

Replies to Pre-Bid Queries

In response to the tender floated by NCDC on website of NCDC & CPP Portal, NCDC has received several queries from various agencies. The queries and the responses of NCDC on the same are as under: The prospective bidders are requested to please note the queries and responses before submitting their bids.

Reply of Pre-Bid Queries from M/s Amity Software Systems Limited

S. No.	Ref Page No.	Reference	Reference Clause	Query / Suggestion / Clarification	Remarks / Changes / Clarifications
1	10	19. SECURITY DEPOSIT	The successful bidder shall furnish a refundable Security deposit of 3% of the order value in the form of Bank guarantee /Pledge of FDR/ DD in the favor of "National Cooperative Development Corporation and payable at New Delhi" valid for a period of 60 months within 10 days of award of contract. If successful bidder fails to comply obligations of contract in that case Security deposit will be forfeited. No interest shall be payable on the Security deposit.	It is requested to NCDC to exclude GST from the Grand Total Price. GST is not as bidder earning and is deposited with the Government. Also considering it as part of Grand Total Price leads to an impact on the value of Performance Guarantee for the successful bidder. Thus, GST should not be taken as part of Grand Total Price.	The bidder shall furnish a refundable security deposit of 3% of the order value excluding taxes.
	10	20. PRICE COMPOSITION	The Grand Total price as quoted in Financial Bid should be only in Indian rupees and inclusive of following: i. a) The price shall be inclusive of all taxes including GST as applicable.		

2	11	25. WARRANTY & MAINTENANCE CLAUSE	Any Failure to resolve the issue within stipulated time will render the vendor liable for levy of liquidated damages @ Rs 1000/- per working hour subject to a maximum of Rs 50,000/- for high level issue / Rs 25,000/- for medium level issue / Rs. 10,000/- for low level issue. The liquidated damages if any shall be deductible from the quarterly payment during annual maintenance period.	It is requested to NCDC to kindly provide a maximum cap for mid-level issue and low level issues too.	Maximum cap for for mid-level issue and low level issue is Rs 25,000/- and Rs. 10,000/- respectively.
3	22	11. Facility Management Services	The FM support should be deployed at Corporation's premises for supporting the solution by the bidder.	It is requested to NCDC to please specify if any On-site resources are required. If yes, then please share the number of resources required and the minimum qualification desired.	Please refer point no. 3.xi at page no. 21 and point no. 9 at page no. 22 of the tender document. Bidder shall provide onsite Technical Support by two technical persons during warranty and AMC period. NCDC expects the vendor to depute technical support persons who have in-depth understanding of the product, having capability of removing bugs, develop new screen/ module, write new report and must have adequate software development knowledge. The technical support

					resource persons should be software development engineer with B.Tech degree with minimum of three years of experience.
4	21	4. Solution Technology	The software should be developed in JAVA platform with database as MySQL.	It is requested to NCDC to consider other technology platform too like ASP.NET or PHP etc. This will provide for variety of technology options to be chosen from.	NCDC requires the Enterprise Solution to be developed in JAVA and MySQL platform which is open source platform. The platform has been chosen considering the data size, security and future requirements of the Corporation. No relaxation is allowed.
5	22	12. Data Migration	The existing data needs to be migrated to the new system.	Please specify the type and size of data to be migrated.	Data from existing RDBMS i.e., Oracle database of Sanction Release Database and Loan Accounting System (SRDB & LAS) and Microsoft SQL server database of Integrated Financial Management System (IFMS) to be migrated to the new system. The size of these

					two existing RDBMS is approx. five GB.
6	24	21. Application Interface Requirements:	All the above modules as mentioned must have an interface with each other, for ease of use and also with external applications namely third party API, SMS gateway, e-mail gateway etc.	It is requested to NCDC to please clarify who would be providing the Email and SMS gateway- NCDC or Vendor?	NCDC will provide the Email and SMS gateway to vendor for integration purpose.
7	25	Annexure-III Evaluation & Award Criteria Technical Evaluation Criteria	S. No. 2 For each project having Financial Accounting System and Sanction Disbursement Database & Loan Accounting System module, full marks will be awarded to the bidder as given above. For project without Sanction Disbursement Database & Loan Accounting System module, 2 marks per project will be deducted.	The penalty of 2 marks per project for project without Sanction Disbursement Database & Loan Accounting System module is too stiff and making bidder participation not viable considering that the evaluation is QCBS evaluation. It is requested to NCDC to please consider providing relaxation on the same to make participation more broader and inclusive.	No change.

Reply of Pre-Bid Queries from M/s UTI Infrastructure Technology And Services Limited

S. No.	Ref Page No.	Reference	Reference Clause	Query / Suggestion / Clarification	Remarks / Changes / Clarifications
1	3	Tender Notice S.No. 1 - (i)	The bidder should have minimum annual turnover of Rs. 500.00 lakhs in all of the last 3 financial years. (2018-19, 2019-20 & 2020-21). This turn-over should be on account of only Software development and not supply of Hardware/ IT infrastructure (Balance sheets, Trading and Profit & Loss Account of last 3 years as above, to be enclosed duly attested by Chartered Accountant along with relevant documentary proof that the above turn-over is on account of only Software development)	UTIITSL Request you to please relax this criteria to " The bidder should have minimum annual turnover of Rs. 500.00 lakhs in all of the last 3 financial years. (2018-19, 2019-20 &2020-21). This turnover should be on account of only IT and ITeS Services(Balance sheets, Trading and Profit & Loss Account of last 3 years as above, to be enclosed duly attested by Chartered Accountant along with relevant documentary proof that the above turnover is on account of only IT and ITeS Services)"	The bidder should have minimum annual turnover of Rs. 500.00 lakhs in all of the last 3 financial years. (2018-19, 2019-20 &2020-21). This turnover should be on account of only IT and ITeS Services (Balance sheets, Trading and Profit & Loss Account of last 3 years as above, to be enclosed duly attested by Chartered Accountant along with relevant documentary proof that the above turnover is on account of only IT and ITeS Services)

2	3	Tender Notice S.No. 1 - (ii)	The bidder must have experience of having successfully designed, developed, tested, implemented & maintained at least 3(Three) similar Enterprise Solution costing not less than ₹100.00 lakh each in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India during the period 01.04.2017 to 31.03.2022.	UTIITSL Request you to please relax this criteria to "The bidder must have experience of having successfully developed, tested, implemented & maintained at least 3(Three) similar Enterprise Solution costing not less than <100.00 lakh each in Central/ State Govt. department/ Autonomous Bodies/Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India during last 10 years"	No change
3	5	Annexure-I S.No. - 8 : Annual turnover for financial years	Annual turnover on account of only Software development	UTIITSL Request you to please relax this criteria to " Annual turnover on account of only IT and ITeS Services".	Annual turnover on account of only IT and ITeS Services
4	5	Annexure-I S.No. - 9	Resume of all the members of the technical team to be deployed for the work. Resume of individual manpower describing their qualification, experience in years and nos. of similar type projects completed along with brief description of each project to be submitted.	UTIITSL request you to allow bidder to submit Sample Resumes.	No change

5	6	DETAILS OF EXPERIENCE	(Experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India of value more than Rs. 100 lakhs during the period 01st April 2017 to 31st March 2022)	UTIITSL Request you to please relax this criteria to "(Experience in successfully Development, Testing, Implementation & maintenance of any IT Project and preference will be given to the bidders who have experience of Sanction Disbursement in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ in india of value more than Rs. 100 lakhs during the period 01st April 2017 to 31st March 2022)	No change
6	7	TERMS & CONDITIONS S.No. - 1	This Tender is open to well establish IT and software development companies capable of carrying out the above work and having already carried out similar work in reputed organizations.	UTIITSL Request you to please relax this criteria to "This Tender is open to well establish IT and software development companies capable of carrying out the above work and having already carried out IT Projects in reputed Organizations.	No change
7	7	TERMS & CONDITIONS S.No. - 2 (ii)	Compliance with Scope of work as per Annexure 'II'.	Please clarify if bidders needs to given a undertaking for Compliance with Scope of work as per Annexure II	Bidder must submit an undertaking for Compliance with Scope of work as per Annexure II.

8	8	TERMS & CONDITIONS S.No. - 5	The bidder should have minimum annual turnover of Rs. 500 lakhs in all of the last 3 financial years. (2018-19, 2019-20 & 2020-21). This turn-over should be on account of only Software development including web application design and development/ web based ERP/ web portal / ERP implementation and not Supply of Hardware/ IT infrastructure. "Annual turnover on account of only Software development including web application design and development/ web based ERP/ web portal / ERP implementation" (Balance sheets, Trading and Profit & Loss Account of last 3 years as above, to be enclosed duly attested by Chartered Accountant along with relevant documentary proof that the above turn-over is on account of only Software development)	UTIITSL Request you to please relax this criteria to "The bidder should have minimum annual turnover of Rs, 500 lakhs in all of the last 3 financial years. (2018-19, 2019-20 & 2020-21). This turn-over should be on account of only Software development including web application development including web based ERP/ web portat / ERP implementation and not Supply of Hardware/ IT infrastructure. 'Annual turnover on account of only Software development including web application design and development/ web based ERP/ web portal / ERP implementation" and allow bidders to submit project supporting documents such as Copy of Agreement/Work Order/Client Certificate"	No change
9	8	TERMS & CONDITIONS S.No. - 8	Bidder should be the developer and owner of the products. Bidder should provide single window for all end to end services such as implementation, configuration and training to the end users and onsite	We Request you to please relax "Bidder is the owner of the products"	Bidder should be the developer of the products. Bidder should provide single window for all end to end services such as implementation,

			<p>technical support person at NCDC office. No consortium is allowed. Authorized person of the bidder shall submit certificate to the effect, that Bidder is the developer and owner of the products and will provide single window for all end to end services such as implementation, configuration and training to the end users at NCDC.</p>		<p>configuration and training to the end users and onsite technical support person at NCDC office. No consortium is allowed. Authorized person of the bidder shall submit certificate to the effect, that Bidder is the developer of the products and will provide single window for all end to end services such as implementation, configuration and training to the end users at NCDC.</p>
10	9	<p>TERMS & CONDITIONS S.No. - 13</p>	<p>In case the company fails to complete the work within the stipulated time or extended time, a penalty @ 2% of contract value per week may be imposed on the company. The penalty amount, if any, shall be recovered from any amount due for payment to the contractor. However, the penalty shall not exceed 10% of the contract value.</p>	<p>We request you to please reduce the Penalty.</p>	<p>No change</p>
11	10	<p>TERMS & CONDITIONS S.No. - 18</p>	<p>The Bidders should note that the contract entered with the successful bidder will be for 4 Years (1 Year warranty post go-live and 3 Years AMC), extendable at</p>	<p>Please clarify that Total Contract term is 310 Days for Developmnet+1 Year wananty post go-live and 3 Years AMC.</p>	<p>Yes</p>

			the Corporation's discretion.		
12	10	TERMS & CONDITIONS S.No. - 20 (a)	The price shall be inclusive of all taxes including GST as applicable.	We request you to allow bidder to submit the Price exclusive of Taxes and GST as applicable.	Bidder has to submit the price and taxes as per the financial bid at Annexure-VII.
13	10	TERMS & CONDITIONS S.No. - 22	The Tenderer has to acknowledge that he has made himself fully acquainted with all the conditions & circumstances under which Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Disbursement Database & Loan Accounting System and Financial Accounting System) for NCDC required under the contract will have to be done & with all the terms, clauses, conditions, specifications & other details of the contract and the bidder shall not plead ignorance of any of these as excuse in case of complaint against or an rejection of supplies Limited Tendered by him or with a view either of asking for enhancement of any rates agreed to, in the contract or evading any of his obligations	Please clarify this clause.	Clause is clear and self explanatory. No further clarification is needed.

			under the contract.		
14	25	Annexure-III S.No. 1	Experience in Central / State Govt. department/ Autonomous Bodies/ Public Sector/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India for similar software projects having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also. >= 10 projects (10 Marks) >=3 and <10 Projects (5 Marks)	UTIITSL request you to relax this criteria and allow bidders to showcase any IT Projects.	No change
15	26	Annexure-III S.No. 3	The bidder should employ sufficient number of skilled/ technical personnel as per the prescribed parameters and the technology proposed. >=100 Professionals (10 Marks) >=50and<100 Professionals (5Marks)	UTIITSL request you to relax this criteria and reduce number of resources. For >= 75 Professional (10 Marks) For 50 to 75 Professional (5 Marks)	No change
16	3	Tender Notice S.No. 4	4. The offer (duly filled in & signed), in sealed covers, duly marked "Tender for Design, Development, Testing, Implementation & maintenance of	UTIITSL also request you to please extend the timeline for bid submission to further 2-3 weeks . It will help us to prepare the proposal meeting	No change

			Enterprise Solution for NCDC" must reach the office of The Director (Genl. Admin.), NCDC by 3.00 P.M on 02.06.2022 and the Technical bid shall be opened at 3:30 PM on dated 02.06.2022 by committee. Bidders or their authorized representative may present at the meeting held for opening of Pre-qualification.	your expectations along with justified adequate commercials.	
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निदेशक (सा.प्र.)

Copy To:

- ✓ Chief Director (MIS): With request to upload corrigendum on the website of NCDC & CPP Portal of Government of India.