



PRE-BID CLARIFICATIONS

Pre-Bid meeting for the aforesaid RFP was held online through Microsoft Team Meeting on January 03, 2022 at 12:00 pm. Based on discussions with the bidders during the meeting and the queries sent by the bidders through mail, following clarifications / response being issued herewith may please be noted and may be referred for all purposes. The queries as received from various bidders are tabulated below. SIDBI's response / comments to these queries is given in the last column of the table :

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
1			As per the Bid we need to quote margin over and above the salary that will paid to the resource.	The margin % shall be used to work out the service charges to be paid to the vendor over and above the salary.
2			As bid will be awarded on L1 basis and Moreover Margin % also has been mentioned in the tender then what is the purpose of keeping marking criteria in the bid.	The Bid will be evaluated on L1 basis in respect of the margins quoted by bidders, where the minimum margin % to be quoted has been specified in the bid as 8% Please refer clause no 5.6 (Page 30)
3	4.1 (Page 20)	Vendor shall be required to deploy and manage the qualified, experienced, skilled and competent technical manpower as per "Section 4.3 Requirement of Resources" mainly at SIDBI offices in Lucknow/ Chennai/ Mumbai/ New Delhi/ Bangalore or any other location in India as decided by SIDBI. Successful bidder shall be required to facilitate selection of	Please share the total resource requirement for the entire duration of the contract and also the tentative numbers of resources for each location and on technology stack basis for the delivery perspective. Also, the selection of resources is subjective, and is dependent on the	1. The resource will be hired based on requirement during the contract period. The exact requirement in terms of number and profile will be shared with the selected bidder based on requirement from time to time. 2. Selected bidder will need to facilitate selection of resource



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
		resources within 30 days period as per the requirements of SIDBI without any additional cost to SIDBI.	evaluating officer of SIDBI. Hence, service provider can ensure sharing the requisite profiles as per the JD's and adhere to the timeline. It (selection) has other dependencies like availability of the interviewer and the candidates. Request you to change the clause of sharing the profiles of the right resources within timelines of 30 days.	within 30 days from date of demand by SIDBI. However, the resources can join based on their availability & notice period in their previous organization. Please refer to Clause No 4.3 (Page 21) / Clause 6.1 (Page 34)
4	4.3/5 (Page 21)	Vendor will arrange for technical & HR interviews of the resources short-listed by SIDBI based submitted CVs. This may involve multi-level interviews to assess the technical competency of resources and also for finalization of CTC/ emoluments, etc.	Please clarify and confirm. Our assumption is to facilitate the process of interviews and technical round for the candidates with SIDBI interviewer.	Please refer to Clause No 4.3 (Page 21)
5	4.3/6 (Page 21)	Vendor shall finalize the salary components as per the CTC defined by SIDBI with the selected candidate and inform to SIDBI.	Pls clarify on the mechanism of CTC finalization of shortlisted candidates by SIDBI.	Please refer to Clause No 4.3 (Page 21)
6	4.5 (Page 23)	The service provider will be required to identify a single point of contact (SPOC), who will act as Project Manager for SIDBI.	Kindly clarify if the required (SPOC) Project Manager dedicated onsite person OR can it be an offsite Project Manager.	SPOC shall be off-site.



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
7	4.6/9 (Page 24)	Service provider and all the deployed staff members will be required to sign the declaration form as per bank's IT security policy or any other similar guideline.	Kindly share the IT Security policy and other guidelines.	The IT Security policy will be shared with contracted bidders.
8	4.4/1 (Page 22)	SIDBI office time and holiday calendar shall be applicable for resources deployed on site. In case required, the resources will have to work beyond normal working hours and on holidays.	Pls clarify the working hours and number of working days in week in SIDBI. Since the staffing business works on T&M model, therefore working beyond normal hours / or on holidays will attract cost. Hence, request you to consider billing additionally on Pro-rata basis / compensatory off for that period.	1. SIDBI follows 8 hours X 5 working days per week. The holiday calendar of the Bank shall be applicable. 2. In case of requirement, the resources may be expected to work on holidays / weekends / beyond office hours without any additional cost.
9	4.7.1 (Page 24)	Liquidated damages for delay in deployment of Onsite resource(s) Service Provider shall facilitate selection of 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 during the contract period. Any delay beyond such limit shall attract liquidated damage @ Rs. 500 for each day delay.	We assume the 30 days period is for Selection Process only. Considering the notice period required, we request for minimum of 90 days for joining/replacement of the resource	Please refer to Clause No 4.7.1 (Page 24)



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
10	4.4 (1) (Page 22)	Leaves and Holidays: 1. SIDBI office time and holiday calendar shall be applicable for resources deployed on site. In case required, the resources will have to work beyond normal working hours and on holidays.	Assume SIDBI shall pay additional fee or compensate the resources for the extra work hours beyond normal working hours and holidays Please clarify and provide more details	Same as point no 8
11	5.4 (Page 27)	Evaluation of Eligibility Criteria: The bidder, during the last 2 years, should have provided manpower for Software/ application Development or Technology Implementation to institutions as on the last date of submission of bids: (i) Atleast One order with value Rs. six (6) crore or more; OR (ii) Atleast Two orders with each with value of Rs. three (3) crore or more; OR (iii) Atleast Three orders with each with value of Rs. two (2) crore or more;	Please clarify: 1. For an account if the consolidated order value from different PO's meets the criteria, hope this is Ok. Kindly confirm. 2. We shall provide the Overseas experience references for the project. Hope this is OK. Kindly confirm 3. Also, due to NDA signed with some of our customers, we may not be able to show the Pos/Work orders. In such scenarios, we wish to give a self-declaration for the project. Hope this will be considered. Kindly confirm.	1. Consolidated value of multiple contract of same customer in a financial year shall be considered and treated as single contract. 2. References in respect of Indian operations only would be considered. Overseas experience will not be considered. 3. In case the Bidder is unable to furnish the PO due to NDA, they may furnish certificate from Statutory Auditor along with SOW.
12	5.4 (Page 27)	The bidder should have average minimum turnover (in respect of IT	We shall include the revenue of Hiring Business from Global	Same as point 11.



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
		Resource Hiring Business) of INR 10 Crores in last 3 financial years (FY 18-19, FY 19-20, FY 20-21) out of Indian Operations.	operations also instead of Indian Operations alone. Hope this is fine. Kindly confirm.	
13	5.6 Evaluation of Commercial Bid	2. The margin percentage should be quoted in upto 2 decimal places and should be minimum 8%. Any bid with a quote less than 8% shall be rejected.	Assume, the CTC of the required resources will be predefined by SIDBI as per the market dynamics. Also, based on the technology, skills, experience and market demand, the CTC of the resources may vary. In such cases, assume SIDBI will be flexible to rework (increase the budget on need basis) on the CTC of the resources	Please refer to Clause No 5.6 (Page 30)
14	5.5 Technical Evaluation	Contracts with annual value less than Rs. two crore shall not be considered. 1 to 3 contracts: 30 Marks 4 to 6 contracts: 40 Marks More than 6 contracts: 50 Marks	We shall include experiences of more than 1 contract for a single account that has annual value of more than Rs. 2 Crore. Hope the same would be considered as 1 Contract that matches the criteria. Similarly, for the other accounts also.	1. Agreed. Consolidated value of multiple contract of same customer in a financial year shall be considered for marking. This shall be treated as single contract. 2. Marks shall be given as per following revised criteria: 1 to 3 contracts or Total contract value > 2 Cr. & <= 6 Cr.: 30 Marks



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
				4 to 6 contracts or Total contract value > 6 Cr. & <= 12 Cr.: 40 Marks More than 6 contracts or Total contract value > 12 Cr.: 50 Marks
15	6.1/9 General	Bidder must be ready to accept the extension of the contract by a further period of maximum 12 (twelve) months on the same terms and conditions, if so desired by SIDBI.	Please consider extension of contract for further 12 months on the basis of mutually agreement of SIDBI and service provider.	No change
16	6.1/11 General	Resources can be hired by Associates of SIDBI also at the contracted rates, however, order will be placed directly by the Associate Institute to the selected vendor and payment will also be made directly by the Associate Institute to the vendor.	Kindly clarify.	The Associate / Subsidiary organizations of SIDBI may place order with same terms and conditions value as and when required during the contract period.
17	6.6.1 Bid Security / Earnest Money Deposit (EMD)	1. All the responses must be accompanied by a refundable interest free security deposit of amount of ₹ 2,90,000/- (Two Lakh Ninety Thousand only) in the form of Demand Draft/ Pay Order/RTGS OR Bank guarantee issued by a scheduled commercial bank.	There is a Contradicting line with the EMD amount between section 6.6.1 and section 5 Earnest Money (Security Deposit): 5.1 While submitting commercial bid, the BIDDER shall deposit an amount Rs.7,70,000/- as Earnest Money/Security Deposit, with the	The EMD is for ₹2,90,000/- (₹ Two Lakh Ninety Thousand only)



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
			BUYER through any of the following instrument. Please clarify	
18	6.6.2 Performance Bank Guarantee (PBG) (Page 40)	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the Annual CTC of hired resources for a period of three years including vendor's margin.	Please clarify, do the selected bidder need to make multiple PBG's OR will it be consolidated PBG upon final placement of all the resources. Kindly clarify.	Multiple PBGs may be submitted based on the hiring of resources.
19	6.25 Terms of Payment /2. Payments/c (Page 51)	Should SIDBI determine after paying for a particular service that the service has not been completed satisfactorily, SIDBI may recover, or withhold from further payments, an amount not exceeding that previously charged for that service until the unsatisfactory service is remedied to its satisfaction.	Kindly consider removing the point Recover.	No change
20	6.26 Taxes and Duties (Page 53)	1. The bidder shall be entirely responsible for all applicable taxes, duties, levies, charges, license fees, road permits, etc. in connection with delivery of products/services at site including incidental services and commissioning.	Please clarify on the taxes that need to be considered on commercials	The standard taxes/ GST shall be applicable.



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
21	C. Termination for the convenience of bank (Page 54)		The termination due to convenience should be available to Service providers also. Pls consider.	No change
22	6.38 IPR Infringement (Page 57)	As part of this project bidder/service provider will use software/tool to deliver services.	Kindly clarify how this project will have any affect on IPR Infringement. As the software/ tool will be provided by SIDBI itself and workaround will be based on your guidelines only.	Clause 6.38 IPR Infringement stands removed
23	4.3 Requirement of Resources (Page: 21)	10. The vendor shall be required to carry-out background verification of each resource after its joining at SIDBI and submit the verification report within 45 days of joining at SIDBI.	Should we include Background verification charges in our Margin that we quote or SIDBI shall pay this amount in addition to the Margins?	Bidders have to factor the background verification charges in their margin.
24	5.4 Evaluation of Eligibility Criteria (Point 2) (Page 28)	The bidder, during the last 2 years, should have provided manpower for Software/ application Development or Technology Implementation to institutions as on the last date of submission of bids: (i) Atleast One order with value Rs. six (6) crore or more; OR (ii) Atleast Two orders with each with value of Rs. three (3) crore or more; OR (iii) Atleast Three orders with each with value of Rs. two (2) crore or more;	PO issued by various clients state only the resource count and amount, it is requested that if we can attach SOW and certificate from statutory auditor to this effect for better understanding.	Agreed. SOW and certificate from statutory auditor may be submitted.



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
25	5.5 Technical Evaluation (Point No 1) (Page 29)	Contracts with annual value less than Rs. Two crore shall not be considered. 1 to 3 contracts: 30 Marks 4 to 6 contracts: 40 Marks More than 6 contracts: 50 Marks	It is requested that to please clarify and change the marking methodology.	Please refer to responses at sl. no. 14 above.
26	4.7.3 Background verification (Page 25)	The vendor shall be required to carry-out background verification of each resource after its joining at SIDBI and submit the verification report within 45 days of joining at SIDBI	Please clarify on the points which are included in Background Verification	1. Police Verification 2. Education Verification 3. Experience
27	6.6.2 Performance Bank Guarantee (Page 40)	The successful Bidder shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Bank equivalent to 10% of the Annual CTC of hired resources for a period of three years including vendor's margin.	We request to please reduce the BG percentage to 3% as many Govt. of India Institutes/PSUs are adopting the advisory issued by the Govt.	No change
28	Page: 69 of 95, Annexure III – Minimum Eligibility Criteria, Sl. No. 2 –	The bidder, during the last 2 years, should have provided manpower for Software/ application Development or Technology Implementation to institutions as on the last date of submission of bids: • Atleast One order with value Rs. six (6) crore or more; OR	We request to also consider the count of manpower deployed and the billing value of each of the project for allotting the marks (quality of experience). Our	No change



PRE-BID CLARIFICATIONS

S. No.	Page / Section No. in RFP	Description	Bidder(s) Query	SIDBI's Response
		<ul style="list-style-type: none">• Atleast Two orders with each with value of Rs. three (3) crore or more; OR• Atleast Three orders with each with value of Rs. two (2) crore or more;		
29	Page: 69 of 95, Annexure III – Minimum Eligibility Criteria, Sl. No. 4 –	The bidder should have average minimum turnover (in respect of IT Resource Hiring Business) of INR 10 Crores in last 3 financial years (FY 18-19, FY 19-20, FY 20-21) out of Indian Operation	Since the statutory audits of FY 2020-2021 is yet to be completed, kindly consider the Turn-over of FY 17-18, 18-19 and 19-20.	Agreed. Provisional financial statement may also be submitted.
