

Replies to Pre-Bid Queries

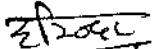
In response to the tender floated by NCDC on website of NCDC & CPP Portal, NCDC has received several queries from various agencies. The queries and the responses of NCDC on the same are as under: The prospective bidders are requested to please note the queries and responses before submitting their bids.

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

| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
|--------|----------|--|--|------------------------|
| 1 | 3 | Serial No. 5 The tender should be accompanied with earnest money deposit (EMD) amounting to ₹5,00,000/- (Rupees Five Lacs only) in the form of demand draft in favor of National Cooperative Development Corporation payable at New Delhi. | Exemption from EMD is allowed to bidder who is registered in NSIC and / or MSME. It is requested to please allow exemption from the EMD. | Refer Corrigendum |
| | 7 | Serial No. 4 (Earnest Money Deposit) Under Terms and Conditions EMD of ₹5,00,000/- (Rupees Five Lacs Only) in the form of Demand Draft/ Banker's Cheque in favour of "National Cooperative Development Corporation" and payable at New Delhi has to be submitted along with tender documents, failing which the bid will be rejected. | | |
| 2 | 8 | Serial No. 5 given in Terms and Conditions The agency/ company should have minimum annual turnover of Rs. 500 lakhs in all of the last 3 financial years. (2017-18, 2018-19 & 2019-20). This turn-over should be on account of only Software development and not Supply of Hardware/ IT infrastructure. | Request to please clarify Software development includes software development / web application design and development / web based ERP / web portal / ERP Implementation. | Refer Corrigendum. |
| 3 | 8 | Serial No. 6 given in Terms and Conditions The agency/company must have during last 3 years experience of having successfully designed, developed, tested, implemented & maintained 3 (Three) similar software costing not less than Rs. 100.00 lakh each in Government/ Public Sector Undertaking/ Autonomous Bodies. The copies of | 1. It is request to NCDC to please consider the Similar Projects done for Private Organisations / Government Organisations in India or Abroad for this criterion as the scope mentioned and solution required and mentioned in the | Refer Corrigendum. |

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| | | Purchase/ Work Orders/ Satisfactory Completion Certificates are required to be enclosed with the technical bid. | tender has almost similar workflow and processes irrespective of Solution being designed and developed for either government or private organisations whether in India or Abroad. | |
| | 27 | Serial No. 1 (in the Table given under Technical evaluation Criterion) given in Annexure III (Evaluation & Award Criteria) Experience in Central / State Govt. department/ Autonomous Bodies/ Public Sector for similar software projects. <ul style="list-style-type: none"> • ≥ 10 projects (10 Marks) • ≥ 3 and < 10 Projects (5 Marks) | 2. Most of the projects of similar nature are longer duration projects with many being at different stages and phase completion. It is requested to please consider the request for inclusion of similar such projects which are still on-going but in which requirements have been delivered matching the requirement given by NCDC in its tender. For such on-going projects, either submission of phase completion certificate be allowed or invoices raised for phases of such projects should be allowed instead of Completion certificates. | |
| | 27 | Serial No. 2 (in the Table given under Technical evaluation Criterion) given in Annexure III (Evaluation & Award Criteria) Bidder's experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertaking during last 3 financial years of value more than Rs. 100 lakhs during the period 01st Apr 2017 to 31st Mar 2020. <ul style="list-style-type: none"> • 5 Projects or more = 25 marks • ≥ 3 and < 5 Projects = 15 marks | | |
| 4 | 9 | Serial No. 14 given in Terms and Conditions In case the Firm/ 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 Firm/ Company. | It is requested to NCDC to please put up an upper capping on overall penalty at 10% of the Contract Value. | Refer Corrigendum. |


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| 5 | 11 | Serial No. 20 given in Terms and Conditions The successful bidder shall furnish a refundable Security deposit of 10% 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. | It is brought to kind attention of NCDC that due to prevailing pandemic situation Government of India has made provision for reduction of Security deposit from 10% of the order value to 3% of the order value. It is therefore requested to NCDC to kindly incorporate the change in the tender document. | Refer Corrigendum. |
| 6 | 23 | Serial No. 4 (Solution Technology) given in Annexure II (Scope of Work) The software should be developed in JAVA platform with database as MySQL. | It is requested to NCDC to please consider opening the Solution Technology landscape to include any open source platform or include ASP.Net with MsSQL/MariaDB etc. as this is a new development project. Putting restriction on technology platform is not advisable as good practice as it limits the option for NCDC and reduces competition. | 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. |
| 7 | 23 | Serial No. 4 (Solution Technology) given in Annexure II (Scope of Work) The installation of MySQL Enterprise Edition license in the NIC cloud server will be carried out by the bidder. | It is requested to NCDC to please consider re-looking at the statement. NIC does not allow private vendor to install any third party licences on its cloud server. It will only allow NCDC to do so. NCDC will have to coordinate with NIC and get the necessary permission for this. | Refer Corrigendum. |
| 8 | 23 | Serial No. 4 (Solution Technology) given in Annexure II (Scope of Work) The installation of MySQL Enterprise Edition license in the NIC cloud server will be carried out by the bidder. | 1. It is requested to NCDC to please clarify if the hosting will be on NIC Cloud server or Non-NIC Cloud Server as clarity of same is not there from the different statements | Refer Corrigendum. |

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| | 25 | Serial No. 16 (Hosting of solution) given in Annexure II (Scope of Work) Bidder will host the solution in a platform provided by NCDC. | mentioned in tender document. | |
| | 34 | Serial No. iii (in the Table given under Financial Bid) given in Annexure VII Security audit/Information Security Audit and source code audit/review of the provided solution | 2. (a) If hosting is going to be on NIC Cloud Server, only then it is suggested to NCDC to include provision for security audit by CERT-IN empanelled agency. Such security audit will only be mandatory if the hosting will be on NIC Cloud Server. For non-NIC hosting, such security audit are optional and not mandatory. (b) Also the number of times such security audit will have to be carried out by CERT-IN empanelled agency should also be quantified, so that all bidder's make quotation and bid based on similar understanding and bidder's do not take any arbitrary and varying number of security audits in the cost working. | ii. The hosting of the Enterprise solution will be on NIC cloud server. The entire system developed by the vendor will get audited by them prior to the acceptance testing and implementation. The vendor will get the same system audited as and when significant updation is carried out by the vendor. Audit will be part of the significant updation. iii. The entire system developed by the vendor will get audited by them prior to the acceptance testing and implementation. The vendor will get the same system audited as and when significant updation is carried out by the vendor. Audit will be part of the significant updation. |
| 9 | 28 | Serial No. 5 ii (in the Table given under Technical evaluation Criterion) given in Annexure III (Evaluation & Award Criteria) Presentation Cum Software Demonstration Presentation to be given by bidder after his understanding of requirement, scope, Team structure, project plan. Overall concord between NCDC requirements and the proposal. | It is requested to NCDC to please re-consider Software Demonstration part of the statement and delete same from the statement as it is not financially viable for a bidder to develop the software for demonstration without getting any purchase order / work order / contract for the same. Instead NCDC can ask for screen shots or presentation of other web applications developed by the bidder in-order to access the capability of the bidder. | Refer Corrigendum. |

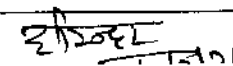
Reply of Pre-Bid Queries from M/s Virtual Galaxy Infotech Pvt. Ltd., Nagpur

| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
|--------|----------|--|--|---|
| 1 | 8 | Serial No. 10 The firm/ company should have its core software development centre in Delhi/NCR region. | The firm / company should have its core software development centre / support centre / branch office in Delhi / NCR region. | Refer Corrigendum. |
| 2 | 23 | Serial No. 4 The software should be developed in JAVA platform with database as MySQL. The platform must be fairly free from vulnerabilities. The bidder shall purchase the MySQL Enterprise Edition license from OEM and handover to NCDC. These licenses must be purchased with free update/upgrade and support from the OEM with a validity of at-least one year and handover to NCDC. The perpetual cost and yearly subscription cost of MySQL Enterprise Edition with free update/upgrade and support from the OEM to be mentioned in the financial bid. The installation of MySQL Enterprise Edition license in the NIC cloud server will be carried out by the bidder. | The software should be developed in JAVA platform with a database as any suitable RDBMS. The Platform must be fairly free from vulnerabilities. The bidder shall purchase the any suitable RDBMS license from OEM and handover to NCDC. These licenses must be purchased with free update/upgrade and support from the OEM with a validity of at-least one year handover to NCDC. The perpetual cost and yearly subscription cost of any suitable RDBMS with free update/ upgrade and support from the OEM to be mentioned in the financial bid. The installation of any suitable RDBMS license in the NIC cloud server will be carried out by the bidder. | NCDC requires the Enterprise solution to be developed in MySQL database platform which is an open source database. The platform has been chosen considering the data size and future requirements of the corporation. |
| 3 | 34 | Serial No (vi) Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1 year.)* | Software license cost (any suitable RDBMS Database with free update/ upgrade, support from OEM with a validity of at least 1year.) | NCDC requires the Enterprise solution to be developed in MySQL database platform which is an open source database. The platform has been chosen considering the data size and future requirements of the corporation. |

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Reply of Pre-Bid Queries from M/s PruTech Solutions India Pvt. Ltd., Hyderabad

| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
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| 1 | 3 | Serial No (i) Should have average annual financial turnover of minimum ₹500.00 Lakh in each of the last three financial years. (Copy of Financial Statements viz trading account, profit & loss account, balance sheet duly signed by CA be enclosed). This turn-over should be on account of only Software development and not Supply of Hardware/ IT infrastructure. | Request to kindly modify the clause as below: Should have average annual financial turnover of minimum Rs.500.00 Lakh in each of the last three financial years. This turnover should be on account of only IT and ITES services. | Refer Corrigendum. |
| 2 | 3 | Serial No. (ii) The bidder must have during last 3 years experience of having successfully designed, developed, tested, implemented & maintained at least 3 (Three) similar Enterprise Solution costing not less than Rs. 100.00 lakh each in Government/ Public Sector Undertaking/ Autonomous Bodies. | Request to kindly accept global credentials of foreign parent company of the bidder or allow consortium and accept the credentials of consortium partner also. | Refer Corrigendum. |
| 3 | 8 | Serial No. 10 The firm/ company should have its core software development centre in Delhi/NCR region. Contact Details and Address of firm's/company's office to be provided in the tender. Physical verification may be done by NCDC before awarding the contract. | This clause may kindly be removed. | Refer Corrigendum. |
| 4 | 27 | Annexure-III Evaluation & Award Criteria, Serial No. 1 Experience in Central / State Govt. department/ Autonomous Bodies/ Public Sector for similar software projects. <ul style="list-style-type: none"> • >= 10 projects (10 Marks) • >=3 and <10 Projects (5 Marks) | "Request to kindly modify the clause as below: The bidder or its foreign parent company or consortium partner should have experience in Central/State Govt./Department/Autonomous Bodies/Public Sector in India or | No Change |



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| | | | globally for similar software projects. >= 5 Projects - 10 Marks >=3 and <5 Projects - 5 Marks" | |
| 5 | 27 | Annexure-III Evaluation & Award Criteria, Serial No. 2 Bidder's experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertaking during last 3 financial years of value more than Rs. 100 lakhs during the period 01st Apr 2017 to 31st Mar 2020. • 5 Projects or more = 25 marks • >=3 and <5 Projects = 15 marks | "Request to kindly modify the clause as below: Bidders or its foreign parent company or consortium partner should have experience in successfully design, development, testing, implementation & maintenance of similar enterprise solution in centra/state govt./department/autonomous bodies/public sector undertaking in India or globally during last 3 financial years of value more than Rs.100 Lakh during the period 01st Apr 2017 to 31st Mar 2020. 3 project or more = 25 Marks >=1 and <3 projects = 15 Marks" | No Change |
| 6 | 28 | Annexure-III Evaluation & Award Criteria, Serial No. 4 Financial Parameter: Annual financial turnover during the previous three financial years on account of only Software development and not Supply of Hardware/ IT infrastructure. • >= 1000 lakhs (10 Marks) • >= 500 lakhs and < 1000 lakhs (5 Marks) | "Financial Parameter: Annual financial turnover during the previous three financial years on account of IT and ITES services. >=800 Lakhs - 10 Marks >=500 Lakhs and <800 Lahks - 5 Marks Copy of financial statements viz trading account, profit & loss account, balance sheet & certificate that required turnover is on account of IT/ITES services duly signed by CA be enclosed" | No Change |

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Reply of Pre-Bid Queries from M/s Highbar Technocrat Ltd., Mumbai

| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
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| 1 | Page 5 | Pre-qualification Bid, Annexure - I Serial No.11. Technical Manpower details (Submit the resume of Individual Man power describing their Qualification, Experience in years and no. of similar type of projects completed along with brief description of each projects) | We understand single resume for following Functional person required. 1) Functional / Technical Consultant - Financial Accounting System We request NCDC to confirm. | Refer Corrigendum. |
| 2 | Page 8 | TERMS & CONDITIONS, Annexure-I, Serial No. 8 Bidder should be the developer and owner of the products. | We request NCDC to consider requirement as below. Bidder should be the "developer and owner of the products" / OEM partner of the proposed product. | 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. The bidder should be the developer and owner of the product. |
| 3 | Page 8 | TERMS & CONDITIONS, Annexure-I, Serial. No. 10 The firm/ company should have its core software development centre in Delhi/NCR region. Contact Details and Address of firm's/company's office to be provided in the tender. Physical verification may be done by NCDC before awarding the contract. | We request NCDC to consider requirement as below. The firm/ company should have its core software development centre in Delhi/NCR region / OEM should have support centre in india in case of COTS product. Contact details and address of firm's/company's office to be provided in the tender. Physical verification may be done by NCDC before awarding the contract | Refer Corrigendum. |
| 4 | Page 10 | TERMS & CONDITIONS, Annexure-I, 19. PAYMENTTERMS (I) Implementation + Warranty Support (1 Year) indicates following payment terms. i. Submission of SRS - 10% ii. Delivery of Beta Version - 30% | The Financial Bid (Annexure VII), Page 34 contents separate line items as below. i. Development, Delivery and implementation Cost of Software Application . | The firm/company has to mention the cost for each component separately as per the Financial bid. |

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| | | <ul style="list-style-type: none"> iii. UAT signoff - 20% iv. Data migration from existing software, implementation of solution in NCDC Head Office, 18 Regional Offices and LINAC training academy and completion of user training - 20% v. After 3 months of successful Go-Live i.e. after resolution of all issues encountered in live environment and final acceptance is given by the Corporation. - 20% | <ul style="list-style-type: none"> ii. User Training - User Training at NCDC, Head Office, New Delhi. iii. Security audit/information Security Audit and source code audit/review of the provided solution. iv) Data Migration from old system. v) Technical Support - Technical Support by two dedicated Technical Persons onsite at NCDC, Head Office, New Delhi post Go-Live and during warranty period. <p>We understand that as per payment terms only one single line item should be filled which we consider as</p> <ul style="list-style-type: none"> i. Development, Delivery and implementation Cost of Software Application . <p>We request NCDC to confirm.</p> | |
| 5 | Page 10 | <p>TERMS & CONDITIONS, Annexure-I,19. PAYMENTTERMS (I)</p> <p>Implementation + Warranty Support (1 Year) indicates following payment terms.</p> <ul style="list-style-type: none"> i. Submission of SRS - 10% ii. Delivery of Beta Version - 30% iii. UAT signoff - 20% iv. Data migration from existing software, implementation of solution in NCDC Head Office, 18 Regional Offices and LINAC training academy and completion of user training - 20% v. After 3 months of successful Go-Live i.e. after resolution of all issues encountered in live environment and final acceptance is | <p>The Financial Bid (Annexure VII), Page 34 contents separate line items as below.</p> <ul style="list-style-type: none"> vi. Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1year.)* <ul style="list-style-type: none"> a. Perpetual license cost b. Yearly subscription cost <p>We request department to provide separate payment terms for licenses considering payment after providing proof of supply.</p> | <p>The database license will be purchased by the firm/company before Go-Live. The payment towards database license will be made to the firm/ company after providing the proof of supply and successful installation in the NIC cloud server by the firm/ company.</p> |

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| | | given by the Corporation. - 20% | | |
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| 6 | 24 | SCOPE OF WORK (Annexure-II) Serial No. 12. Data Migration. The existing data needs to be migrated to the new system. | It is recommended to transfer open data (e.g. Opening Balances) on new system. Old data should not be transferred to new system. We request NCDC to consider "open transactional data along with master data" to transfer on new system. | Entire data from existing Sanction Release Database and Loan Accounting System (SRDB & LAS) and Integrated Financial Management System (IFMS) to be migrated to the new system. |
| 7 | Page 34 | The Financial Bid (Annexure VII) Page 34 contents separate line items as below. vi. Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1 year.)* | We understand that NCDC is wishing to implement Enterprise Solution, for which COTs (Commercially of the Shelf) products are most suitable. We request NCDC to confirm that, department is wishing to implement COTs product only. | 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. |
| 8 | Page 34 | The Financial Bid (Annexure VII), Page 34 contents separate line items as below. vi. Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1 year.)* | NCDC have specified only MySQL Enterprise Database. We wish to provide application with different Database (E.g. S4 HANA with HANA database). We request department that we are allowed to provide application with different database. | NCDC requires the Enterprise solution to be developed in MySQL database platform which is an open source database. The platform has been chosen considering the data size and future requirements of the corporation. |
| 9 | Page 34 | The Financial Bid (Annexure VII), Page 34 contents separate line items as below. vi. Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1 year.)* | We request NCDC to specify Nos of different users / nos of license required. | The no. of users of Enterprise solution is approx. 100. The no. of users may grow in future therefore the system must be scalable. |

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Reply of Pre-Bid Queries from M/s Kerala State Electronics Development C, New Delhi

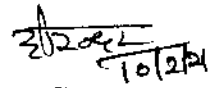
| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
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| 1 | 7 | 4. Earnest Money Deposit EMD of ₹5,00,000/- (Rupees Five Lacs Only) in the form of Demand Draft/ Banker's Cheque in favour of "National Cooperative Development Corporation" and payable at New Delhi has to be submitted along with tender documents, failing which the bid will be rejected. Earnest Money shall be forfeited in the event of any of the following situations: | It is requested that PSU's may be exempted from payment of Tender fee and EMD | Refer Corrigendum. |
| 2 | 8 | Serial No. 10 The firm/ company should have its core software development centre in Delhi/NCR region. Contact Details and Address of firm's/company's office to be provided in the tender. Physical verification may be done by NCDC before awarding the contract. | It is requested that this clause may be amended as follows; The firm/company should have an office in Delhi/NCR region | Refer Corrigendum. |
| 3 | 27 | Technical Evaluation Sl. No. 2 Bidder's experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertaking during last 3 financial years of value more than Rs. 100 lakhs during the period 01st Apr 2017 to 31st Mar 2020. • 5 Projects or more = 25 marks • >=3 and <5 Projects = 15 marks | It is requested to consider that the work order may be received before 1st Apr 2017 but work executed and completion certificate and work order received during the period of 01st Apr 2017 to 31st Mar 2020 | Refer Corrigendum. |
| 4 | 11 | 20. Security Deposit The successful bidder shall furnish a refundable Security deposit of 10% 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 | It is requested that the security deposit is reduced to 3%. Due to Ministry of Finance has issued a notification revising the performance security deposits for tenders to 3% of the contract value from the previous range of 5%-10%. | Refer Corrigendum. |

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| | | will be forfeited. No interest shall be payable on the Security deposit. | | |
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Reply of Pre-Bid Queries from M/s ITI Limited, New Delhi

| S. No. | Page No. | Reference Clause | Query/Suggestion | Remarks/ Clarification |
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| | | - | Kindly extend the last date for another 10 working days from the last date of submission. | Refer Corrigendum. |


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 निदेशक (सामान्य प्रशासन)

Copy To:

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