



**PRE-BID CLARIFICATIONS**

Pre-bid meeting for the aforesaid RfP was held at SIDBI Mumbai Office on January 28, 2020. Based on discussions with the bidders during the meeting and queries sent by the bidders, following clarifications may please be noted.

- 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	<b>Section 3.4. Training / Knowledge Session</b> [RFP-Page 12]	<b>3.4.1</b> The bidder will be required to demonstrate features / functionalities and administration of the commissioned software to the Bank. <b>3.4.2</b> Bidder will also deliver training / knowledge session of <b>03 days</b> each at Lucknow & Mumbai i.e. 06 day; explaining the new Oracle Products, Oracle Technology trends, new features of Oracle Database, implementation & using of tuning pack & diagnostic pack and best practices of performance tuning of Oracle Database.	Training is required to be provided by Bidder ?	Selected bidder should ensure that a professional trainer is deployed to deliver training / knowledge session as per the mentioned scope at SIDBI Lucknow & Mumbai. Trainer should provide hands-on training in SIDBI's environment.
2	<b>Section 3.1. Oracle Software - Supply &amp; Support for Licenses</b> [RFP-Page 10]	<b>3.1.1</b> The selected Bidder shall supply requisite Oracle software licenses issued in the name of "Small Industries Bank of India".		<b>Please note updated clause:</b> The selected Bidder shall supply requisite Oracle software licenses issued in the name of "Small Industries <u>Development</u> Bank of India".
3	<b>Section 4.17.1. Documents to be submitted</b> [RFP-Page	Bidders are required to submit their responses in THREE envelopes, with contents of each as under	Under 4.17.1, we have only two envelope details (Envelope-1: Pre-Qualification/ Minimum Eligibility &	<b>Please note updated clause:</b> "Bidders are required to submit their



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	18]		Envelope-2: Commercial Bid). PI clarify what are the documents to be placed in Envelope-3?	responses in <b>TWO</b> envelopes, with contents of each as under"
4	<b>Section 3.3. 3.3. Deliverable Documentations</b> [RFP-Page 12]	Solution Requirements document.	What solution is expected from Bidder except Oracle License and Oracle Installation?	<b>Please refer Section 3: Broad Scope of Work</b> Oracle ACS team shall provide implementation planning, design & installation and migration support for production database(s) and accordingly, ACS team will be required to submit "Solution requirement Document" during implementation.
5	<b>Section 8.2. 8.2. Terms of Payment</b> [RFP-Page 26]	Payments towards "Oracle Software – License Cost" (detailed in RFP Chapter–10, Annexure – VI Commercial Bid, Section 10.4.1) and "Oracle Software – Software Update License & Support" (detailed in RFP Chapter–10, Annexure – VI Commercial Bid, Section 10.4.2) would be made in 100% after the submission of proof for respective items in the name of 'Small Industries Development Bank of India'.	We propose to revise the payment terms to: 50% Advance 50% on submission of proof. Performance Bank Guarantee will be submitted for complete contract period on agreed percentage of TCO.	<b>No change in mentioned Clause.</b>
6	<b>Section 4.7. 8.2. Terms of Payment</b> [RFP-Page 15]	4.7.1. All the responses must be accompanied by a refundable, INTEREST FREE security deposit of amount as prescribed in "Critical Information" section.	Please consider our request to waiver of tender fee and EMD for MSME certified companies.	<b>No Change.</b> <b>Please refer Chapter 7: Purchase Preference</b>



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7	<b>Annexure - II General Information about Bidder</b>	<b>S.N.7:</b> Address of Local Office at Mumbai/ Thane/ Navi Mumbai with contact numbers [phone /fax/mail]	Is this point is mandatory? Request you please relax on this point.	<ul style="list-style-type: none"> <li><b>NO</b>, as the Local office at Mumbai/ Thane/ Navi Mumbai is not part of Minimum Eligibility Criteria. Please see "<b>Annexure -III</b>" for Minimum Eligibility Criteria</li> <li><b>Please note updated clause as under:</b> <b>S.N.7:</b> Address of Local Office at Mumbai/ Thane/ Navi Mumbai with contact numbers [phone /fax/mail] (<b>if available</b>)</li> </ul>
8	<b>Section 8.3 Liquidity damages for Default in Delivery</b> [RFP-Page 27]	<b>Section 8.3.2:</b> In case the delay exceeds FIVE weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise.	Please specify the 5 Weeks period is post-delivery of licenses or including delivery period as well	<ul style="list-style-type: none"> <li>Delivery timeline has been specified for delivery of Oracle Software Licenses only.</li> <li>Delay in delivery of licenses shall start from the next day of the scheduled date of delivery of licenses.</li> <li>PI refer <b>Section 9.8 Delivery and Installation Schedule</b></li> </ul>
9	<b>Section 9.8 Delivery and Installation Schedule</b> [RFP-Page 30]	<b>Section 9.8.3:</b> Training / Knowledge Session: Training / Knowledge session at Lucknow & Mumbai Office (03 day at each location) as per the requirement of SIDBI.	Can The training be physical or through remote sessions? Please clarify	<ul style="list-style-type: none"> <li><b>Please refer Section 3.4 Training / Knowledge Session</b></li> </ul> <p>Training should be physical by deputing the professional trainer for 03 days each at Mumbai and Lucknow.</p>



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10	<b><u>Section 9.8 Delivery and Installation Schedule</u></b> [RFP-Page 30]	Section 9.8.2 Implementation support services: Oracle ACS services for the implementation of Oracle products shall be aligned with delivery and commissioning of the new servers at Mumbai Data Center as per the requirement of SIDBI.	Please specify the Delivery timelines for Servers.	<ul style="list-style-type: none"> <li><u>New HPE server(s) are likely to be delivered before March, 2020.</u></li> </ul>

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