

**Minutes of the Pre-Proposal Conference**  
**Date & Time: May 18, 2021 at 1400 hrs.**  
**Venue: Zoom Meeting**

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**Request for Proposal (RFP) for**  
**Technical support for the upgradation, enhancement of Uttarakhand Ajeevika and**  
**creation of Marketplace module**

**RFP-041-IND-2021- Event #IND10 - 0000009200**

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**Participants**

UNDP:

- Jaimon Uthup, Policy Specialist, Policy Unit
- Srilekha Chakrabarty, National Program Manager -IT
- Ashish Vikram, State Technical Officer, Uttarakhand State Office
- Wisvesh B S, Project Coordinator – IT & Gov. Relations, Uttarakhand State Office
- Manikandan Srinivasan, Procurement Unit.

Representatives of the following agencies attended the Pre-bid meeting:

- Kuberan Selvaraj, Beehyv Software Solutions Pvt Ltd.
- Kapil Mangtani, Beehyv Software Solutions Pvt Ltd.
- Saksham Gupta, Kamtech Associates Pvt. Ltd.
- Harekrishna Panigrahi, SDRC Pvt. Ltd.
- Sanil Pai, Foxberry Technologies Pvt Ltd
- Prachi Chahar, Grant Thornton
- Sanjay Sangal, Microware Computing & Consulting Pvt. Ltd.
- Santosh Jhanwar, Agriwatch (Indian Agribusiness Systems Ltd.)
- Arun Kapuria, iTech Mission Private Limited (iTM)
- Ashish Mittal, Yugasa Software Labs
- Bhavika Juneja, Yugasa Software Labs
- Sapna Nauhria – Grant Thornton

**Proceedings:**

Mr. Manikandan Srinivasan from Procurement Unit, UNDP welcomed the representatives of the participating agencies.

The pre-proposal conference started with a brief round of introduction by the UNDP and the representative of participating agencies. Following introduction, Mr. Wisvesh, Project Coordinator – IT & Gov. Relations, Uttarakhand provided an overview of the scope under the RFP. Subsequently, during the presentation and after, the bidders present raised various technical and commercial queries and UNDP's team provided responses.

Things to remember while submitting the bid:

1. Go through the UNDP user guide for bidders on UNDP website. In case of any clarification write a mail to the procurement focal point name given in the RFP document.
2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.
3. Technical & Financial proposal is submitted on the letter head of the organisation and should be signed by the authorised person submitting the proposal.
4. Name, Email id. and contact number of the authorised person submitting the proposals should be clearly mentioned on the cover letter.
5. Financial proposal must be password protected; further do not disclose price anywhere on the technical proposal / e-tendering portal. Otherwise, proposal will be disqualified.

UNDP clarified that only written responses through the minutes of meeting should be considered as final. Bidders had also sought clarification by email, the clarification of which are being provided in these minutes of meeting. Participants were asked, if they face any issues with e-Tendering system, they may contact UNDP focal person mentioned in the RFP.

The participants were informed that all replies to their queries and suggestions would be reflected in the RFP document through appropriate Amendment/Clarification. It was also informed that the minutes of the Pre-Proposal Conference would be uploaded on the eTendering Portal.

Mr. Manikandan Srinivasan from Procurement Unit – UNDP concluded the meeting with a vote of thanks to the representatives of the participating agencies.

Clarifications requested during the Pre-Proposal Conference & sent via email; and UNDP's response attached as Annexure-1.

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RFP Ref./Description: RFP-041-IND-2021 (Event #IND10 - 0000009200) - **“Technical support for the upgradation, enhancement of Uttarakhand Ajeevika and creation of Marketplace module”**.

Sl. No.	Query	Response
1	It would helpful if you can provide technical documentation for us to evaluate current platform and suggest if there is any alternate technology available.	We will be sharing the software requirements specification documentation as available with us. Attached herewith: 1. <a href="#">Software Requirements Specification</a> 2. <a href="#">User Guide provided by service provider</a>
2	Was this developed internally at UNDP or was it done through a hired agency?	It was built through a hired agency; although conceptualization and IP rests with UNDP.
3	Existing application was built in React Native; we see that there is an android version only that is available and the one being discussed is an Android version. Are we envisioning to have an iOS version also? Hybrid technology will help do the job only one time. Any specific reason it was made in React Native?	The first version did not have any logins. User surveys that we've been conducting, over 95% of users have a smartphone and hardly any iOS users. With that focus, it was essential to go for Android. But as per your recommendation you can include this in your proposal as a separate cost of Hybrid app development. We don't have an immediate need for iOS app. Multiple platform support is not required and going for native android development will give more flexibility for Marketplace features to be included as discussed.
4	How do we reflect in the financial proposal for one tech stack present vs newer tech stack right now? How do we go about it in the financial bid?	Breakups in the financial bid is expected; based on overall costing and component wise specific costs, we would be able to decide during the financial bid.
5	Existing source code transfer will be facilitated at what stage?	Source code will be handed over only to the final service provider that is issued the contract.
6	With 30,000 SHGs, average is lower than recommended number of 10, presumably because of the terrain. However, these would be then federated into VOs and then CLFs. Would all SHGs be federated? How many CLFs actually exist currently?	151 CLFs existing in the NRLM ecosystem in the Uttarakhand State. We are targeting those.
7	This would be targeting substantially lower number of SHGs than the total?	CLFs are community-based organization which caters to SHG groups, collectivized into VOs and further into then CLFs. Each CLF is catering to 18-20 gram panchayats. All SHGs under Gram Panchayat are federated. CLF shall be the agency who is going to aggregate the produce and products from these SHGs and would be facilitating in forward linkage and in marketing them.

Sl. No.	Query	Response
8	External producer groups are not part of the system in Uttarakhand?	Producer Groups are not part of the system in Uttarakhand. Hence we are proceeding with CLFs.
9	CLF is more of a government driven agency and part of the livelihood programme; producer group could be a private entity. Are we looking at CLFs as a user group or we would also look at producer groups?	We are looking at CLF at the moment since producer groups are not being formed in Uttarakhand. Might be done under MKSP programme; it is under process. This might not happen in the next 1-2 years. We are going ahead with only CLFs which has been confirmed by the government.
10	You have mentioned requirements for separate credentials at different levels; block, district, etc. Will CLFs be given the admin privileges on a dashboard or a mobile app and what would be the role within that in the application?	It is going to be a field app and could have a web version as well which would be a mirror of each other. It is for them to be in touch with SHGs, provide help and support and validate documentation provided by sellers on their products and their quality.
11	Do we require separate intervention at the state level as an administrator?	This is the super admin role for UNDP and USRLM. APIs are to be provided to USRLM for them for access to data for their MIS dashboard.
12	Regarding verification, will this mean documentation-based verification?	This is yet to be finalized with government. We required some documentation on whether the users are authentic. Clarity will be provided in subsequent months of engagement with the service provider.
13	CLF is the collection center. There would be a seller, or we could also look at SHG to CLF transaction and assume that SHG is a seller. Is this right?	CLF would be aggregating from the SHGs and CLF would be the seller. For all CLFs, there would be collection points at the block level which is the block SARAS Center.
14	Regarding aggregation from the ground level, i.e. last mile SHGs; will they be uploading anything on to the app or will it be done offline or by the CLF?	CLFs would upload the information about the produce and be the seller. CLF would be the face to the buyers. CLF's role here is to aggregate the produce. With good aggregation, better the chance to have large buyers. CLF is the entity that is going to upload information about produce.
15	SHGs won't have any intervention here? Primarily be done offline by the CLFs?	Regarding marketing aspect, CLF is the face of the SHG where buyers are coordinating. SHGs will be using apps for the other functions such as surveys, etc through which Govt. support will be provided. Currently, CLF would be the seller.
16	In terms of the aggregation process and its automation; in terms of SHGs uploading their produce and it gets aggregated automatically at the block level. Is that the business case for the application?	Yes we wanted that feature where SHG is supplying to a particular CLF; some sort of mapping of transaction in their application.

Sl. No.	Query	Response
17	Since all CLFs would be part of same entity, when the buyers are about to buy through the marketplace, what is the differentiating factor that makes a buyer inclined to one CLF; is it just the inventory or is it any differences in the pricing?	It would be different for various CLFs since CLF itself is an autonomous body. They have their own board of members who decide profit sharing and pricing model at their own level. Different CLFs have their own names and own products. Each CLF is an agency that is marketing and selling produce of SHG.
18	Is the collection center going to be a block level federation or a higher-level federation? If not, multiple CLFs producing something similar will have different quality controls and potentially because it is not governed by a very strict set of rules, will the portal therefore allow same product to be shown under different CLFs or will it actually aggregate all the CLFs? CLFs are totally independent unless they're also a part of the collection center management. Is that happening?	There is a good chance that multiple CLFs maybe having the same products; but still as per discussion with the government, each CLF could be catering to the products and would be marketing only the products which they are putting into the collection center and the collection centers haven't yet been able to penetrate to the block level at Uttarakhand until now. But still, we have SARAS centers under NRLM. At these centers there are small outlets and storage space. SARAS centers would work as collection centers for this application.
19	For an example if 1 CLF submits 10000 units another 15000 units such as NTFPS products; will a separate order need to be raised if a buyer needs 25000 units?	Yes, buyer will have to place two separate orders since the pricing will be different and the quality of the product also maybe different.
20	Is it possible for you to share the detail of the flow that you want to be included in the application? Basically, we would like to know what all needs to be covered. We need to know if CLF is to be considered a seller and all other entities are part of the CLF and there is a need to connect them offline.	We can give you the draft workflow as a 1 slider. Embedded as an attachment herewith. <a href="#">Draft Architecture RFP</a>
21	We would like to understand what is meant by the term "capacity building" in the second eligibility criteria mentioned in the RFP?	We are going to have continuous engagement through the Government and we have UNDP resources positioned from the state office as well. Given the current situation of COVID we might be doing remote trainings; but moving forward we will be doing training sessions in person. We would require one person from the service provider's end during these trainings. It is going to be presentation and demonstrations for ensuring adoption.
22	So you have mentioned 5 projects of capacity building support requirement. If we have developed software and provided training to 5	We are requesting you to abide by the criteria, if it says 5 projects, that is the expectation

Sl. No.	Query	Response
	projects and if we mention that, will it suffice the particular requirement?	
23	We might not have an acknowledgement of capacity building as such, but the work order would say capacity building that is required. There are also IT projects that we are doing, of course capacity building is one of the clauses in the contract.	There maybe some documentation, maybe there could be a training manual, project completion report. Or maybe an acknowledgement from the client that capacity building has indeed been executed.
24	Possibility of being a bidder in consortium, if one of the 2 partners, if one of them do not qualify , so definitely they are out.	For evaluation purpose, we look at the experience cumulatively to meet the criteria. In case of JV, we will anyways be issuing contract to the lead agency alone. But please add a matrix of responsibilities, the role of each organization should be clearly defined, and the letter of intent should be there signed by both the parties. Both the agencies should be registered. They should submit the certificate of incorporation of both agencies.
25	In the eligibility criteria, 10 years of experience in application development has been mentioned. Please clarify if it is mobile application development.	Web application and mobile applications can both be considered for experience. IT solutions provider has been mentioned as overall requirement for eligibility.
26	This is regarding the ChatBot. Along with ChatBot it was mentioned about the possibility of seller to seller and buyer to seller through this feature. Our own proprietary AI enabled Chatbot is for interaction between user and machine. Hence couldn't understand the relevance to buyer-seller interaction.	Here it would more of assisted chat features. It wouldn't be interaction between user and machine but rather between two users and it could be curated content that goes in there.
27	Would Chatbot cover CLF-artisan interaction or only artisans interacting with each other?	Interaction could be in between these user groups as well. Would CLFs be interacting with each other as well. Frequently transacted questions could be decided in discussion with the government.
28	As for profiling, would we building profiles for these CLFs or also for these entrepreneurs? And which ones would be showcased? Are we are trying to showcase that the products came from specific entrepreneurs as well since we're trying to promote them.	It is going to be comprehensive. It is going to be covering all these user groups; Mainly sellers and buyers and CLF profiling would be broader and hence easier/simpler.
29	User group manual in both languages or the only need to be in English?	Both versions are required, and Hindi version is a must.

Sl. No.	Query	Response
30	Since you mentioned that web applications can also be considered in experience and since we have developed and are maintaining our own website which has been developed in house, can that also be considered towards experience? Even in case of joint ventures?	We are considering only projects delivered to clients and not internal websites since we would not be able to assess and feedback or performance for delivery to clients if it is management of internal websites.
31	The RFP is silent about the joint venture, if those details can be shared, it would be helpful.	Yes, it will be shared with the minutes of the meeting.
32	Can you please elaborate a bit on the matchmaking feature?	This is one of the requirements that the Government has mentioned. They want users of similar type to connect and learn from each other on best practices or their activities on the field per se. While onboarding these user profiles , if we could have tags as metadata and connect them with each other or products or produce based (Ex: Connect between 2 tomato farmers). Similarly, based on the proximity to buyers, help reach out to buyers for transaction or sale of the tomatoes. This is the kind of matchmaking feature required. It could be lie smart search feature or an option to connect through a push notification.
33	Additional points conveyed	<ul style="list-style-type: none"> <li>• We request all the agencies to submit the proposal in such a way that for all the user roles we have the option of web version as well as the app. The transactions will happen on the app and the web version will be basically used for the dashboards - monitoring, programmatic and for detailed reports and analytics.</li> <li>• For each level, whether the user will have view only access or admin access; these roles will be defined as per requirements in discussion with the government to come up with the final list. But the proposed application should have a dynamic role based system so that whenever we require, we can assign the required roles.</li> <li>• For the web version, we need the meta data related options on the admin login. Fr ex: addition of government schemes or other specific things corresponding to master data.</li> <li>• Until the time of UAT, please ensure application is hosted independently. Managed services of hosting server should not be used in case of cloud services such as AWS or Azure. This is to avoid code changes while transfer to ITDA server.</li> </ul>

Sl. No.	Query	Response
Below questions were sent via email before pre-bid and addressed in the presentation.		
34	What Is the role and activities of aggregators defined or is it expected to be defined by the bidder?	We have CLFs affiliated with Collection Centers as aggregation points in the supply chain. Based on understanding of implementation model in the one-slider attached, some roles and activities can be defined by bidders in the proposal. Detailed Design shall be done with stakeholders from Government, UNDP and the service provider upon issuance of contract.
35	What is role and activities of transport provider or is it expected to be defined by the bidder?	Whether transport provider will require an application is unclear at this stage. However, capturing details of transportation on the transaction apps in a simplified way shall be helpful.
36	Where will this information come from? Is it a API with a govt. agency?	Lat-long shall be manually curated and provided by USRLM and UNDP resources from time to time. Focal point resource shall assist on this proactively to source required data points. Geo-fencing only for boundaries of service blocks, district wise and/or radius wise. Proximity based mapping for matchmaking feature also for Governance dashboard. No APIs available with the Government currently, maybe available in future.
37	Can payment aggregator be used? Or its expected to directly support only UPI?	<ul style="list-style-type: none"> <li>• This will not be implemented in first phase (within 4-6 months).</li> <li>• Payment Aggregators maybe used which also include UPI as one of the payment option.</li> </ul> However financial bid to include this as a component in case financially viable.
38	Chatbot is expected to support English and Hindi?	More of assisted chat features for exchange of best practices and related content between rural entrepreneurs; can also be extrapolated to FAQs section of existing app. Chatbot is expected to support English and Hindi since it shall be more of Assisted Chat
39	Will Existing code knowledge transfer will be facilitated by UNDP?	Existing source code handover and transfer will be facilitated by UNDP to the selected service provider. However, code walk-throughs will not be possible.
40	Is cloud deployment of the solution acceptable, or it must be in data center of govt?	Cloud deployment is fine initially until the UAT stage. Migration to ITDA server is mandatory.
41	"The current criteria says:- Minimum 10 years of experience as an IT solutions provider involved in	The response to this is that it is not possible. However, bidders may form a consortium / joint venture and participate in the bidding process.



Sl. No.	Query	Response
	Application Development and Maintenance (ADM).  We request you to revise this:- __ years of experience as an IT solutions provider involved in Application Development and Maintenance (ADM)."	
42	Can bidders form a consortium and participate in the bidding process?	Yes.
Below questions were sent via email after pre-bid meeting.		
43	Wanted to understand the scoring criteria related to "Experience in the creation and maintenance of customizable IT solutions (marketing/profiling/MIS) focused on women SHGs/artisans livelihood promotion for any governmental and/or international agencies".  Our organization, have extensive experience working (in the creation and maintenance of IT solutions) on large scale government programs on Maternal and Child Health for Ministry of Health and Family Welfare along with major international donor organizations. Will this specific experience count?	This project doesn't seem to be associated with the livelihoods domain and it will not be considered for evaluation or scoring.
44	Can the technical documentation of the existing application be shared with us?	This has been shared in response to Question 1 in this document.
45	Can the user manual for the admin module be shared with us to assess the existing functionalities of the application?	User manual for current admin panel is not available. A manual shared by the vendor on the app is available and shared in response to Question 1 in this document.

**Each feature discussed can be mentioned as a separate line item in the financial bid and a breakup is thereby expected feature-wise.**

Bid submission date has been extended till 31 May 2021. Kindly check UNDP e-tendering portal for updates.

**Please go through the weblink below for accessing the UNDP e-tendering user guide for bidders and video guide on how to register a bidder profile on e-tendering and video guide on how to submit a bid on eTendering.**

[UNDP eTendering User Guide for Bidders](https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/)

<https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

[Video Guide on How to Register a Bidder Profile on eTendering](https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be)

<https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>

[Video Guide on How to Submit a Bid on eTendering](https://www.youtube.com/watch?v=cy34AXsYMrC&feature=youtu.be)

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