

## RFP- RFP for Empanelment of Agencies for Supply of IT Manpower Response to Prebid Queries

RFP #: CO: SYS: 2019-20/07

Sr. No	Section & Clause Ref. No./Appendix no/Annexure no	Page No.	RFP text	Query	Response to query (to be left blank by the vendor)
1	Point 2 - 2. Business Turnover (Page 32)		The bidder must have a minimum turnover of Rs.5 crores from the line of business of providing Quality assurance/software testing services during the financial year(s) 2016-17, 2017-18, 2018-19. Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant for preceding three years.	different business lines and we never bifurcated software testing as specific services, hence we don't have specific balance sheet for Quality assurance/software testing. We also do direct hire with	There is no requirement of having domain wise balance sheet. Kindly read the clause as under: "The bidder must have a minimum turnover of Rs.5 crores from the line of business provided in RFP scope during the financial year(s) 2016-17, 2017-18, 2018-19." Copy of the audited Balance Sheet and/or Certificate of the Chartered Accountant for preceding three years.
2		32		Connecting to query 1, can we produce certified consolidated balance sheet for our services to qualify under business turnover.	Yes, the balance sheet of the firm which bidding
3	Technical Capability		The Bidder should have Relevant Experience and Capabilities in the financial services sector with respect to Quality Assurance Testing, Defect Management with minimum 5 such assignment. Details of work done in financial services sector in last 3 years.	support our client in multiple support segments which falls	Please read the clause as under: The Bidder should have Relevant Experience and Capabilities in the financial services sector with minimum 5 T&M assignments.
4			Bid document cost (non-refundable)INR 5000/-	is registered under MSME	MSME is exempted for application money upon submission of valid documents.

	<del></del>		Т	Marana hasaada uda f Duna had	Itla nat mandatam tana hiddanta hasa
					It's not mandatory for a bidder to base
			have been serving clients /	out of Mumbai. The resource	
			customers all across the	deployment will be in Mumbai and BFSL	
				country including	will not entertain any additional charges.
				Mumbai.Hope this is not a	
	5			show stopper.	
			For each resource BFSL wishes to hire,	Is it compulsory for all the	It is desirable to have resumes from
			it will seek resumes from all the		each empanelled agencies
	SECTION 3: SCOPE OF	9	empanelled agencies and will interview	Resume for the resource.	i s
	WORK:		the candidates for suitability before on-		
	6		boarding		
			For each resource BFSL wishes to hire,	For any CV to be selected or	Shortlisting of CV would be basis
			it will seek resumes from all the	1 · · · · · · · · · · · · · · · · · · ·	meeting published skillset, qualification
	SECTION 3: SCOPE OF	_			
	WORK:	9	empanelled agencies and will interview		and experience, selection would basis
			the candidates for suitability before on-	table .	interviews.
	7		boarding.		 
	SECTION 3: SCOPE OF		The above requirement is tentative,		There is no projection as of now.
	WORK:	21	actual hiring would be purely on need	resources required per year	
	8		basis		
			Arriving at the final score on technical	Would the bidders be aware	Yes, Technical score would be shown to
	4.3 -2	23	proposal as per Annexure B, of the	of the Technical Score	bidders before opening of their
	4.5 -2	23	shortlisted bidders after evaluation by		commercial bids
	9		the Company's selection committee		
			The Company at its discretion may	Will all Vendors be qualified	BFSL will empanel agencies who can
			empanel minimum 2 and maximum 4	for different technologies	supply manpower of different skillsets
	4.3 -2	23	vendors of expertise in different	j .	
			technologies (based on their scoring)		
,	0		who have been technically qualified.		
			Price Negotiations with the Selected	On what basis will negotiation	The company may enter into negotiation
,	1 4.4	23	Bidder	will be done	with S1 bidder.
	+		There will be no price escalation during	If the project is multi year	No change
			the term of the specific project, unless	project will it not include any	Tito onango
	4.5	23	the scope of work undergoes a change	YOY Price escalation	
1 .				TOT FIICE ESCAIATION	
<u> </u>	2		basis mutual agreement.	Dio ana sifu tha tarres of	It would monthly basis proving month
			Terms of payment will be indicated in		It would monthly basis previous month
		23	·	payment will it Monthly Billing,	
	4.5		Reference that will be entered into by	Monthly Advance or Quarterly	
			the Company with the empanelled	Advance	
			bidders and will be final and binding on		
	3		the bidders.		
1	<u> </u>				1
			Bidder should ensure that the project	, ,	No
			Bidder should ensure that the project meets the specified timelines.	If the project does not meets its timelines without any fault	No
	4.5	23			No
		23		its timelines without any fault	No

			TENURE OF EMPANELMENT - The	Will the price of resources	There wont be price esclation during the
	Section 6 24		shortlisted bidders will be empaneled for	· · · · · · · · · · · · · · · · · · ·	contract period i.e. 3 years
			a period of 3 years initially and may be	years or there will YOY hike in	l contract period i.e. o years
	Section 0	24	extended with same terms and condition	1 -	
1.5			on mutual agreed terms.	price	
15			The Service Provider has to furnish a	Will companies which are	No
					INO
	Section 6	24	performance guarantee for an amount of		
4.0			Rs. Five lakhs only (INR 5, 00,000 only)	exempt from submitting PBG	
16			by way of Bank Guarantee	0.050/ -(100.)/- ( -	N. Observe
			0.35% of PO Value for delay of		No Change
	8.6 - 3		per day or part thereof in	of	
		25	providing any or all CVs	per day or part thereof in	
			subject to maximum upto	providing any or all CVs	
			1.8%	subject to maximum upto	
17				1.8%	
			The resources have to report within 30		The TAT stands increased from 30 days
			days from the date of finalization of		to 45 days
	8.6 - 4	25	the resources by the Company or a later		
	0.0 - 4	23	period that may be specified in the PO.	the resources by the Company	
				or a later period that may be	
18				specified in the PO.	
			Limitation of Liability- The vendor's	Pls secify the Limitation of	Limitation of liability is revised to be
			aggregate liability in connection with	Liability either it should be the	limited to PO value.
	9.42		obligations undertaken as a part of this	PO Value or Resource Cost	
			Project whether arising under this	/Month	
	8.13 -a	28	project regardless of the form or nature		
			of the action giving rise to such liability		
			(whether in contract, tort or otherwise),		
19			shall be at actual.		
			Vendor's liability in case of claims	Vendor's liability in case of	No Change
			against 'the Company' resulting from	claims against 'the Company'	
			Wilful Misconduct or Gross Negligence	resulting from Wilful	
			of the vendor, its employees and	Misconduct or Gross	
			Subcontractors or from infringement of	Negligence of the vendor, its	
			patents, trademarks, copyrights or such	employees and	
	8.13 -b	28	other Intellectual Property Rights or	Subcontractors or from	
	0.13 -b		breach of confidentiality obligations shall		
			be unlimited.	trademarks, copyrights or	
			De diminited.	such other Intellectual	
				Property Rights or breach of	
				confidentiality obligations shall	
20					
20				be Limited to PO Value.	

		The bidder must have a minimum	The bidder must have a	No Change
		turnover of Rs.5 crores from the line of		INO Change
			minimum turnover of Rs.20	
		business of providing Quality	crores from the line of	
	2 32	assurance/software testing services	business of providing Quality	
	2   02	during the financial year(s) 2016-17,	assurance/software testing	
		2017-18, 2018-19	services during the financial	
			year(s) 2016-17, 2017-18,	
21			2018-19	
		CV / Bio – data/Resume of proposed	Do you need 1 cv for every	Yes
22	7 34	resources	resource type mentioned	
		CV / Bio – data/Resume of proposed	CV's should be of Resources	Yes
23	, 7 34	resources	Employed by Organisation	100
23		General Query	Whether the Employees will	On vendor rolls
		General Query		On vendor rolls
_,			be on vendor rolls or	
24		0	BOBCARDS?	The age was at the market at the state of th
		General Query	As the contract is for 3 years,	There wont be price esclation during the
			will be there any incremental	contract period i.e. 3 years
			growth on Rate Card every	
25			year?	
		Terms of payment will be indicated in the	What will be the Payment	30 days from the date of receipt of
		Empanelment Agreement/ Terms of	Terms?	invoice
	22	Reference that will be entered into by the		
		Company with the empanelled bidders and		
26		will be final and binding on the bidders		
		General Query	If the process in 24*7, do we	There is no additional payouts by BFSL
			need to provide night	
			allowances as well to	
27			employee?	
		General Query	27 skills are mentioned in the	There is no projection as of now
			RFP, what are the total	
			number of counts BOB	
28			required?	
		General Query	What are the locations where	Primarily in Mumbai
			these employees need to be	'
29			based out?	
		The resources have to report within 30	The resources has to be	The TAT stands increased from 30 days
		days from the date of finalization of the	reported within 60 days.	to 45 days.
		resources by the Company or a later	Penalty is too high. Reduce	10 10 days.
		period that may be specified in the PO.	the cap of penalty or waive	
		period that may be specified in the PO.	this off	
30		Description of OV/s and the Province		No Observe
		Provision of CVs and onboarding of	Request to waive this point	No Change
		substitute resources in event of resource		
		leaving on between without replacement		
31		and knowledge transition.		

	General Query	what is the number of	There is no projection as of now.
	General Query		There is no projection as or now.
	Conoral Ouery	·	Yes
	General Query		res
	Conoral Over		Cubmission data atomdo systemdad to
	General Query		Submission date stands extended to
<del></del>	Constal Overs	date	24th Dec 2019 An offer will be made to S2 and S3 Bidders
		S2 & S3 not ready to match the commercial S1	to match the price quoted by the S1 (wherever the price quoted by them is higher than that of S1 price) and in case, S2 and/or S3 refuse to accept the said offer, offer will be made to S4 and so on to technically qualified bidders.
	General Query	Minimum & maximum duration of deployment	The duration of requirement may range from 1 month to the maximum of end of term of engagement.
	General Query	Timeframe to provide the replacement	The vendor need to plan replacement at least 60 days in advance so that smooth transition is ensured.
	General Query	Performance Gurantee for 5L	The performance gurantee stands revised from Rs. 5 Lacs to Rs. 2 Lacs
	General Query	technical skillset, what if a vendor doesn't have all the skill set?	The bidder need to source resource for each skillset. However this is not mandatory to submit resumes of all skillset in bid submission.  At the same time bidder need to submit commercial for each skillset, failing which bidder will be disqualifed
		Profile of resources scoring pattern	The scoring against resume/CV will depend on number and quality of profiles.
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			<del> </del>
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		General Query	resources per skillset General Query Shall we provide sample CV for each skillset in 1:1 ratio Please extend the submission date  General Query  S2 & S3 not ready to match the commercial S1  General Query Minimum & maximum duration of deployment  General Query Timeframe to provide the replacement  General Query Performance Gurantee for SL  General Query  technical skillset , what if a vendor doesn't have all the skill set?  Profile of resources scoring