

**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)	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.	Bidder is offering services in 8 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 our client on their Software Testing projects.	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	31	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.	We as in organisation we support our client in multiple support segments which falls under IT services, hence we can provide reference were we have supported our client in various requirements and not solely for quality assurance testing , defect management etc.	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		1	Bid document cost (non-refundable) ----- INR 5000/-	Bid document cost.- Spectrum is registered under MSME hence we wish to understand in case if there is any relaxation to STMPL in bid cost which is Rs. 5000/-.	MSME is exempted for application money upon submission of valid documents.

5				We are based out of Pune, but have been serving clients / customers all across the country including Mumbai. Hope this is not a show stopper.	It's not mandatory for a bidder to base out of Mumbai. The resource deployment will be in Mumbai and BFSL will not entertain any additional charges.
6	SECTION 3: SCOPE OF WORK:	9	For each resource BFSL wishes to hire, it will seek resumes from all the empanelled agencies and will interview the candidates for suitability before on-boarding	Is it compulsory for all the selected Agencies to provide Resume for the resource.	It is desirable to have resumes from each empanelled agencies
7	SECTION 3: SCOPE OF WORK:	9	For each resource BFSL wishes to hire, it will seek resumes from all the empanelled agencies and will interview the candidates for suitability before on-boarding.	For any CV to be selected or rejected would there be any Resource Selection Criteria or table .	Shortlisting of CV would be basis meeting published skillset, qualification and experience, selection would basis interviews.
8	SECTION 3: SCOPE OF WORK:	21	The above requirement is tentative, actual hiring would be purely on need basis	Approximate what is the no of resources required per year	There is no projection as of now.
9	4.3 -2	23	Arriving at the final score on technical proposal as per Annexure B, of the shortlisted bidders after evaluation by the Company's selection committee	Would the bidders be aware of the Technical Score	Yes, Technical score would be shown to bidders before opening of their commercial bids
10	4.3 -2	23	The Company at its discretion may empanel minimum 2 and maximum 4 vendors of expertise in different technologies (based on their scoring) who have been technically qualified.	Will all Vendors be qualified for different technologies	BFSL will empanel agencies who can supply manpower of different skillsets
11	4.4	23	Price Negotiations with the Selected Bidder	On what basis will negotiation will be done	The company may enter into negotiation with S1 bidder.
12	4.5	23	There will be no price escalation during the term of the specific project, unless the scope of work undergoes a change basis mutual agreement.	If the project is multi year project will it not include any YOY Price escalation	No change
13	4.5	23	Terms of payment will be indicated in the Empanelment Agreement/ Terms of Reference that will be entered into by the Company with the empanelled bidders and will be final and binding on the bidders.	Pls specify the terms of payment will it Monthly Billing , Monthly Advance or Quarterly Advance	It would monthly basis previous month
14	4.5	23	Bidder should ensure that the project meets the specified timelines.	If the project does not meets its timelines without any fault of Vendor , will the payment be held without any fault of vendor.	No

15	Section 6	24	TENURE OF EMPANELMENT - The shortlisted bidders will be empaneled for a period of 3 years initially and may be extended with same terms and condition on mutual agreed terms.	Will the price of resources remain same for all three years or there will YOY hike in price	There wont be price escalation during the contract period i.e. 3 years
16	Section 6	24	The Service Provider has to furnish a performance guarantee for an amount of Rs. Five lakhs only (INR 5, 00,000 only) by way of Bank Guarantee	Will companies which are MSME registered entity will be exempt from submitting PBG	No
17	8.6 - 3	25	0.35% of PO Value for delay of per day or part thereof in providing any or all CVs subject to maximum upto 1.8%	0.05% of PO Value for delay of per day or part thereof in providing any or all CVs subject to maximum upto 1.8%	No Change
18	8.6 - 4	25	The resources have to report within 30 days from the date of finalization of the resources by the Company or a later period that may be specified in the PO.	The resources have to report within 60 days from the date of finalization of the resources by the Company or a later period that may be specified in the PO.	The TAT stands increased from 30 days to 45 days
19	8.13 -a	28	Limitation of Liability- The vendor's aggregate liability in connection with obligations undertaken as a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual.	Pls specify the Limitation of Liability either it should be the PO Value or Resource Cost /Month	Limitation of liability is revised to be limited to PO value.
20	8.13 -b	28	Vendor's liability in case of claims against 'the Company' resulting from Wilful Misconduct or Gross Negligence of the vendor , its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.	Vendor's liability in case of claims against 'the Company' resulting from Wilful Misconduct or Gross Negligence of the vendor , its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be Limited to PO Value.	No Change

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

[illegible]