

**Addendum 1 - Clarification to queries sought by bidders on RFP for Appointment of Technical & Project Management Consultant on a Retainer basis**

**RFP Ref.NO. IT/2010-11/1627 dated 04/11/2010**

Sl. No.	Reference	RFP Clause	Clarification sought by Bidder	Bank's Response
1	Page 30 and 31, Clause 1.7.5 Sub Clause 3 - Substitution of Project Team Member	During the assignment, the substitution of key staff identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the vendor can do so only with the concurrence of the Bank by providing other staff of same level of qualifications and expertise. If the Bank is not satisfied with the substitution, the Bank reserves the right to terminate the contract and recover whatever payments made by the Bank to the Consultant during the course of this assignment besides claiming an amount, equal to the contract value as liquidated	Our proposed amendment to the clause is that the payments already made by the bank for the deliverables that have already been signed off should not be recovered by the bank.  Also as the engagement of the consultant is on the retainer basis, the clause needs to be applicable for the specific assignment for which the default has occurred and not for the entire engagement.	Accepted

		damages. However, the Bank reserves the right to insist the Consultant to replace any team member with another (with the qualifications and expertise as required by the Bank) during the course of assignment.		
2	Page 34, Clause 1.7.5 Sub Clause 19 Indemnity	The bidder shall indemnify Bank and keep indemnified for against any loss or damage that Bank may sustain on account of violation of patent, trademarks , etc. by the bidder. The total liability of the selected bidder under this clause and contract shall not exceed the total contract value.	As the engagement of the consultant is on the retainer basis, the clause needs to be applicable for the specific assignment for which the default has occurred and not for the entire engagement.	Accepted
3	Page 48, Annexure B, Commercial Bid	The fee per man-day rates quoted above is in lump sum (fixed price) amount and any additional amount will not be payable by the Bank for whatsoever reasons during the contract period of 36 months, extendable to further 24 months.	As the consulting engagement with the Bank is for 36 months, which can be further increased by additional 24 months, we would request to the bank to allow all bidders to quote a price	No, there shall be no change in RFP with respect to this query.

			<p>escalation clause year on year to counter increase in cost.</p> <p>Making this uniform in the Bid will help the TCO calculation.</p>	
4.	Page 49, Annexure B, Commercial Bid	The price quoted for the project should be an all excluding price including any taxes, duties & Govt. levies.	Please confirm if the price to be quoted is all inclusive or all exclusive	Price is to be quoted inclusive of all taxes
5	Page 49, Annexure B, Commercial Bid	Any travel outside of Kolkata for field work would have to be agreed with the Bank. Such travel would be in line with the Bank's eligibility at the level of Chief Manager	We would request the Bank to make the eligibility at the level of a Deputy General Manager.	No, there shall be no change in RFP with respect to this query.
6	Page 26, Clause 1.3 Sub Clause 6, Eligibility Criteria	The consulting firm or its subsidiaries should not be in the business of system integration or hardware or software solution providers or implementation services or providing facilities management services.	Can this clause be relaxed	No, there shall be no change in RFP with respect to this query.

7	Page 38, Clause 1.8.2 Commercial Bid Evaluation Criteria	The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.	Difference in L1 and H1 is not clear	On page 10 of RFP It should be read as H1 (in place of L1)
8	Page 40, Clause 1.8.3 Technical Evaluation Criteria Credentials	1.Should have prior experience in performing consultancy services comprising of IT strategy to vendor evaluation and selection and project management beyond 100 % CBS in a public sector Bank with Finacle application as CBS. Proof of such work and completion should be submitted along with the response. The projects should have commenced and completed in the last 6 years from the date of issuance of this RFP.	In the “Evaluation Parameters” the phrase “beyond 100% CBS” and the line “The projects should have commenced and completed in the last 6 years from the date of this RFP should be removed.  In the “Scoring Methodology”, the following revisions should be made –  Full marks- if the criteria are met for 3 or more public	With a view to have wider, fair and adequate competition, the clause has been amended. The clause should be read as –  “Should have prior experience in performing consultancy services comprising of IT strategy to vendor evaluation and selection and project management beyond 100 % CBS in a public

		<p>In the "Scoring Methodology", it is mentioned as –</p> <p>Full marks- if the criteria are met for 5 or more public sector commercial Banks</p> <p>20 marks- if the criteria is met for 4 public sector Banks</p> <p>15 marks- if the criteria is met for 3 public sector Banks</p> <p>10 marks- if the criteria is met for 2 public sector Banks</p> <p>5 marks- if the criteria is met for 1 public sector Bank</p> <p>Nil- if criteria is not met for any public sector commercial Banks</p>	<p>sector commercial Banks</p> <p>20 marks- if the criteria is met for 2 public sector Banks</p> <p>10 marks- if the criteria is met for 1 public sector Bank</p> <p>Nil- if criteria is not met for any public sector commercial Banks</p>	<p>sector Bank with Finacle application as CBS. Proof of such work and completion should be submitted along with the response. The projects should have commenced and completed during last 6 years from the date of issuance of this RFP.</p> <p>Scoring Methodology should be read as –</p> <p>Full marks- if the criteria is met for 3 or more public sector commercial Banks</p> <p>20 marks- if the criteria is met for 2 public sector Banks</p> <p>10 marks- if the criteria is met for 1 public sector Bank</p> <p>Nil- if criteria is not met for any public sector commercial Banks</p>
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	<p>sector Commercial Banks in India and with the firm for 2 years  3 marks- 3 resources who have experience in 3 public sector Commercial Banks in India and with the firm for 2 years.  2 marks – 2 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years  1 mark – 2 resources who have experience in 1 public sector Commercial Bank in India and with the firm for 2 years  Nil - Others</p>	<p>be made –  4 marks- 4 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years  3 marks- 3 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years.  2 marks – 2 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years  1 mark – 2 resources who have experience in 1 public sector Commercial Bank in India and with the firm for 2 years  Nil - Others</p>	<p>Scoring Methodology should be read as –  4 marks- 4 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years  3 marks- 3 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years.  2 marks – 2 resources who have experience in 2 public sector Commercial Banks in India and with the firm for 2 years  1 mark – 2 resources who have experience in 1 public sector Commercial Bank in India and with the firm for 2 years  Nil – Others</p>
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	<p>Page 44, Clause 1.8.3 Technical Evaluation Criteria Approach and Methodology</p>	<p>Demonstration of in – depth understanding of the Bank project requirements through the technical proposal supplemented by Presentation &amp; interactions.</p>	<p>Specific Evaluation criteria should be specified. Some indicative criteria could be as follows-</p> <ol style="list-style-type: none"> <li>1. Completeness and Comprehensive Approach</li> <li>2. Methodology</li> <li>3. How much does the vendor's proposal meet the bank requirements</li> <li>4. Questions and Answers</li> </ol>	<p>Evaluation will be based on average of marks given by each of the evaluating team members during site visit.</p> <p>Marks will be allotted based on –</p> <ol style="list-style-type: none"> <li>1. Methodology &amp; Approach adopted for the purpose</li> <li>2. Maintenance of timelines</li> <li>3. The extent up to which the bidder's proposal meet the bank's requirements</li> </ol>
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All other terms and conditions of the above RFP will remain unchanged.

We hope the above clarification would definitely satisfy queries of all vendors and response would reach us on scheduled date and time.

Date: 16/11/2010

Asst. General Manager (IT)