

**Corrigendum-1**

**(including clarifications to the Request for Empanelment**

**(RFE) for**

**Shortlisting 'IMPLEMENTATION PARTNERS' for implementation of URBAN PLATFORM FOR ONLINE DELIVERY OF GOVERNANCE (UPYOG) & Reference Municipal Service Applications at States/UTs under National Urban Digital Mission (NUDM)**

**by**



Empowering States/ UTs- e-governance in ULBs

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**1<sup>st</sup> Floor, Core 4B, India Habitat Centre,Lodhi Road, New Delhi- 110 003**

**(Building Cities that work for people)**

**April 2023**

**Corrigendum to the Request for Empanelment (RFE) for Shortlisting 'IMPLEMENTATION PARTNERS' for implementation of URBAN PLATFORM FOR ONLINE DELIVERY OF GOVERNANCE (UPYOG) & Reference Municipal Service Applications at States/UTs under National Urban Digital Mission (NUDM)**

<b>S.No.</b>	<b>Clause</b>	<b>Page Number</b>	<b>Original Text</b>	<b>Revised Text</b>
1.	Fact Sheet	3	Submission of Technical Proposal (by email): 20 <sup>th</sup> April 2023 (1500 hrs)	The submission timeline is extended to 12 <sup>th</sup> May 2023 (1500 hrs.)
2.	Fact Sheet	3	Date for opening of Proposals: 20 <sup>th</sup> April 2023, 1600 hrs.	Date for opening of Proposals: 12 <sup>th</sup> May 2023, 1600 hrs.

### Response to the Queries Received

S.No	Clause	Page No.	Original Clause	Clarification/ Suggestion	Justification	Response by NIUA
1	Clause C: Instructions to Applicants	16	<b>2. Tender Fee &amp; EMD:</b> The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lakh).	As per applicable policies of Government of India for MSME and Startup India, EMD and Tender Fees are exempted. May please confirm if same is applicable.		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.
2	Clause E: Criteria for Evaluation	21	<b>4. Project Experience</b> A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance/ ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State / UT/Central government), since 01 <sup>st</sup> April 2017 upto the date of bid submission.	As per applicable policies of Government of India for MSME and Startup India, there is an exemption to Prior Project Experience. May please confirm if same is applicable. The same is specified in Turnover experience as well.		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.
3	Clause E: Criteria for Evaluation	21	<b>4. Project Experience</b> A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State /UT/Central government),	Please confirm if the IT Centric Services in eGovernance includes the Project Management Consultancy Experience working for Smart Cities / Safe Cities etc in similar domain.		IT Centric Services in eGovernance does not include the Project Management Consultancy Experience working for Smart Cities/Safe Cities etc. in similar domain.

			since 01 <sup>st</sup> April 2017 upto the date of bid submission.			
4	Tender Fee & EMD	16	The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lakh). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process.	We would like to request to waive off Tender Fee & EMD for MSME registered firms		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.
5	E. Criteria for Evaluation- Project Experience	21	A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State/UT/Central government), since 01 <sup>st</sup> April 2017 upto the date of bid submission.	We would like to request relaxation in minimum project contract value for MSME registered organisations and considering IT specific projects for Government		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India . Please refer Clause C3 (iv) (Page No. 16) of RFE.
6	E. Criteria for Evaluation- ISO Certifications	21	The Applicant to possess any Two (02) of the following certifications, which are valid at the time of bidding.	We are a MSME registered organisation with ISO 9001-2015 Certificate. We would like to request to consider following clause:		No Change. The Clause shall remain as per the RFE.
7	E. Criteria for Evaluation- CMMI certification	22	CMMI certification: The Applicant to possess CMMI certification (Level 3 or above), which is valid at the time of bidding.	"The firm should have valid ISO Certification and/or CMMI certification (Level 3 or above)"		No Change. The Clause shall remain as per the RFE.
8	-	-	General Query	Do bidders who have already been empaneled		The bidders who have been already empanelled with

				by NIUA under the National Urban Digital Mission need to take part in this RFE once more to be empaneled? Or Is this RFE exclusively for new bidders who are not currently empaneled by the NIUA?		NIUA need not apply again.
9	Tender Fee & EMD	16	The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lakh). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process. The Bidders are requested to submit the requisite Tender Fees as Demand Draft only in favour of National Institute of Urban Affairs Payable at New Delhi. The original Demand Drafts should be submitted to: Mr. Pankaj Sharma, Regional Lead, Centre for Digital Governance, National Institute of Urban Affairs, 1 <sup>st</sup> and 2 <sup>nd</sup> Floor, Core 4B, India Habitat Centre, Lodhi Road, New Delhi- 110003	We request to department kindly provide relaxations for MSME bidders. Relaxation of Norms for Micro Small & Medium Enterprises (MSME): As per Public Procurement policy (PPP) for Micro & Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification dated 23.03.2012 by Ministry of Micro, Small and Medium Enterprises of Gov. of India, MSME registered bidders are exempted from submission of EMD .		

10	Tender Fee & EMD	16	<p>The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lakh). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process. The Bidders are requested to submit the requisite Tender Fees as Demand Draft only in favour of National Institute of Urban Affairs Payable at New Delhi. The original Demand Drafts should be submitted to: Mr. Pankaj Sharma, Regional Lead, Centre for Digital Governance, National Institute of Urban Affairs, 1st and 2nd Floor, Core 4B, India Habitat Centre, Lodhi Road, New Delhi- 110003</p>	We request to department kindly allow EMD in Bank Guarantee form also.		
11	<p><b>Clause(E)</b> Criteria for Evaluation, <b>Sub-clause-1</b> Evaluation of Applications, <b>Table-7:</b> Qualification Criteria <b>S.no. 4</b> "Project Experience"</p>	21	<p>A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State/ UT/Central government), since 01<sup>st</sup> April 2017 upto the date of bid submission.</p>	<p>A minimum of Two (02) projects with minimum contract value of INR 2 Crores (Including taxes) or Minimum of Six (06) projects with minimum contract value of INR 50 Lakh (Including taxes) for IT-centric services in eGovernance / ERP</p>	<p>We have completed the similar projects of design, development &amp; Integration of software along with its implementation across the State majorly in U.P. (75 Districts, 822 blocks).</p>	<p>The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.</p>

				<p>projects (completed/ ongoing) in Urban Sector (for any ULB/ State/UT/Central government), since 01<sup>st</sup> April 2017 upto the date of bid submission.</p>	<p>We have procured the similar projects through State Procurement Portal in competitive price thus having experience in implementing similar projects in number of departments. We are already empanelled with IT &amp; Electronics Department organizations like UPDESCO &amp; UPLC. We have also grabbed the National <b>GOLD AWARD for e-Governance 2021-22</b> and <b>PLATINUM AWARD– Digital India Award-2022</b> for Mine Mitra</p>	
12	Evaluation of Applications	20	<p>Turnover Average Annual Turnover from IT/ICT/e-Governance services (including software but excluding any IT Hardware) during the last three financial years (FY 2020-21, 2021-22, 2022-23). The Applicant should have minimum</p>	<p>We request to amend the clause as: Average Annual Turnover from IT/ICT/e-Governance services / <b>Consulting services</b> (including software but excluding any IT</p>		<p>No Change. The Clause shall remain as per the RFE.</p>

			average annual turnover for the aforementioned years as More than INR 5 Crore	Hardware) during the last three financial years (FY 2020-21, 2021-22, 2022-23). The Applicant should have minimum average annual turnover for the aforementioned years as More than INR 5 Crore.		
13	Evaluation of Applications	21	Project Experience A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB/ State / UT/Central government), since 01 <sup>st</sup> April 2017 upto the date of bid submission.	We request to amend the clause as: A minimum of Two (02) projects with minimum contract value of INR 1 Crores for IT-centric services in eGovernance / ERP/ICT projects (completed / ongoing) in Urban Sector (for any ULB/ State / UT/Central government/ PSU/ organisation), since 01 <sup>st</sup> April 2017 upto the date of bid submission.		No Change. The Clause shall remain as per the RFE.
14	Evaluation of Applications	21	Non- blacklisted The Applicant and its Partner/ Directors should not have been blacklisted/ debarred by any Central Government/ State Government/ PSU or any other Government Institution/ Authority in India/ Multi-lateral funding agency. Also, have not been under any legal action for	We request to amend the clause as: Non- blacklisted The Applicant and its Partner/ Directors/affiliates/subsidiary should not have been blacklisted/debarred by any Central Government/ State Government/PSU or any other Government Institution/ Authority in		No Change. The Clause shall remain as per the RFE.



			indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission	India/ Multi-lateral funding agency. Also, have not been under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or restrictive practice with any Indian Central Government/ State Government in last three (3) years as on bid submission date and the same must have been revoked prior to bid submission.		
15	Evaluation of Applications	22	Resource strength The Applicant should have a minimum 50 resources as full-time employees on payroll of the Applicant, working in the Application/Software development/ e-Governance business unit providing “IT / ICT services including post implementation support and operations” as on bid submission date.	We request to amend the clause as: The Applicant should have a minimum 50 resources as fulltime employees on payroll of the Applicant, working in the Application /Software development/ e-Governance business/ Government consulting unit providing “IT / ICT/ Government consulting services including post implementation		No Change. The Clause shall remain as per the RFE.

				support and operations” as on bid submission date.		
16	2. Tender Fee & EMD	16	The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand) and a refundable EMD of INR 1,00,000 (Rupees One lakh). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process. The Bidders are requested to submit the requisite Tender Fees as Demand Draft only in favour of National Institute of Urban Affairs Payable at New Delhi. The original Demand Drafts should be submitted to: Mr. Pankaj Sharma, Regional Lead, Centre for Digital Governance, National Institute of Urban Affairs, 1st and 2nd Floor, Core 4B, India Habitat Centre, Lodhi Road, New Delhi- 110003	We are requesting you to Exempt EMD for MSME registered company		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.
17	E. Criteria for Evaluation	20	3. Positive Net-worth The Lead bidder must have Positive Net Worth for last three years	Exemptions may be given for MSMEs and Start Ups as the might not have sufficient turnover hence the net worth. As they have exemptions on Turnover, exemptions		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of

				must also be provided on Net Worth. Start Ups us might have done projects in good size, but might not have the positive net worth for the last three years.		Government of India. Please refer Clause C3 (iv) (Page No. 16) of RFE.
18	E. Criteria for Evaluation	21	Project Experience A minimum of Two (02) projects with minimum contract value of INR 2 Crores (excluding taxes) for IT-centric services in eGovernance / ERP projects (completed/ ongoing) in Urban Sector (for any ULB / State/UT/Central government), since 01 <sup>st</sup> April 2017 upto the date of bid submission.	1. The above may be relaxed to a minimum of 80 lakhs for Start Ups. Or 2. There should be another provision that the bidder should have done the eServices/eGovernance work for all the ULBs for the entire State without any capping on the amount. Start Ups like us have done many eGovernance Projects and IT Centric projects such as 1. Property Tax for the State of Assam 2. Unified Website and integration of e Services for the ULBs 3. Project Monitoring System 4. Command Area Mapping But the value of the project might not be of that scale as we were capable of delivering the		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) ( Page No. 16) of RFE.

				projects at much lesser costs.		
19	E. Criteria for Evaluation	22	8. Resource strength The Applicant should have a minimum 50 resources as full time employees on payroll of the Applicant, working in the Application/Software development/eGovernance business unit providing “IT / ICT services including post implementation support and operations” as on bid submission date	For MSMEs and Start Ups provision should be there to submit an undertaking that at the time of requirement in the project they would engage the desired manpower without any delay. As Start Ups might be able to deliver the projects with much lesser manpower and hence their staff strength might be less as addition of unnecessary manpower would add extra liabilities on them.		The Start-ups and MSMEs will be considered for empanelment of the IMPLEMENTATION PARTNERS as per applicable policies of Government of India. Please refer Clause C3 (iv) ( Page No. 16) of RFE.
20	General		Request you to kindly clarify on how many bidders' are going to be empanelled?			There is no limitation.
21	General		Request you to kindly clarify what is the process of sharing RFPs with the empanelled bidders? By this we mean, that post empanelment, how the empanelled bidders will get intimation/information on the RFP and the timelines to submit the proposal and other details?			The NIUA broadcast all the RFPs to all the Empanelled Agencies/ Organisations.
22	C. Instructions to Applicants	16	Tender Fee & EMD The bidder has to deposit a non-refundable tender fee of INR 5,000 (Rupees Five Thousand)	Please provide contact details of Mr. Pankaj Sharma		Please contact cdg-contact@niua.org.

		<p>and a refundable EMD of INR 1,00,000 (Rupees One lakh). The EMD of all the bidders shall be returned within 120 days of conclusion of the empanelment process. The Bidders are requested to submit the requisite Tender Fees as Demand Draft only in favour of National Institute of Urban Affairs Payable at New Delhi. The original Demand Drafts should be submitted to: Mr. Pankaj Sharma, Regional Lead, Centre for Digital Governance, National Institute of Urban Affairs, 1st and 2<sup>nd</sup> Floor, Core 4B, India Habitat Centre, Lodhi Road, New Delhi- 110003. Please provide contact details of Mr. Pankaj Sharma</p>			
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