

Reply to Pre- Bid Queries- RFP172021-22



Request for Proposal for Appointment of Consultant For for augmentation of Core Banking Solution hardware and related components at Data Center, Disaster Recovery Center and Near Site

RFP Reference No. 172021-22

S. No.	Page #	Section #	Main Section Name	Clarification Point as stated in the RFP document	Comment/Suggestion/Deviation	BOM Reply
1	13	3.1	Technical Evaluation Criteria > criteria 1.1	The Bidder should have experience on the following areas in the last 5 years: 1. RFP Preparation 2. Vendor Evaluation & Selection 3. Consultancy for hardware upgrade, fresh hardware procurement or hardware renewal consultancy 4. IT Project management Completed or on-going projects would be considered.	Request Bank to define the on-going projects and revised the statement as follows: " Completed or on-going projects would be considered (on-going project should be minimum 6 months old projects and few scopes already delivered. Issuance of work order or executed the contract will not be considered as on-going project).	No change in RFP Clause
2	13	3.1	Technical Evaluation Criteria > criteria 1.1	1. Full marks- if the bidder can demonstrate experience in any 3 or more areas for a public sector Bank or public sector insurance company with more than 1000 branches in India. 2. 20 marks- if the bidder can demonstrate experience in at least two areas for a Scheduled Commercial Bank with more than 1000 branches in India/ Insurance Firm in India with more than thousand branches / BFSI with more than 1000 branches in India or a Government entity or PSU in India. 3. Nil for others Documentary Evidence: Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice	As this RFP is for Core Banking Hardware upgrade, we request Bank to revise the clause as follows. 1. Full marks- if the bidder can demonstrate experience in any 3 or more areas for at least 2 (Two) Public/Private sector Banks in India with more than 1000 branches in India. 2. 20 marks- if the bidder can demonstrate experience in at least two areas for a Public/Private sector Banks in India with more than 1000 branches in India. 3. Nil for others Documentary Evidence: Relevant credential letter OR Project Completion Letter OR Purchase Order Copy along with latest invoice	Pls refer corrigendum
3	13	3.1	Number of Years in IT Consultancy (valid as on date of bid submission)	1. 15 Marks- if bidder is having experience of more than 5 years 2. 10 Marks- If the bidder is having experience of 3-5 years 3. 5 Marks- If the bidder is having experience of less than 3 years.	Request you to please revise the clause as below: 1. 20 Marks- if bidder is having experience of more than 10 years 2. 15 Marks- If the bidder is having experience of 5 years 3. 10 Marks- If the bidder is having experience of less than 3 years	No change in RFP Clause
4	13	3.1	Number of Years in IT Consultancy (valid as on date of bid submission)	Max Marks - 15	Request you to please revise the clause as below: Max Marks - 20	No change in RFP Clause

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5	14	5.1	Technical Evaluation Criteria > criteria 1.1	Technical Presentation to the Bank's Evaluation Team covering Demonstration of in-depth understanding of the Bank's project requirements through the technical proposal supplemented by Presentation and interactions. Presentation should broadly cover a) Strategy articulation b) Understanding the project & approach plan c) Team experience & strength d) Resources to be deployed for this project - 15 marks	Technical Presentation to the Bank's Evaluation Team covering Demonstration of in-depth understanding of the Bank's project requirements through the technical proposal supplemented by Presentation and interactions. Presentation should broadly cover a) Strategy articulation b) Understanding the project & approach plan c) Team experience & strength d) Resources to be deployed for this project - 10 marks	No change in RFP Clause
6	15	3.1	Technical Evaluation Criteria > criteria 1.1	Total Marks 85	Total score is 85 is this correct or one technical scoring mechanism missing in the table. As per our understanding the total score should be 100.	RFP Clause Self Explanatory
7	29	5.1	Eligibility of the Bidder	The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India. One out of the 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India should be a public sector bank. *Completed and Ongoing projects will be considered	Requesting bank to please also consider the following: The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India. One out of the 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India should be a public sector bank. Request Bank to define the on-going projects and revised the statement as follows:: " Completed or on-going projects would be considered (on-going project should be minimum 6 months old projects and few scopes already delivered. Issuance of work order or executed the contract will not be considered as on-going project).	No change in RFP Clause

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बैंक ऑफ महाराष्ट्र
Bank of Maharashtra
बनाओ विकास का रास्ता

एक परिवार एक बैंक

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8	29	5.1.8	5.1. Eligibility of the Bidder	The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India. One out of the 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India should be a public sector bank. *Completed and Ongoing projects will be considered	The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 1 scheduled commercial banks / Insurance company with minimum 1000 branches in India. *Completed and Ongoing projects will be considered	No Change in eligibility criteria, for Technical Evaluation Criterias ,Pls refer corrigendum
9	29	5.1.8	5.1. Eligibility of the Bidder	The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India. One out of the 2 scheduled commercial banks / Insurance company with minimum 1000 branches in India should be a public sector bank. *Completed and Ongoing projects will be considered	As per usual practise, Eligibility Criteria is more relaxed than technical scoring. We have observed that in the technical scoring allows for 1 scheduled commercial bank or Insurance company with minimum 1000 branches in India, however in the eligibility criteria Bank has asked for 2 scheduled commercial bank/insurance company in India with minimum 1000 branches. Hence, we request the bank to kindly relax the eligibility criteria as below: The Bidder should have experience of completing at least 1 project covering RFP Preparation, Vendor Evaluation & Selection and hardware refresh/ augment for at least 1 scheduled commercial banks / Insurance company with minimum 1000 branches in India. *Completed and Ongoing projects will be considered	No Change in eligibility criteria, for Technical Evaluation Criterias ,Pls refer corrigendum
10	30	6.2	Payment Terms & Project Time Lines. Sr. No.1 >Augmentation of the CBS Hardware : Review of banks existing hardware and associated infrastructure	>> 20% on submission of draft report covering >>20% on submission of above final report as per the scope >>60% on acceptance of above final report as per the scope	Requesting bank to please modify the payment terms as below: >> 40% on submission of draft report covering >>40% on submission of above final report as per the scope >>20% on acceptance of above final report as per the scope	No change in RFP Clause

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11	30	6.2	Payment Terms & Project Time Lines. Sr. No.4 >Hardware acceptance testing	>> 20% on submission of the hardware acceptance testing criteria >> 30% on submission of the draft hardware acceptance report. >>50% on submission of the final hardware acceptance report and acceptance of the same by the Bank	Requesting bank to please modify the payment terms as below: >> 50% on submission of the hardware acceptance testing criteria >> 40% on submission of the draft hardware acceptance report. >> 10% on submission of the final hardware acceptance report and acceptance of the same by the Bank	No change in RFP Clause
12	30	Payment terms & Project Timeline>>6.2	Completion time-lines: Within 2 months of kick-off	2. Assist the Bank in drafting of RFP for refresh/ augmentation of Hardware and associated infrastructure for the Bank's Data Centre & Disaster Recovery Site and Near Site Completion time-lines: Within 2 months of kick-off	Assist the Bank in drafting of RFP for refresh/ augmentation of Hardware and associated infrastructure for the Bank's Data Centre & Disaster Recovery Site and Near Site Completion time-lines: Within 4 months of kick-off	No change in RFP Clause
13	30	Payment terms & Project Timeline>>6.2	Completion time-lines: Within 3 months of kick-off	2. Provide assistance in vendor evaluation and selection Completion time-lines: Within 2 months of kick-off	Assist the Bank in drafting of RFP for refresh/ augmentation of Hardware and associated infrastructure for the Bank's Data Centre & Disaster Recovery Site and Near Site Completion time-lines: Within 2 months of bid submission	No change in RFP Clause
14	34	6.1	Penalty	Penalty for delay in the Service(s) rendered for each week of delay beyond the scheduled date or part thereof will be a sum equivalent to 0.25% (One Percent) of total project cost for delay of one week or part thereof each time, subject to maximum of 10 % (Ten percent) of the total consideration. In case of undue delay beyond a period of 15 days after attaining the maximum penalty of 10% of total project cost/TCO during implementation, Bank may consider termination of the contract or purchase order. No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons not attributable to the bidder. The overall LD during implementation will be to a maximum of 10% of the total cost of the project. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Monday to Saturday will be considered as a	Requesting Bank to modify the clause as below: Penalty for delay in the Service(s) rendered for each fortnight of delay beyond the scheduled date or part thereof will be a sum equivalent to 0.05% of total project cost for delay of one week or part thereof each time, subject to maximum of 2.5 % (Two and Half percent) of the total consideration. In case of undue delay beyond a period of 30 days after attaining the maximum penalty of 2.5% of total project cost/TCO during implementation, Bank may consider termination of the contract or purchase order. No penalty shall be levied in case of delay(s) in deliverables or performance of the contract for the reasons not attributable to the bidder. The overall LD during implementation will be to a maximum of 2.5% of the total cost of the project. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company. Monday to Friday will be considered as a week. Part of week will be treated as a week for this purpose. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.	No change in RFP Clause

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15	37	6.16	Limitation of Liability	<p>Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value.</p> <p>Bidder's liability in case of claims against the Bank resulting from Misconduct or Negligence of bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p> <p>1. "Misconduct" means any act or omission of a party which is willfully intended to harm the interests of the other party, provided however, that willful misconduct does not include ordinary negligence, an error of judgement or mistake of a person.</p> <p>2. "Negligence" means an indifference to, and a blatant violation of a legal duty with respect to the rights of the others, being a conscious and voluntary disregard of the need to use</p>	<p>We note that our aggregate liability is limited to actuals and upto the value received by us under this engagement as per Clause 6.16 (Page 37) of the attached RFP. However, following are the exceptions to aforementioned liability cap:</p> <p>a.Claims arising out of misconduct on our part; b.Gross Negligence on our part; c.Claims arising out of infringement of intellectual property rights; d.Breach of confidentiality obligations.</p> <p>Requesting bank for inclusion of aforesaid exceptions within the liability cap provided under Clause 60 (Page 30) of the attached RFP.</p>	No change in RFP Clause
16	66	17: Annexure K	Eligibility of the Bidder	<p>The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956/2013 / The bidder must be a registered firm/ company//LLP/ trust/government owned organization/and shall be in existence for the last five years.</p> <p>Copy of the certificate of incorporation, copy of registration certificate should be enclosed as documentary proof</p>	<p>Please revise the clause as below: The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956/2013 / The bidder must be a registered firm/ company//LLP/ trust/government owned organization/and shall be in existence for the last ten (10) years.</p> <p>Copy of the certificate of incorporation, copy of registration certificate should be enclosed as documentary proof.</p>	No change in RFP Clause
17	66	17: Annexure K	Eligibility of the Bidder	<p>The bidder should be in the line of Management Consultancy in India at least for a period of 5 years as on the date of this RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account).</p>	<p>The bidder should be in the line of Management Consultancy in India at least for a period of 10 years as on the date of this RFP. (In case of mergers/acquisitions/restructuring or name change, the date of establishment of earlier/original Partnership Firm/Limited Company can be taken into account).</p>	No change in RFP Clause

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19			General		Bidder shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by it. Such retention shall be subject to obligations of confidentiality mentioned in RFP. Requesting bank to kindly consider the above point.	The Bidder will required to comply with Bank's Terms & conditions related to Confidentiality & NDA
20			Last Date and Time for receipts of tender offers	28.02.2022 at 15:00 hours	Requesting bank to kindly extend the last date of submission of bids by atleast 14 days.	Pls refer corrigendum