

No.17/20/2018-PMMVY Part (1)
Government of India
Ministry of Women & Child Development
PMMVY Section

Shastri Bhawan, New Delhi-1

Dated: 4th October, 2018

OFFICE MEMORANDUM

Subject: Ministry's clarifications with respect to the queries received for two (02) Request for Proposals (RFPs) for Programme Management and Technology Support for implementation of Pradhan Mantri Matru Vandana Yojana (PMMVY) and supply, installation and maintenance of IT infrastructure for hosting PMMVY-CAS and one (01) Expression of Interest (Eoi) for Engagement of Advisory Unit in PMMVY

The undersigned is directed to refer to the queries received for RFP - Reference No. PM-17/20/2018-PMMVY, i.e., two (02) Request for Proposals (RFPs) for engagement of Programme Management and Technology Support Unit and Supply, Installation and Maintenance of IT Infrastructure for hosting PMMVY-CAS and one (01) Expression of Interest (Eoi) for Engagement of Advisory Unit in PMMVY till 20th September, 2018 and issue the clarifications as **Annexed**.


04/10/18

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Replies for Pre-bid Queries

REQUEST FOR PROPOSAL (RFP) For Programme Management and Technology Support for implementation of Pradhan Mantri Matru Vandana Yojana (PMMVY)

1. Bidder 1

S. No.	RFP Document Reference(s) [Section & Page Number(s)]	Content of RFP requiring Clarification(s)	Points of Clarification(s)	MWCD's Clarification(s)
1.	Section 1, Page-6: Important Dates	Last date and time for bid submission	We would request to extend the last date for bid submission by at least 3 calendar weeks from the date of issue of last corrigendum by MoWCD	Please refer to corrigendum Point Number 10.
2.	Section 3, Page-8: Letter of Invitation	Any contract that may result from this competitive public procurement process will be issued for a term of 24 months / up to 31.03.2020 (whichever is less)	Since RFP is published on Sept 2018, we assume that the contract will be valid till 31.03.2020, being earlier than completion of 24 months. Request to kindly clarify.	Please refer to corrigendum Point Number 11.
3.	Section 4, Page-10: Project background & Key Information	The PMMVY-CAS solution features are highlighted below – Integrated with Aadhaar Authentication Agency and PFMS	Since the CAS solution is integrated with Aadhaar Authentication Agency & PFMS, we assume that Aadhaar & bank account seeding for PMMVY beneficiaries is happening across all the states/UTs. Request to kindly clarify.	Aadhaar and Bank account data for beneficiary is captured as part of beneficiary application form .

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4.	Section 4, Page-11: Project background & Key Information	In view of this, some of the States have requested for integration of PMMVY – CAS with their State level maternity benefit software	We would request MoWCD to kindly let us know the list of states which have requested for integration of PMMVY–CAS with their State level maternity benefit software.	Currently the PMMVY-CAS is being integrated with states of Telangana and Tamil Nadu. Discussions are on-going for Odisha.
5.	Section 8, Page-24: Resource Deployment	State/UT Coordinators & N.E States Coordinator	We would request to let us know if State/UT coordinators would be based out of the Ministry or from their respective regions.	Please refer Section 10, Page 33 of the RFP
6.	Section 9, Page-33: Deliverables	TSU - Technology Support Unit	Since TSU would have 2 components, Technology Mgmt. Unit and Software Maintenance & Operations, we assume this is referring to Technology Mgmt Unit.	As per RFP
7.	Section 14, Page-36: Payment Schedule	Payments for Technical Management Unit	Since, Technology Support Unit would be operational along with Programme Mgmt. Unit, we assume this is being referred to payment schedule for the Technology Support Unit.	All payments are as per schedule mentioned in the RFP. No separate payments for any unit.
8.	Section 31.3, Page-51: Bidder's Eligibility Criteria	Program Management Experience- Five project of not less than Rs. 5 Crore	Would request to kindly clarify if the value of Rs. 5 crore being asked for is for each of the individual 5 projects.	Each project should have contract value of at least INR 5 Crore
9.	Section 8, Page-26: Resource Deployment	Technology Support Unit – Technology Management Unit Technical Lead, QA Technology Support Unit – Software Maintenance and Operations	We request you to include BCA in the qualifying criteria for the Technical lead, QA and operations team members	Refer to corrigendum point number 12

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10.	Section 31.4, Page-53: Bidders Technical & Functional Evaluation	General Query	We would request MoWCD to give due weightage to projects from multilateral funding agencies like World Bank, UN, ADB etc in the evaluation criteria.	Refer to corrigendum point number 13
11.	Section 31.6, Page 56: Combined and Final Evaluation	The overall score will be calculated as follows: $B_n = 0.80 * T_n + 0.20 * F_n$	We would request to kindly change the overall evaluation to 70 (Technical):30 (Financial)	As per RFP
12.	Section 31.6, Page 56: Combined and Final Evaluation	The score for Technical Presentation is 35 marks	We would request you to reduce the subjective scoring for technical presentation to 10. Also, request you to distribute the remaining 25 marks in objective scoring parameters.	As per RFP
13.	Section 31.4 Page-54,55: Bidders Technical & Functional Evaluation	Resource profile (35 marks) and CV evaluation (25 marks)	We request you to reduce the resource profile score to 25 and distribute the remaining 10 marks in other objective score parameters.	Please refer to corrigendum Point No. 1.
14.	Section 9, Page 33, Deliverables, point 17 and Section 14, Page 36, Payment Schedule point 4	Deliverable: Go-Live of the software with enhancements (T+6), Payment Schedule: Go-Live of the software enhancements (T+6) to be done within 3 months from the start of engagement	Kindly confirm our interpretation of the frequency from both sections. Deliverables: The Go-Live with enhancement would be at end of six months from start of project. However, the payment would be quarterly. So for the above mentioned deliverable there would be two payment milestones achieved at T+3 months and T+6 months.	Please refer to Corrigendum Point No. 2.

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15.	Section 31.3, Page-51: Bidder's Eligibility Criteria	Certification ISO 9000/9001	We request you to kindly include CMMI 5 certification as part of eligibility criteria. This project has a large component of software services and proven capability of CMMI 5 is required. We also request you to add it to functional and technical evaluation for at least 5 marks.	As per RFP
16.	Section 9, Page 33, Deliverables, point 17	Deliverable: Go-Live of the software with enhancements	Is there any requirement of development of a new production environment? If yes, kindly confirm on the following: i) What is the platform for new development ii) Would legacy systems be required to redevelop iii) Would migration of legacy data be required?	No. However, if the bidder wants to change the platform, they may do without any disruption of business OR additional cost to the Ministry.
17.	Page 12, Section 6.1.1.6 Page 18 Infrastructure Monitoring pt (e)	Hosting on NIC and future plans for DC/DR procurement by Ministry, Design the ToR for the selection of Agency to design and setup the dedicated DC/DR or any other service	We would confirm that only ToR would be part of the Infrastructure delivery, the activities of procurement and setup would be done by the ministry and any activity related to migration of the NIC system to DC/DR would not be part of current scope of work	The Ministry is in the process of procurement of hardware. However, the migration of the software application and the associated software to the new infrastructure will be the responsibility of the selected vendor under this RFP (RFP for PMU & TSU).
18.	Page 26 Technology Management Unit	Resourcing for TMU	Based on our assessment on the complexity of work, we request you to increase the number of resource deployment on development and maintenance unit with following skill sets - i) Security Tester ii) Performance and load Tester iii) DB developer (to tune queries) iv) Devops (2) for continuous integration during deployment	As per RFP

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19.	Page 57, Consortium pt (d)	Limitation of Liability	May we request you to please add the following clause to RFP "The Client (and any others for whom Services are provided) shall not recover from EY, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from EY, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services"	Refer to Corrigendum Point No. 4

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20.	Reports	NA	May we request you to please add the following clause to RFP "Any information, advice, recommendations or other content of any reports, presentations or other communications EY provide under this Agreement ("Reports"), other than Client's Information, are for Client's internal use only (consistent with the purpose of the particular Services) including Client's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside your organization. Client may not rely on any draft Report and EY shall not be required to update its Final Report"	As per RFP
21.	Intellectual Property Rights	NA	May we request you to please add the following clause to RFP "EY may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that EY own in performing the Services. Notwithstanding the delivery of any Reports, EY retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that EY compile and retain in connection with the Services (but not Client Information reflected in them).Upon payment for the Services, Client may use any Materials included in the	Refer to Corrigendum Point No. 5

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			Reports, as well as the Reports themselves as permitted by this Agreement”	
22.	Client to assign a qualified person to oversee the Services	NA	The Client is responsible for all management decisions relating to the services, the use or implementation of the output of the services and for determining whether the services are appropriate for your purposes. The Client shall provide (or cause others to provide) to us, promptly, the information, resources, and assistance (including access to records, systems, premises and people) that we reasonably require to perform the services. To the best of your knowledge, all information provided by you or your behalf (Client information) will be accurate and complete in all material respects. The provisions of client information to us will not infringe any copyright or third party rights.	As per RFP
23.	Subcontracting	NA	May we request you to please add the following clause to RFP “EY may subcontract portions of the Services to any of its network firms (being such firms that are part of any network of professional	As per RFP

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			firms to which EY are deemed, either by any contract, law or professional regulation, to be a participant network member; hereinafter, "Network Firm(s)", as well as to other service providers, who may deal with you directly. Nevertheless, EY alone will be responsible to the Client for the Reports, the performance of the Services, and our other obligations under this Agreement"	

2. Bidder 2

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
1	Section 31.3, Point 4, Page No. 50	Annual Sales Turnover generated from consultancy services of Prime bidder during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 75 Crores (Rupees one Hundred Crores).	Annual sales turnover should be atleast 75 crores but the same is mentioned as 100 crores in words.	Please refer to Corrigendum Point No. 3.
2	Section 10, Page 33	The services from the selected agency shall have to be delivered through a onsite model. All the resource personnel of Program Management Unit (PMU)) as well as Technical Support Unit (TSU) should be based in the Ministry at their premises at New Delhi or at any place as decided by the Ministry.	We understand that our Technical Support Unit - Software Maintenance and Operations (SMO) team can be based out of vendor premises i.e. their own software management centre as that's where development environment will be available. Kindly confirm.	As per the RFP

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
3	Section 31.4, Point A1, Page 52	The bidder should have experience in executing large PMU projects as Consultants in India with order value more than Rs. 5 crore from Consultancy	The projects executed outside India with value more than Rs. 5 crore can be included under this point?	As per RFP
4	Section 31.4; Page 53 and 54	Total marks allotted for 'Resource Profile' is 35. Although when we add the marks allotted to each team namely Programme Management Team-10.5 marks Technology Management Unit-Technology Support Unit- 8 Marks Technology Management Unit – Software Maintenance and Operations- 6.5 Marks These add up to only 25 Marks. Hence there is a gap of 10 Marks that is not defined in the RFP document.	Kindly address the gap of 10 marks.	Refer to Corrigendum Point No. 1.
5	Section 8.A.A1, Page 24	MBA from Tier 1 Management	Kindly define MBA Tier-1 Colleges	Refer to corrigendum point No. 6

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
		Institute		
6	Section 5, Terms of Reference/ Scope of Work		In case there is a change in hardware or data center of the application. Kindly confirm who will be responsible for migration of current software with its data to the new data centre and installation of environmental software like OS, db, antivirus, load balancer etc.?	The Ministry is in the process of procurement of hardware. However, the migration of the software application and the associated software to the new infrastructure will be the responsibility of the selected vendor under this RFP (RFP for PMU & TSU).
7	Section 8.B.B2, Page 26	Experience with front-end technology stack including HTML 5, CSS3, JavaScript and UI Frameworks such as React and/or Angular 1.x	These skill set or technology experience is not required for a functional software management resource. Request you to please remove this requirement from functional software management profile (B2)	Please refer to Corrigendum Point No. 7.
8.	Section 8.A.A2 & Section 8.A.A3	B.Tech. /MBA from a reputed institute	Kindly add equivalent degree in Social Sciences along with B.Tech. /MBA since social sector degree is relevant to the work profile.	Please refer to Corrigendum Point No. 8.

#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
9.	Section 8.A.A5	<ul style="list-style-type: none"> • B.Tech. /MBA from a reputed institute • More than 5 years of work experience with experience in Government Consulting 	<ul style="list-style-type: none"> • Kindly add equivalent degree in Statistics along with B.Tech. /MBA since it is relevant to the work profile. • Kindly amend the experience to relevant work experience of more than 3 years 	Please refer to Corrigendum Point No. 9.

3. Bidder 3

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
1	7.1.2 Software Maintenance and Operations (SMO)	The source code for the PMMVY-CAS application along with a Knowledge Transfer (KT) for a period of 4 weeks shall be provided by the SDA.	The project requires a diverse range of skill sets at the National level due to the wide spectrum of activities. Requesting to Extend the KT for a period of 8 weeks	As per RFP
2	Page 12 of 94 a) Current Status	Maintain and support the PMMVY-CAS application ensuring timely bug-fixing, user and master data update, verifying and generating reports, provide training on new changes or entire system as per the requirement. <ul style="list-style-type: none"> ● Design the IT roadmap and plan for the improvement/enhancement s required in the functional features for the PMMVY-CAS and consolidate the requirements thereon. ● Develop the software as per the requirement and IT Roadmap and implement the same without impacting the day to day operations. 	Please provide more information on 1. Software Technology stack used to develop current CAS Application 2. Database used (oracle/sql etc) 3. Web server etc this will help us in understanding the consultant requirement on specific technology areas and appropriately arrive at per month charges.	The required details are as under: Software Technology stack used to develop current CAS Application: <ul style="list-style-type: none"> a) C# Language b) .Net Framework c) Database used: mySQL d) Web server: IIS
3			Is there a specific number of applications that needs to	Currently the PMMVY-CAS is being integrated with states of Telangana and Tamil Nadu. Discussions are

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	MWCD's Clarification(s)
			evaluated as we understand there could be new/additional applications joining the group during the BPR exercise especially from States/UT's	on-going for Odisha. There might be integration requirement with other States/UTs in future.

4. Bidder 4

S. No.	RFP Document Reference(s) Section & Page Number (s)	Content of RFP requiring Clarification(s)	Point of Clarification	MWCD's Clarification(s)
1	Page 23	A1; Role: Programme Manager Profile: Experience in DBT / PFMS / Digital Payments and familiarity with payment ecosystem thereon.	The Consultant having vast experience of handling Government PMU projects suggests that experience of working in women /child care/health and experience of government consulting is sufficient for the position of Programme Manager. Hence, criteria of having experience in DBT/PFMS/Digital Payments and familiarity with payment ecosystem can be relaxed.	As per RFP
2	Page 51	Point 4 Basic requirement: Sales Turnover in Consulting Services. Specific requirement: Annual Sales Turnover generated from consultancy services of Prime bidder during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 75 Crores (Rupees one Hundred Crores).	Criteria of annual sales turnover of Rs. 75 Crores from consultancy services of Prime bidder seems quite at higher side. It is suggested to relax the turnover criteria and keep it around 10-20 crores to encourage more firms to participate in the bidding.	As per RFP
3	Page 51	Point 5 Basic requirement: Technology Consulting and implementation Experience	It is suggested to relax the criteria of INR 3 crore turnover for end-to-end	As per RFP

S. No.	RFP Document Reference(s) Section & Page Number (s)	Content of RFP requiring Clarification(s)	Point of Clarification	MWCD's Clarification(s)
		Specific requirement: Bidder, in last 5 (Five) Years, must have experience of working on at least 1 end to end project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector of INR 3 Crore (Rupees Three Crore).	project including consulting, technology implementation and PMC for a DBT/ financial inclusion project in Government/ public sector.	
4	Page 52	Point 8 Basic requirement: Manpower Strength Specific requirement: The prime bidder must have on its rolls, consulting staff of at least 200 technically qualified personnel in the area of eGovernance Program / Project Management, IT infrastructure, IT security and IT procurement and who possess relevant degrees/credentials with prior experience in providing the above consultancy services.	The criteria of having 200 technically qualified personnel in the area of e-governance Program / Project Management, IT infrastructure, IT security, and IT procurement should be relaxed to encourage participation of more firms in the bidding.	As per RFP
5	Page 58	Point 32.5 Performance Guarantee The Ministry will require the selected bidder	The Consultant proposes decreasing the PBG amount from 10% to 5% and	As per RFP

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		to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment.	increasing the timeline of submission of PGB from 15 days to 30 days.	