

RFP FOR ENGAGING AGENCY FOR DATABASE RESOURCES, RFP-NPCI/RFP/2019-20/IT/17 dated 08.11.2019							
(DRAFT REPLIES TO CONSOLIDATED LIST OF PRE-BID QUERIES)							
Sr.No	Document Reference No.	Page No.	Clause No.	Description in RFP	Clarification sought	Additional remarks (if any)	NPCI Response
1	RFP for Engaging Agency For DB Resources	48	H. 2	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP)	Please change the clause as follows, The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).		No Change in the RFP
2	RFP for Engaging Agency For DB Resources	29	8.7	The successful bidder shall commence the services within 6 weeks from the date of receipt of the Purchase Order	Request you change same from 6 weeks to 15 weeks.		No Change in the RFP
3	RFP for Engaging Agency For DB Resources	29	8.1	In case the DB services are not provided within 6 weeks from the date of Notification of Award of Contract or Purchase Order, penalty would be imposed at a rate of Rs. 10,000/- for every week of delay, subject to a maximum penalty of Rs. 50,000/-.	Request you change the penalty from 10 k to 2 K for every week of delay and capped to 20 K.		No Change in the RFP
4	RFP for Engaging Agency For DB Resources	29	8.1	If the DB services are not provided even after six weeks from the date of receipt of the Purchase Order, the Notification of Award of Contract or Purchase Order is liable to be cancelled at the option of NPCI.	Request you change to "If DB servcies not provided even after 15 weeks from the date of receipt of the Purchase Order, the Notification of Award of Contract or Purchase Order is liable to be cancelled at the option of NPCI"		No Change in the RFP
5	RFP for Engaging Agency For DB Resources	32	8.22	The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective	Request you remove the clause of termination on convenience		Contents of clause are self-explanatory, hence no change in clause of RFP is recommended.
6	RFP for Engaging Agency For DB Resources	35	8.31	NPCI shall consider at its sole judgment that the Resource(s) provided by Bidder as unsuitable for the job for whatsoever reason, NPCI shall have the option either (1) to terminate the Purchase Order in part or as a whole or (2) to request Bidder for prompt replacement within 15 days at its cost. In case any key resource wants to leave from service then Bidder shall take proper handover from the candidate before leaving the job so that NPCI operations shall not be affected.	request you allow time minimum 2 months to replace the resource for L1 and 3 month for L3 resource		No Change in the RFP
7	RFP for Engaging Agency For DB Resources	26	7.2. D	Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed hardware are to be enclosed.	Need More clarity on hardware part if any		No Hardware
8	RFP for Engaging Agency For DB Resources	14	3.1.G	All Resources should be on the payrolls of the bidder.	Request you allow for mixed payroll. Core resources on Main Party payroll and rest on other payroll		No Change in the RFP
9	RFP for Engaging Agency For DB Resources	11	3.1.B	Taking approval for all the Change management and Incident management activities in the project.	Hope NPCI team will provide the approval and there is change management tool and process already available.		NPCI team will provide approval. However the necessary coordination and data for doing change should be prepared by the resource for getting approval
10	RFP for Engaging Agency For DB Resources	11	3.1.B	Prepares reports by collecting, analyzing, and summarizing information data pertaining to delivery, circulating report to finance and procurement for releasing payments.	hope there is a tool availabe for data collection / reporting. kindly confirm make of tool.		Reports have to be prepared in excel as well as tool developed in house
11	RFP for Engaging Agency For DB Resources	18	3.2	The selected Bidder shall appoint a single point of contact, with whom NPCI will deal with, for any activity pertaining to the requirements of this RFP.	whether permanent SPOC to be seated at NPCI location?		Not Necessary
12	RFP for Engaging Agency For DB Resources	50	Annexure I	OEM / MANUFACTURER'S AUTHORIZATION LETTER	Since there is no tool or hardware involved in this RFP, MAF should be not applicable		In such case, Bidder should provied self declaration.

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13	RFP for Engaging Agency For DB Resources	-	Additional	Additional	Require more clarity on existing hardware inventory like make, model of device etc..		No Hardware
14	RFP for Engaging Agency For DB Resources	-	Additional	Additional	currently mentaion scope as specific to DC/ DR only or it includes all branch locations.		All locations
15	RFP for Engaging Agency For DB Resources	-	Additional	Additional	Is relievers also factored in the manpower stated?		RFP is cleary stated the resource count. Bidder should manage the resources in the shift as per NPCI requirement
16	RFP for Engaging Agency For DB Resources	-	Additional	Additional	Associate would be based out of client location or NPCI office?		NPCI Office
17	RFP for Engaging Agency For DB Resources	-	Additional	Additional	Travel frequency of the the associate?		Location is already defined in the RFP
18	RFP for Engaging Agency For DB Resources	-	Additional	Additional	Material Procurement to be bared by bidder (laptop etc.)?		Please refer clause no.8.32 for clarity
19	RFP for Engaging Agency For DB Resources	14	3.1(F)	All Resources should be on the payrolls of the bidder	We understand that bidder may also engage authorized support partner and OEM resources with consent from NPCI.		No Change in the RFP
20	RFP for Engaging Agency For DB Resources	20	5.6	Prices would be exclusive of all taxes	We understand that in the event of change in GST rates or any new tax/duty/levy is applied on the delivery of services the same will be borned by NPCI based on actuals. Bidder will submit supporting documentation in support of the claim.		Price quoted by price is exclusive of taxes. Taxes will be payable as per GST
21	RFP for Engaging Agency For DB Resources	21	5.9 (E)	Selected Bidder fails to accept the order within five days from the date of receipt of the order.	We understand that the order will refer to the scope, commercials and the terms agreed by the parties.		No Change in the RFP
22	RFP for Engaging Agency For DB Resources	28	8.3	Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.	We request for a longer time period of fifteen (15) days to complete the internal review and approval for accepting the Notification of Award/Purchase Order.		No Change in the RFP
23	RFP for Engaging Agency For DB Resources	28	8.4	PBG may be invoked in case of violation of any of the Terms and Conditions of this Purchase Order and also in case of deficiency of the services provided by successful bidder.	We understand that an advance written intimation will be provided prior to invocation of the PBG.		As per RFP terms
24	RFP for Engaging Agency For DB Resources	29	8.11	The successful bidder shall ensure to carry out Police Verification, Address Verification, E-Court Check, Previous Employment Check, Educational background verification of the manpower/ resources as shall be provided by the successful bidder to NPCI pursuant to terms of this Purchase Order hereto. The successful bidder shall at all times ensure that no manpower/ resources of any criminal background etc. is been provided to NPCI.	We request NPCI to clearly state the specific checked that need to be carried out under each of the categories - Police Verification, Address Verification, E-Court Check, Previous Employment Check, Educational background & criminal background checks.		No Change in the RFP
25	RFP for Engaging Agency For DB Resources	31 32	8.19 (a) 8.21(i) & (ii)	NPCI reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause 8.26 herein under.  NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected.	We understand that an advance written intimation will be provided prior to cancellatration of the order.		As per RFP terms

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26	RFP for Engaging Agency For DB Resources	32	8.21	In case of order cancellation, any payments made by NPCI to the Bidder for the particular service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment.	We propose deletion of this sentence as payments are for the services that are already delivered as per the satisfaction of NPCI.		No Change in the RFP
27	RFP for Engaging Agency For DB Resources	32	8.21	This is after repaying the original amount paid.	We propose deletion of this sentence as payments are for the services that are already delivered as per the satisfaction of NPCI.		No Change in the RFP
28	RFP for Engaging Agency For DB Resources	32	8.20	However even in case, the bidder is not interested to extend the Contract for a further period, bidder shall be essentially required to execute the work at least for next 6 months' period on the same rates and terms & conditions of the Contract	Bidder request to allow inflation of 8% on 3rd year rate for 6 months of service if the contract is not extended mutually		No Change in the RFP
29	RFP for Engaging Agency For DB Resources	16	3.1	Database Support - L1 & L2 Support: The resource should manage Oracle, Microsoft SQL server, DB2, PostgreSQL, HDP Filesystem, Hive, Neo4J, and MYSQL databases.	We need to break the resource count as per skill set. It is not feasible to have single resource with knowledge of multiple databases. Request NPCI to consider		Bidder should provide the resource with mixed skill set to manage the database queries.
30	RFP for Engaging Agency For DB Resources	29	8.7	The successful bidder shall commence the services within 6 weeks from the date of receipt of the Purchase Order.	Bidder request to ammend the commencement in 10 weeks, as typically these type of skilled resources will have around 2 months of notice period in previous organization and addition to that have internal hiring process of HR.		No Change in the RFP
31	RFP for Engaging Agency For DB Resources		Additional	Additional	For DB and Cloud, Bidder request to consider L3 support from Remote loaction from NOC/CSC or ITOC incase L1 and L2 is not able to resolve any issues. L3 engineers must be OEM certified (OEM Certification Level must be greater than the L2 level OEM certification) as well as domain expert and must have minimum 8 years of technical domain knowledge		Bidder should resolved any queries within resource s defined in the RFP. In case the existing resources unable to resolved the issues then they will take help of L3 resource
32	RFP for Engaging Agency For DB Resources		Additional	Additional	Bidder request to extend the bid submission date to 13th Nov as we can proceed to take our apporvals only after we receive response from NPCI on our pre-bid queries. Only after our Management apporval we can proceed and submit our response to this bid.		Last date is 11.12.2019 and no further change
33	RFP for Engaging Agency For DB Resources	19	4.1.1	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019)	Relaxation		No Change in the RFP
34	RFP for Engaging Agency For DB Resources	19	4.1.2	and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	Relaxation for 1 year		No Change in the RFP
35	RFP for Engaging Agency For DB Resources	19	4.1.4	The bidder should have implemented at least one contract for Facility Management in last 5 years in BFSI organizations.			No Change in the RFP
36	RFP for Engaging Agency For DB Resources	19	4.1.5	The Bidder should have deployed minimum 10 resources in BFSI organization in the given reference of the RFP Scope of Work.			No Change in the RFP

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37	RFP for Engaging Agency For DB Resources	19 & 48	4.1.2	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	we are request to you kindly change clause as " The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 3.5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP)."		No Change in the RFP
38	RFP for Engaging Agency For DB Resources	19	4.1.2	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should have reported 5% profits (profit after tax) as per audited financial statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018 and 2018-2019) and should <b>have reported profits as per audited financial statements in all 3 financial years (years shall be changed according to date of release of RFP).</b>		No Change in the RFP
39	RFP for Engaging Agency For DB Resources	50	Annexure I	OEM / MANUFACTURER'S AUTHORIZATION LETTER	It is not Applicable for this RFP		In such case, Bidder should provied self declaration.
40	RFP for Engaging Agency For DB Resources	19	4.1.4	The bidder should have implemented at least one contract for Facility Management in last 5 years in BFSI organizations	The bidder should have implemented at least one contract for facility Management in last 5 years in BFSI organizations in India or Abroad	As point number 3 it should be modified as Inida or Abroad	No Change in the RFP
41	RFP for Engaging Agency For DB Resources	19	4.1.5	The Bidder should have deployed minimum 10 resources in BFSI organization in the given reference of the RFP Scope of Work.	The Bidder should have deployed minimum 10 resources in BFSI organizations <b>in India or Abroad</b> the given reference of the RFP Scope of Work.	As point number 3 it should be modified as Inida or Abroad	No Change in the RFP
42	RFP for Engaging Agency For DB Resources	19	4.1.6	The bidder should have last 2 years of experience for 24*7*365 support center operating in India for providing services as asked in RFP. The support center should have certification such as ISO 27001. 7	The bidder should have last 2 years of experience for 24*7*365 support center operating in India for providing services as asked in RFP. The support center should have certification such as ISO 27001. OR CMM3 I	As point number 3 it should be modified as Inida or Abroad	No Change in the RFP
43	RFP for Engaging Agency For DB Resources		Additional	Additional	MSME exemption consideration for Bid Cost & Security as most of the public sector undertakings do		National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
44	RFP for Engaging Agency For DB Resources	19	4.1.5	The Bidder should have deployed minimum 10 resources in BFSI organization in the given reference of the RFP Scope of Work	The Bidder should have deployed minimum 5 resources in BFSI organization in the given reference (Networks / Security) of the RFP Scope of Work		No Change in the RFP
45	RFP for Engaging Agency For DB Resources	19	4.1.2	The bidder should have reported minimum annual turnover of Rs.15 Crores as per audited financial statements in each of the last three financial years (i.e. 2016-2017, 2017-2018-2019) and should have reported 5% profits (profit after tax) as per audited financial2018 and statements in at least 2 out of last 3 financial years (years shall be changed according to date of release of RFP).	Our PAT value for FY2017-2018 is 4.26% and for FY2018-2019 is yet to be audited. Please provide the concurrence on the same		No Change in the RFP
46	RFP for Engaging Agency For DB Resources	19	4.1.5	(5) The Bidder should have deployed minimum 10 resources in BFSI organization in the given reference of the RFP Scope of Work.	We have deployed around 5 resources through our sister concern company. Please provide the concurrence on the same		No Change in the RFP

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47	RFP for Engaging Agency For DB Resources	19	4.1.4	(4) The Bidder should have implemented at least one contract for Facility Management in last 5 years in BFSI Organizations	We has implemented one contract for Facility Management through our sister concern Company. Please provide concurrence on the same.		No Change in the RFP
48	RFP for Engaging Agency For DB Resources	20	5.6	Prices would be exclusive of all taxes. The bidder shall meet the requirements of the applicable Goods & Services Tax (GST).	The price mentioned in the bid would be increased by the amount of tax while paying to the successful bidder. Is this undersatnding right?		Price quoted by price is exlcusive of taxes. Taxes will be payable as per GST
49	RFP for Engaging Agency For DB Resources	28	8.2	The term of the Notification of Award/Purchase Order shall be for a period of three (3) years wherein the price of the deliverables as specified in the RFP would be at a fixed rate.	As per this clause, "Each resource can have an incremental rate every year and it reamains fixed for that particular year." Is the understanding right?		Clause is self explanatory
50	RFP for Engaging Agency For DB Resources	28	8.6	Cloud Network Operation Support - 2Nos.	In Pg.14 of RFP, Cloud Network Operation Support - 2Nos is asked in L2 support. And in Pg.28, 2Nos is asked in L1 support. Which one to be considered?		Cloud Network Operation Support - 2Nos – L2 Support
51	RFP for Engaging Agency For DB Resources	54	Section 11 - C & D	DB Role Support	To get an understanding on the L1 & L2 support wrt the existing private infra architecture, pl clarify on the below (a) What are the databases ? (2) What is the edition of the database? (3) What level of support with the OEM is available? (4) No of databases to be managed?		The database details will change day by day. As this is T&M contract there is no need of this information. If required, we will provide the details with successful bidder.
52	RFP for Engaging Agency For DB Resources	29	8.9	Incentivizing the Service Providers- Delivery of hardware / software / services	Since this RFP is for providing manpower resources, this clause should not be applicable		Pls read as resources
53	RFP for Engaging Agency For DB Resources	29	8.11	Background Verification - e-court check	need more info on e-court check		It's pertaining to police verification part, releated any court issued of resources deployed for this project