



UDAAN

Credit Guarantee Fund Trust for Micro and Small Enterprises
Setup by Govt. of India and SIDBI

गारंटी प्रबंध प्रणाली

का विनिर्माण, कार्यान्वयन और प्रबंधित रखरखाव सेवाओं के लिए
सेवा प्रदाता के चयन के लिए प्रस्ताव का अनुरोध

Request for Proposal – for Selection of Service Provider for
Development, Implementation and Managed Maintenance Service of
Guarantee Management System (GMS)

(RfP No.11/CGTMSE/2021-22 dated June 14, 2021)

Corrigendum

1. Change in Important Dates in RfP Document.

1	Last date and time for receipt of written queries for clarification from bidders	Wednesday June 23, 2021 (05.00 pm)
2	Pre-Bid Meeting (No clarification will be given after Pre-bid meeting)	Friday June 25, 2021 (03.00 pm)
3	Last Date and Time for Bid Submission	Wednesday July 07, 2021 (03.00 pm)
4	Date and Time of Bid Opening	Wednesday July 07, 2021 (04.00 pm)

2. Change in various sections of RfP Document, summary of the same is mentioned in Annexure – A of this Corrigendum.

Please refer Final RfP published on website.

[Annexure – A of Corrigendum](#)
(RfP No.11/CGTMSE/2021-22 dated June 14, 2021)

Key points updated in RfP –

- a. Clause no. 8.2 of **Minimum Eligibility criteria** of RfP is updated with below points –
 - a. Turnover - The Bidder should have a minimum turnover of at least INR 50 Crores or equivalent per annum in at least 2 years out of last 3 financial years as on the date of submission of Bid. (FY 2018-21)
For Start-Up companies (As defined by government by India DPIIT) turn over should be minimum 25 Crore.
 - b. Presense - The Bidder should have development and support centre in India.
 - c. Experience– Bidder should have executed minimum 2 projects of similar nature and size in Loan Management System / Credit Guarantee Management / Large Scale Finance related Projects in BFSI Domain or in Large Enterprises. Work order and work completion certificate to be submitted. (Projects should have developed end-to-end in project mode and not in T&M / Resourcing Mode)
- b. Clauses 8.3 Stage II - Technical eligibility criteria are updated with below points -
 - Number of Loan Processing System / Loan Management System / Guarantee Management System / Insurance Management System developed to facilitate loan approvals in automated manner in BFSI sector along with maintenance (Maximum of 5 Marks for each project citation, Subject to maximum score of 15)
 - i. Marking for the cited Projects would be as below -
 - ii. Automated Application Processing - 1 Mark
 - iii. Bulk Upload - 1 Mark
 - iv. Automated Payment & collection - 1 Mark
 - v. API Integration - 1 Mark
 - vi. MIS Reporting - 1 MarkNote: Only completed project with minimum one year of successful implementation post go-live.
 - Citation of Software application development projects experience in all of the mentioned technologies - Angular JS or equivalent, Spring Boot / Microservices, Hibernate or use of any ORM concept, Java 8 or above and Oracle Database - 5 Marks Each Project, Subject to maximum score of 10.
 - Citation of projects Mobile application development experience (IOS and Android) and Business Intelligence project (Any BI) experience in BFSI domain - 5 Marks Each Project, Subject to maximum score of 10
Marking for the cited Projects would be as below -
 - Mobile Application Project - Maximum 5 Mark
 - Business Intelligence Project - Maximum 5 Mark

- ISO 27001 and CMMI L5 = 20 Marks
ISO 27001 and CMMI L3 =15 Marks
Without ISO 27001, Only CMMI L5 = 15 Marks
Without ISO 27001, Only CMMI L3 = 10 Marks
(Subject to maximum score of 20)
- Bidder's Development and Support Center with Minimum 20 Software Developers -
Mumbai / Thane / Navi Mumbai = 5 Marks
Outside Mumbai = 0 Marks
- BFSI Client testimonials certifying that bidder has executed and implemented the project of this scope and size;
Additionally, a Site visit may be taken by CGTMSE at its discretion, if required (Bidders, at their cost, will arrange for site visit for any one of the projects cited in technical bid against point 1.1 above in this table); only GMS / LMS related project scope testimonials shall be considered – 5 marks, Subject to maximum score of 5
- Presentation: Bidder's clarity on the project scope and execution. Bidders will be allotted time slot of 1:30 hour for presentation at CGTMSE office based on ascending alphabetical order of their names. Date and time will be advised during technical evaluation. – 10 marks, Subject to maximum score of 10
- Technical evaluation criteria have been updated as per QCBS method.
- The technical bid will be analysed and evaluated, based on which the Relative Technical Score (RS_{Tech}) shall be assigned to each bid based on parameters mentioned above. Relative Technical Score (RS_{Tech}) for each bidder will be calculated as follows based on scoring of above parameters:

$$RSTech = T / THigh * 100$$

Where,

RSTech	=	Relative score obtained by the bidder
T	=	Technical score obtained by bidder
THigh	=	Highest Technical score secured among the Bidders

- Technical Bids receiving a RS_{Tech} greater than or equal to a score of 75 (cutoff marks) will be eligible for consideration in the subsequent round of commercial evaluation. If less than 3 bidders qualify as per above criteria ($RS_{Tech} \geq 75$), Trust reserves the right to short list maximum top 3 bidders subject to $RS_{Tech} \geq 65$.
- CGTMSE reserves the right to check/ validate the authenticity of the information provided in the Pre-qualification and Technical Evaluation criteria and the requisite support must be provided by the Bidder.

- c. **Clause 8.4 Stage III – Evaluation of Commercial Bids, commercial evaluation criteria and final selection criteria has been updated as per QCBS requirement, Below criteria have been updated in RfP.**

A = the cost of application support management as well from 2nd year to 5th year for a period of four years, at Net Present Values (NPV) as mentioned in the commercial bid format.

The Net Present Value (NPV) per year will be calculated as per the following formula:

$$\frac{C}{(1+r)^n}$$

Where:

- 'C' is the total mandatory cost given in 12.4 Form 4: Commercial Bid.
- 'r' is Discount Rate which for calculation purpose is taken as **8.28 %**.
- 'n' is number of years, i.e. 1 for 1st year, 'n' is 2 for 2nd year, 3 for 3rd year, 4 for 4th year, 5 for 5th year.

B = Optional Change Request, Manpower / resource support cost (as given in 12.4 Form 4: Commercial Bid) as may be required by Trust for executing change management at any point of time during project tenure.

$$TCO = A + B$$

1.1.1 TCO will be taken to Relative Commercial Score formula.

1.1.2 Relative Technical Score (RS_{Tech}) of the technically qualified bids would be announced before the representatives of the bidders and the commercial bids of those bidders would be opened for commercial evaluation.

1.1.3 Relative Commercial Score (RS_{Com}) for each bidder will be calculated as follows:

$$RS_{Com} = C_{Low} / C \times 100$$

Where:

RS_{Com} = Relative score for Commercial Bid of the bidder

C^* = TCO value of the bidder under consideration

C_{Low} = Lowest TCO value out of all eligible commercial bids obtained.

*Bidders to note that this value shall be considered / calculated as total cost indicated by the bidder in the commercial proposal and shall be calculated as “Base Cost” + “Taxes”. Accordingly, bidders are taken note of the same and submit the commercial proposal as per the format only.

Final Selection of Eligible Bidder criteria have been added in RfP

1. Total Relative Score (RS) obtained by each eligible bidder will be calculated as follows:

$$RS = RSTech \times 0.75 + RSCom \times 0.25$$

2. The eligible bidder will be selected based on maximum Relative Score (RS) obtained.
3. The bidder with the highest Relative Score (RS) will be selected for further discussion.
4. In case of a tie after the commercial evaluation stage, CGTMSE's decision will be final and will be based on marks scored in the technical evaluation only.
5. The Bidders shall submit their offers strictly in accordance with the terms & condition of the Tender document.

Note:

- (i) Commercial bid evaluation shall be considered as below in case of any kind of discrepancy:
 - If there is a discrepancy between words and figures, the amount in words shall prevail.
 - If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
 - If there is discrepancy between unit price and total price, the unit price shall prevail.
 - If there is a discrepancy in the total, the correct total shall be arrived at by CGTMSE.
- (ii) In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.

Contract Finalization and Award criteria have been added in RfP

- CGTMSE will award the contract to the bidder ranked first, If in case CGTMSE is unable to finalize a service level agreement with the bidder ranked first, CGTMSE may proceed to the next ranked bidder, and so on until a contract is awarded.
 - A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of CGTMSE, the most advantageous and represents the best value to the project, price and other factors considered.
 - Evaluations will be based on the proposals and any additional information requested by the CGTMSE.
- d. Terms and Conditions clause 9 has been tuned.
 - e. Table index has got updated accordingly.
