

Tamil Nadu Power Finance and Infrastructure Development Corporation Limited

No.490/3-4, Anna Salai, Nandanam, Chennai – 600 035, Phone : 044 - 2432 9945 / 46, Fax : 044 24329914, E-mail: syanlt.tpfidc@tn.gov.in

Assignment Title: Procure, Customize, Implement and Maintain Finance Management System over Infrastructure as a Service Cloud

Reference No: TNPFC/SWRUP/2018-19/01

Prebid Query Response dated 15.03.2019

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
1	2.2.2. Mobile Capabilities – API Integration	62	Note: Public Web Portal and Mobile Application is not part of this RFP’s Scope and the functionalities listed here is only for 2 way API Integration provisioning.	Please confirm the cloud based API manager can be used.	Clarified as Cloud Service Provider’s native Data / API Management Service – PaaS or SaaS should be utilized to monitor data metering across Mobile and Web Portal to Finance Management System
2	2.2.3. Additional Scope – Bidder to quote for additional scope topic wise – optional technical solution and optional financial quotes to be submitted	63	To enable advance notification and (with one-way and dual-way) conversations with customers leveraging social messaging services (such as WhatsApp and other means)	Please confirm Microsoft Kaizala also be used as social messaging services besides WhatsApp.	TNPF & IDCL limits social messaging to WhatsApp for this techno-commercial
3	2.4.2 Interoperability	71	The target system should have the capability to enable sharing of data with other external entities and receive information leveraging APIs or similar means.	Please confirm the cloud based API manager can be used.	Clarified as Cloud Service Provider’s native Data / API Management Service – PaaS or SaaS should be utilized to monitor data metering across Mobile and Web Portal to Finance Management System
4	2.4.6. Scalability	73	The TNPF & IDCL currently sees about 100 – 150 new	Please confirm should cloud based DevOps can be used for rapid application development,	Clarified – new application as fresh deposit application per day

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			applications on a daily basis with a mix of walk-ins and via post; this in addition to ~30% of transactions (renewals, service requests, loan requests, etc) on existing accounts.	deployment and change management.	
5	2.4.8. Cloud Service Provider	75	The application (Public Web Portal & backend for Mobile App) should be hosted in a secure cloud environment. The Cloud Service Provider (CSP), offering Government Community Cloud deployment model, needs to be empanelled with MeitY and certified by STQC.	Please confirm if all the Dev, Test, UAT, Production etc. environments mandated on the same Cloud Services provider.	Clarified as, Testing / Staging Environment and Production Environment/Instance must be from the same CSP. Development Environment must not be part of TNPFC & IDCL's Staging and Production Environments/ Instance
6	Ernest Money Deposit (EMD)	14	Ernest Money Deposit (EMD) of Rs. 1,50,000 in the form of Demand Draft in the name of CMD, Tamil Nadu Power Finance and Infrastructure Development Corporation Limited	Requesting exemption from EMD in case of Central / State PSU Units	In Case of Sole bidder, Central/State/PSU or any Government (undertaking) society / company is exempted from EMD. In Case of Consortium, EMD must be submitted

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7				we have a payment suite to accept and make Payments through various Payment channels (NEFT,RTGS, IMPS, UPI, Cards and Wallets) with settlements and reconciliation MIS Reports.	Vendor can propose usage of own payment suite provided, their own payment suite process more than 5000 Crores worth of transaction in a given year.
8				Maximum expected concurrent users (Citizens and Department Officials)	Departments Officials – 100 Citizens – 1,000 Should be dynamically scalable to Citizens/ depositors of 10000 concurrent users with zero notice period in near real time basis.
9				Maximum expected transactions per day and approximate size of each transaction.	Maximum number of transactions per day 1000 Should be dynamically scalable to 10000 transactions per day with zero notice period in near real time basis.
10	Draft Contract for Successful Bidder	97		Is it Time based or Lump Sum Contract	Clarified as Lump Sum Contract
11	Payment Terms and Schedule	95	7.1.2) Payment on Operating Costs (Opex) During the contract period, the implementing	In price bid format can you provide pricing for 5 years of O&M	Clarified as below, Bidders have to provide 2 year O&M cost as part of Financial Bid inclusive value.

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			consultant would be paid on a QUARTERLY basis as per the “maintenance rates” discovered as part of the commercial bid for the FMS application.		Bidders must also provide a separate annexure - optional 5 year O&M costing
12	Bid Validity Period		Bid shall remain valid for the time period mentioned in the Bidding Data Sheet.	What is the validity period of the bid?	Validity period of the bid is 120 days.
13	Evaluation of Full Technical Proposals	17	(i) Specific experience of the SI/Implementing Consultant relevant to the Assignment: Experience in the Finance Management domain, working with Banks / NBFCs / deposit collecting PSUs / and for government	Can you give break up of 30 marks scoring requirements	Clarified as following, (i) Specific experience of the SI/Implementing Consultant relevant to the Assignment: Experience in the Finance Management domain, working with Banks / NBFCs / deposit collecting PSUs / deposit collecting government department Project Citations – 10 Project and above – 30 Points 8 Projects – 20 Points 6 Projects – 15 Points 4 Projects – 10 Points Minimum 2 Projects – 5 Points

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	Evaluation of Full Technical Proposals	17	(ii) Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs):	Can you give break up of 30 marks scoring requirements	Clarified as following, Solution Architecture – 5 Points PAAS / SAAS Usage – 10 Points Approach & Methodology – 10 Points Work Plan – 5 Points
	Evaluation of Full Technical Proposals	17	Transfer of knowledge (training) and Support program (relevance of approach and methodology):Total points for criterion (iv): 20	Can you give break up of 20 marks scoring requirements	Clarified as following, Initial Training Approach <ul style="list-style-type: none"> • Proposed User Manual, FAQ and How To Guide – 5 Points • Training using on self-service screen demonstration – 5 Points Application Support Methodology – 10 Points

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7. Payment Terms and Schedule

7.1) Payment Terms

The payment to the implementing consultant will be made based on the software development cost and opex cost incurred during the execution of the project.

7.1.1) Payment on Software Development Cost (CAPEX)

The payment to implementing consultant for the software development cost shall be paid as per the following milestones and deliverables.

S. No.	Items	CAPEX Payment Terms
1	Submission of System Requirement Specifications (SRS) and sign off	10% of CAPEX
2	Software Setup and Installation in proposed Cloud environment with Development/Modifications and Unit testing of Finance Management System	30% of CAPEX
3	Successful Data Migration of existing deposit & depositor data	30% of CAPEX
4	Submission of Application Knowledge Documents & User Manual	10% of CAPEX
5	Support Application Security Audit by Cert in-Certified Agency for Hosting in CSP	10% of CAPEX
6	Go-Live	10% of CAPEX

7.1.2) Payment on Operating Costs (Opex)

During the contract period, the implementing consultant would be paid on a QUARTERLY basis as per the “maintenance rates” discovered as part of the commercial bid for the FMS application.

- Maintenance rates: The implementing consultant shall quote the cost of quarterly maintenance for invoicing.
- Quarterly Payment shall be made by the department on submission of invoice by implementing consultant.
- Implementing consultant is also supposed to meet the service levels defined in this RFP. The payment to the implementing consultant shall be made after deducting the penalties, if any, based on the SLA calculation.

7.2) Taxes and Statutory Payments

- a.) All payments agreed to be made to the implementing consultant in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable by state or central government or any other authority.

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- b.) During implementation and maintenance period consultant has to share the CSP bill to ensure Cloud savings cost are passed on to TNP&IDCL. Similarly, the same approach of sharing Cloud Service Provider’s bill is need to process any temporary rise in usage of the Cloud services example financial year end – month of march with high transaction volumes.
- c.) The implementing consultant shall bear all income/corporate taxes, levied or imposed on account of payments received by it from the TNP & IDCL for the work done under this Contract.
- d.) The implementing consultant shall be totally responsible in respect of all statutory obligations as employer to all its employees working on the project. Specifically, the labour laws of the State shall be strictly adhered by the implementing consultant.

7.3) Schedule

Sl. No	Milestone	Completion Date	Penalty for delay
1	Award of Contract	T1	
2	Signing of Agreement	T2=T1+7 days	
3	Providing Performance Bank Guarantee	T3=T2+7 days	
4	Sign NDA Agreement	T3	
5	System Requirement Specification (SRS)	T4=T3+30 days	If the delay extends beyond the SLA threshold, then a penalty of INR 1000/day of delay shall be levied
6	Software Development and Testing	T5=T4+60 days	If the delay extends beyond the SLA threshold, then a penalty of INR 1000/day of delay shall be levied
7	User Acceptance Testing	T6=T5+15 days	
8	Application Security Audit by TPA	T7=T6+10 days	
9	Submission of Application Knowledge Documents and Application User Manuals	T8=T7+15 days	
10	Cloud Service Commissioning		
12	Go-Live of the application software	T8	
13	Start of Operations & Maintenance from the Go-Live date for 2 years	T8	

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Sl. No	Milestone	Completion Date	Penalty for delay
14	Parallel run/monitoring and evaluation of Mobile API implementation	T9=T8+20 days	
15	Third Party Functional Audit	T9	