

Reply to Prebid queries-RFP for Automation of CDRI Systems

Dated: 19 January 2024

S. N.	Page No.	Clause/Section	Clarification Sought/ Change requested	CDRI's Response
1.			Can we request for relaxing the financial eligibility criteria in this RFP for companies registered under MSME	Revised: The Agency should have a minimum cumulative turnover of USD 3 million (or equivalent) for the last 3 financial years. <i>No other relaxation/exemption allowed.</i>
2.	Page 19	Section 2 Part II Data Sheet (Row 16) Ref. clause 15.4 and 15.6	Can we request for relaxing the CMMI certification criteria in this RFP for companies registered under MSME	CMMI certification is a scoring criterion, wherein level 4 and above would get 100% marks. Agencies having CMMI certification lower than level 4 would get marks proportionately.
3.			Is there any lower limit to the number of third-party integrations required (e.g. How many Payment Gateways, travel booking platforms, hotel booking platforms, ride-hailing services to be integrated)	Initially 5-7 third party integrations would be required. Kindly prepare proposal accordingly.
4.			Is the third-party integration required for specific preferred partners	
5.			Are there any restrictions on the number of partners for a Joint Venture	No, there is no restriction on number of partners. Consortium/ JV to be supported by mutual agreement between the parties.
6.	Page 17	Section 2 Part II Data Sheet (Row 10) Ref. clause 9.3.1	We'd request for more clarity on tentative/ estimated number of professional months required for the Assignment/job?	This would be totally dependent on Company's expertise. Kindly prepare proposal accordingly.
7.	Page 19	Section 2 Part II Data Sheet (Row 16) Ref. clause 15.4 and 15.6	What is meant by "share working models of similar work" in Technical Eligibility?	Share experience of projects of similar nature as per ToR.
8.	Page 22	Section 2 Part II Data Sheet (Row 19) Ref. clause 16.2	Is the team required to visit office regularly or only when necessary?	Team visits to CDRI secretariat would be occasionally required.
9.	Page 24	Section 3 PQ 1: Format for Power of Attorney for Signing of Application	The submission of the Power of Attorney is required to be submitted on a 100 Rs. non judicial stamp paper or some other form of submission is expected?	Power of Attorney to be provided on INR 100 non judicial stamp paper.

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10.	Page 24	Section 3 PQ 1: Format for Power of Attorney for Signing of Application	What is meant by a "certified copy"? Can a resolution on company's letter head be considered as a certified copy here?	
11.	Page 25	Section 3 PQ2: Format for affidavit certifying that Agency (consulting firm)/ director(s) of consulting firm are not blacklisted	How to determine the relevant value here? Whether a 100 Rs. non judicial stamp paper will suffice?	Provide affidavit on INR 100 non judicial stamp paper.
12.	Page 27	Section 3 Form Tech-2 - Agency's Organization and Experience	"The brief description should include ownership details, date and place of incorporation of the firm" We'd request clarity on what information is required to provide as ownership details	Certificate of Incorporation, and/or other relevant documents along with brief of company's profile to be submitted.
13.	Page 29	Section 3 Form Tech-3 - Description of approach and methodology for performing the assignment/job	As per the note, the total page limit shall not exceed 50 pages. Does this apply to the inclusion of detailed CVS as well?	The limit is for technical proposal except detailed CVs. Agencies are requested to provide relevant experience information about staff as per ToR only.
14.	Page 33	Section 3 Form Tech-6 - Staffing schedule	The staff input from 1 to 6 is not clear in this form. As per our understanding, 1 to 6 are the deliverables and we have to identify and map the time inputs for each expert. Please clarify?	The staff input from 1 to 6 are representing the number of months (indicative as the total no. of months and the required staff inputs to be proposed by the agency)
15.	Page 33	Section 3 Form Tech-6 - Staffing schedule	The input instructions for both key and non-key experts are not clear, we request for more information on this.	It is up to the agencies to indicate key staff and non-key staff requirements. Kindly prepare proposal accordingly.
16.	Page 33	Section 3 Form Tech-6 - Staffing schedule	For the staff input for home and field work, what would be the ratio for both? (80:20 or 70:30)?	There is no such field work except occasional visits to CDRI Secretariat.
17.	Page 35	Section 3 Form Tech-8 - Information regarding any conflicting activities and declaration	Are both the parties required to submit this declaration? (Lead firm and consortium)? Can the lead firm submit this information on its letter head with authorized signature of the consortium partner?	Lead agency should take legal liabilities for their consortium parties. The JV/ consortium should be countersigned by all the parties involved.
18.	Page 36	Section 3 Form Fin-1- Financial Proposal Submission Form	"Data migration from existing system" We'd request to share the size of the database.	Total document size that <u>needs to be referenced</u> in ERP is approximately 65 GB.

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19.	Page 38	Section 3 Form Fin-2- Summary of Payment Terms	The format does not have column for cost and taxes (value) for the deliverable. We'd request clarity on how to provide cost and taxes of other cost relevant to the project.	Fin-2 contains proposed percentage of payment as per delivery of milestone. Agencies are expected to propose deliverables and corresponding percentage of total cost.
20.	Page 50	Additional Requirement	"The selected service provider should be tested thoroughly and provide a demo and end user training before the Go-Live of the software solution. User manuals, Developer manuals and Training of all users." We'd need clarity on number of trainings, number staff to be trained, mode of training.	No. of trainings: Please propose based on the previous experience. Number of staff: Around 70 (Core user around 20) Mode of training: Both offline and online
21.	Page 50	Additional Requirement	"The agency should provide hyper care of minimum 1 month from Go-Live date" Could you please describe "hyper care" in the aforementioned requirement?	The period immediately following a system Go-Live where an elevated level of support is available. The agency should provide the above-mentioned support for a period of 1 month from the date of Go-Live.
22.	Page 50	Additional Requirement	We request for clarity on what would be the extensiveness of the content management facility? Is it limited to the ERP software content and document? Do we have to make scanning of old physical files and upload the same?	The functionality of Content Management System (CMS) should be as per scope of work. On a separate note, for data migration scanning of old physical files is not required as the files are already available in the pdf format.
23.	Page 50	Additional Requirement	Kindly clarify, for notifications, do we have to provide the SMS and Email volume packs? Or it will be provided by CDRI	Notification should be linked to CDRI's official email id . It would be provided to the onboarded agency.
24.	Page 50	Additional Requirement	Kindly clarify, for payment gateway integration, who will bear the 3rd party payment gateway integration charges and cost? Do we have to add such costs? There are recurring transaction fees involved for each payment for each transaction.	Initially 5-7 third party integrations would be required. Kindly prepare proposal accordingly.
25.	Page 50	Additional Requirement	Kindly clarify, who will bear the cost of SSL certificate? Do we have to add such cost in bid for three years?	It would be agency's responsibility to provide SSL certificate. Kindly prepare proposal accordingly.
26.	Page 50	Additional Requirement	Kindly clarify, who will be responsible for taking daily data backups of the proposed ERP solution? Do the responsibility of taking backups will lie on the bidder?	Yes, the responsibility of auto backup would lie with the agency.

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27.	Page Number 19	Point Number ii Financial Eligibility: The Agency should have a minimum average turnover of USD 5 million (or equivalent) for the last 3 financial years.	Request you to encourage startups by providing relaxation for the same.	Revised Financial Eligibility criteria: The Agency should have a minimum cumulative turnover of USD 3 million (or equivalent) for the last 3 financial years.
28.	Page Number 19	Point Number iii The Agency must have experience of at least 10 years in undertaking project of similar nature (share working models of similar work).	Request you to encourage startups by providing relaxation for the same.	No changes made.
29.		SMS Gateway, Email Gateway and Payment Gateway	Our assumption is the required SMS, Email and Payment Gateway services will be provided by CDRI. Request you to clarify the same.	Notification should be linked to CDRI's official email id . It would be provided to the onboarded agency. Provision for 2-3 payment gateway services may be proposed by the agency. Kindly prepare proposal accordingly.
30.		Project Plan	Is there any tentative timeline to develop/customize the system as per the requirement of CDRI?	Depend on agency's earlier experience. It should be part of Approach & Methodology proposed by the applying agencies.
31.		Data Migration	Our assumption is the amount of data to be migrated is less than 1GB. Request you to clarify.	Total document size that <i>needs to be referenced</i> in ERP is approximately 65 GB.
32.		Training Plan	Our understanding is the training has to be provided to 20-30 personnel on Train the Trainer basis. Request you to provide more information on the training as this impacts the commercials.	Number of staff: Around 70 (Core user around 20)
33.		International Experience	Request you to consider Indian projects for this criterion and give Indian companies a fair chance to participate in the tender opportunity.	Please provide details as per RFP document.
34.		Manpower Deployment @ CDRI	Our assumption is there is no manpower deployment onsite throughout the contract period. Request you to clarify the same.	Manpower deployment at client's site is not required.