



PRE-BID CLARIFICATIONS

Pre-Bid meeting for the aforesaid RFE was held online through Microsoft Team Meeting on July 11, 2022. Based on discussions with the Bidders during the meeting and queries sent by the Bidders, following clarifications may please be noted:

1. In addition to the response, as given at sr. no. 2 below, to the queries received from the bidders, following clarifications may please be noted:
 - a. Revised RFE with annexures is uploaded and same may be referred to for submission of bids.
 - b. Following change have been made in RFE as part of clarifications:

S. No.	Page/ Section No. in RFE	SIDBI's Response/ Clarification	
1	Page 22, Section 5.4.2 (Evaluation of Eligibility Criteria)	Old Criteria:	
		Sr. No.	Criteria
		Documents to be submitted as a proof	
		2.	The bidder should be in the field of software / mobile application development / maintenance for last 2 (two) years as on 31st March, 2022.
Revised Criteria :			
Sr. No.	Criteria	Documents to be submitted as a proof	
2.	The bidder should be in the field of software / mobile application development / maintenance for minimum 2 (two) years as on 31st March, 2022.	Copies of corresponding purchase or work orders/ contract agreements or completion certificate issued by client, along with client contacts.	



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S. No.	Page/ Section No. in RFE	SIDBI's Response/ Clarification												
2	Page 24, Section 5.5.2,3 (Technical Evaluation)	<p>Old Criteria:</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Criteria</th> </tr> </thead> <tbody> <tr> <td>2.</td> <td>Experience in Design & Development, and successful implementation of relevant software projects</td> </tr> <tr> <td>2</td> <td>Experience in Design & Development, and successful implementation of software projects for BFSI sector</td> </tr> </tbody> </table> <p>Revised Criteria :</p> <table border="1"> <thead> <tr> <th>Sr. No.</th> <th>Criteria</th> </tr> </thead> <tbody> <tr> <td>2.</td> <td>Experience in Design & Development / maintenance / Testing of relevant software projects</td> </tr> <tr> <td>3</td> <td>Experience in Design & Development / maintenance / Testing of relevant software projects for BFSI sector</td> </tr> </tbody> </table>	Sr. No.	Criteria	2.	Experience in Design & Development, and successful implementation of relevant software projects	2	Experience in Design & Development, and successful implementation of software projects for BFSI sector	Sr. No.	Criteria	2.	Experience in Design & Development / maintenance / Testing of relevant software projects	3	Experience in Design & Development / maintenance / Testing of relevant software projects for BFSI sector
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S. No.	Page/ Section No. in RFE	SIDBI's Response/ Clarification												
3	Page 24, Section 5.5.2,3 (Technical Evaluation) BFSI definition	<p>Old BFSI definition: <i>Scheduled commercial banks in public or private sector / Payment Banks / Small Finance Banks / All India FIs / Insurance Companies / Regulatory bodies dealing with any financial matter in India will be considered under BFSI.</i></p> <p>Revised BFSI definition: <i>Scheduled commercial banks in public or private sector / Payment Banks / Small Finance Banks / All India Financial Institutions / Insurance Companies / Regulatory bodies dealing with any financial matter will be considered under BFSI.</i></p>												
4	Page 54- Annexure II – General Information about Bidder , annual turnover years changed.	<p>Old parameter :</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>FY</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Annual Turnover</td> <td>2019 - 2020</td> </tr> <tr> <td>2020 - 2021</td> </tr> <tr> <td>2021 - 2022</td> </tr> </tbody> </table> <p>Revised Parameter:</p> <table border="1"> <thead> <tr> <th>Parameter</th> <th>FY</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Annual Turnover</td> <td>2018 – 2019</td> </tr> <tr> <td>2019 – 2020</td> </tr> <tr> <td>2020 - 2021</td> </tr> </tbody> </table>	Parameter	FY	Annual Turnover	2019 - 2020	2020 - 2021	2021 - 2022	Parameter	FY	Annual Turnover	2018 – 2019	2019 – 2020	2020 - 2021
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2. 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 RFE	Description	Bidder(s) Query	SIDBI Response
Oasys Cybernetics Pvt. Ltd				
1	Pg19 4.3 Responsibilities of Project Manager	g. Submission of all periodic reports	Does reports include dashboards etc ?	Periodic reports and mode of reporting shall be discussed and decided with the selected vendor based on project requirements.
2	Pg 20 4.4 Statutory & Regulatory Compliance	a) ESIC & EPFO – All bidders have to ensure that the resources deployed at SIDBI sites are compliant as per the guidelines of ESIC & EPFO. Please note that these are Government bodies, compliance to which is Mandatory. b) Minimum Wages Act – The bidder also has to ensure that they are compliant to the Minimum Wages Act for deployment of on-site resources. The bidder should follow all pay-out norms as per the MWA in all the states.	Will the bidder be required to submit the details of the remuneration provided to the employee every month to the Bank ?	Details of the remuneration provided to the employee not required as part of bid. However, details may be asked for in case of statutory queries/audits.



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3	Pg 42 C. Termination for the convenience of bank	1. Notwithstanding the provisions of the Contract and/or the Bid Documents, the Bank at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 60 days' notice sent to the bidder, may terminate the Contract, in whole or in part, at any time during the contract period. The notice of termination shall specify the brief reason for such termination, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective.	Need minimum 90 days notice before such type of termination.	No Change
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4	Pg 52 6.35 Force Majeure	<p>1. The Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract subsequent to the RFE is the result of an event of Force Majeure.</p> <p>2. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of Service Provider and /or sub-contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.</p> <p>3. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>4. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months SIDBI and the successful bidder shall hold consultations with</p>	<p>a) Need to understand the payment structure during "Force Majeure"</p> <p>b) Need to know if work can be carried out from remote location during "Force Majeure"</p>	Shall depend on individual project requirements assigned to the selected vendor.
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each other in an endeavour to find a solution to the problem.
5. In the event of the Force Majeure conditions continuing for a period of more than three months the parties shall discuss and arrive at a mutually acceptable arrangement.



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CODE B				
5	Annexure III	- Minimum Eligibility Criteria (point no.2) - Submission of PO for the last 2 years	We do have Purchase Orders, but we were a proprietorship during that time. Is it OK?	Please share supporting documents regarding change of constitution.
6	Clause No.4.4. Point no.a	Statutory & Regulatory Compliance	We have formed the partnership firm two months back and are in the process of registering for ESIC and EPFO.	
7	Annexure VIII -	Power Of Attorney	- Can we mention Firm incorporated under Indian Partnership Act 1932 instead of Company incorporated under Companies Act 1956.	YES
Cloudstrats				
8	Pg 16 2.1 Pre Contract Integrity Pact (IP)	The bidder has to submit signed Pre Contract Integrity Pact (IP) as per the format at Annexure-XI on non-judicial stamp paper of requisite value (to be borne by the bidder) applicable at the place.	Request to accept the Pre Integrity pact on plain paper, and winning bidder to provide integrity pact on stamp paper.	No Change



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9	Pg 62 Annexure VIII Power of Attorney	Annexure VIII – Power of Attorney -- To be executed on a non-judicial stamped paper of Rs.100/-)	Request to please confirm, will the common power of attorney for tenders will be acceptable or tender specific is compulsory	POA issued in the name of bid signatory shall be acceptable.
10	Pg 72 Annexure XII Technical Bid	Experience in Software Development Services	We request you to please give us relaxation under Startup by DIPP/ MSME, please give us fair chance to participate in this bid	Please see the Annexure XII (Technical bid) of revised RFE
11		Experience in Design & Development, and successful implementation of relevant software projects		
12		Experience in Design & Development, and successful implementation of software projects for BFSI sector		

UTI Infrastructure Technology And Services Limited (UTIITSL)



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13	Pg 22 5.4	The bidder should be in the field of software / mobile application development / maintenance for last 2 (two) years as on 31st March, 2022.	UTIITSL request you to relax this criteria to "The bidder should be in the field of software/mobile application development / maintenance/Implementation for last 10 (Ten) years as on 31st March, 2022.". Also request you to allow to submit "Copy of Work order / agreement/Purchase Order/Performance Certificate/Agreement Extension /completion certificate for completed projects.	<u>Please see the Minimum eligibility criteria (Clause 5.4) of revised RFE</u>
14	Pg 24 5.5	Experience in Design & Development, and successful implementation of software projects for BFSI sector	UTIITSL request you to relax this criteria to "Experience in Design/Development and successful implementation/Maintenance of software projects for IT/ITES".	<u>Please see the Technical eligibility criteria (Clause 5.5) of revised RFE</u>



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15	Pg 24 5.5	Experience in Design & Development, and successful implementation of relevant software projects	UTIITSL request you to relax this criteria to "Experience in Design/Development and successful implementation/Maintenance of software projects"								
16	Pg 55 Annexure-II	<table border="1"> <tr> <td data-bbox="533 630 1308 667">Annual Turnover</td> </tr> <tr> <td data-bbox="533 667 1308 703">a) 2019 - 2020</td> </tr> <tr> <td data-bbox="533 703 1308 740">b) 2020 - 2021</td> </tr> <tr> <td data-bbox="533 740 1308 777">c) 2021 - 2022</td> </tr> <tr> <td data-bbox="533 777 1308 813">CA certificate attached for a, b, c above.</td> </tr> <tr> <td data-bbox="533 813 1308 850">1. Audited balance sheet</td> </tr> <tr> <td data-bbox="533 850 1308 887">2. P/L account attached</td> </tr> </table>	Annual Turnover	a) 2019 - 2020	b) 2020 - 2021	c) 2021 - 2022	CA certificate attached for a, b, c above.	1. Audited balance sheet	2. P/L account attached	UTIITSL request you to allow bidder to submit relevant document for F.Y. 2018-2019, 2019-2020 and 2020-2021.	Please see the Annexure-II of revised RFE
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IDBI Intech Ltd.											



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17	Page No. 55Annexure II – General Information about Bidder	11th point (Financials for last three years) Point D CA certificate attached for a, b, c above.	Point D mention to submit CA certificate for a,b,c where only A point is mentioned, B & C is not mentioned. Request you to provide details of point number B & C. OR Can we submit CA certificate for point A of 11the point (Financials for last three years)	Please see the Annexure-II of revised RFE
18	Page No. 62Annexure VIII – Power of Attorney	Annexure VIII – Power of Attorney (Sample Format – To be executed on a non-judicial stamped paper of Rs.100/-)	Our organisation has provided the Power of attorney signed by MD & CEO on a non-judicial stamped paper of Rs.1000/- in the name of authorized person. Request you to consider the same as it is difficult to get the power of attorney signed by MD &CEO. as it is already in place	POA issued in the name of bid signatory shall be acceptable.



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3i Infotech				
19	Clause 6	The BIDDER undertakes that it has not supplied/is not supplying similar products /systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.	Request you to kindly remove the Fall Clause.	No Change
Mindmill Software Limited				
20	Pg 15 2.8	Successful Bidder will be selected through three bids evaluation process: [A] Eligibility Evaluation. [B] Technical Evaluation	According to clause, it seems only one bidder will be selected from this process. Please clarify the quantity of successful bidders to be empanelled with SIDBI?	This is a Request for empanelment and all qualifying bidders shall be emplaned.
		Successful Bidder will be selected through three bids evaluation process: [A] Eligibility Evaluation. [B] Technical Evaluation	Only two bid processes are listed in this clause. Please clarify to make sure there is no other bid process to be follow	



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Profinch Solutions Private Limited				
21	Page 22 5.4.2	The bidder should be in the field of software / mobile application development / maintenance for last 2 (two) years as on 31st March, 2022.	Kindly clarify for the completion certificate for maintenance/ support projects, if we can provide the invoice as the documentary proof along with the work order, since some of the projects are on-going continuous basis.	Please share work order with clear mention of maintenance/support period.
		Documents to be submitted as a proof		
		Copy of Work order / agreement along with completion certificate for completed projects.		
22	Pg 24 5.5.1	Experience in Software Development Services	Kindly request to consider 20 Marks for above >8 years old company	Please see the Technical eligibility criteria (Clause 5.5) of revised RFE
		Evaluation Parameters		
		1-5 Years – 10		
		>5 to 10 Years – 15		
23	Pg 24 5.5.2	Experience in Design & Development, and successful implementation of relevant software projects	Kindly request to consider ongoing projects also in consideration for the scoring purpose.	Please see the Technical eligibility criteria (Clause 5.5) of revised RFE
		Evaluation Parameters		
		<= 2 Projects – 10		
		>2 to 5 Projects – 15		



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		>5 Projects – 20		
24	Pg 24 5.5.3	Experience in Design & Development, and successful implementation of software projects for BFSI sector	Kindly request to consider ongoing projects also in consideration for the scoring purpose.	Please see the Technical eligibility criteria (Clause 5.5) of revised RFE
		Evaluation Parameters	We also request the bank to consider global experience of the bidders too.	
		<= 2 Projects – 10		
		>2 to 5 Projects – 15		
		>5 Projects – 20		
25	Pg 25 5.5 (BFSI)	<i>BFSI: Scheduled commercial banks in public or private sector / Payment Banks / Small Finance Banks / All India FIs / Insurance Companies / Regulatory bodies dealing with any financial matter in India will be considered under BFSI.</i>	Kindly request the bank to consider the experience of the bidders who has global experience / or have completed projects outside India for BFSIs	Please see the BFSI definition in the revised RFE
26	Pg 33 6.6.5			



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		In tender participating Micro and Small Enterprises quoting price within price band of L1+15 percent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be contracted to meet up to 20 percent of resource requirement.	Kindly clarify how the MSMEs will be qualified and empanelled for this particular tendering process. We would like to know because we are a MSME bidder.	MSME clause is not applicable for this Request for empanelment (RFE). Same shall be applicable for procurements done thru limited tendering from empanelled vendors.
Abyantra Technologies and Solutions Private Limited				
27	Pg 22.2	Section 5.4. Evaluation Criteria	To prove that the bidder has been in the field of software for 2 years, it has been suggested to provide a copy of work order/agreement along with completion certificate for completed projects. We may not be able to provide these due to confidentiality agreements with our clients. Can an alternate way or mechanism be there to confirm this be used. Same point in Section 5.5. Technical Evaluation, Page 24,	<i>Financial details may be masked but other details of work order / purchase order like customer name, po date, project scope & period needs to be provided</i>



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			Points 1, 2 and 3 and Page 25, Point 1.	
28	Point 1, Page 26	Section 5.7. Empanelment and renewal of Contract	Suggested that the vendor should have an option of not responding to a percentage of RFP's without giving specific reasons. For any thing above this percentage only the vendor should be asked to give reasons for not responding.	No Change
Ernst & Young LLP				



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29	1.1 Preface	The responses received pursuant to this RFE will be evaluated as per the criteria specified in this document and the qualified bidders will be placed on the panel. Adequate number of empanelled vendors will be invited, as and when work arises in SIDBI, to submit their Proposals based on detailed EOI/Terms of Reference (TOR) / RFE on a case-to-case basis.	We propose to have three tiers for the empanelment of bidders' basis the size and experience of the firms in the related sectors. It will give a fair compete amongst bidders of same tier. We would like to highlight that this is the most prevalent practice for empanelment of software companies in government departments and agencies	No Change
30	5.5 Technical Evaluation		We understand that size & complexity of the projects, executed by bidders should be given equal weightage for the bidder's evaluation. Currently the evaluation is limited to the number of projects executed by the bidders	No Change



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31	5.5 Technical Evaluation		We understand that financial stability of the firm will be quite critical while executing the large, complex and resource intensive projects of SIDBI. So, we propose to evaluate the financial stability of the bidders also in terms of turnover and net worth.	No Change
32	6.6 Procurement Policy on Micro and Small Enterprises (MSEs)	5. In tender participating Micro and Small Enterprises quoting price within price band of L1+15 percent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a Micro and Small Enterprise and such Micro and Small Enterprise shall be contracted to meet up to 20 percent of resource requirement	We request to have empanelment of bidders under 3 tiers so that MSMEs can compete with the firms of same level & experience. It will also give a level playing field for bidders of other tiers	No Change
