

RfP for Appointment of Consultant for Project Management of Implementation of CSOC
(Tender No.400/2019/1398/BYO)

Responses to Queries Received from bidders: 15/11/2018

#	Page	Clause No.	Clause	Vendor Query	SIDBI's Clarifications/Responses
1	47	21. Project Experience of the Consultant firm / company:	Minimum experience of the bidder company/firm is two IT Consultancy assignments of `25 lakhs and above. Out of the above two consultancy assignments at least ONE project should be pertaining to design or/and implementation of SOC or CSOC in BFSI with minimum project cost of `5 crore (i.e. bidder should have implemented SOC/CSOC project costing `5crore & above).	The CSOC implementation cost or the concerned purchase order is a confidential document for the client/institution where it has been implemented. Kindly clarify if reference checks/declarations shall suffice in this regard.	The masked purchased order in this regard is accpetable.
				Also, it is requested that for the clause "Out of the above two consultancy assignments at least ONE project should be pertaining to design or/and implementation of SOC or CSOC in BFSI with minimum project cost of `5 crore (i.e.bidder should have implemented SOC/CSOC project costing `5crore & above) " please include consulting services for a SOC projects, in which the project of the implementation is more than 5 Crore	The cost of Consultancy assignments of `25 lakhs and above. The implementation of SOC/CSOC in BFSI with minimum project cost of `5cr refers to cost of implementation of SOC/CSOC by Sytem Integrator.
2	52	6.45 clause 5	The Bidder should be having its office at Mumbai and Chennai location as the CSOC project is to be implemented at Mumbai Data Centre and DR Site at Chennai	Kindly confirm if the work needs to be performed for mumbai office. We understand that bidder may need to travel chennai on need basis.	Consultant is proposed to be reporting/working in close coordination with CISO stationed at Chennai Office. However since Data Centre is located in Mumbai, the consultant is required to visit Mumbai Office during implementation for vendor co-ordination, delevery management etc.

3	19	Section 4 : Scope of Work and Deliverables	Design & carry out UAT for acceptance of the solutions for signoff	Kindly confirm the selected bidder needs to create any operational documents, solution requirement specifications etc.	The role of consultant is to prepare the methodology and steps for carrying out the UAT and complete the UAT based on which SIDBI will give the sign off. The operational documents, solution requirement specifications etc. have to be provided by the CSOC solution implementor. The same has to be technically vetted by the consultant
4	19	Section 4 : Scope of Work and Deliverables	Performance Benchmark	Kindly specify performance benchmarking is to be done against the proposition made by the CSOC implementor. Any tools required for benchmarking would be provided by SIDBI.	No tools will be provided by SIDBI. Consultant may bring in any benchmark tools required after obtaining approval from SIDBI for the same .
5	19	Section 4 : Scope of Work and Deliverables	Supervision including hardening, customisation required and acceptance of Hardware & Infrastructure testing	Kindly clarify The selected bidder shall only verify hardening on sample basis as per hardening guidelines of SIDBI. Providing hardening documents is not the part of scope.	Hardening guidelines will be provided by System integrator/Vendor as per solution requirement. Based on the same, consultant is required to vet/supervise hardening, customization, for testing and acceptance of the hardware and infrastructure.
6	18	Section 4 : Scope of Work and Deliverables	Tracking and monitoring the closure of gaps and compatibility issues customizations as per delivery schedules.	We understand that the selected bidder shall not be responsible for any delays caused by the service provider.	For any delays caused by/attribution to the service provider, selected Consultant will not be responsible. However any delay due to service provider and vendor should be monitored closely by the consultant and followed up to avoid delays and status periodically reported to SIDBI. As part of project management, Consultant is expected to closely monitor/followup issues for resolution to avoid delays.
7	3	Last date for submission of bids	22 November 2018 is the last date for submission of bid.	We request to postpone the submission of the proposal	All the 3 bidders who attended prebid meeting, requested for extension upto November 26,2018. Hence, the last date for submission of bids is extended upto 26 November 2018 (3:30pm)
Annexures			Annexure-VIII: Bank Guarantee	Please confirm if these annexures are to be submitted only by the successful bidder	<u>All the annexures/documents except Annexure-VIII have to be submitted by the</u>

			Annexure-X : Non-Disclosure Agreement Annexure-XV: Pre Contract Integrity Pact Annexure-XVI: Undertaking for Central Minimum Wages Act & Labour Laws Annexure-XVII Undertaking Letter for GST Law		<p>biders while submitting the bid itself as they are verified for meeting eligibility criteria.</p> <p>Annexure-VIII i.e. PBG has to be submitted by the successful bidder only.</p>
8	48	23	<p>Project Experience of the resource persons for this assignment: (Minimum 3 Resource Persons to be deployed (Project Manager (PM), Assistant Project Manager (PM) and Project Coordinator with details as indicated below). They should have experience of at least 2 projects / sites) Please refer to the section - Resource Replacement -Sno.4.4</p>	<p>Please confirm that the consultants will not be required on full time basis.</p> <p>Please confirm that the bidder can deploy any resource as per their availability and is not restricted to the ones mentioned in the proposal</p>	<p>In view of the timelines of the project, the consultant is required to be working on full time basis.</p> <p>Refer to 4.3.2 of the RfP. No change is of committed/deployed resources is permitted except in case of resignation of identified resources. However, Consultant may identify and indicate 2 options with necessary qualifications/skillsets as per requirement defined for each resource to be deployed in the project. The qulaifications/skillsets should be similar or better for each resource.</p>
9	34	6.24 Terms of Payment	<p>(i) 15% payment after completion "Issue of RfP and Bid Evaluation of CSOC" (After Stage I mentioned in Deliverables)</p> <p>(ii) 10% after "Selection of Vendor (SI) for CSOC" (After Stage II mentioned in Deliverables)</p> <p>(iii) 25% after "Implementation of CSOC" (After Stage III mentioned in Deliverables)</p>	<p>We request revised payment terms as below</p> <p>(i)20% payment after completion "Issue of RfP and Bid Evaluation of CSOC" (After Stage I mentioned in Deliverables)</p> <p>(ii) 20% after "Selection of Vendor (SI) for CSOC" (After Stage II mentioned in Deliverables)</p> <p>(iii) 40% after "Implementation of CSOC" (After Stage III mentioned in Deliverables)</p>	No change

			(iv) 50% after "UAT & Acceptance" (on submission of UAT and Signoff of UAT and submission of acceptance report after project implementation to the satisfaction of SIDBI.) (After Stage IV mentioned in Deliverables)	(iv) 40% after "UAT & Acceptance" (on submission of UAT and Signoff of UAT and submission of acceptance report after project implementation to the satisfaction of SIDBI.) (After Stage IV mentioned in Deliverables)	
10	NA	Timeline for implementation	Timeline for implementation	Please mention the time period, if the bank wants to implemented CSOC under any time period.	May 2019. However the timelines will be finalised at the time of issuing the RfP for CSOC Implementation
11	48	PART- B- Response to Minimum Eligibility Criteria- Sno.23	Project Experience of the resource persons for this assignment: <u><i>(Queries as raised and modified during Prebid Meeting)</i></u>		
				23 (I) Project Manager (PM):	
				b. Educational qualification	
				<i>(Identified resource person should be having</i>	
				<i>i. Engineer/ PG in any discipline</i>	No change
				<i>ii. Certification in CISA/CISSP/CISM (any one)</i>	No change
				<i>iii. Certification in PMP/PRINCE (any one)</i>	Certification in PMP/PRINCE (any one) OR Proof of Experience of SOC/COSC Project Management (minimum one project)
				c. Number of years of experience in the areas of IT Project Management	
				<i>(Identified resource person should have minimum 10 years of experience)</i> Attach Proof / Evidence for the above	(Identified resource person should have minimum 6 years of experience) Attach Proof / Evidence for the above
				II. Assistant Project Manager (APM):	
b. Educational qualification					
Identified resource person should be having					
<i>i. Engineer/ PG degree in any discipline</i>	No change				
<i>ii. Certification in CISA/CISSP/CISM (anyone)</i>	No change				
<i>iii. Certification in PMP/PRINCE (anyone)</i>	Certification in PMP/PRINCE (any one) OR Proof of Experience of SOC/COSC Project Management (minimum one project)				
c. Number of years of experience in the areas of IT Project Management					

			<i>(Identified resource person should have minimum 07 years of experience)</i> Attach Proof / Evidence for the above	Identified resource person should have minimum 04 years of experience) Attach Proof / Evidence for the above
			Project Coordinator (PC): Engineer/ PG degree in any discipline Project Management experience : upto 2 years CSOC/SOC experience: upto 2 years	No change