RFP No. IFCI/CPD-SDF/E-Tender/2021-22/08 Date: 13/07/2021
Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal
Pre-Bid Queries and IFCI Response

RFP No. IFCI/CPD-SDF/E-Tender/2021-22/08				
Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal				
Name of the Bidder: Amity Software Systems Limited				
Sl. No.	**Section and Page Number**	**RFP Clause**	**Query**	**IFCI Response**
1	Chapter 3 Eligibility Criteria - Sl. No. 6 Page No. 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	It is requested to IFCI to please consider "New Delhi Office/ Location/ Clients" as "Delhi and NCR Office/ Location/ Clients".	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 /NCR office/location /clients
2	Chapter 3 Eligibility Criteria - Sl. No. 8 Page No. 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 (Minimum 5 such assignment in BFSI domain/ Financial company)	The project is for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal. This fund is related to the Sugar Industry. Therefore, experience of the vendor who has been working in the Sugar Industry as service provider for software development/ web application development/ ERP is worthwhile. It is requested to IFCI to please consider the criterion "Minimum 5 such assignment in BFSI	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 or web Application systems Minimum 5 such assignment in BFSI domain/PSUs/State Government/ Government of India/Corporation Banks/Financial company. Further if a vendor who has been working in Sugar Industry as a service provider with proven

SI. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1			domain/ Financial company" as "Minimum 5 such assignment in BFSI domain/ Financial company/ Sugar Industry".	experience in development and maintenance of financial Web applications development especially Loan Application processing, Disbursements, Re-structuring and processing of various NOC request would also be considered.
3	5. Technical Scoring "Evaluation parameters / Credentials "and "Credentials for awarding score" as mentioned against Criteria number 1,2 & 3 Page no. 15 & 16	15 & 16	The project is for Enhancement, Development, Production support and Maintenance of Sugar Development Fund (SDF) Portal. This fund is related to the Sugar Industry. Therefore, experience of the vendor who has been working in the sugar Industry as service provider for software development / web application development / ERP is worthwhile. It is requested to IFCI to please consider assignments / projects done by vendor for Sugar Industry in India and abroad for Government as well as Private Organisations in India and Abroad.	SDF portal is pertaining to online loan application, online disbursement, restructuring and NOCs. These operations are pertaining to Credit activities. Further if a vendor 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, Re-structuring and processing of various NOC request would also be considered.

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Name of the Bidder: Mr. Parveen Kumar, M/s PECS

SI. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	Chapter 3 Eligibility Criteria - Sl. No. 2 Page No. 9	The bidder must have a minimum turnover of Rs.10 crores from the line of business	Please reduce the turnover of **Rs.10 Crores to Rs.3 crores** from the line of business of providing	No change

| | | of providing software services during the financial year(s) 2017-18, 2018-19, and 2019-20. | software service during the financial year(s) 2017-18, 2018-19, and 2019-20. | |

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Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal
Name of the Bidder: ESDS Software Solution Pvt. Ltd.,

Sl. No.	Section and Page Number	RFP Clause	Query	IFCI Response
1	Chapter 3 Eligibility Criteria Business Turnover - Page 9	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-The bidder must have a minimum turnover of Rs.50 crores 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 working on the account in New Delhi/NCR besides availability of not less than 15 software resources at its New Delhi office/location /clients
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 (Minimum 5 such assignment in BFSI domain/ Financial company)	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	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 or Major Web Applications system (Minimum 5 such assignment in BFSI domain/PSUs/State Government/ Government of

			Major Web Applications system (Minimum 5 such assignment in BFSI domain/PSUs/State Government/ Government of India/Corporation Banks/Financial company)"	India/Corporation Banks/Financial company)" Further if a vendor 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, Re-structuring and processing of various NOC request would also be considered.
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 developers 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 – 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	Clause is appropriate considering the project is pertaining to digitization programme of GOI.

			junior developer	
6	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
7	General	General	Any content for portal/Application would be provided by IFCI. Please confirm	Yes
8	General	General	We assume content will be provided by IFCI for English language, please confirm?	Yes
9	General	General	Any specific guidelines for development?	Agile methodology is to be adopted with a focus 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.
10	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.
11	General	General	Should any analytics and statistical reports be incorporated into system. Please confirm	Details would be provided during the design phase
12	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/	Pl be guided by the detailed scope document.

			website	
13	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.
14	General	General	We assume that Hosting services will be provided by the vendor with separate cost. Please confirm.	Hosting services will be provided by the vendor with separate cost.
15	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.
16	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.
17	General	General	Kindly Please clarify, Archival is the responsibility of the bidder?	Yes, archival is the responsibility of bidder, it will be offsite. The period of Archival will be guided by

			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	standard guidelines as prevalent in SDF GOI.
18	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.
19	General	General	Kindly specify the technology required for development of this integrated website cum portal?	Pl be guided by the detailed scope document.

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Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal
Name of the Bidder: AADISH TECHNOOGIES AND SOFTWARES

1	General	General	Please confirm that MSME & Start-up are allowed to participate. We request you to please confirm on the same. As per the PMO guidelines MSME & Start-up participation are being encouraged in major bids \ tender. Looking forward for your confirmation on the same.	MSME & start-up are allowed subject to meeting eligibility criteria.

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Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund (SDF) Portal
Name of the Bidder: Ernst & Young LLP

1	Eligibility Criteria for Pre-Qualification of	**Legal Entity** The bidder must be an Indian	We request you to please allow Limited Liability Partnership (LLP)	The bidder must be an Indian firm/ company/ organisation registered

	the Bidders Chapter 3-page 9	firm/ company/ organisation registered under Companies Act, 1956 or proprietary firm or a firm registered under Partnership Act, 1932. (Consortium of companies not permitted)	registered under LLP Act, 2008 and subsequent amendments.	under Companies Act, 1956 or proprietary firm or a firm registered under Partnership Act, 1932. (Consortium of companies not permitted) or Limited Liability Partnership (LLP) registered under LLP Act, 2008 and subsequent amendments
2	Eligibility Criteria for Pre-Qualification of the Bidders Chapter 3-page 9	**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.	Based on our understanding, complexity & criticality of the key initiative, we request department to consider changing the minimum turnover from 10 crores to INR 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. This is to ensure wider participation.
3	Technical Scoring Chapter 5-page 15	List of Clients (where managed web portal services have been provided) (Only currently/ ongoing active & valid contracts will be considered for points award) - 20 or more clients Govt. Sector /PSU /FI: 15 Marks - 15 or more but less than 20 clients in Govt. Sector /PSU / FI: 10 Marks - 5 or more but less than 15 clients Govt. Sector /PSU /FI: 5 Marks	We understand from clause that either currently / ongoing active or completed projects with valid contract will be considered. Also, we are requesting you to please update the clause to "List of Clients (where managed web portal services have been provided) (Only currently/ ongoing active & valid contracts will be considered for points award) - 10 or more clients Govt. Sector /PSU /FI: 15 Marks - 8 or more but less than 10 clients in Govt. Sector /PSU / FI: 10 Marks - 5 or more but less than 8 clients Govt. Sector /PSU /FI: 5 Marks"	Only currently/ ongoing active & valid contracts will be considered for points award.

4	Technical Scoring	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) - Satisfactory Services Certificate by 20 or more Clients: 15 Marks - Satisfactory Services Certificate by more than 15 but less than 20 Clients: 10 Marks - Satisfactory Services Certificate by 5 Clients: 5 Marks	We are requesting you to please update the clause to 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) - Satisfactory Services Certificate by 10 or more Clients : 15 Marks - Satisfactory Services Certificate by more than 8 but less than 10 Clients : 10 Marks - Satisfactory Services Certificate by 5 Clients : 5 Marks	No change, technical scoring clause given in RFP is to ensure wider participation.
5	Scope of WORK Chapter 4-page 12		As we understand that the upcoming vendor has to enhance, manage the existing SDF Portal. We suggest that vendor should be given proper Knowledge transfer and handholding before the new vendor takes over. We suggest the overall time to be 6 months and till that time existing vendor will continue in parallel. This will enable 3 months of KT and 3 month of shadow handholding	KT would be part of the Handover process.
6	Development Period and Contract Period Chapter 4-page 12		Will the O&M starts from Day 1. i.e., Development of existing application and O&M of exiting application will start simultaneously, or the 3 yrs. of maintenance will start after development phase	For existing portal O&M will start post the Knowledge transfer phase however, for enhancement in SDF portal O&M, Pl be guided by the scheduled defined in the RFP.

7	Development Period and Contract Period Chapter 4-page 24		Will the O&M starts from Day 1. i.e., Development of existing application and O&M of exiting application will start simultaneously, or the 3 yrs. of maintenance will start after development phase	For existing portal O&M will start post the Knowledge transfer phase however for enhancement in SDF portal O&M, Pl be guided by the scheduled defined in the RFP.
8	Licenses		Can the new vendor be provided with existing licenses purchased by the incumbent vendor? This will bring down the overall cost to the client by reusing the software licences	No
9	Support and Maintenance		We understand that we have to provide L3 support only which includes Issue resolution and patch releases and upkeep of the application. SLAs will kick off within office timings only. Is there any expectation for providing support round the clock? Pls suggest timings for providing support	Pl be guided by the scope defined in the RFP.
10	User Credentials for application		We request you to kindly provide user credentials of any Pre-Prod/ Staging environment so that we can assess the application readiness.	The same will be shared with selected bidder.
11	Annexure 4		We suggest that blended cost per man month is also taken from vendors for any increase in scope. This will help to calculate the scope creep, if any and will help the client to pay to the vendor	The scope document is comprehensive in itself. Pl be guided by the scope detailed in RFP Document.
12	Liquidated Damages - SDF Portal Chapter 6, Section 3	The penalties shall be higher of 10% of the value for the System Implementation Phase or as	We suggest that the penalties be capped to 10% of the value for the System Implementation Phase	No Change, Existing clause is appropriate.

	Page 21	charged by SDF, GoI from IFCI for the delay		
13	Last date & time of submission of Bid (Technical & Commercial) Chapter 1, Section 3 Page 4	04/08/2021, 12:00 Noon	Considering the complex nature of the solution and that there is only week to submission of bid from submission of queries, we humbly request IFCI to kindly extend the bid submission date by 2 weeks to 18 August 2021	

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Name of the Bidder: Tech Mahindra

1		General	Can you Please share the complete tech stack of the existing Portal?	The details are already available in the RFP
2		General	Can Please share the AS IS Architecture	Please be guided by RFP.
3		General	Can please share the team operating location	Present vendor is M/s ESDS, operating from Nashik
4		General	Can you please update what is the % of changes on top of given scope in the Tendernotice_2.pdf	The scope document is comprehensive in itself. Pl be guided by the scope detailed in RFP Document.
5		General	can you please confirm what would be the scope of Infra Support?	The scope document is comprehensive in itself. Pl be guided by the scope detailed in RFP.
6		General	Can you please share whether any reporting is being used in existing portal? If using, please share the name and version	No, reporting be guided by RFP.

7		General	Are you expecting any technology change?	No
8		General	Please share AMS (application maintenance and support) to start after development duration (8 months) or support team also should be onboarded parallel to development team.	Agile methodology is to be adopte 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. For existing portal O&M will start post the Knowledge transfer phase however for enhancement in SDF portal O&M , Pl be guided by the scheduled defined in the RFP.
9		General	Please help us whether any rational behind freezing the development duration as 8 months? Will there be any exception for changing the development duration?	SDF portal is part of digitization goals of GOI. Agile development methodology may be adopted for the project completion.
10		General	Please share the concurrent users count using the Portal?	Concurrent users may be – 10-15
11		General	Can you please share the ticket dump of last 6 months?	The no of ticket for last six months from Feb-July, is approx. 80.
12		General	what is the ITSM Tool is used?	Not used. All replies traced via a helpdesk mail id.
13		General	Can we propose the team mix of onsite + offshore?	Pl be guided by the scope detailed in RFP Document.
14		General	Can you please share the support window (E.g.: 24X7 or 16X7 or 8X5)?	Pl be guided by the scope detailed in RFP Document.

15		General	Can you please confirm the expected timelines to complete the Knowledge Transfer from current vendor / support team?	Pl be guided by the scope detailed in RFP Document.
16		General	Can you please update whether the portal is having integrations with any other systems?	No, portal is not having integrations with any other systems
17		General	Are you using any CI/CD Tools?	The selected vendor needs to follow the best development practices
18		General	Please share the configuration management tool (for souce code version control) name is using?	The selected vendor needs to follow the best development practices
19		General	Please confirm whether Application Security is in scope? If so, please share the expected application security areas?	Yes, the selected vendor needs to follow the best development practices.
20		General	Are you using any code review tool?	The selected vendor needs to follow the best development practices
21		General	Please confirm whether test cases for the existing portal is available?	Yes
22		General	Please confirm whether regression testing is in scope?	The selected vendor needs to follow the best development practices
23		General	Please confirm whether any test automation tool is being used?	No, the selected vendor needs to follow the best development practices
24		General	Please suggest the tentative budget of this project	Not Relevant

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Name of Tender: Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund

(SDF) Portal

Name of the Bidder: STA Infotech Pvt. Ltd.

| 1 | General | General | This is in reference to the tender no. IFCI/CPD-SDF/E-Tender/2021-22/08 we are hereby request you to please confirm that MSME & Start-up are allowed to participate. As per the guidelines from Ministry MSME & Start-up participation are being encouraged in major bids \ tender. Please confirm. The ministry circular is attached herewith. | No Change. The RFP pertains to Selection of Vendor for Enhancement, Development, Production Support and Maintenance of Sugar Development Fund. Vendor for this contract has to develop and maintain SDF Portal, which is critical for security operations as define in para 3 of Office Memorandum No. F.20/2/2014-PPD (Pt.), issued by Department of Expenditure, Procurement Policy Division, Ministry of Finance. |

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