions to be latest and most suitable for DRI Knowledge Portal.
17.		Clause 4.4.1	How many people do you have currently managing CDRI's content? What are their roles and job duties? How many people do you see performing knowledge management-related jobs in the future steady-state solution?	Currently, CDRI has not engaged any team for content management on DRI KP. The Agency will propose structure and size of the Editorial team for content management of DRI KP based on the anticipated volume of knowledge products and the growth trajectory of DRI KP. CDRI will engage members of such team separately as stated in clause 4.4.1, page 48, points 3 and 5.

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18.		Financial proposal	<p>We request your available budget, or budget range, for the project. Knowing the budget is very important to us because we prepare proposals by carefully considering the scope of work and the budget together. We have completed knowledge portal projects that span two orders of magnitude on costs. Obviously, our solutions differed widely. We would appreciate your guidance on the budget to know how to size and scope the effort and select the most important features and functionality for your solution, so our proposal is not thrown out because our cost is too high.</p> <p>Is there a budget limit for the project?</p>	<p>RFP adopts QCBS-based bid evaluation process to give higher weightage to technically superior proposals. Refer Part II, Data sheet, Page 23, Sl. No. 17 for details.</p> <p>Request to disclose internal estimate of the project is not accepted.</p>
19.		<p>Page 12, Clause 12. Earnest Money Deposit</p> <p>Page 13. Clause 13. Performance Guarantee</p>	<p>We request the elimination of the EMD and performance guarantee. We are not purchasing, building, or assembling physical assets or machinery, so we believe it is not required.</p>	<p>On page 12, Clause 12. Earnest Money Deposit clause stands deleted. Refer Corrigendum point 02.</p> <p>Any request for exemption in Performance Guarantee will be considered on a case basis, and the decision will be communicated separately.</p>