

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](mailto:syanlt.tpfidc@tn.gov.in)

Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor’s Mobile Application

Reference No: TNPFC/SWRUP/2018-19/02

**Prebid Query Response dated 15.03.2019**

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
1	Minimum Qualifications	16	Should have experience in design, development of Public Web Portal and End Consumer Mobile Apps for Banks/NBFCs/Insurance / Healthcare /Government at State and National Levels. The Tenderer should have specifically published minimum of 5 Mobile Apps in Google Play Store / Apple Appstore with 10,000 plus downloads within the last 3 years Please attach relevant project citations mentioning the project title, the value of the contract, the contract duration and project work order / completion certificates, screenshot of Mobile App Store indicating download figures.	<p>We have deployed Android Apps for a large number of Government Department State &amp; Centre and can provide Certificate from the departments on the number of Users.</p> <p>Should have experience in design, development of Public Web Portal and End Consumer Mobile Apps for Banks/NBFCs/Insurance / Healthcare /Government at State and National Levels. The Tenderer should have specifically published minimum of 5 Mobile Apps in Google Play Store / Apple Appstore with 10,000 plus downloads / deployment of Mobile App in Android devices within the last 5 years.</p>	<p>Clarified as following,</p> <p>TNPF &amp; IDCL’s mobile App must be deployed in Google and Apple App Store for final acceptance testing – over the air updates management via respective App Store.</p> <p>Regarding experience from past projects – it is noted that most government department have published application directly on android devices for department staff and social welfare / health programmes. Hence Clause is modified to below,</p> <p>Should have experience in design, development of Public Web Portal and End Consumer Mobile Apps for Banks/NBFCs/Insurance / Healthcare /Government at State and National Levels. The Tenderer should have specifically published minimum of 5 Mobile Apps in</p>

**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](mailto:syanlt.tpfidc@tn.gov.in)

**Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor’s Mobile Application**

**Reference No: TNPFC/SWRUP/2018-19/02**

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					<p>Google Play Store / Apple Appstore / incase of App deployed directly in Android Devices for State/Central Government with 10,000 plus downloads within the last 5 years Please attach relevant project citations mentioning the project title, the value of the contract, the contract duration and project work order / completion certificates, screenshot of Mobile App Store / indicating download figures. Incase of Mobile App for State/ Central Government, Bidder should submit letter from department on the confirmed user download and number of years the mobile app is operational.</p>
2		43	<p>Reminders (Also refer to Section 4: Objective)                      - Increment reminder                      - Books &amp; Periodical Reminder                      - Contract renewal reminder</p>	<p>Please specify how each of these reminders are to be given? SMS, email or on the screen?</p>	<p>Email / SMS gateway has to be provided by the Bidder and the same if used as third party billing may be billed at actuals.</p> <p>Mobile Application shall also have push notification for reminders</p>

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: [ryanlt.tpfidc@tn.gov.in](mailto:ryanlt.tpfidc@tn.gov.in)

Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor's Mobile Application

Reference No: TNPFC/SWRUP/2018-19/02

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
			-Deposit/Loan lifecycle related reminders		<p>WhatsApp based reminders shall also be provisioned for TNPFC &amp; IDCL. Third Party integration/ Service used may be billed at actuals.</p> <p>Final Price Bid must be inclusive of the proposed Third Party Tools initial setup cost and operating Cost for 2 yrs. Since the Third Party Tools / Service is billed at actuals any price variance due to volume spikes seasonal or business growth will be payable by TNPFC &amp; IDCL.</p>
3		41	4) For Customers o New Fixed Deposit (FD) applications with ability to fill in a new form with mandatory / key details	Will there be any uploads while applying for fixed deposit? Please let us know the approximate data size of upload to be provisioned for each application?	<p>Refer Fixed deposit application forms hardcopy collected from TNPFC &amp; IDCL Prebid meeting. Application Form and KYC documents listed will be scanned at 150/200 dpi resolution into PDF Format without OCR.</p> <p>Bidders can collect the new fixed deposit application from TNPFC &amp; IDCL during normal business hours.</p>

**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](mailto:syanlt.tpfidc@tn.gov.in)

**Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor’s Mobile Application**

**Reference No: TNPFC/SWRUP/2018-19/02**

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
4		43	Primary components: Web Portal & Mobile App Capabilities Sub components: interest status	Please explain how the sub component ' interest status' have to be incorporated into web portal & mobile app?	To display prevailing interest rates and use interest rate calculator for potential CIPS / RIPS deposits.
5	Ernest Money Deposit (EMD)	14	Ernest Money Deposit (EMD) of Rs. 30,000 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
6	Draft Contract in RFP for Successful Bidder	53	Draft Contract in RFP for Successful Bidder	Is it Time based or Lump Sum Contract	Clarified as Lump Sum Contract
7	Payment Terms and Schedule	50	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.	Can the bidders quote for 5 years instead of 2 years O&M	Clarified as below, Bidders have to provide 2 year O&M cost as part of Financial Bid inclusive value.  Bidders must also provide a separate annexure - optional 5 year O&M costing
8				Maximum expected concurrent users (Citizens and Department Officials)	Departments Officials – 100 Citizens – 1000

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: [sysanlt.tpfidc@tn.gov.in](mailto:sysanlt.tpfidc@tn.gov.in)

Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor's Mobile Application

Reference No: TNPFC/SWRUP/2018-19/02

#	Document Reference	Page No.	Description in RFP	Clarification Sought	Response
					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	Bid Validity Period	33	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.
11	Evaluation of Full Technical Proposals	17	(i) Specific experience of the Consultant (as a firm) relevant to the Assignment: Experience in the Public Web Portal and End Consumer Mobile Apps, working with Banks / NBFCs/ Insurance / Healthcare / PSUs / working with and for state and central government	Can you give break up of 30 marks scoring requirements	Clarified as following,  Project Citations – 15 Project and above – 30 Points 10 Projects – 25 Points 8 Projects – 20 Points 6 Projects – 15 Points 4 Projects – 10 Points Minimum 2 Projects – 5 Points

**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](mailto:syanlt.tpfidc@tn.gov.in)

**Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor’s Mobile Application**

**Reference No: TNPFC/SWRUP/2018-19/02**

<b>#</b>	<b>Document Reference</b>	<b>Page No.</b>	<b>Description in RFP</b>	<b>Clarification Sought</b>	<b>Response</b>
12	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
13	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"> <li>• Proposed User Manual, FAQ and How To Guide – 5 Points</li> <li>• Training using on self-service screen demonstration – 5 Points</li> </ul> Application Support Methodology – 10 Points

**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: [sysanlt.tpfidc@tn.gov.in](mailto:sysanlt.tpfidc@tn.gov.in)

**Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor's  
Mobile Application**

**Reference No: TNPFC/SWRUP/2018-19/02**

---

**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.

<b>S. No.</b>	<b>Items</b>	<b>CAPEX Payment Terms</b>
1	Submission of System Requirement Specifications (SRS) and sign off	15% of CAPEX
2	Software Development and Unit testing of customer web portal and mobile application	50% of CAPEX
3	Submission of Application Knowledge Documents & User Manual	10% of CAPEX
4	Support Application Security Audit by Cert in-Certified Agency for Hosting in CSP	10% of CAPEX
5	Go-Live	15% 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.

- 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.
- b.) During implementation and maintenance period consultant has to share the CSP bill to ensure Cloud savings cost are passed on to TNPFC&IDCL. Similarly, the same approach of sharing Cloud

**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: [ryanlt.tpfidc@tn.gov.in](mailto:ryanlt.tpfidc@tn.gov.in)

**Assignment Title: Design, Develop and Implementation of Public Web Portal and Retail Depositor’s  
Mobile Application**

**Reference No: TNPFC/SWRUP/2018-19/02**

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 TNPFC & 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 to 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+7 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 (Web Portal & Mobile App)	T5=T4+45 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+10 days	
8	Application Security Audit by TPA	T7=T6+5 days	
9	Submission of Application Knowledge Documents and Application User Manuals	T8=T7+10 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	
14	Parallel run/monitoring and evaluation of FMS API implementation	T9=T8+20 days	
15	Third Party Functional Audit	T9	