

**Pre-Bid Meeting on 15/12/2017 – Addendum & Clarifications**  
**RfE For Empanelment of Companies for resource deployment / software development**  
**400/2018/1291/BYO/ITV dated December 10, 2017**

**Section – I: Addendum to RfE**

Sl. No.	Page No./ Section/ Clause	Current RfP clause	Revised RfE Clause
1	8 / 1.1 (Preface)	Empanelment of companies for resource deployment/ software development	Empanelment of companies for resource deployment and / or software development using on-site / offshore / hybrid model on need basis
2	18/ 4.1 (Objective)	SIDBI intends to empanel companies for resource deployment / off-site software development on project basis in various technologies, as per requirement of the Bank, for a period of three years. The purpose behind issuing this RFE is to invite pre-qualification / minimum eligibility from the eligible bidders and carryout selection of bidder(s) for the above purpose.	This RfE is for empanelment of companies for resource deployment and / or software development using on-site / offshore / hybrid model, on need basis, at SIDBI locations i.e. Mumbai, Chennai, Lucknow, New Delhi NCR. The services will be used for development, maintenance and support of Applications and Services and /or undertaking off-site software development on project basis, as mentioned in the “Section 4.3 Requirement of Resources”.

Sl. No.	Page No./ Section/ Clause	Current RfP clause	Revised RfE Clause																																																										
3	19/ 4.3. (Requirement of resources)	<table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Category</th> </tr> </thead> <tbody> <tr><td>1</td><td>Project Manager</td></tr> <tr><td>2</td><td>Web Designer</td></tr> <tr><td>3</td><td>Database Designer</td></tr> <tr><td>4</td><td>Technical Architect</td></tr> <tr><td>5</td><td>Business Analyst</td></tr> <tr><td>6</td><td>Test Lead</td></tr> <tr><td>7</td><td>Technical Writer</td></tr> <tr><td>8</td><td>Tester</td></tr> <tr><td>9</td><td>Data Analyst</td></tr> <tr><td>10</td><td>Software Developer</td></tr> <tr><td>11</td><td>Mobile application developer</td></tr> </tbody> </table>	Sr. No.	Category	1	Project Manager	2	Web Designer	3	Database Designer	4	Technical Architect	5	Business Analyst	6	Test Lead	7	Technical Writer	8	Tester	9	Data Analyst	10	Software Developer	11	Mobile application developer	<p><b>Revised list of skill-sets</b></p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Category</th> </tr> </thead> <tbody> <tr><td>1</td><td>Technical Project Manager</td></tr> <tr><td>2</td><td>Web Designer</td></tr> <tr><td>3</td><td>Database Architect</td></tr> <tr><td>4</td><td>Technical Solution / Cloud Architect</td></tr> <tr><td>5</td><td>Business / Functional Analyst</td></tr> <tr><td>6</td><td>Tester</td></tr> <tr><td>7</td><td>Technical Writer</td></tr> <tr><td>8</td><td>Tester</td></tr> <tr><td>9</td><td>Data Analyst/ Data Warehouse Developer</td></tr> <tr><td>10</td><td>Software Developer</td></tr> <tr><td>11</td><td>Mobile application developer</td></tr> <tr><td>12</td><td>Integration / Information Security Architect</td></tr> <tr><td>13</td><td>Middleware expert</td></tr> <tr><td>14</td><td>Customer journey specialist</td></tr> <tr><td>15</td><td>UX design framework specialist</td></tr> <tr><td>16</td><td>UI component specialist</td></tr> </tbody> </table>	Sr. No.	Category	1	Technical Project Manager	2	Web Designer	3	Database Architect	4	Technical Solution / Cloud Architect	5	Business / Functional Analyst	6	Tester	7	Technical Writer	8	Tester	9	Data Analyst/ Data Warehouse Developer	10	Software Developer	11	Mobile application developer	12	Integration / Information Security Architect	13	Middleware expert	14	Customer journey specialist	15	UX design framework specialist	16	UI component specialist
Sr. No.	Category																																																												
1	Project Manager																																																												
2	Web Designer																																																												
3	Database Designer																																																												
4	Technical Architect																																																												
5	Business Analyst																																																												
6	Test Lead																																																												
7	Technical Writer																																																												
8	Tester																																																												
9	Data Analyst																																																												
10	Software Developer																																																												
11	Mobile application developer																																																												
Sr. No.	Category																																																												
1	Technical Project Manager																																																												
2	Web Designer																																																												
3	Database Architect																																																												
4	Technical Solution / Cloud Architect																																																												
5	Business / Functional Analyst																																																												
6	Tester																																																												
7	Technical Writer																																																												
8	Tester																																																												
9	Data Analyst/ Data Warehouse Developer																																																												
10	Software Developer																																																												
11	Mobile application developer																																																												
12	Integration / Information Security Architect																																																												
13	Middleware expert																																																												
14	Customer journey specialist																																																												
15	UX design framework specialist																																																												
16	UI component specialist																																																												
4	21/4.5.2	Identified Team Lead should continue at the site across the contract period (i.e. 3 years) except in the case of retirement, resignation or termination of the employment.	<b>Clause 4.5.2 stands withdrawn</b>																																																										

Sl. No.	Page No./ Section/ Clause	Current RfP clause	Revised RfE Clause
5	22/4.5.10	No additional resources should be deputed at SIDBI location without prior written approval from SIDBI. If required, SIDBI may deploy additional resources from other vendor(s). Under such cases all the team member (including resource from other vendor) would form part of the team and will be managed by team lead (SPOC).	No additional resources should be deputed at SIDBI location without prior written approval from SIDBI. If required, SIDBI may deploy additional resources from other vendor(s). Under such cases all the team member (including resource from other vendor) would form part of the team and will be managed by Project Manager.

## Section – II: Clarification to Pre-Bid Queries

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
1	25	Section 5.4 Sr. No.3	Minimum Eligibility Criteria	Existing Criteria:  The Bidder should have made cash profit in at least 2 years out of last 3 financial years out of Indian Operations.  We would request for the following relaxation on the criteria:  The Bidder should have made cash profit in at least 2 years out of last 3 financial years or The Bidder should have Positive Net Worth for the last 3 Financial Years.	<b>Revised clause:</b> The Bidder should have made cash profit in at least 2 years out of last 3 financial years out of Indian Operations OR should have positive net worth in all the last 3 financial years.
2	25	Section 5.4 Sr. No.4	Minimum Eligibility Criteria	The Bidder should have minimum SEI CMM Level 3 or higher certification and the certificate should be valid as on November 30,2017.	<b>Revised clause:</b> The Bidder should have minimum CMM Level 3 or higher certification and the certificate should be valid as on November

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
				We are ISO 27001 certified. We request bank to allow either CMMI or ISO certification.	30, 2017.
3	25	Section 5.4 Sr. No.5	Minimum Eligibility Criteria	The Bidder should have a minimum number of 200 full time professional staff engaged in software development.  We request bank to revise the staff strength to 100 and above.	No Change in Minimum Eligibility Criteria
4	25	Section 5.4 Sr. No.2	Minimum Eligibility Criteria	Documents to be submitted as a proof: Copy of Work order / agreement along with completion certificate for completed projects.  Some of our clients do not wish to disclose project names due to safety measures. Would it be okay if we do not disclose project names in completion certificates / testimonials.	Project Name and cost may be masked while submitting copy of work orders / agreement. Document submitted should clearly indicate customer name, project start & end date /period, scope etc.
5	34	Section 6.8 Sr. No.1	Period of Validity of Bids	Prices and other terms offered by Bidders must be firm for an acceptance period of three (3) months from last date for submission of bids as mentioned in 'Critical information sheet.'  On Critical Information sheet the Bid validity is mentioned 6 months and here it is 3 months. Kindly suggest which duration is to be considered.	<b>Revised point no. 7 in 'Critical information':</b> 90 Days from the date of bid submission.
6	59	Section 7	Annexure VI – Statement of Deviations	Please suggest what do we need to specify here in Bid documents.	Please refer to the guiding text given in Annexure VI.
7	NA	NA	General	What will be the billing mode of the deployed	This RfE is for empanelment of service

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
				resources?	providers. Subsequently, based on specific requirements, RfPs shall be issued to empanelled vendors, which will contain project description, scope, billing mode, offshore/onsite resource requirement, technology, payment terms etc.
8	NA	NA	General	What is the EMD and tender cost?	For this RfE no EMD and Tender cost is required.
9	NA	NA	General	Do we only need to submit single envelope containing Annexure I-IX or any additional documents are also required to be submitted for commercial bid.	The bid along with all annexures as per RfE need to be submitted in single envelop. No commercial bid is required at this stage.
10	25	Section 5.4 Sr. No.4	Minimum Eligibility Criteria	The Bidder should have minimum SEI CMM Level 3 or higher certification and the certificate should be valid as on November 30, 2017.  SEI is an agency that validates/certifies the CMM Level compliances, would request to remove the specific SEI certification and keep the CMM Level 3 or above as generic.	Please refer to Point number 2 under Section II, as above.
11	19	Section 4.3	Requirement of Resources	Requirement of Resources 1 Project Manager 2 Web Designer 3 Database Designer 4 Technical Architect 5 Business Analyst 6 Test Lead 7 Technical Writer 8 Tester 9 Data Analyst 10 Software Developer 11 Mobile application developer	<b>A.</b> Please refer to the point number 3 in Section-I , as above. <b>B.</b> Please refer to the point number 7 in Section-II , as above.

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
				Request to please share more details(eg. Language of coding, database type etc.) on the skill set of the developed, mobilde developed, Database designer etc.	
12	25	Section 5.4 Sr. No.4	Minimum Eligibility Criteria	The Bidder should have minimum SEI CMM Level 3 or higher certification and the certificate should be valid as on November 30, 2017  - Will it be OK to have ISO Certified	Please refer to Point number 2 under Section II, as above.
13	25	Section 5.4 Sr. No.5	Minimum Eligibility Criteria	The Bidder should have a minimum number of 200 full time professional staff engaged in software development  - Can this number be reduced?	No Change
14	19	Section 4.3	Requirement of Resources	Tentatively, following kind of resources will be required, but, based on the project requirements, resources for other IT/ITES services may also be required.  <b>Sr. No. Category</b> 1 Project Manager 2 Web Designer 3 Database Designer 4 Technical Architect 5 Business Analyst 6 Test Lead 7 Technical Writer 8 Tester 9 Data Analyst 10 Software Developer 11 Mobile application developer  We request the Bank to indicate against each of the Categories mentioned in the clause alongside, the Technologies / Tools on which	<b>A.</b> Please refer to the point number 3 in Section-I, as above. <b>B.</b> Please refer to the point number 7 in Section-II , as above.

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
				the resources will be expected to have skills. We also request the Bank to provide guidance on the number of resources that would be required for each Category and Skill.	
15	19	Section 4.3 Sr. No.4	Requirement of Resources	Bank will have right to upscale or downscale any number of resources during contract period under same terms & conditions by serving one month's notice to the selected vendor/bidder, except the time of first deployment following issue of purchase order.  We request the Bank to consider 2 months' notice instead of the stated one month's notice.	No Change
16	22	Section 4.5 Sr. No.8	Continuity of Resources	New resources (who will replace the existing resources) to be deployed at SIDBI location at least 15 days before the date of relieving of existing resources. I.e., a transition period of 15 days is required. No additional payment will be made by SIDBI for this purpose. Not doing so, will be considered as absent for the purpose of levying liquidated damages in addition to the shortfall in notice period, if any.  We request the Bank to consider 7 days' overlap of resources for transition instead of the stated 15 days.	No Change
17	22	Section 4.6	Liquidated Damages	Liquidated Damages: We request the Bank to cap the total Liquidated Damages at 10% of the TCV.	Liquidated Damages shall be capped at 10% of the contract value / Order value of the individual project. However, the detailed terms and conditions containing payment terms, SLA, liquidated damages shall be specified in subsequent RfPs issued for

Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
					specific project requirements.
18	22	Section 4.6.1	Liquidated damages for delay in deployment of resource(s)	Service Provider shall deploy resources within 30 days from (1) date of issue of purchase order OR (2) the date of issue of a change order for additional resources by SIDBI.  We request the Bank to consider 60 days' resource ramp-up time instead of the stated 30 days.	No Change
19	40	Section 6.24 Sr. No.3	Term and Termination	The successful Bidder shall not have any right to terminate the contract entered into subsequent to this RFE for convenience. However, without prejudice to the generality of the foregoing, the successful Bidder will be entitled to terminate the agreement entered into subsequent to this RFE, if: a. Bank materially breaches any of its obligations set forth in this Tender and subsequent Agreement; and b. Such breach is not cured within thirty (30) Working Days after Bidder gives written notice, or c. If such breach is not of the type that could be cured within thirty (30) Working Days, failure by Bank to provide Bidder, within thirty (30) Working Days, with a reasonable plan to cure such breach.  We request the Bank that if the said Contract includes a 'Termination for Convenience' clause, then it should be available to both Parties at 90 days' notice.	No Change
20	Pages-18-20	Scope	Qualification of Resources	Please clarify on : a. Minimum experience of PM b. Requirement of TL & Minimum experience	1) <b>For a,c,d</b> : Please refer to Section 4.4 (Qualification of resources) 2) <b>For b</b> : Please refer to the point number 4



Sr. No.	Page No.	Clause No.	Description in RFP	Clarification Sought	SIDBI Response
				of TL. c. PM should be on payroll for a minimum period of 6 months? d. Skill set/educational qualifications	in Section-I , as above.
21	21	Continuity of Resources	Section 4.5.2	Identified PM/TL	Please refer to the point number 4 in Section-I , as above.
22	22	4.6	Liquidated Damages	LD calculation in offshore/fixed price model (Milestone basis, etc)	Liquidated Damages for offshore/fixed price/ hybrid model projects shall be on mile-stone basis, which shall be specified in respective RfPs issued to empaneled vendors based on project requirement.
23	Suggestion			Category of Resources (Middleware/DBA etc) could be included for offshore model	Please refer to the point number 3 in Section-I , as above.