



Bank of Maharashtra

Addendum-1 dated December 22, 2016

To

Request for Proposal

For

Appointment of IT Consultants for CBS Contract Renewal

1. ADDENDUM INTRODUCTION 4

Addendum 1 – List of Revised Sections:

Addendum 1	Scope of Work	Additional items added to following Scope of Work: 1. Assisting the Bank for end-to-end Contract Renewal with the System Integrator 2. Project Management for implementation of the contract renewal
	Annexure B	Commercial Format replaced with new format

Please refer to Table-QR-1 which refers to Bank’s response as to the bidder’s queries. This table also contains the changes to relevant clauses in the RFP against which bidder’s have raised queries.

1. ADDENDUM INTRODUCTION

The Bank had issued the Request for Proposal (Tender Reference # **112016** dated **December 7, 2016**) to the bidders for the “**Appointment of IT IT Consultants for CBS Contract Renewal**”. As per the terms of the RFP document a pre - bid meeting was held on **December 17, 2016** at Bank of Maharashtra, Lokmangal, 1501, Shivaji Nagar Pune – 411005

This addendum covers additions, corrections and clarifications to the queries raised by the Bidders, as well as other additional information which Bank considered essential to be furnished to the Bidders to gain a better understanding of the Bank’s requirements as part of the RFP. All efforts have been made to provide the maximum available information and answer the pre-bid queries submitted by the Bidders. The Bidders are required to consider the information provided in this Addendum 1 as the latest guidelines.

The Bidders have been provided with the clarifications and details through this Addendum 1. However the questions pertaining to details that were already provided in the RFP, have not been answered. Please treat this Addendum-1 including the entire Pre Bid Queries Responses provided by the Bank as an integral part of the RFP document issued. Only the sections, clauses, terms referred in this Addendum 1 are revised/updated to the extent revised/clarified. All other terms and conditions of the RFP document remain unchanged.

Table-QR-1, refers to Bank’s response as “Response /clarification” to the bidder’s queries

Table-QR-1

S.no	Page	Section	Clarification Point as stated in the RFP 112016 document	Banks Response/Clarification
1	12 & 36	4.4 & 7.2	<p>Bank expects the consultant to perform acceptance of all the third party applications and equipments at the data centre and disaster recovery site for all applications covered under the scope of the system.</p> <p>Since the acceptance of these third party systems will have Separate project timelines, many PSU banks treat these applications as separate Individual projects and provide a commercial format for project management as submitted by us as "Annexure A".</p> <p>The format has no of resources & tenure of man months for the project management for the purpose of normalization amongst bidders to ensure that the bidders don't cut corners while quoting a project management cost.</p> <p>We request the bank to kindly list out applications in scope as Individual projects and please consider project management commercials as per suggested format in annexure A.</p>	<p>No change in RFP Clause. However, commercial bid format is revised for better clarity. Revised Commercial Bid format is provided in section B of this document.</p>
2	11 11 12	4.2 4.3 4.4	<p>Considering the complexity & scale of the project, We request the bank to consider the following timelines</p> <p>The Bank expects the consultant to complete the entire assignment across a period of Fifteen (15) months from the date of contract.</p> <p>For assisting the Bank for end-to end contract renewal with the System Integrator. This phase of the project is anticipated to last over a period of 4-6 months from the date of signing the contract.</p> <p>Project Management for implementation of the contract renewal.-This phase of the project is likely to last anywhere between 6 (six) to 9 (nine) months from the date of</p>	<p>Bank has mapped timelines mentioned in RFP with Contract expiry date. Hence, No change in RFP Clause.</p>

S.no	Page	Section	Clarification Point as stated in the RFP 112016 document	Banks Response/Clarification
			contract signing with the system integrator.	
3	11	4.4	We understand that in the CBS Contract renewal many peripheral applications may undergo version upgrade, EMS version upgrade or revamp, Optimizing Branch server / gateway PC architecture, Migration of any existing application to cloud If required, Expansion of existing Server Virtualization and may have further have several further such initiatives, Hence we request Bank to kindly detail the project management scope for the purpose of the sizing the effort required for the project management.	Bank has added new items to existing scope of work. Please refer section A of the addendum for details
4	17	5.1.11.	<p>Many Bank's which are not on B@ncs CBS typically have options of multiple Service Provider Support also goes through the RFP route during renewal. Hence, we request the Bank to kindly relax the clause to accommodate credentials for renewal etc. through RFP route</p> <p>The requested change in the cluae "The Bidder should have experience in providing REVIEW / RENEWAL OF CBS Application/Infrastructure through tendering/ CONTRACT Renewals and assisting in subsequent MSA, Terms & Conditions and Deliverables for Facility Management of CBS preferably TCS Bancs24 : Successful completion certificates or engagement letter from the F&client needs to be furnished along with the response.</p>	<p>The revised clause is as below:</p> <p>"The Bidder should have experience in providing REVIEW / RENEWAL OF CBS Application/Infrastructure through tendering/ CONTRACT Renewals and assisting in subsequent MSA, Terms & Conditions and Deliverables for Facility Management of CBS preferably TCS Bancs24 "</p>
5	17	5.1.11.	<p>We request the bank to kindly consider completed and ongoing projects for this criteria and as many bank's on different CBS platform are doing renewals through RFP so we request the bank to please relax the clause as below to consider broader participation</p> <p>"Should have handled/handling core banking upgradation or similar renewal projects for public sector Banks in India where price discovery mechanism/tendering has been adopted"</p>	<p>The revised clause is as below:</p> <p>"Should have handled/handling core banking upgradation or similar renewal projects for public sector Banks in India where price discovery mechanism/tendering has been adopted"</p>

S.no	Page	Section	Clarification Point as stated in the RFP 112016 document	Banks Response/Clarification
6	23	5.1.23.	<p>We request the bank to consider the relaxation to consider the supporting documents for the following three years FY 2013-2014 FY 2014-2015 FY 2015-2016 As audited balance sheet and CA certificate for 2016-17 cannot be shared till the submission of this bid. Hence we request your consideration for this relaxation.</p>	<p>Document requirement for this clause is relaxed from existing financial years mentioned in the RFP to Following three years: FY 2013-2014 FY 2014-2015 FY 2015-2016</p>
7	23	5.1.23.	<p>We request the bank to consider the relaxation to consider the supporting documents for the following three years FY 2013-2014 FY 2014-2015 FY 2015-2016 As audited balance sheet and CA certificate for 2016-17 cannot be shared till the submission of this bid. Hence we request your consideration for this relaxation.</p>	<p>Document requirement for this clause is relaxed from existing financial years mentioned in the RFP to Following three years: FY 2013-2014 FY 2014-2015 FY 2015-2016</p>
8	29	6.2	<p>We request the bank to consider relaxation in project management payment terms and relax the project management payment to monthly in arrears</p>	<p>No change in RFP Clause</p>
9	36	7.2	<p>Please confirm if the contract duration is for the period of 36 months.</p>	<p>Contract Duration will be 12 Months or Project Completion whichever is later.</p>

S.no	Page	Section	Clarification Point as stated in the RFP 112016 document	Banks Response/Clarification
10	21	5.1.10	<p>Bank has not specified the techno commercial weightage in the RFP. As consultant RFPs as a practice are T1L1, we request the bank to consider the below weightage for techno-commercial evaluation:</p> <p>The Bank shall conduct the reverse auction on total cost of project and the price so obtained after closure of Reverse Auction shall be taken into account for Techno-Commercial Evaluation. Bidders have to submit final itemized price to the Bank within 24 hours of closure of Reverse Auction process.</p> <p>Techno-Commercial Evaluation: The score(s) will be calculated for all technically qualified bidders using the formula:- (Minimum Commercial Quote/Quoted Price) x30% + (Technical Score/Highest Technical Score) x 70% (Technical will carry 70% weightage and Commercial will carry weightage of 30%) Highest scores so obtained using the above method shall be declared L-1. In case of tie-up in Techno-Commercial evaluation score, the bidder scoring highest technical score will be declared L-1 bidder. The bidders will submit itemized price against Vendor Evaluation, Project Management and additional man-days rate within 24 hours after closure of Reverse Auction.</p>	<p>Bank has not adopted Techno-Commercial evaluation method. Bidders scoring 70% or more marks in Technical Evaluation will be eligible for Reverse Auction and Bidder emerging as L1 will be considered as successful.</p>

A. Scope of Work –

Following Scope of Work is added to existing Scope of Work:

1. Assisting the Bank for end-to-end Contract Renewal with the System Integrator:

- a. Review existing Escrow Mechanism and formulate new Escrow arrangement if required
- b. Optimizing Bancs 24 Branch Server/Interface (Commonly referred as Gateway PC) architecture
- c. Assist Bank in implementation of Data Backup solution for Virtualized Servers (Windows/Linux).
- d. Evaluate viable options along with cost estimates for each of the Data Centers, Disaster Recovery Center and Near Site:
 - i. Build
 - ii. Co-host
 - iii. Re-locate
- e. Evaluate Branch support mechanism (Helpdesk and other support teams) and ticket call flow in present environment and suggest viable options for providing better support to branches. Identify the support activities under existing MSA and add new or remove activities in new Scope.
- f. Consultant should study and suggest the options of mobility and app based CBS system
- g. Perform Price Discovery and participate in price negotiations and discussions with the vendors.
- h. Assist Bank in implementing policies as per best practices in existing DLP Solution in Bank
- i. Define Service Levels and assist bank for service level agreements for all projects under the scope of this RFP
- j. Renewal of ULA for Oracle

2. Project Management for implementation of the contract renewal

- a. Optimizing branch server / gateway PC Architecture
- b. Implementation of Mobility and app based CBS System
- c. Implementation of Data Backup solution for Virtualized Servers (Windows/Linux)
- d. Data Center, Near Site and DR Co-Hosting and Shifting if required
- e. AMC and ATS Renewal including price discovery and contract finalization
- f. Design and renew Service Levels and assist bank for Service Level Agreements for all projects under the scope

B. Annexure B: Commercial Format : Revised Annexure is as under:

The consultant is required to update the commercials in the following format:

Section	Scope heads	Quote (In INR)
A	Assist the Bank in the end-to-end contract renewal with System Integrator	
B	Project Management Services for Implementation of contract renewal	
	Total - Total Cost of Ownership (in INR)	

Breakup of Activities:

Section A: Assist the Bank in the end-to-end contract renewal with System Integrator

Section	Scope Sub Head	Amount (IN INR)
1	Understand the current contractual obligations of the system integrator and contractual formalities between the Bank and the System Integrator.	
2	Benchmark the performance of the system integrator and key deliverables with the contract and provide a report on the gaps in the contractual obligations and key deliverables of the system integrator visa-vis the contractual obligations. Assist the Bank in closing the gaps identified above with the system integrator.	
3	Define the strategy for contract renewal taking into consideration the Bank's requirements, CVC guidelines and other statutory and regulatory issues.	
4	Identify the components that would require upgrade, replacement, enhancement at the data centre and disaster recovery site for hardware, software, network, ATS, AMC, Facilities management , security, data centre and disaster recovery site infrastructure across all applications and infrastructure components which are part of the system integrator's scope. Draw up a comprehensive strategy / plan on how the components would be upgraded, replaced, enhanced at the data centre and disaster recovery site.	
5	Define single / multiple RFP's or scope documents (in case of direct orders with the system integrator) as per the defined and agreed strategy with the Bank. Perform a detailed technical and commercial evaluation of the bill of materials or tender documents for the items that need to be upgraded, replaced, enhanced at the data centre and disaster recovery site. Participate in price negotiations and discussions with the vendors.	
6	Review the facilities management deployment at the Bank across the Zonal offices, IT centers including Head Office, CBS Project Office (Pune), TIBD, Card Cell etc. and suggest a suitable model taking into consideration the Bank's future plans and ambitions and also the contract renewal with the system Integrator.	
7	Work with the Bank's legal team in formulating the complete contract for the system integrator.	
8	Review existing Escrow Mechanism and formulate new Escrow arrangement if required	
9	Optimizing Bancs 24 Branch Server/Interface (Commonly referred as Gateway PC) architecture	
10	Assist Bank in implementation of Data Backup solution for Virtualized Servers	

Section	Scope Sub Head	Amount (IN INR)
	(Windows/Linux).	
11	Evaluate viable options along with cost estimates for each of the Data Centers, Disaster Recovery Center and Near Site:	
12	Evaluate Branch support mechanism (Helpdesk and other support teams) and ticket call flow in present environment and suggest viable options for providing better support to branches. Identify the support activities under existing MSA and add new or remove activities in new Scope.	
13	Study and suggest the options of mobility and app based CBS system	
14	Perform Price Discovery and participate in price negotiations and discussions with the vendors.	
15	Assist Bank in implementing policies as per best practices in existing DLP Solution in Bank	
16	Define Service Levels and assist bank for service level agreements for all projects under the scope of this RFP	
17	Renewal of ULA for Oracle	
	Total for Section A (in INR)	

Section B: Project Management Services for Implementation of contract renewal

Section	Scope Sub Head	Amount (In INR)
1	Project Management for CBS Contract Renewal	
3	Optimizing branch server / gateway PC Architecture	
4	Implementation of Mobility and app based CBS System	
5	Implementation of Data Backup solution for Virtualized Servers (Windows/Linux)	
7	Data Center, Near Site and DR Co-Hosting and Shifting if required	
8	Any Other item (Please specify)	
	Total for Section B (in INR)	

Terms & Conditions:

1. Bank reserves the right to implement or drop any of the above listed projects without assigning any reason.
2. The price quoted for the project should be an all-inclusive price including any taxes, expenses and levies but excluding service tax and is a fixed price.
3. Bank will deduct applicable TDS, if any, as per the law of the land.
4. The quoted fixed fees against each project shall remain unchanged till the completion of the Project(s).
5. The start of Project Management tenure will be reckoned from the date placing Purchase Order and deployment of resources as per the project requirements.
6. The base project location will be Pune.
7. Any travel outside of Pune or Consultants city for field work would have to be agreed with the Bank. Such travel would be in line with the Bank's eligibility at the level of Dy. General Manager for Senior Resource and Chief Manager for Team Member
8. The TCO will be A+B on which the commercial evaluation will be conducted.
9. All prices to be valid for a period of 18 months from the date of contract execution / signing.

10. The Bank reserves the right to renew the contract post completion contract period and the commercials for the same will be discussed based on the scope of work.
11. Please factor all your expenses like travelling, boarding, lodging etc. Apart from amount specified in Commercials, no other expenses will be paid by the Bank.
12. Consultant shall depute resources on-site of the project implementation location(s) for carrying out the task as specified in this document.
13. The fees quoted is in fixed price and no increase in rate will be admissible by the Bank for whatsoever reasons during the contract period.
14. The fee quoted also includes the cost of deliverables for all the phases of the Project.
15. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.
16. Fee is payable only on actual availing of services and no minimum or fixed fees are payable.

17. Additional Per Man-day rates

- a. The bidder is expected to provide a single additional per man-day rate in the table specified below.
- b. The rate provided would be a blended rate and should be valid for 18 months from the date of contract with the bidder.
- c. The rate quoted would be used by the bank for allotting additional related work beyond the scope of the project if the need arises
- d. The rate quoted by the bidder will not be a part of the TCO computation
- e. The rate quoted should be inclusive of taxes and charges except service tax. Service tax will be payable actual and on submission of original invoice / receipt.
- f. The rate quoted should include all expenses, lodging and boarding for work to be executed.

Sr No	Additional per man-day rate

Place:

Date:

Seal & Signature of the Bidder

The resources would be appointed on a project requirement made known by the bank only if they meet the aforementioned categorization as indicated in the table above and after obtaining prior approval from the bank.

Resource Level Mapping

Sr	Level of Resources	Designations / equivalent designations falling under this category
1	Team Member	Consultants / Sr. Consultants / Asst. Managers / Managers
2	Senior Resource	Partner / Director / Managing Director / Sr. Managers / Vice President / Executive Director / Deputy Director / Asst. Vice President / Senior Prof. of Top B-Schools or Engineering Colleges