

PRE-BID CLARIFICATIONS

Pre-bid meeting for the aforesaid RfP was held at SIDBI Office Premises on September 15, 2017. Based on discussions with the bidders during the meeting following clarifications may please be noted.

1. Responses of the bidders must be in the format defined by SIDBI, failing which bids may be liable to be rejected.
2. Bidders are requested to take note of 'Foot Notes' mentioned in the RfP.

Query	Pg	Clause No	Tender Clause	Query by Vendor	SIDBI Response
1	9	3. Broad Scope of Work	Para 6- The selected bidder have to customize the application as per the requirements of the Bank, at no additional cost for a period of 6 months from the date of installation. Bidder has to provide support services for a period of 1 year. Bidder has to provide training to the users after successful installation.	Clause 3 & 6.5.1 seems in contradictory as Clause 3 expects change request at no additional cost for 6 months from date of installation. However, 6.5.1 states that all subsequent new requirements post implementation would be treated as a Change Request which is chargeable. Kindly clarify.	<u>Please note the revised Clause 3. Para 6 as detailed below:</u> The selected bidder have to customize the application as per the requirements of the Bank, <u>at no additional cost before Go-Live / acceptance of the solution as per bank's requirement.</u> Bidder has to provide support services for a period of 1 year form the date of acceptance. After implementation and acceptance of the software solution by the Bank, all subsequent new requirements would be treated as a Change Request. Major Change requests would be decided based on the mutual discussion with the Bank. <u>Refer Clause 6.5 Page 23 for Change Request.</u>

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2	17 32	<u>5.1.2</u> <u>Annexure II - Part A - 13</u>	Pre-Qualification / Minimum Eligibility: The bidder should be OEM.	Relaxation proposed: The bidder may be an OEM or a reseller of an OEM or its authorised partner or a System Integrator.	<u>Please note the revised Clause(s) as detailed below:</u> <u>5.1.2 & Annexure II - Part A - 13 - Eligibility</u> The bidder can be an OEM, or its authorised partner or a System Integrator. However, in case of authorised partner or System integrator the bidder has to submit MANUFACTURER AUTHORISATION FORMAT (MAF) letter from the OEM in the FORMAT provided by SIDBI authorising the reseller / System Integrator to participate in the procurement on their behalf.
3	24	<u>6.6.10.</u>	<u>Payment during AMC</u> The payment terms during AMC would be paid annually 100% in advance on: I. Submission of invoice II. Proof of back to back alignment with OEM and III. PBG (to be submitted annually) for 10% of the AMC value for the respective year valid for a period of 15 months. IV. In case vendor does not submit PBG, the payment would be would be released after 3 months from completion of AMC period.	As per the eligibility criteria, the Bidder should be an OEM. Bank to clarify the need for Back to back alignment with OEM.	No Change.

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4	21	6.6	Terms of Payment	Kindly clarify the Bank's intention to retain 90% of the software / services' cost for completion of the project when the Bank could release the same amount as 50% upon delivery and 50% upon acceptance of the software in the interest of its MSE bidders.	No Change
		6.6.1	Payments would be 90% Cost of software / services (detailed in Chapter-7, Annexure – III Commercial Bid, Section 7.3.1) after delivery, implementation & acceptance of the software.		
		6.6.2	Final payment of 10% of the cost of software / services would be released on submission of performance Bank Guarantee equivalent to 10% of the contract value. The BG shall be valid for a period of 1 year from the date of acceptance with invocation period of additional 3 months i.e., 1 year + 3 months.		

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5	32	<u>Annexure II - Part A - 11</u>	<u>Experience</u> The respondent must have experience of implementing the software, similar to scope of this RfP, in at least two All India Public Financial Institutions or Scheduled Commercial Banks having at least 100 branches spread across multiple states/regions in India.	Vendor has requested following relaxations : a. Include Public Sector Unit implementation to be included in overall experience. b. The bidder / respondent must have experience of atleast one implementation of the proposed solution . c. The proposed software / solution should have been implemented in at least two organisations, of which atleast one should be a Scheduled Commercial Bank having atleast 100 branches spread across multiple states / regions in India.	<u>Revised Clause Annexure II - Part A - 11 :</u> The respondent must have experience of implementing the software in at-least two of the following types of organisation(s) which is similar to scope of this RfP: 1.All India Public Financial Institutions 2.Scheduled Commercial Banks having at least 100 branches spread across multiple states/regions in India 3.Public Sector Unit Kindly, attach proof of work order / letter issued by the respective organisation for the successful implementation of the software.
6	36	<u>Annexure II - Part B - 9.12</u>	Font size should be increased or decreased to suit readability (small, medium,large) in addition to the “pinch to zoom” facility	Requirement of Font size is dependant upon many factors like the layout, the information displayed, the UI of the software. Bank to explain the requirement, as it may not be required in the solution that we propose.	No Change
7	37	<u>Annexure II - Part B - 9.1</u>	Login ID/password based access rights to the relevant members of Board/Committees for relevant forums. On successful authentication,	Please clarify how AD Integration is possible for independent Directors?	Proposed software would have independent / internal user management system (both user authentication & authorization module for the proposed software). Besides the aforesaid it should also support AD / LDAP integration with Active Directory Federation

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			the relevant forum(s) should be visible as virtual folder(s) and should open like the cover page of a book. Integration with Active Directory		Services (AD FS) hosted in Bank's DC / DR site. Based on the Bank's requirement, the same will be integrated with AD/LDAP.
8	38	<u>Annexure II- Footnote</u>	The solution should be for unlimited license deployed at end devices without any limitation on concurrency.	The maximum number of User Licences should be defined as it has an impact on commercials.	No Change
9	9	<u>3.1.4</u>	Availability of features for Synchronization DC & DR Syncing architecture maybe provided.	1. Please let us know the roll of hosting Agency for synchronization between DC & DR.. 2. Can the features of synchronization between DC and DR be used directly from the server database being used, considering there are built in features within SQL and Oracle?	<u>Please note the revised clause :</u> 1.Role of the vendor is to - Submit the architecture for DC & DR synchronization - Configure & Implement the required software / component at DC & DR site for DC & DR synchronization .
10	10	<u>3.3.</u>	Training and Hand holding support	Whether training will be imparted in Mumbai? Please confirm.	<u>Clarification:</u> Training would be conducted at Mumbai for directors and the secretarial staff / support personnel (Onsite at Mumbai and Remotely using Bank's Video Conferencing facility).
11	19	<u>3.2</u>	Features and Functionality required in the Electronic Meeting Software:	There may be cases where the Solution Provider provides for enterprise license for unlimited committee/ meetings / users for the Institution, however, designs its commercial offering basis the number of associates / subsidiary organization.	<u>Partial List of SIDBI's current Associate Institution / Subsidiaries</u> 1. CREDIT GUARANTEE FUND TRUST FOR MICRO AND SMALL ENTERPRISES (CGTMSE) 2. INDIA SME ASSET RECONSTRUCTION COMPANY LTD (ISARC) 3. INDIA SME TECHNOLOGY SERVICES LTD. (ISTSL)

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				Could the Bank clarify on the number of Associate / Subsidiary organizations of SIDBI along with its names?	4. SMERA Ratings Limited (SMERA) 5. RECEIVABLES EXCHANGE OF INDIA LTD (RXIL) 6. MUDRA – MICRO UNITS DEVELOPMENT & REFINANCE AGENCY LTD. 7. SIDBI VENTURE CAPITAL LIMITED (SVCL)
12	19	<u>3.2.4</u>	SIDBI reserves the right to use the software for managing various meetings for its Associates/Subsidiary organizations.	Can the commercial bid be expanded (by SIDBI) to include the commercials for SIDBI as one-line item and its subsidiaries as a separate line item? This will enable the Bank to pay basis roll-out to other entities?	No Change.
13	20	<u>5.6.6</u>	<u>Evaluation of Commercial Bids</u> Total Cost of Ownership (TCO) = [Cost of Software Solution with one-year warranty + Implementation Charges at DC & DR Site + Maintenance Charges + Any other cost (for solution deployment) + Cost for one man-month basis for any Change Requests].	Clarity is required if the maintenance charges referred in 5.6.6 is for one year or for a 5 year period (as expected in TCO)	No Change Maintenance Charges are referred on per year basis only and that is included in the TCO.
14	22	<u>Annexure II - Part B - 8.7</u>	Admin should be able to create agenda sponsoring and recommending authority for each committee.	Could the Bank provide clarification on the terms 'Agenda Sponsoring' and 'Agenda Recommending' authority.	Mentioned functionality refers to the Maker, Checker and recommender for the meeting agenda.

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				Does it refer to the maker checker for the agenda?	
15	33	<u>Annexure II - Part B - 7</u>	<u>Hosting</u> On Premise at Bank's DC & DR site.	Diligent does not offer on-premise installation. Diligent offers "Software as a Service". We have our own datacenters and take responsibility and liability for protecting client data, using the highest encryption technologies/hardware/software. These datacenters are hosted in Canada and Germany.	No Change
16	14	<u>4.10 : Bid Currency</u>	Bid currency in INR	Request for bid currency in USD.	No Change
17	11	<u>4.1 : EMD</u>	Earnest Money Deposit	Request for EMD to be submitted via electronic bank transfer instead of DD	No Change
18	23	<u>6.7 : ATS</u>	Annual Tech support	Is included in the annual lic fee, hence not required. Integral part of our software and service	No Change
19	23	<u>6.7 : ATS</u>	Annual Maintenance	There is no AMC, since the annual recurring charges include upgrades/training/support. Hence unconditional BG, not required.	No Change
20	17	<u>5.1.1</u>	The bidder should be a registered company	It's requested to allow Tenderer and consortium member to be a Proprietorship firm.	No Change
21			Multi-Lingual / Unicode Support for Hindi	Does the software require to support Hindi ?	The following clause is being modified under: <u>7.2 Annexure II Pre-Qualification / Minimum Eligibility Bid</u> Part B : Features and Functionality of the Electronic Meeting Software

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Query	Pg	Clause No	Tender Clause	Query by Vendor	SIDBI Response
					Point 4: Platform Details (Software should support data entry and display in Multi-Lingual / Unicode Hindi fonts)

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Annexure - I Manufacturer Authorisation Format

Manufacturer Authorisation Format
(To be submitted on OEM's letter head)
[To be included in Technical Bid Envelope]

Ref:

Date:

To

The General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Services Department
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

Sub: Manufacturer Authorisation for
(RfP No. 400/2017/1268/BYO/ITV dated September 08 , 2017)

We <OEM Name> having our registered office at <OEM Address> are an established and reputed manufacturer of <electronic meeting software details> do hereby authorise M/s _____ (Name and address of the Partner) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all product upgrades (including software upgrades and new product feature releases) are provided by M/sfor the products quoted for and supplied to the bank during the product warranty and AMC period.

We also undertake that in case of default in execution of this RfP by the <Bidder Name>, the <OEM Name> will take all necessary steps for successful execution of this project as per RfP requirements.

<OEM Name>
<Authorised Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.
