

Prebid Queries and Replies for Bid Number: GEM/2021/8/1258306 for Selection of Vendor to Provide Helpdesk Services for CoreBanking-Solution and Allied Applications

Sl No	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
1	2	Buyer Specification Document 4. Deploying Resources for Helpdesk:	4.3. Bank will not provide/reimburse for any conveyance, food and lodging.	Confirming that bidder's responsibility is only to provide manpower. Is there any hidden cost like Uniform, ID Card, Electricity bill, Transportation, Drinking Water, Refreshment etc. which we need to take care.	Bank will provide basic Infra set up to the Bidder such as space, power, seating arrangements and Computer Systems. All other expenses are to be borne by the Bidder.
2	2	Bid Document	EMD Detail	We are MSME Unit (certificate attached herewith). Kindly confirm if we exempted from paying the EMD for this tender.	Kindly refer the Gem Bid Document for exemptions to MSE bidders.
3	7	Buyer Specification Document Annexure-2 Eligibility Criteria Declaration Criteria no.d	<u>Eligibility Criteria:</u> The Bidder should have been providing similar Help Desk Service (with at least 30 Resources) in any Schedule Commercial Bank and the service should be currently running The help desk services provided to their customer must have CBS as a scope. <u>Documents to be submitted:</u> The Bidder has to provide reference letter in their name with the duration and type of Services provided from Schedule commercial Banks.	Eligibility criteria says: The Bidder should have been providing similar Help Desk Service (with at least 30 Resources) in any Schedule Commercial Bank and the service should be currently running. Request you to make it for at least 20 resources.	<u>This Eligibility Criteria is amended as under-</u> d. The Bidder should have been providing similar Help Desk Services (with at least 20 Resources) in atleast one Scheduled Commercial Bank either directly or through a System Integrator in the last 3 years. The helpdesk services provided to their customer must have CBS as a scope. <u>Documents to be submitted:</u> The Bidder has to provide reference letter in their name with the duration and type of Services provided from Scheduled commercial Bank System Integrator.
4	9	Buyer Specification Document Annexure-8 Scope of Work	1. The Help Desk services have to be provided from 8 AM till branch batch closure of all branches across shifts on all Bank Working day nationally. Services also to be provided in case of planned outages as and when required like Disaster Recovery Drill etc., planned during Sundays / 2nd and 4th Saturdays / National holidays.	As per the RFP we need to provide 60 Help Desk Agent & 6 Onsite supervisor. Do you need this count of 66 manpower per shift or you need throughout the day 66 manpower. Kindly confirm the buffer required and the shift window timings and days.	As per BOM of the RFP total 76 resources (70 agents plus 6 Supervisors) are required. Resources need to operate in multiple shifts which will be decided as per business requirement. Bidder may maintain buffer manpower to ensure presence of stipulated resources on all days.



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5	7	Buyer Specification Document Annexure-2 Eligibility Criteria Declaration Criteria no.e	Eligibility Criteria: The Bidder should have at least 200 personnel on their payroll, who are providing help Desk Service to their customer. Documents to be submitted: The Bidder has to provide certification from Company Secretary or from equivalent authority undertaking that they have at least 200 personnel/resources on their payroll, who are providing help Desk Service to their customer.	We are having 20 personnel on our payroll and rest 250 personnel on contract engaged through our manpower agencies. We request you to consider our above staff pattern and treat it as complied against the Clause No : e of Annexure - 2.	This Eligibility Criteria is amended as under: The Bidder should have atleast 100 personnel on its payroll or through subcontracting , who have provided Help Desk Service to their customer. Documents to be submitted The Bidder has to provide undertaking from the Company Secretary or from equivalent authority that they have at least 100 personnel/resources on their payroll or through subcontracting , who are providing help Desk Service to their customer.
6	NA	Additional Query		What is the current Ticket Logging system used ?	Bank is currently using In-house developed Ticketing Tool.
7	NA	Additional Query		What is daily handling capacity of tickets of current ticket Logging system ?	As per the experience till now, present ticketing system is capable of handling above 5000 Cases per day.
8	NA	Additional Query		Please list down all the fields/parameters that are available in Existing Ticket Logging System .(Would need demo on Current Ticket Logging systems to understand the available fields and parameters to define the ticket).	Demo and walk through will be provided to the selected bidder.
9	NA	Additional Query		What is the technology built in Tikcet Logging system? We would like to itnegrate with RPA for automation of Helpdeks mails for the automated log in ticketing system	The details shall be shared with the selected bidder
10	NA	Additional Query		Frequency of enhancements planned for the existing ticket logging system ?	As per requirement of the Bank.
11	NA	Additional Query		Do you have SLA on response time defined for each ticket raised ?	Yes, Kindly refer Clause 5.3 of the RFP.
12	NA	Additional Query		How many SLA vs Severity to be defined ?	Bank has laid out SLA for different severities internally The details of the same shall be shared with the selected bidder.
13	NA	Additional Query		What is the response time for each severity ?	Kindly refer Clause 5.3 of the RFP
14	NA	Additional Query		What is the resolution time for each help desk ticket ?	Kindly refer Clause 5.3 of the RFP.
15	NA	Additional Query		Please list down the channels /digital medium that will be used to raise the tickets	In house ticketing tool, Toll free calls, support phone calls and E mail. The details will be shared with the selected Bidder.
16	NA	Additional Query		Please list the current average tickets per each digital medium	As per the experience till now, we have received more than 5000 cases per day.



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17	NA	NA	Additional Query	How is the communication to L1 team defined?	Through escalation in the ticketing tool and E Mail/Call.
18	NA	NA	Additional Query	Is the escalation Matrix defined for L1?	Yes. The details shall be shared with the selected bidder.
19	NA	NA	Additional Query	Please mention of Flexcube version used? Is it the same version used across all branches	Flexcube Version 11.8. Yes same version is used across all Domestic Branches.
20	NA	NA	Additional Query	Seating arrangement for the team	Bank has readily available seating arrangement for the required staff.
21	NA	NA	Additional Query	Device for the team like telephone, desktop, laptop, head set etc	Shall be provided by the Bank
22	NA	NA	Additional Query	Internet connectivity	Connectivity will be provided to access required Portal/System.
23	NA	NA	Additional Query	We are Finacle partners, hope you do not need Authorization from Oracle for FlexCube	Bidder has to comply with the RFP terms
24	NA	NA	Additional Query	Vendor having CBS experience can bid without OEM MAF, please confirm	Bidder has to comply with the RFP terms
25	7	Buyer Specification Document Annexure-2 Eligibility Criteria Declaration Criteria no.d	Eligibility Criteria: The Bidder should have been providing similar Help Desk Service (with at least 30 Resources) in any Schedule Commercial Bank and the service should be currently running The help desk services provided to their customer must have CBS as a scope. Documents to be submitted: The Bidder has to provide reference letter in their name with the duration and type of Services provided from Schedule commercial Banks.	We have provided the support service resources through System Integrator for supporting the CBS and its allied applications in the Scheduled commercial Banks. We may permitted to submit the reference letter from the System Integrator instead of Bank.	This Eligibility Criteria is amended as under: d. The Bidder should have been providing similar Help Desk Services (with at least 20 Resources) in at least one Scheduled Commercial Bank either directly or through a System Integrator in the last 3 years. The helpdesk services provided to their customer must have CBS as a scope. Documents to be submitted: The Bidder has to provide reference letter in their name with the duration and type of Services provided from Scheduled commercial Bank/ System Integrator.
26	7	Buyer Specification Document Annexure-2 Eligibility Criteria Declaration Criteria no.e	Eligibility Criteria: The Bidder should have at least 200 personnel on their payroll, who are providing help Desk Service to their customer. Documents to be submitted: The Bidder has to provide certification from Company Secretary or from equivalent authority undertaking that they have at least 200 personnel/resources on their payroll, who are providing help Desk Service to their customer.	This clause may be relaxed with 75 - 100 personnel on bidder's payroll	This Eligibility Criteria is amended as under: e. The Bidder should have atleast 100 personnel on its payroll or through subcontracting, who have provided help Desk Service to their customer. Documents to be submitted: The Bidder has to provide undertaking from the Company Secretary or from equivalent authority that they have at least 100 personnel/resources on their payroll through subcontracting who are providing help Desk Service to their customer

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27	3	Buyer Specification Document	<p>6. Penalties/Liquidated Damages</p> <p>6.1. In case the resources goes on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning of the branch/office does not hamper. In case replacements are not arranged, bank shall pay only the proportionate amount of Resident resource charges during the particular quarter. The Bank shall also impose a penalty of 0.5% (Plus GST) of the Resident resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof of absence. However, total penalty under this clause will be limited to 20% (Plus GST) of the payment to be made to the vendor for an year (Exclusive of GST) payable for Resident Resource charges for that quarter.</p>	<p>We request bank to kindly capped the penalties 10% to the total contract value.</p>	<p>Bidder has to comply with the RFP terms</p>
28	3	Buyer Specification Document	<p>6. Penalties/Liquidated Damages</p> <p>6.3. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions, to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.</p>	<p>RFP scope is limited to the LO helpdesk support, Systems and Application responsibility shall be with respective system integrator. However we request to cap such penalties to 5% of the contract.</p>	<p>Bidder has to comply with the RFP terms</p>
29	3	Buyer Specification Document	<p>6. Penalties/Liquidated Damages</p> <p>6.4. If the Bidder fails to complete the due performance of the contract in accordance with the scope and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.</p>	<p>If the Bidder fails to complete the due performance of the contract in accordance with the scope and conditions of the offer document, the Bank reserves the right either to cancel the order and pay for all the goods and services rendered till date of such cancellation or to recover a suitable amount as Penalty / Liquidated Damage for non-performance capped at 5% of the annual contract value at contract level.</p>	<p>Bidder has to comply with the RFP terms</p>
30	3	Buyer Specification Document	<p>6. Penalties/Liquidated Damages</p> <p>6.6. Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of the Bidder.</p>	<p>Bank may impose penalty to the extent of damage to its any equipment, if it was mutually agreed that the damage was due to the actions directly attributable to the staff of the Bidder</p>	<p>Bidder has to comply with the RFP terms</p>



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
33	4 & 5	Bid Document Specific terms & conditions	16. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.	This clause shall not applicable. As per the RFP scope is limited to LO helpdesk support and bidder will have no direct control on the other system integrator product and application SLA and resolution time.	This RFP clause stands deleted.
34	NA	NA	Additional Query	The prices of the offered Goods or Services shall be firm and fixed at any point of time and shall be indicated in INR for each accounting unit. The Seller can choose to offer Goods or Services with uniform all inclusive unit price for deliveries at locations across India on All India basis or for specified locations selected at the time of product listing. As such, for supply of Goods contract, no additional charges such as local levies / transportation / loading unloading charges etc., shall be payable over and above the contract price. For selected freight intensive products, as notified on GeM, the Seller may quote unit price exclusive of GST with delivery charge(s) (including transportation, loading unloading and local levies) payable extra as defined in the relevant categories. In respect of items requiring installation and / or commissioning and other services (as indicated in technical details of the item), the charges for the same shall also be included in the offered price on GeM	Kindly refer Annexure-13 (Bill of Material) and submit the Total cost as per column g of sl.no. 3 in Bill of Material.



Sl. No	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
35	NA	Bid Document Specific terms & conditions	Additional Query	Offer Prices on Gem shall be on all exclusive basis i. c. exclusive all taxes, duties, local levies / transportation / loading-unloading charges etc. In the case of Bid / RA, complete break-up of the quoted price in the required price bid format shall furnished by the Bidder, before award of contract.	Kindly refer Annexure- 13 (Bill of Material) and submit the Total cost as per column g of sl.no. 3 in Bill of Material.
36	NA	Bid Document Specific terms & conditions	Additional Query	If the Seller/Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-estimated damages not exceeding 5% of the annual contract value of delayed quantity without any controversy/dispute of any sort whatsoever. Please also confirm is this applicable to this RFP, in the RFP document separate terms are mentioned for LD/Penalties.	The query does not refer to any clause of the RFP/Bid document. Hence, Bidder has to comply with RFP terms & conditions.
37	NA	Bid Document Specific terms & conditions	Additional Query	If the Seller does not perform its obligations within the Delivery Period/Date mentioned in the Contract, the same would constitute the breach of the Contract and the Buyer shall have the right to Cancel or withdraw the Contract for the unsupplied portion after the expiry of the original or re-fixed delivery date or period stipulated in the Contract. In case of such cancellations the buyer shall be liable to pay the seller for all the goods and services provided till the date of such cancellation.	The query does not refer to any clause of the RFP/Bid document. Hence, Bidder has to comply with RFP terms & conditions.



Sl. No.	Page No.	RFP Clause	Clause/Technical Specification	Bidder's Query	Bank's Reply
38	NA	Bid Document Specific terms & conditions	Additional Query	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	The query does not refer to any clause of the RFP/Bid document. Hence, Bidder has to comply with RFP terms & conditions.
39	9	Annexure-8 Scope of work of the bidder	1. The Help Desk services have to be provided from 8 AM till branch batch closure of all branches across shifts on all Bank working day nationally. Services also to be provided in case of planned outages as and when required like Disaster Recovery Drill etc., planned during Sundays / 2nd and 4th Saturdays / National holidays.	Kindly help us with the clarity, shall bidder need to deploy 70 resources across all the shift or in single shift. As per this clause there will be minimum two shift. Request bank to please provide clarification.	76 resources to be provided in totality. They will be utilised in various shift as per business requirement.
40	9	Annexure-8 Scope of work of the bidder	4. All resources must be direct employee and on payroll of Bidder. In case subcontracting is warranted in interest of the project, Bidder should take consent of the Bank before undertaking any such agreement. Bidder should further ensure Subcontracting agreement is vetted by the Bank. Even if the Bidder gets into subcontracting, accountability and responsibility of the resource provided shall lie with Bidder only. Bank shall hold correspondence only with the Bidder.	We request bank to provide the clarity on this clause on the subcontracting. Can we deploy the franchisees resources.	Bidder has to comply with the RFP terms
41	9	Annexure-8 Scope of work of the bidder	6. Bidder should ensure deployment of Resources within 1 months from the dated of acceptance of the order to the address given in the purchase order/sent separately through email.	We request if bank can provide 60 days for deployment, however bidder will start deploying the resources within 30 days onwards.	Bidder has to comply with the RFP terms.

Place: Bengaluru
Date: 16/06/2021



[Signature]
DEPUTY GENERAL MANAGER

Amendment-1 to “Bid Number: GEM/2021/B/1258306 for Selection of Vendor to Provide Helpdesk Services for Core Banking-Solution and Allied Applications”

It is decided to amend the following in respect of the above RFP:

Sl. No.	Page No.	Section/ Annexure/ Appendix of the RFP	Clause No.	Existing	Amended
a	7	Buyer Specification Document Annexure-2	Eligibility Criteria Declaration Criteria no. d	<p>Eligibility Criteria: The Bidder should have been providing similar Help Desk Service (with at least 30 Resources) in any Schedule Commercial Bank and the service should be currently running. The help desk services provided to their customer must have CBS as a scope.</p> <p>Documents to be submitted: The Bidder has to provide reference letter in their name with the duration and type of Services provided from Schedule commercial Banks.</p>	<p>Eligibility Criteria: The Bidder should have been providing similar Help Desk Services (with at least 20 Resources) in atleast one Scheduled Commercial Bank either directly or through a System Integrator in the last 3 years. The helpdesk services provided to their customer must have CBS as a scope.</p> <p>Documents to be submitted: The Bidder has to provide reference letter in their name with the duration and type of Services provided from Scheduled commercial Bank/ System Integrator.</p>
b	7	Buyer Specification Document Annexure-2	Eligibility Criteria Declaration Criteria no. e	<p>Eligibility Criteria: The Bidder should have at least 200 personnel on their payroll, who are providing help Desk Service to their customer.</p> <p>Documents to be submitted: The Bidder has to provide certification from Company Secretary or from equivalent authority undertaking that they have at least 200 personnel/resources on their payroll, who are providing help Desk Service to their customer.</p>	<p>Eligibility Criteria: The Bidder should have <u>at least 100 personnel on its payroll</u> or <u>through subcontracting</u> who have provided Help Desk Service to their customer.</p> <p>Documents to be submitted: The Bidder has to provide undertaking from the Company Secretary or from equivalent authority that they have at <u>least 100 personnel/resources on their payroll</u> or <u>through subcontracting</u>, who are providing help Desk Service to their customer.</p>
c	4 & 5	Bid Document	Specific terms & conditions	16. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects /service requirement during warranty period, Seller has to	<u>This RFP Clause stands deleted.</u>



complete the required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to reimburse the cost of such service / rectification to the Buyer.

All the other Instructions and Terms & Conditions of the above RFP remain unchanged.
Please take note of the above Amendments while submitting your response to the subject RFP.

Date: 16/06/2021
Place: Bengaluru


Deputy General Manager

