

**RFP No: NSTFDC/MIS/2025**

**Pre-Bid Query Response**

The bidders are requested to go through all the listed queries. Further queries or clarification(s) if any, may be sought through mobile/email communication. The bidders are requested to check the official websites frequently for updates.

| <b>S. N</b> | <b>RFP reference/Query</b>                                                                                                                                                                                                                                          | <b>Section details/Required Documents/ Requirements as in RFP</b>                                                                                                                                        | <b>Pre-Bid Queries / Request</b>                                                                                                                       | <b>NSTFDC Response(s)</b>                                                                                                     |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| 1           | Annexure 1 (Pre-Qualification Eligibility Criteria): Clause 5 - The bidder must have completed at least 01 project each of Loan Management Software and Content Management System web-portal for financial institution under Government sector/ PSUs/Private Sector | Proof of Work Orders.                                                                                                                                                                                    | Request for relaxation on requirement for specific work order for Loan Management Software                                                             | As per the RFP (No modification will be made)                                                                                 |
| 2           | Annexure 1(Pre-Qualification Eligibility Criteria): Clause 9- Bidder must have a Service Location / Office in Delhi-NCR                                                                                                                                             | Relevant document/Rent Agreement and GST registration certificates to be enclosed                                                                                                                        | Need for GST certificate for service location in Delhi                                                                                                 | Relevant documents including Rent Agreement/GST registration certificates to be enclosed.                                     |
| 3           | Section A – 1. About Bid Table (Point vi):                                                                                                                                                                                                                          | Estimated Tender Value – Rs.25.00 lacs                                                                                                                                                                   | The project scope may exceed the budgeted cost mentioned in the tender.                                                                                | The estimated tender value is indicative and the bidders may quote the bid amount as per their assessment of work to be done. |
| 4           | Annexure 1(Pre-Qualification Eligibility Criteria): Clause 9- Bidder must have a Service Location / Office in Delhi-NCR                                                                                                                                             | Relevant document/Rent Agreement and GST registration certificates to be enclosed                                                                                                                        | <b>Kindly amend the Clause as below:</b><br><br>Successful Bidder must have a Service Location / Office in Delhi-NCR.                                  | As per the RFP (No modification will be made)                                                                                 |
| 5           | Section D – 5.4: Ownership and Confidentiality                                                                                                                                                                                                                      | <b>Ownership:</b> The Loan Management Software developed will be the sole property of NSTFDC. All rights, including intellectual property rights, will be transferred to NSTFDC upon project completion. | <b>Kindly amend the Clause as below:</b><br><br>Shall be under Escrow arrangement and an Escrow agreement shall be entered with the successful bidder. | As per the RFP (No modification will be made)                                                                                 |
| 6           | Annexure 1 (Pre-Qualification Eligibility Criteria): Clause 5 - The bidder must have completed at least 01 project each of Loan Management Software and Content Management System web-portal for financial institution under Government sector/ PSUs/Private Sector | Proof of Work Orders.                                                                                                                                                                                    | <b>Kindly amend the Clause as below:</b><br><br>The bidder must have completed at least 01 project each of Loan Management                             | Financial institution under Government sector/<br>PSUs/Private Sector includes NBFCs                                          |

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|    |                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Software and Content Management System web-portal for financial institution under Government sector/ PSUs/Private Sector / NBFCs |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7  | Annexure 1 (Pre-Qualification Eligibility Criteria): Clause 8 - The bidder should have valid CMMi Level 3 and above; and/or ISO 9001 and ISO 27001.                                                                                                                 | Copy of relevant certificates to be attached                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Whether CMMi Level 3 and above will be accepted?                                                                                 | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8  | Section D – 2: Technical/General Specifications for the Proposed Software Solution Table (Point 9):                                                                                                                                                                 | Hosting & Deployment: The proposed software to be hosted in NSTFDC, central server after Go Live. After the completion (Go-Live) of the proposed software it will be hosted on vendor's staging server (MeitY empanelled company) for a period of 12 months (considered as first year of maintenance of the total period of 3 years) during which, modifications (defect/bug life cycle or improvements if any) & implementation (including training, data migration, exit management, etc.) is carried out. | Who will bear the cost of server in the first year?                                                                              | The cost will be borne by the developer and the financial bid includes this cost. [Refer Annexure 5 (Financial Bid) – Table (Point 5)]                                                                                                                                                                                                                                                                                                                                                                                                       |
| 9  | Section D                                                                                                                                                                                                                                                           | <p>3.2: Key Features and Enhancements (Point 8)<br/> <u>Training and Documentation:</u><br/> <b>Training:</b> Provide training sessions for NSTFDC staff on using the new CMS</p> <p>3.3.3. Training Requirements: Training shall be provided to the users of NSTFDC at New Delhi. All necessary infrastructures for conducting the training will be provided by NSTFDC. The AMC would cover training of SCA employees in connection to the MIS platform as and when required.</p>                           | Number of Trainees/ Nature of Training / Time Period of Training                                                                 | <p><b>Number of Trainees:</b> Tentative number of the people includes employees of: (i) NSTFDC (50 Employees) and; (ii) SCAs (200 Employees) - The above number is only tentative and may further increase or decrease.</p> <p><b>Nature of Training:</b> The training shall be conducted in offline/online mode as per the convenience of the trainees. It is preferable to create tutorial instructions and tutorial video for ease of reference and efficiency.</p> <p><b>Time Period of Training:</b> During the maintenance period.</p> |
| 10 | Annexure 1 (Pre-Qualification Eligibility Criteria): Clause 5 - The bidder must have completed at least 01 project each of Loan Management Software and Content Management System web-portal for financial institution under Government sector/ PSUs/Private Sector | Proof of Work Orders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Mode of verification of completed work.                                                                                          | By completion certificate and demonstration of completed projects during presentation                                                                                                                                                                                                                                                                                                                                                                                                                                                        |