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| **Clarification to Pre-Bid Queries**  |

 |
| **RfP for procurement, implementation, maintenance and support of Early Warning Signal (EWS) System**  |

| **Sl. No.** | **Page No./ Section/ Clause** | **Current RfP clause** | **Pre-Bid Query received** | **SIDBI Response** |
| --- | --- | --- | --- | --- |
| 1 | Page 19 & 20 / D. Sources of information for EWS | The lists of Data Aggregator/Credit Bureau/ other external data sources to be provided along with the technical bids with details of such agencies.               5. Some information from international regulators and bodies, some of the lists involved are:      - UN Terrorist List          - OFAC List          - IMOLIN         - US Sanction lists         - UK Sanction lists         Above mentioned lists are not exhaustive and need based changes to be done after interaction with the selected bidder.   If any membership / subscription is to be taken to extract the data from the data aggregator, the bidder has to clearly mention the same along with the cost thereof in the bid. During implementation of the project, in case any additional data source is required, the same need to be provider by the bidder without any of cost to the Bank. However, the Bank reserves its right to accept or reject or add other sources as deemed fit. In case bank in its discretion finds the sufficient and important / crucial data sources not covered in the list will advise the vendor to include the same | We are perfectly fine to provide the integration implementation cost, but the subscription or data/info cost from different vendors is highly subjective, dynamic and difficult for vendors to provide upfront.  If you look into data or monthly subscriptions -  * the sources, services providers can be multiple and based on regulations sources might change
* based on the requirements which will arise later during implementations / business requirements gathering phase
* Pricing strategy of these subscription vendors is very dynamic and can change anytime. Giving assured pricing on third party’s behalf is not feasible.
* Plus as per regulations by government, the data and sources might need to be changed, added, updated based on dynamic environment.

 We are bound with our commitment that whatever we promise is to be delivered for SIDBI.  Proposing the implementation cost/integration cost by the vendor seems feasible as its in vendor’s control. But at the same time, upfront giving cost for subscriptions is not possible and can hamper the overall project from commitment point of view.  Hence, we request SIDBI to ask cost for integration/implementation and not for cost for the subscriptions/data/info. This will allow credible vendors like us to participate in this prestigious opportunity without any hesitation.  | No change. |
| 2 | 38 / 4.7.2 (10) / Software | Any open source component not owned and maintained by any organization/OEM or any Freeware will not be considered as part of the proposed EWS solution | However, our product uses as open source ETL tool and our product is bundled with another open source as the app server.  Our EWS solution has been deployed in some of the largest banks in India with these open source components and we have not faced any issues either during implementation or support.Request you to provide relaxation for this clause. | Generally, any open source maintained by any organization/ OEM will be considered under the project. However, in case a bidder is required to use an open source as part of its offered solution, the bidder will be required to also maintain the open source software, resolve software compatibility issues including upgrades with the implementation environment, ensure closure of VAPT / audit observations etc. |
| 3 | Please confirm if our understanding below on payment terms is right |
|  | 62 / 8.2 / Terms of Payment |

| **Payment Milestones** | **Payment in %ge of Respective Cost Component** |
| --- | --- |
| **Software Cost (including 1 year warranty)** | **Implementation Services Cost** |
| **Submission of Performance Bank Guarantee (PBG) is the prerequisite before making any payment** |
| Sign-off of SRS and delivery of all required licenses | 10 | -- |
| Implementation of the solution at Development / UAT environment including customization and UAT Sign-off | 40 | 50 |
| Successful roll-out of the solution at DC site and **Final acceptance** of the solution | 40 | 40 |
| Implementation at DR site (as applicable)100% cost of implementation for DR site will be payable after DR implementation. | 10 | 10 |

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| **Payment Milestones** | **Payment in %ge of Respective Cost Component** |
| --- | --- |
| **Software Cost (including 1 year warranty)** | **Implementation Services Cost** |
| **Submission of Performance Bank Guarantee (PBG) is the prerequisite before making any payment** |
| Implementation of the solution at Development / UAT environment including customization and UAT Sign-off | 40 | 50 |
| **Vendor Query:** On Software license payment front, we understand that this 40% payment will be done on UAT completion of Phase 1 (i.e. The EWS triggers prescribed by RBI will have to be implemented within three months from the date of award of contract). Please note that the software licenses will anyways will be allotted to SIDBI during above first 3 months from the date of award of contract.On mentioned, implementation payment terms we request bank to consider this 50% payment as below:25% on completion of UAT of Phase 1 (i.e. The EWS triggers prescribed by RBI will have to be implemented within three months from the date of award of contract.)Balance 25% payment on completion of UAT Phase 2 (In respect of other triggers indicated in RFP document, the same should be implemented within six months from the date of award of contract - DFS triggers etc). |
| Successful roll-out of the solution at DC site and **Final acceptance** of the solution | 40 | 40 |
| **Vendor Query:** On Software license payment front, we understand that this 40% payment will be done on Go Live on DC of Phase 1 (i.e. The EWS triggers prescribed by RBI will have to be implemented within three months from the date of award of contract). Please note that the software licenses will anyways will be allotted to SIDBI during above first 3 months from the date of award of contract and it will be live in DC.On mentioned, implementation payment terms we request bank to consider this 40% payment as below:20% on go live on DC of Phase 1 (i.e. The EWS triggers prescribed by RBI will have to be implemented within three months from the date of award of contract.)Balance 20% payment on go live on DC of Phase 2 (In respect of other triggers indicated in RFP document, the same should be implemented within six months from the date of award of contract - DFS triggers etc). |
| Implementation at DR site (as applicable)100% cost of implementation for DR site will be payable after DR implementation. | 10 | 10 |
| **Vendor Query:** This looks ok as we understand the balance 10% from software cost and balance 10% of implementation cost will be paid after completion of DR go live. |

 | No change |
| 4 | 49 / 6/ Eligibility Criteria | The Bidder should be a registered corporate / Partnership firm / LLP / Govt. Institution for the last five years as on date of RFP under Indian Laws or /and an autonomous Institution approved by GOI/RBI promoted with valid GST Tax registration certificate. | Our bidding entity was incorporated on 22/12/2014 and we are falling short with 78 days if consider 04/10/19 as the RFP date.Appreciate if you could consider this as an exception and provide relaxation on it for us to place a bid.  | No change |
| 5 | 49 / 6. Eligibility Criteria / 6(2) | Net profit should be positive in any 2 (two) of the last three financial years and in the immediately preceding FY. The net worth should be positive in immediately preceding three (3) financial years i.e. 2016-17, 2017-18, 2018-19. This must be the individual company’s financials and not consolidated or of any group of companies / subsidiaries. | Net profit should be positive in immediately preceding 2 (two) of the last three financial years and their net worth should be positive in immediately preceding two (2) of the last three financial years i.e. 2016-17, 2017-18, 2018-19. This must be the individual company turnover and not of any group of companies / subsidiaries. | No change |
| 6 | 50 / 6. Eligibility Criteria / 6(4) | As per Sr.No.3 (Page No.2) of Section I: Addendum to RfP issued by Bank, the clause is indicated as under:Bidder / OSD / OEM should have implemented / under implementation of Early Warning Signal (EWS) System OR Bidder / OSD / OEM should have implemented Enterprise Fraud Risk Management System (EFRMS), in at least one Commercial Bank in India / Small Finance Bank in India / Foreign Bank / Financial Institutions in India (viz. NABARD, EXIM BANK, NHB etc.) (excluding RRBs/ Co- operative Bank) within last five years as on date of submission of the Bid / tender. @@ | However, as per Sr.No.4 (Page No.11) of Annexure I, Section I: Addendum to RfP issued by Bank, the clause was mentioned as:Any party of the consortium should have Implemented / under implementation of Early Warning Signal (EWS) System, in at least one Commercial Bank in India / Small Finance Bank in India / Foreign Bank / Financial Institutions in India (viz. NABARD, EXIM BANK, NHB etc.) (excluding RRBs/ Co- operative Bank) within last five years as on date of submission of the Bid. | Sr.No.4 (Page No.11) of Annexure I, Section I: Addendum to RfP is revised as under: Any party of the consortium should have Implemented / under implementation of Early Warning Signal (EWS) System OR should have implemented Enterprise Fraud Risk Management System (EFRMS), in at least one Commercial Bank in India / Small Finance Bank in India / Foreign Bank / Financial Institutions in India (viz. NABARD, EXIM BANK, NHB etc.) (excluding RRBs/ Co- operative Bank) within last five years as on date of submission of the Bid. |
| 7 |  | Last Date for Submission of Bid: November 19, 2019 | Kindly extend the date | Last date for submission of bids has since been extended till November 26, 2019, 4:00 PM  |

**Other Queries**

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| **Sr. No.** | **Pre-Bid Query**  | **SIDBI Response** |
|  | **Details required** |
| **1** | Segment wise (Large corporate, Mid corporate, SME, LLP, Partnership) number of borrowers  | 1. **In respect of Direct Finance Portfolio, segment wise details are as under:**
2. Outstanding below `2 crore

|  |  |  |
| --- | --- | --- |
|  | **No. of Customers** | **No. of Accounts** |
| Constitution of borrower as Public Ltd / Private Ltd | 2109 | 4764 |
| Constitution of borrower as Partnership / LLP | 1590 | 3508 |
| Constitution of borrower as Proprietorship  | 2480 | 4474 |

1. Outstanding above `2 crore and upto `5 crore

|  |  |  |
| --- | --- | --- |
|  | **No. of Customers** | **No. of Accounts** |
| Constitution of borrower as Public Ltd / Private Ltd | 693 | 980 |
| Constitution of borrower as Partnership / LLP | 208 | 246 |
| Constitution of borrower as Proprietorship  | 68 | 71 |

1. Outstanding above `5 crore

|  |  |  |
| --- | --- | --- |
|  | **No. of Customers** | **No. of Accounts** |
| Constitution of borrower as Public Ltd / Private Ltd | 268 | 432 |
| Constitution of borrower as Partnership / LLP | 36 | 38 |
| Constitution of borrower as Proprietorship  | 9 | 9 |

1. **In respect of Indirect Finance Portfolio, details are as under:**
2. In respect of NBFC portfolio of the Bank, details are as under:

|  |  |
| --- | --- |
|  | **No. of Customers** |
| Constitution of borrower as Public Ltd  | 24  |
| Constitution of borrower as Private ltd | 2 |
| SFB (Public Ltd) | 1 |
| Infrastructure Finance Company (IFC) (Public Ltd) | 1 |

\* one NBFC has been converted into Small Finance Bank1. In respect of MFI portfolio of the Bank, details are as under:

|  |  |
| --- | --- |
|  | **No. of Customers** |
| Constitution of borrower as Public Ltd  | 19 |
| Constitution of borrower as Private ltd | 17 |
| Constitution of borrower as NGO / Society / Trust  | 19 |
| Section 8 Company | 3 |

1. In respect of Banking portfolio, details are as under:

|  |  |
| --- | --- |
|  | **No. of Customers** |
| Public Sector Banks  | 15 |
| Private Banks  | 15 |
| Foreign Banks | 4 |
| Small Finance Banks | 9 |

 |
| **2** | YOY expected growth of the borrower segments for next 5 years. | An annual growth of 15% may be considered. |
| **3** | Frequency of data refresh required from external data aggregator | Please refer to Sr.No.75 of Section II of Pre-Bid response.  |
| **4** | Confirmation that SIDBI will be able to provide us with borrower details in case of indirect lending via other banks. | In case of indirect lending, Bank will not provide borrower’s details via other banks. It is not part of the scope. |
| **5** | Please provide a count of customers for which the external data is required as the third-party data aggregator Cost is subscription based or per customer. | A count of existing customers is mentioned at Sr.No.1 and annual growth is mentioned at Sr.No.2. |
| **6** | Understand the credit bureau access/subscription will be provided by SIDBI. Please confirm. | Yes |
| **7** | While browser based rendering of EWS functionalities can be made available on Mobile Devices. Please provide broad level scope/functionalities required for Native Mobile App. | Please refer to Sr.No. 20 of Section II of Pre-Bid response.  |

**Note**: No further query will be entertained by the Bank.

**End of Document**