

Corrigendum - 2/ Response to Pre-bid queries - Engagement of IT Service Provider for Development of technology platform for DAY NULM project
(GeM bid No.: GEM/2024/B/5432859)

Date: 03.10.2024

S. No.	Bidding Document Reference(s) (Section number/ page)	RFP section requiring Clarification	RFP points requiring Clarification	Queries of the bidder	Changes/Responses
1.	Scope of Work and Deliverables (Section III Page 5)	Takeover of existing application	Participate in the knowledge transfer sessions facilitated by the Executing Agency and present vendor of NULM application to understand the application design, functional and technical architecture, code walk-through, API integrations with external applications and tools, and database design of the existing NULM application.	Please confirm whether these knowledge transfer (KT) sessions will be conducted onsite or remotely.	The knowledge transfer sessions can be done remotely or onsite based on the availability.
2.	Scope of Work and Deliverables (Section III Page 6)	Methodology	OTP Verification: On selecting a new form an OTP is generated on individual's mobile number or on their alternative number that can be added in case the fetched mobile number is not in use, and the form can only be filled post-verification of the OTP	1. Based on our understanding, a bulk SMS package will be required. Could you please clarify who will be responsible for covering the cost? Additionally, could you provide an estimate of the number of SMS messages that will need to be sent daily or monthly? 2. To develop OTP functionality, SMS integration is essential. Will the cost of procuring the 3rd party SMS integration module be borne by the client?	The cost for bulk SMS package will be covered by QCI. The no. of messages to be sent will be realized during requirement discussions.
3.	Scope of Work and Deliverables (Section III Page 8)	Functional Requirements – Web Application	Setting up systems for E-KYC of beneficiaries with UIDAI portal.	We understand that all necessary APIs for integration with the UIDAI portal will be provided by QCI. Kindly confirm if this understanding is correct.	Yes, the APIs for integration will be provided by QCI
4.	Scope of Work and Deliverables (Section III Page 8)	Functional Requirements – Mobile Application (Android and iOS)	Mobile Application to conduct profiling of the individual and updating sanctioning status of schemes. Mobile app feature also available for ULB official to capture camp details and for Nodal officers to update scheme status.	We assume that all costs associated with Android and iOS development accounts will be covered by QCI. Kindly confirm.	Only developer accounts for deploying the builds will be provided for play store and app store. The builds will have to be developed by the engagement partner by themselves.

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5.	Scope of Work and Deliverables (Section III Page 9)	Functional Requirements – SMS implementation in all regional languages	SMS to be sent to the individual's mobile number to inform him/her about their eligibility for the schemes. SMS templates to be created in all regional languages as shared by MoHUA.	We assume that QCI will provide the content for regional languages, including SMS templates and any other content-related requirements. Please confirm.	Yes, approved templates will be provided.
6.	Scope of Work and Deliverables (Section III Page 9)	Functional Requirements – Additional Components	1. Integration with NFSA database for Urban Poor Household data 2. Integration with universal dashboard of Digital India Corp (DIC) 3. Integration with Lok OS 4. Integration with Udyami Mitra portal (Winjit)	We assume that all necessary APIs for integration with existing portals will be provided by QCI. Please confirm if our understanding is correct.	Yes, necessary APIs will be provided.
7.	Scope of Work and Deliverables (Section III Page 8)	Point G 1 (x)	Setting up tech-based systems of quality check & support –Quality check of data received through survey, on call support to ULBs/ Districts/ States & in-line Ministries.	Are there any standards provision by QCI to validate the quality check?	No standard provision, the basic quality check to be performed through data validation and logical analysis. To be discussed more during requirement gathering phase.
8.	Scope of Work and Deliverables (Section III Page 8)	Point G 1 (xi)	Setting up systems for E-KYC of beneficiaries with UIDAI portal.	UIDAI creds and interaction will be provisioned by QCI?	To be provided by QCI.
9.	Scope of Work and Deliverables (Section III Page 9)	Point G 4	Derive schemes based on profiling data: Implementation of business rule and rule engine to derive eligible schemes for the individuals and their families.	Criteria of qualification and priority will be provided by QCI?	To be provided by QCI.
10.	Scope of Work and Deliverables (Section III Page 9)	Point G 6	Additional Components	All integration credentials will be provisioned by QCI?	To be provided by QCI.
11.	Scope of Work and Deliverables (Section III Page 8)	Point G 3	Design a questionnaire tool, with respect to the broad areas (mentioned above) of socio-economic profiling.	Changes to rules or questionnaire would be backward compatible or they should be forward accountable only?	Not required to be backward compatible. Already qualified profiles should not get affected.

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12.	Scope of Work and Deliverables (Section III Page 10)	Technology Facilitator – Onsite	A technology facilitator shall be deployed on site by the executing agency who will play a key role in streamlining communication, ensuring the development, integration of tools and platforms, and supporting the team in utilizing technology efficiently	Could you please specify the duration for onsite manpower deployment? Should the resources be deployed for the entire contract period, or only for the development phase?	The onsite resource will have to be deployed for the entire contract period (24 months).
13.	Scope of Work and Deliverables (Section III Page 10)	DevOps and Infrastructure Requirement	<ol style="list-style-type: none"> 1. Azure Repo Project Setup 2. Build Process Documentation 3. Bug Resolution if pipeline has some issues in code scanning 4. Creation of secret manager to store secure information. 5. Pipeline setup, automation and monitoring 	<p>Here, we assume that the hosting infrastructure will be provided by the client, and the successful bidder will be responsible only for the deployment.</p> <p>Please confirm.</p>	Yes, the hosting infrastructure will be provided, and bidder will be responsible for pipeline setup and code deployment and support related activities
14.	Scope of Work and Deliverables (Section III)	-	General Query	<p>Could you please clarify if data migration is required for this project?</p> <p>If so, kindly provide details on the database technology stack, and specify the size of the data (in GBs) that needs to be migrated from the existing platform to the newly developed one.</p>	<p>Data migration might be required to be done.</p> <p>The database will be postgresql-14, web application built on angular and .net and the size of the data would be approximately around 150-200 GB.</p>
15.	Scope of Work and Deliverables (Section III)	-	General Query	Is there a preferred technology stack for the development of the new web portal and mobile application, or should the successful bidder propose one?	The successful bidder can use any open-source technology stack.
16.	Scope of Work and Deliverables (Section III)	-	General Query	We assume that the existing domain name will be used and QCI will be responsible for its renewal. Please confirm.	Yes, domain name will be provided by QCI and be responsible for its renewal.
17.	Scope of Work and Deliverables (Section III)	-	General Query	Who will bear the cost of any paid plugin or licensed tool as and when required during the contract period - QCI or Successful Bidder?	QCI will provide, considering the selected bidder will elaborate the requirement during analysis phase.

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18.	Scope of Work and Deliverables (Section III Page 5)	Takeover of existing application	The Selected Bidder shall take over the management of the existing NULM application from the start of the contract till the go-live of all modules of NULM 2.0 iii. Re-design/Re-develop NULM application as per below mentioned requirements.	<ol style="list-style-type: none"> 1. What is the tech stack of the current NULM system (server details, code architecture, database, etc.) 2. What are the modules, functionalities and capabilities in the current NULM application? 3. Do we need to build a new platform or enhance the current platform with new modules/features? 	<ol style="list-style-type: none"> 1. Current application is built using .net and angular. 2. The current NULM application includes – Data collection, Scheme eligibility modules along with dashboard and data sharing through APIs. 3. Upon completion of discovery and requirement gathering phase, technology service provider may be required to revamp or redevelop the platform.
19.	Scope of Work and Deliverables (Section III Page 5)	Scope of Work and Deliverables	The technology platform shall comprise of the following: - <ol style="list-style-type: none"> i. Web Application (profiling, sanctioning of schemes and monitoring purpose) ii. Mobile application (for doing profiling and sanctioning of schemes) iii. Dynamic public dashboard – representation of programme statistics and progress on the basis of data collected on the web application. 	<ol style="list-style-type: none"> 1. Is there an existing infrastructure on which the web-based information management system can be hosted, or it needs to be procured? 2. If the infrastructure needs to be procured, will the cost be borne by the client? 3. The Mobile application needs to be Native/Hybrid, i.e. Is there a requirement to host the mobile application on Google Play Store & iOS App Store which results in dependency on respective organizations or, the app can be downloaded & installed from browser? 	<ol style="list-style-type: none"> 1. Existing infrastructure is there 2. Infrastructure will be provided by QCI 3. The mobile apps need to be hosted on play store and app store
20.	Scope of Work and Deliverables (Section III Page 6)	Security Features	Security Mechanism: Regular security audits and penetration testing. Performance Testing: Conducting load, stress, and endurance testing. Regular security audits and penetration testing.	<ol style="list-style-type: none"> 1. Is the client responsible for engaging a third-party to conduct a security audit, or is it expected that the service provider will coordinate this? 2. Period intervals in which security audit and PT required to be done. 	QCI will engage the STQC-empanelled lab to conduct security and performance audit. The service provider is required to fix the issue(s) identified during the audit. The audit may be conducted every 6 months or as required by QCI.
21.	Scope of Work and Deliverables (Section III Page 7)	Dashboards & Analytics	Custom reports and export will also be added in the system as per formats and specifications shared by Ministry.	Can you share the formats in which reports needs to be exported?	Csv/ Excel/ PDF

22.	Scope of Work and Deliverables (Section III Page 7)	Point # B(7)	Allow users to customize their dashboards based on their preferences and requirements. Provide options to add, remove, and rearrange widgets or modules to tailor the dashboard layout to individual needs. Incorporate interactive charts, graphs, and other visualizations to present data in a meaningful and engaging way. Enable users to drill down into specific data points, filter information, and perform comparative analysis.	Under whose scope would the subscription for chart library be lying? Will the vendor absorb the cost or will QCI provide the subscription of chart library cost. Vendor will provide the collection of different report widgets which can be arranged and organized by user as per the preference.	QCI will provide the subscription for chart library.
23.	Scope of Work and Deliverables (Section III Page 7)	Dashboards & Analytics	An analytical BI tool (if required in addition to custom reports) should be provided in the project that will be useful to conduct detailed analytics on different parameters of the application.	Could you please confirm whether a specific licensed BI tool is required to be provided or integrated with the system? If so, who will bear the cost of the license? Or is there a need to develop an analytical tool within the web application itself using an open-source technology?	Any tool can be integrated that fulfils the requirement. If it is a paid version, the cost will be borne by QCI.
24.	Scope of Work and Deliverables (Section III Page 7)	Data Collection	Prefilled fields from Udyami Mitra database to be derived through APIs. The mode of capturing data (door to door or calling the beneficiaries one by one) will be as per the discretion of ULB and MoHUA.	In what format is the data that needs to be integrated available? Is there a need to transform the data into a structured format and load the data into a single database? Are there any APIs to consume the data?	Integration requirements are evolving and mostly APIs will be provided wherever required.
25.	Scope of Work and Deliverables (Section III Page 8)	Functional Requirements	Mobile Application (Android and iOS): Mobile Application to conduct profiling of the individual and updating sanctioning status of schemes. Mobile app feature also available for ULB official to capture camp details and for Nodal officers to update scheme status	The Mobile application needs to be Native/Hybrid, i.e. Is there a requirement to host the mobile application on Google Play Store & iOS App Store since this results in dependency on respective organizations for hosting or, the app can be downloaded & installed from browser? This information will help us allocate resources for the project.	The mobile apps need to be hosted on play store and app store.
26.	Scope of Work and Deliverables (Section III Page 8)	Functional Requirements	Setting up systems for E-KYC of beneficiaries with UIDAI portal.	Will the cost of procuring the API be borne by the client?	Yes
27.	Scope of Work and Deliverables (Section III Page 9)	Functional Requirements	Additional Components	Are the APIs available for integrating these external systems?	Not currently. Will be made available by QCI.

28.	Scope of Work and Deliverables (Section III Page 10)	Functional Requirements	Apart from above mentioned integration the system should be made in a way that allows adding more integration as required by the MoHUA	Could you please provide an estimate of the number of integrations expected for this project? This information is essential for accurate effort estimation.	Integration requirements are evolving and mostly APIs will be provided wherever required.
29.	Scope of Work and Deliverables (Section III Page 10)	Deliverables	CI/CD Pipeline Setup	Is it expected that the code is integrated and tested via automated test cases to deploy or a regular pipeline in the form of a git repository/FTP qualify as a pipeline?	May not require automated test cases.
30.	Scope of Work and Deliverables (Section III Page 10)	Technology Facilitator – Onsite	A technology facilitator shall be deployed on site by the executing agency who will play a key role in streamlining communication, ensuring the development, integration of tools and platforms, and supporting the team in utilizing technology efficiently.	The corrigendum asks for a full stack developer profile however, the activities to be performed by the user is that of techno-functional expert. Kindly clarify the role of the requested profile.	<p>The tech facilitator will be responsible for managing, testing and monitoring all the technical aspects of assessment technology tool. The work includes requirement gathering, documentation, stakeholder coordination, UAT, daily monitoring & analysing data back-up, analysing the user load using load testing tool on regular basis and manage the sizing of the server accordingly, fetching data and reports from the system, troubleshooting the system in case of any problem occurs during live project, facilitate the process on technology integration for example SMS feature integration, API integrations with other sites, work with PMU team to help them provide quality support and knowledge transfer at the end of the project from the technology vendor as per the requirements.</p> <p>An interview will be conducted by the QCI team after the selection of the agency to finalize the technology facilitator to be deployed onsite.</p>
31.	Scope of Work and Deliverables (Section III Page 10)	Functional Requirements	DevOps and Infrastructure Requirement 1. Azure Repo Project Setup 2. Build Process Documentation 3. Bug Resolution if pipeline has some issues in code scanning 4. Creation of secret manager to store secure information. 5. Pipeline setup, automation and monitoring	Does the service provider need to handle the server, or does QCI have an existing vendor who manages the server? It is mentioned "Azure Repo Setup", will the application be hosted on Microsoft Azure?	<ul style="list-style-type: none"> • The server will be managed by QCI. • The engagement partner will be responsible for setting up CI/CD pipeline and then pushing the code on it from time to time. • Application can be hosted on AWS/Azure. For CI/CD pipeline setup, QCI uses Azure DevOps platform.

32.	Terms and Conditions (Section VII Page 20)	Non-Compete	During the term of this Agreement and for a period of two (2) years following its termination or expiration, whichever is earlier, the Service Provider agrees not to directly or indirectly engage in, provide services to, or have any financial interest in any business or enterprise that provides services similar to those provided to QCI to any client of QCI ("QCI Client"). The geographic scope of this non-compete obligation shall extend to India.	For ownership of the delivered applications, a separate clause (IP) is part of the RFP. It is suggested to remove the non-compete clause, as it is restrictive and could impact future opportunities for the bidder.	No change. Kindly submit as per bid document.
33.	Pre-Qualification Criteria (Section IV Page 11)	Annual Turnover	Average turnover of at least ₹ 3 (three) cr. Generated in the past three (3) financial years (2021-22, 2022-23 and 2023-24).	It is proposed to increase the minimum average annual turnover of INR 30 Crores (Rupees Fifty Crores only) from IT Consulting/Implementation services. This shall attract only the serious bidders with quality credentials.	No change. Kindly submit as per bid document.
34.	Pre-Qualification Criteria (Section IV Page 11)	Work Experience	At least 04 (four) completed/ongoing projects/ contracts with each project/ contract having a minimum contract value of INR 25 (twenty-five) Lakhs or more, at least 02 (two) completed/ongoing projects/contracts with each project/ contract having a minimum contract value of INR 75 (seventy-five) Lakhs or more	It is suggested to increase the minimum contract value to Rs 2 Crore for 2 completed/ongoing similar projects as it will enable players with large scale web development experience to bid given the complexity and scale of the project.	No change. Kindly submit as per bid document.
35.	Pre-Qualification Criteria (Section IV Page 11)	Certificates	ISO 27001 certificate, or CMMI L3 credentials	It is suggested to revise the certification criteria, making it mandatory to submit both the certificates and revising CMMI L3 to CMMI L5 as it will ensure that good quality service providers with relevant risk mitigation capabilities and have achieved a certain level of process maturity.	Removed
36.	Evaluation Criteria (Section V Page 12)	Point 1	Company Profile - Including (but not limited to industry-specific domains with strong leadership, commitment to innovation, and successful execution of national-scale projects.	It is suggested refining this evaluation criteria to include specific quantitative attributes for better assessment. This can be rephrased as: <ul style="list-style-type: none"> • 5 marks for average turnover of at least Rs.30 Crores • 2 marks for each additional turnover of Rs.5 crore above Rs. 30 crores 	Revised evaluation criteria are given below.

37.	Evaluation Criteria (Section V Page 12)	Point 3	<p>Case study for previous 4 similar assignments with work order value of INR 50 lakhs or more undertaken in past 5 years (out of which minimum 3 references from Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities). Additionally, the 4 case studies presented should clearly display their experience of the above requirements:</p> <ul style="list-style-type: none"> i. Microservices Architecture- The bidder should have experience in development of microservices architecture-based applications. ii. Large data warehousing- The bidder should have experience of developing large data warehousing applications. <p>(5 marks to be accorded per case study, maximum marks to be accorded for this will be 20)</p>	<p>It is suggested that the evaluation criteria are revised to case studies/citation/credential of large-scale technology platform development for management of national/state level mission/scheme/programme in last 5 years.</p> <ul style="list-style-type: none"> i. Development experience of Web Applications for Central/State Government/Departments/PSUs projects - 10 Marks (3 marks per citation) ii. Development experience of Mobile Application for Central/State Government/Departments/PSUs projects- 10 marks (3 marks per citation) <p>It is requested to provide a format for case studies/citation/credential for uniformity & relevant supporting documents (work order/contract agreement/phase completion/ completion certificate/self-authorized certificate)</p>	Revised evaluation criteria are given below.
38.	Evaluation Criteria (Section V Page 12)	Point 5	Profile of proposed resources as well as the team composition by area of expertise, years of experience, the position that would be assigned to each resource, and their tasks along with timelines for completion.	It is suggested to define the number of resources required, key qualification required for each resource and evaluation criteria to identify the right resource-mix for project delivery.	Revised evaluation criteria are given below.
39.	Terms and Conditions (Section VII Page 13)	Maintenance support, Warranty	The Service provider confirms and warrants to QCI that commencing on the issuance date of the work order and for a period of 6 months thereafter, (the "Warranty Period") the web portal (including software and hardware components as well as any materials, subsystem embedded in the System)	Is the hardware deployment (Infra) is going to be absorbed by service provider?	To be provided by QCI.
40.	Terms and Conditions (Section VII Page 14)	Change Request/ Modification	The service provider shall modify or update the Web portal (including any content contained in the Web Portal) and available services upon request from QCI, from time to time. The Service	It is requested to add one point, "Terms and Conditions of any change shall be mutually agreed between service provider and client"	The service provider shall modify or update the Web portal (including any content contained in the Web Portal) and available services upon request from QCI, from time to time, as mutually agreed upon by the

			Provider shall provide reasonable notice of any modification or update to the Web portal, unless it is impracticable to do so.		service provider and QCI. The Service Provider shall provide reasonable notice of any modification or update to the Web portal, unless it is impracticable to do so.
41.	Terms and Conditions (Section VII Page 15)	Payment Terms	<ul style="list-style-type: none"> • Upon successful completion of the 50 % of the work • Successful Completion of UAT Testing with Report submission and UAT test plan Submission 	<ol style="list-style-type: none"> 1. How will the completion of 50% of work be measured? Is it based on the number of sprints required for development and then once half the sprints are completed or based on number of story points. Kindly clarify. 2. What would be the required duration of the UAT or is the duration of UAT to be proposed by Vendor based on the overall scope of work? Kindly clarify 3. General Query: The payment terms seem to be defined for the development and warranty phase. What would the payment terms for the maintenance phase? 	<ol style="list-style-type: none"> 1. To be discovered during requirement phase, as per finalisation of modules. 2. Yes, to be proposed by vendor. 3. As per corrigendum-1 dated ____ (available on GeM portal)
42.	Terms and Conditions (Section VII Page 19)	Training	The service provider shall organize user trainings upon completion of the development phase and shall facilitate a smooth handover and transition of the system by the user department	These user trainings shall be done virtually or in person or a hybrid approach shall be followed on need basis. Is there an upper limit on the number of trainings sessions required to impart the requisite knowledge to the application users?	It can be done remotely or onsite based on the availability.
43.	Terms and Conditions (Section VII Page 22)	Indemnity	Service Provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.	It is suggested that the liability of the service provider in this clause is capped at less than equal to 1x of the agreement value.	Limitation of Liability: The total aggregate liability of the Service Provider, whether arising from breach of contract, or any wrongful act other than a breach of contract (including negligence), breach of statutory duty, or otherwise, in connection with this Agreement, shall not exceed an amount equal to five (5) times the total fees paid or payable to the Service Provider under this Agreement.
44.	Terms and Conditions	General Conditions	General Clarification	Please include the limitation liability criteria capped at less than equal to 1x of agreement value.	

45.	Bid Submission end date & time	Bid Submission end date & time	General Request	<ul style="list-style-type: none"> • It is requested to extend the RFP submission deadline by minimum of three weeks. The interested bidder shall require more time to prepare relevant proposal and arrange necessary documentary proofs required to pursue the opportunity post receiving the pre-bid queries responses. • We kindly request an extension of the bid submission deadline by 7 additional working days from the current deadline of 04th October 2024, to enable the bidder to submit the most competitive proposal. 	The deadline for submission has been extended to 10.10.2024 by 6 PM.
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Revised Evaluation Criteria

S. No.	Criteria	Weightage
1	Company Profile <ul style="list-style-type: none"> Turnover – 10 marks <ul style="list-style-type: none"> 3 to 5 crores – 2 marks 5 to 7 crores – 4 marks 7 to 9 crores – 8 marks Above 9 crores – 10 marks ISO 27001 certificate, or CMMI L3 credentials – 5 marks Employee strength (IT services) – 5 marks <ul style="list-style-type: none"> At least 50 IT professionals – 1 mark 50 to 100 IT professionals – 2 marks 100 to 150 IT professionals – 3 marks 150 to 200 IT professionals – 4 marks Above 200 IT professionals – 5 marks 	20
2	Brief about the understanding of the mentioned scope of work <ul style="list-style-type: none"> Knowledge of Key Characteristics (as mentioned in SoW) – 5 marks Problem-Solving Approach – 5 marks Understanding of Stakeholder Management – 5 marks Familiarity with Industry Standards/Tools/Best Practices – 5 marks 	20
3	A description of the approach, methodology, and work plan for performing the assignment covering the following subjects: <ul style="list-style-type: none"> Technical approach and methodology – 5 marks Proposed Work plan, activity schedule and timelines – 5 marks Proposed design and architecture – 5 marks Demonstration of mock-ups – 5 marks 	20
4	Case study for previous 4 similar assignments with work order value of INR 50 lakhs or more undertaken in past 5 years for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies, and private organisations. Additionally, the 4 case studies presented should clearly display their capability of development of microservices architecture-based and large data warehousing applications. <ul style="list-style-type: none"> For case studies with similar assignments conducted for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, and autonomous bodies – 5 marks per case study For case studies with similar assignments conducted for private organisations – 3 marks per case study <p>(maximum marks to be accorded will be 20)</p>	20
5	Profile of proposed resources as well as the team composition by area of expertise, technical strength and years of experience.	20
	Technical Score	100