

RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13 Date: 01/09/2021

RFP Name: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal

IFCI Response to Pre-Bid Queries raised by the Bidders

RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13				
Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal Name of the Bidder: M/s Amity Software Systems Limited				
Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	N/a	N/a	It is requested to IFCI to please specify the existing system platform.	Application: 100 GB Disk Size 16 Gb RAM Windows Server 2021 R2 4 CPU Database: 100 GB Disk Size 8Gb RAM Windows Server 2021 R2 4 CPU Microsoft SQL Server 2012 (SP3)
2	N/a	N/a	Preferred technology platform by IFCI for new development	This is enhancement of existing portal, hence current technology shall continue to be used.
3	N/a	N/a	Please clarify about the proposed hosting to be provided by IFCI. Will it be on NIC server?	Please be guided by scope document.
4	N/a	N/a	It is requested to IFCI to please give a broad overview of the proposed system's work flow	Please be guided by scope of work.
5	N/a	N/a	Please specify the infrastructure and tools that will be provided by IFCI to vendor for On-site development.	Please be guided by scope of work.

6	N/a	N/a	<p>(a) Please enlist the present level of integration of existing software.</p> <p>(b) Also kindly share the integration that IFCI is expecting for new system.</p> <p>(c) Is there any third-Party API integrated? If yes how many API is/are there.</p> <p>(d) Will APIs be provided by IFCI?</p>	<p>No</p> <p>No</p> <p>Need based APIs will have to be developed by Bidder.</p> <p>Need based APIs will have to be developed by Bidder.</p>
7	N/a	N/a	Please provide detail on how NCDC, Sugar factory / society will be accessing this system.	Through a link.
8	Annexure XIII Page-10	No Objection Certificate (NOC) Module	Please provide detail on how NCDC, Sugar factory / society will be accessing this system.	Through a link.
9	Annexure XIII Page-10	Loan Application Module	Please provide clarity on the process of estimation of loan sanctioned	Please be guided by RFP.
10	Tendernotice_1 Section -17 Page-25	Disbursement module	<p>(a) Will any access also to be given to the bodies like bank / FIs? If yes, then what will the work flow for them.</p> <p>(b) Will there be any payment gateway to be integrated in the system? If yes, then will it be provided by IFCI.</p>	<p>No</p> <p>No</p>
11	RFP Section -19 Page-26	Legal Status Module RFP.pdf	Kindly provide broad overview of Litigation Cases module.	Please be guided by scope documents.
12	RFP Section -10 Page-24	Monitoring and Audit	Will there be a recovery module? If yes, what will be overall expected work flow.	Please be guided by scope documents.
13	Annexure XIII Page-11	Calculation of the Eligible Amount of SDF Loan	Will loan calculation / EMI / revaluation / any other calculation algorithm etc. will be provided by	Yes

			IFCI for new development.	
RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13 Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal Name of the Bidder: M/s ESDS Software Solutions Pvt. Ltd.				
Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	Chapter 3 Eligibility Criteria Business Turnover -	The bidder must have a minimum turnover of Rs.10 crores from the line of business of providing software services during the financial year(s) 2017-18, 2018-19, and 2019-20.	Kindly Please update this clause so that more competitive bids are received- "The bidder must have a minimum turnover of Rs.50 crore from the line of business of providing software services during the financial year(s) 2017-18, 2018- 19, and 2019-20. "	No change, since SDF portal is part of digitization goals of GOI, keeping minimum turnover of Rs.10 crore during 2017-18 to 2019-20 is appropriate.
2	Chapter 3 Eligibility Criteria Presence - Page 9	The bidder should have presence of Senior Management and client servicing team working on the account in New Delhi besides availability of not less than 15 software resources at its New Delhi office/location /clients	Please amend this clause as below- "The bidder should have presence of Senior Management and client servicing team working on the account in New Delhi besides availability of not less than 15 resources at its New Delhi office/location /clients	The bidder should have presence of Senior Management and client servicing team besides availability of not less than 15 software resources.
3	Chapter 3 Eligibility Criteria Technical Capability – Page 10	The bidder should exhibit the ability to work with a wide range of application development tools, as well as the incorporation of Enterprise Resource Planning system	Please amend this clause as below hence more eligible bidders would participate and competitive bids would be received- "The bidder should exhibit the ability to work with a wide range of application development tools, as well as the incorporation of Enterprise Resource Planning or Major Web Applications system (Minimum 5 such assignment in BFSI	Please be guided by revised eligibility criteria

			domain/PSUs/State Government/ Government of India/Corporation Banks/Financial company)"	
4	Standard Terms and Conditions 15. On-site Infra – Page 24	All the developments shall be carried out onsite. The development team needs to be deployed onsite by the vendor.	We request you to please amend this clause because of the pandemic situation as it is uncertain whether we will be able to deploy resources onsite in case if number of covid cases rises in future- All the developments shall be carried out either onsite or offsite. A team may be deployed partially onsite by the vendor consisting of a project manager, 1 senior developer, 1 junior developer and a designer (as and when required)	Clause is appropriate considering the project is pertaining to digitization programme of GOI.
5	Standard Terms and Conditions 15. On-site Infra	All the developments shall be carried out onsite. The development team needs to be deployed onsite by the vendor.	Kindly please clarify: 1. No. of onsite resources required 2. Qualification of onsite resources	Please be guided by RFP.
6	Standard Terms and Conditions – Page 26	Resource Engagement - Development, Warranty Support and Annual Maintenance (AMC) period of 3 Years	We are proposing the number of resources to be deployed onsite during O&M phase and we request you to make amendments in the tender accordingly- 1 project manager, 1 senior developer, 1 junior developer	Please be guided by RFP.
7	General	General	Kindly Please clarify: 1.We assume Payment/SMS/Email gateway is the responsibility of bidder? 2.How many payment pages will be available in application?	1. Currently there is requirement of Payment Gateway, however /SMS/ Email gateway being a subscription-based services, the cost of the same shall be assessed on need basis and paid by IFCI. 2. No Requirement at present

8	General	General	Any content for portal/Application would be provided by IFCI. Please confirm	Yes
9	General	General	We assume content will be provided by IFCI for English language, please confirm?	Yes
10	General	General	Any specific guidelines for development?	Agile methodology is to be adopted with focus is to build products or services through a continuous cycle small development cycles, aka 'sprints', to keep the focus on bringing continuous improvement in a product or service
11	General	General	Do you have a preferred colour scheme or colours you definitely want to avoid or use?	Details would be provided during the design phase.
12	General	General	Should any analytics and statistical reports be incorporated into system. Please confirm	Details would be provided during the design phase
13	General	General	Is there any approval workflow need to be developed for the data entered in from backend before it is published to the web portal? If yes then kindly share the step-by-step process with us for each portal/website	Please be guided by the detailed scope document.
14	General	General	Who will bear the third-party vendors costs for e.g., SMS Gateway, Email Gateway (if required)? If vendor has to provide, please specify the quantity no of SMS & Email required each month.	SMS/Email gateway being a subscription-based services, the cost of the same shall be assessed on need basis and paid by IFCI.
15	General	General	We assume that Hosting services will be provided by the vendor with	Hosting services will be provided by the vendor with separate cost.

			separate cost. Please confirm.	
16	General	General	Whether the data centre facilities, licensing cost of system software (such as operating system, RDBMS) and hardware required for hosting the application will be borne by IFCI. Please confirm.	This cost is bundled with the Hosting services.
17	General	General	Kindly Please clarify: Data backup & Recovery is the responsibility of bidder? 1. Will provide the backup space and backup software if it's an onsite backup requirement 2. Who will manage backup if it's an onsite backup requirement? 3. Total data size of existing website in MB/GB/TB? 4. Incremental data size in MB/GB/TB? 5.Backup space needed in MB/GB/TB and backup policy?	The selected vendor would be responsible for Data Backup and recovery and the backup spaced and backup software are to be provided by the vendor. Current Size of database is 1100.81 MB.
18	General	General	Kindly Please clarify, Archival is the responsibility of the bidder? 1. Archival storage service will be onsite or offsite? If it's an onsite requirement? 2. Who will provide the archival storage? 3. Archival Storage required in GB/TB? 4. Archival policy and retention period for the same	Yes, archival is the responsibility of bidder, it will be offsite. The period of Archival will be guided by standard guidelines as prevalent in SDF GOI.

19	General	General	Do you need Web application firewall? If yes, then any preference from your end regarding the technology and data base	The security of web portal must be in line with the industry best practices. Pl be guided by the detailed scope document.
20	General	General	Kindly specify the technology required for development of this integrated website cum portal?	Please be guided by the detailed scope document.
21	General	General	For security is SSL envisaged? If yes does bidder, have it? Or it will be procured by vendor? Which type of SSL is expected? Wild card, Extended or Single domain?	This is outside the scope of the RFP
22	General	General	Is Cert-In Audit required for the website / web portal?	Please be guided by the RFP
23	General	General	How many Cert-In Audits are expected and at what interval?	Already defined in RFP
24	General	General	How many third-party applications would be required to be integrated with the new web portal / website?	None at present
25	General	General	How many concurrent users for the System?	Maximum 30 concurrent users.
26	General	General	Are there any Domain specific requirements? Is anything required from the bidder in this context?	No
27	General	General	Please let us know if any specific API integration to application will be required? Also, will the APIs be provided or will the bidder have to develop the APIs	Need based APIs will have to be developed by Bidder.
RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13 Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal Name of the Bidder: M/s XtraNet Technologies Pvt. Ltd.				

Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	Page No. 16	Technical Scoring Point No. 01: List of Clients (where managed web portal services have been provided) (Only currently/ ongoing active & valid contracts will be considered for points award) 15 or more clients Govt. Sector/ PSU/ FI/Private - 15 Marks 10 or more but less than 15 clients in Govt. Sector/ PSU/ FI/Private - 10 Marks 5 or more but less than 10 clients Govt. Sector/ PSU/ FI/Private - 5 Marks	<p>In this Clause RPF is asking for ongoing active & Valid contracts only, since the number of asked assignments is too high- 5-15 Ongoing Projects, where as in Eligibility Criteria RFP is asking for 03 Clients references, hence we request to amend this clause as under:</p> <p>Point No. 01: List of Clients (where managed web portal services have been provided) 7 or more clients Govt. Sector/ PSU/FI/Private - 15 Marks 5 or more but less than 7 clients in Govt. Sector/ PSU/ FI/Private – 10 Marks 3 or more but less than 5 clients Govt. Sector/ PSU/ FI/Private – 5 Marks</p>	Refer to revised Technical Scoring sheet.
2	Page No. 16	Technical Scoring: Point No. 02: Satisfactory Services by Certificate by Clients - Central Government Ministry/ Central Government body/ State Government Ministry/ State Government Body/ Public Sector Undertaking which are active (should be current and valid Providing Web portal service) Bidder who has been working in Sugar Industry as a service provider with proven experience in development and maintenance of financial Web	<p>In this Clause RPF is asking for Satisfactory Services by Certificate by Clients - Central Government Ministry/ Central Government body/State Government Ministry/ State Government Body/ Public Sector Undertaking which are active (should be current and valid Providing Web portal service).</p> <p>Kindly note that Government departments do not issue Satisfactory services certificate for ongoing/active projects, where as in Eligibility Criteria RFP is asking for 03 Clients references, therefore we</p>	Refer to revised Technical Scoring sheet.

		<p>applications development especially Loan Application processing, Disbursements, Restructuring and processing of various NOC request would also be considered. Satisfactory Services Certificate by 20 or more Clients - 15 Marks</p> <p>Satisfactory Services Certificate by more than 15 but less than 20 Clients - 10 Marks</p> <p>Satisfactory Services Certificate by 5 Clients - 5 Marks</p>	<p>request to remove these terms and the suggested updated clause should be as under;</p> <p>Point No. 02:</p> <p>Satisfactory Services by Certificate by Clients – Central Government Ministry/ Central Government body/ State Government Ministry/ State Government Body/ Public Sector Undertaking / Private Clients Bidder who has been working in Sugar Industry as a service provider with proven experience in development and maintenance of financial Web applications development especially Loan Application processing, Disbursements, Restructuring and processing of various NOC request would also be considered.</p> <p>7 or more clients Govt. Sector/ PSU/ FI/Private - 15 Marks</p> <p>5 or more but less than 7 clients in Govt. Sector/ PSU/ FI/Private – 10 Marks,</p> <p>3 or more but less than 5 clients Govt. Sector/ PSU/ FI/Private – 5 Marks</p>	
3	Technical Scoring		<p>The minimum required score from 70% for qualification to open commercial bid; The Sum of Technical Score should be out of 100 but under this bid the technical scoring total is coming out to the 90. Please confirm if it correct?</p>	Refer to revised Technical Scoring sheet.

4		General query - Scope of Work Related	How Present work is carried out? Manually through excel sheer and emails or though systems?	System is already in place
5		General query - Scope of Work Related	How Present work is carried out? Manually through excel sheer and emails or though systems?	System is already in place.
6		General query - Scope of Work Related	Please specify application and database. How many concurrent users are expected to use system? How many total users are expected?	Maximum 30 Concurrent User.
7		General query - Scope of Work Related	Will the solution be deployed in on-Premise data Centre?	Offsite
8		General query - Scope of Work Related	Does the Solution is required integration with Payment gateways? For payment disbursement or application fee collection?	No
9		General query - Scope of Work Related	Will the solution need to be integrated with accounting or any other existing system?	Data is being maintained in excel, same Excel sheets will be provided and are required to be uploaded
10		General query - Scope of Work Related	Is it required to integrate with digital signature solution for online approvals?	No
11		General query - Scope of Work Related	Is any mobile application required?	Not at present
12		General query - Scope of Work Related	Does system need to send push notifications or SMS? E.g., for two step login verification.	Yes
13		General query - Scope of Work Related	Is the system required in languages other than English?	Not at present.
14	Page No. 21	Payment Terms	The Payment Terms mentioned in the RFP didn't say anything about Payment condition for Annual Maintenance Support. We request	Please be guided by RFP terms.

			department to keep Annual Maintenance Support Payments on Yearly Advance basis.	
15	Page No. 21	Payment Terms	The Payment Terms mentioned in the RFP is not logical and will increase the finance cost of the complete project hence we request to amend this clause as under:	Please be guided by RFP terms.
RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13 Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal Name of the Bidder: M/s Neosoft Technologies				
Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	Page No. 16	Technical Scoring: Sl. No. 1: List of Clients (where managed web portal services have been provided) (Only currently/ongoing active & valid contracts will be considered for points award)	Request you to please amend or modify to: List of Clients (where managed web portal/application/mobile application/services have been provided) (completed / ongoing active & valid contracts will be considered for points award) 1. 15 or more clients Govt. Sector/ PSU/FI/Private 2. 7 or more but less than 10 clients in Govt Sector/ PSU/ FI/Private 3. 3 or more but less than 7 clients Govt. Sector/PSU/ FI/Private	Refer to revised Technical Scoring sheet
2	Page No. 16	Technical Scoring: Sl. No. 2 Satisfactory Services by Certificate by Clients – Central Government Ministry/ Central Government body/ State Government Ministry/ State	Request you to please amend or modify to: 1. Satisfactory Services Certificate by 15 or more Clients 2. Satisfactory Services Certificate by more than 10 but less than 15	Refer to revised Technical Scoring sheet

		Government Body/ Public Sector Undertaking which are completed and active (should be current and valid Providing Web portal service)	Clients Can we provide self-certification with work orders?	
RFP No. IFCI/CPD-SDF/E-Tender/2021-22/13 Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal Name of the Bidder: M/s StockHolding Document Management Services Ltd.				
Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	General	General	Is it a Fresh Portal or Existing	This is enhancements to the existing portal
2	General	General	If Existing, will we get Handover from existing team	Yes
3	General	General	What is the technology used Front End and Back End	Application: 100 GB Disk Size 16 Gb RAM Windows Server 2021 R2 4 CPU Database: 100 GB Disk Size 8Gb RAM Windows Server 2021 R2 4 CPU Microsoft SQL Server 2012 (SP3)
4	General	General	Will the knowledge (like coding/technology its build on etc.) transfer of existing SDF portal be done to the successful bidder?	Yes
5	General	General	Please share hardware specification of this application allocated by IFCI	ESDS
6	General	General	Who will provide SMS gateway bidder or IFCI?	Bidder. But payment made by IFCI.

7	General	General	How many SMS will be sent from system?	200
8	General	General	We understand that all hardware infrastructure will be provided by successful bidder, kindly confirm.	Yes
9	General	General	Kindly confirm the total number of users and total concurrent users.	Total will be approx. 150, concurrent 30
10	Page No. 10	Eligibility Criteria	Currently we are having more than 15 software professionals on our payroll at our Mumbai office and 1 hardware and 1 software professionals at our Delhi office. We will deploy sufficient number of software professionals as per requirement of the project, kindly confirm.	Please be guided by revised eligibility criteria
