

Addendum-I dated 26.11.2018:

Empanelment of Vendors on Rate-Contract basis for providing E-Tendering Services to Allahabad Bank



Allahabad Bank

RFP Ref. No. HO/DIT/ETENDER/2018-19/118 dated 02.11.2018

Introduction

The Bank had floated the RFP Ref. No. – **HO/DIT/ETENDER/2018-19/118** dated **02.11.2018** for Empanelment of Vendors on Rate-Contract basis for providing E-Tendering Services to Allahabad Bank.

As per the terms of the RFP, a pre-bid meeting was held on 8th November 2018, which was attended by representatives of prospective bidders.

In response to the queries received from prospective bidders during the pre-bid meeting & elsewhere, addendum dated 26.11.2018 containing clarifications to the queries, additions clauses for considerations & amendments to the RFP document is issued herewith.

Amendments in the RFP:

Sl. NO.	Section, Clause & Page No.	RFP Clause/ Part of Clause	Amended Clause
1	Section-II (ITB), Scope of Work, Clause 2.2.1.12, Page 8	The Bank's data shall be encrypted and stored in secured format. Bank should be able to retrieve the content from the same. Further data pertaining to the bank should be submitted within 15 working days of completion of every quarter in a separate media (read only) viz. CD /DVD etc.	The Bank's data shall be encrypted and stored in secured format. Bank should be able to retrieve the content from the same. Further data pertaining to the bank should be submitted within 15 working days of completion of every quarter in a separate media (read only) viz. CD /DVD etc. Further after completion of the contract period, Bidder has to submit all the data pertaining to the bank (<i>submitted by Bank & its vendor</i>) for all the tender process, to the Bank with no cost to Bank, and act as per the Non-Disclosure and Indemnity Agreement executed.
2	Section-II (ITB), Scope of Work, Clause 2.2.1.22, Page 9	The bidder has to arrange for customization if required in the system to meet the changes suggested by CVC/ RBI/ IBA/Govt. of India/ regulatory authorities/the Bank towards compliance without any additional cost during the contract period, at no cost to Bank. The bidder has to complete such customization within two weeks from the date notified by the Bank, failing which penalty of Rs.1,500/- will be deducted for per week delay & subject to ceiling of Rs.30,000/-	The bidder has to arrange for customization if required in the system to meet the changes suggested by CVC/ RBI/ IBA/Govt. of India/ regulatory authorities/the Bank towards compliance without any additional cost during the contract period, at no cost to Bank. The bidder has to complete such customization within four weeks from the date notified by the Bank, failing which penalty of Rs.1,500/- will be deducted for per week delay & subject to ceiling of Rs.30,000/-

		after which the Bank has right to terminate the contract.	after which the Bank has right to terminate the contract.
3	Section-II (ITB), Scope of Work, Clause 2.2.1.20, Page 9	Successful bidder need to create dedicated e-Procurement Portal for the Bank. The bidder needs to provide a dedicated URL to Bank for conducting the events. After completion of all customization required by the Bank, successful bidder need to conduct STQC audit for the same portal, at no cost to the Bank. The STQC certificate should be issued with the name of the bank's portal.	Successful bidder need to create dedicated e-Procurement Portal for the Bank. The bidder needs to provide a dedicated URL to Bank for conducting the events. Further Bidder has to ensure that dedicated portal allotted to the Bank is free from any vulnerability and in case any vulnerability is observed at any time during the contract period, it will be responsibility of the bidder to rectify it and ensure that portal remains fully secure.
4	Section-II (ITB), Scope of Work, Helpdesk Requirement, Clause 2.2.3.1, Page 11	Bidder has to provide 24*7, 365 days a year, online dedicated support facility through phone, email and SMS alerts by onsite/remote staff depending on the criticality of the issue. Final Submission/Reverse Auction related issues should be resolved within maximum 30 minutes and all other issues should be resolved within maximum 5 hours from the time notified by the Bank, through Email/SMS/Phone, failing which penalty will be applicable, as per the RFP ITB Clause ITB 3.10.2.	Bidder has to provide 12*7 (from 10 AM to 10 PM) online dedicated support facility through phone, email and SMS alerts by onsite/remote staff depending on the criticality of the issue , on all working days. Further in case of any issue, Bidder has to provide support to the users / vendors on handpone in case of holidays and non-working hours. Final Submission/Reverse Auction related issues should be resolved within maximum 30 minutes and all other issues should be resolved within maximum 5 hours from the time notified by the Bank, through Email/SMS/Phone, failing which penalty will be applicable, as per the RFP ITB Clause ITB 3.10.2.

In addition to the above, following additional clause stands incorporated into the RFP documents:

Additional Clauses in the RFP

Sl. NO.	Section, Clause & Page No.	RFP Clause/ Part of Clause
1	Section-II (ITB), Scope of Work, Monitoring & Audit, Clause 2.2.5.3, Page 12	Bank reserves the right to access all books, records and information relevant to the outsourced activity available with the service provider.

2	Section-II (ITB), Scope of Work, Monitoring & Audit, Clause 2.2.5.3, Page 12	Bank reserves the right to conduct audits on the service provider whether by its internal or external auditors or by external specialists appointed to act on behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the Bank.
3	Section-II (ITB), Two Bid System Tender, Envelope-I (Technical Offer), Clause 2.4.6, Page 15	As a part of technical bid, bidder has to submit the VA/PT reports, Security Audit reports etc. for last one year.
4	Section-II (ITB), Scope of Work, Clause 2.2.1.30, Page 12	<p>The Bidder should put in place adequate & verifiable process for conducting due diligence on its employees (<i>Support Personal/s to be deployed for the Bank in response to the referred RFP</i>), to ensure its authenticity & integrity, prior to their appointment by way of verifications of their academic/other credentials with reference to original certificates issued by schools/colleges/universities/other statutory authorities, obtaining & verifying at least two respectable references, verification of details of previous employment etc.</p> <p>Further if the bank feels that the support personal deployed by the bidders does not performs as per the obligations mentioned under the RFP then Bidder has to change the support personal deployed with suitable resource.</p>
5	Section-II (ITB), Scope of Work, Clause 2.2.1.31, Page 12	Bidder has to ensure that proper authentication system i.e. Password along with digital certificate, should be in place for the vendors for login into the e-Tendering portal of the Bank.
6	Section- III, Audit, Clause 3.12.6 Page-28	Bank may conduct a process audit of the complete process for the bidder (<i>finalized as per RFP Clause 2.23.2</i>) and bidder has to rectify the gaps noted (<i>if any</i>), so as to enable Bank for their final selection.
7	Section-II (ITB), Scope of Work, Clause 2.2.1.32, Page 12	Bank will be doing the risk assessment of the selected bidder on periodic basis as per the Bank's internal policy. Bidder has to provide the required support/data for Banks analysis. Further if the rating of the bidder falls under the High Risk Category then Bank may choose to terminate the contract with the bidder, as per the terms of the RFP.

Response/Clarification of Pre-Bid Queries:-

Sr. No.	Section Number; Point Number	RFP Clause	Bidder's Query / Suggestion	Bank's Response
1	SECTION- II INSTRUCTION TO BIDDERS, Scope of work (2.2.1.4) (Z) Page-7	Customization as per the requirements of the Bank, during the entire contract period, at no cost to the Bank	We request bank to fix the customization scope or make it chargeable to bank as per CR basis, as and when customization is required throughout the contract period.	Bidder has to do the customization as per the scope of work mentioned in the RFP under Clause 2.2, during the entire contract period, at no cost to the Bank.
2	SECTION- II INSTRUCTION TO BIDDERS, Scope of work (2.2.1.6) Page-8	In case of dispute in e-Procurement and e-auction (forward/reverse auction), the bidder has to provide all the required information/data/log reports/server & portal uptime details/audit trails and all other relevant information of the event/s.	Ref to the point, whether only e-Tendering services or e-Tendering + e-Auction services are required. Please confirm?	Bidder has to provide details for both e-Procurement & e-Auction events, as defined in the clause.
3	SECTION- II INSTRUCTION TO BIDDERS, Scope of work (2.2.1.16) Page-8	It shall be the responsibility of the successful bidder to ensure availability of connectivity to the vendors/suppliers. The arrangements for a fall back acceptable to the Bank especially from the security angle should be communicated to the vendors/suppliers participating in the E-Tender process by Service Provider, well in advance, before the auction is conducted	Does service provider have to ensure Internet Connectivity to vendors/Suppliers?	Bidder has to ensure availability of connectivity to their required resources (portal) to the vendors participating in various tender processes of the Bank
4	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.1.19) Page-9	The Bank will provide the tender document and successful bidder need to create & execute the complete event within 4 hours (maximum) from providing the tender document.	We request bank to increase the timeline for tender creation as it is subject to complexity of the document and number of forms and envelope, it should be mutually decided, please confirm	NO Change in RFP Clause

5	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.1.20) Page-9	Successful bidder need to create dedicated e-Procurement Portal for the Bank. The bidder needs to provide a dedicated URL to Bank for conducting the events. After completion of all customization required by the Bank, successful bidder need to conduct STQC audit for the same portal, at no cost to the Bank. The STQC certificate should be issued with the name of the bank's portal.	With ref. to this point and as per normal practice Service provider will make the sub-domain and provide the same bank for conducting events. please confirm is our understanding right?	Bidder may opt to create sub-domain for the e-Procurement Portal as per the scope of work mentioned in the RFP and provide the same to Bank for conducting events. However it should be dedicated URL for the Allahabad Bank.
6	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.1.22) Page-9	The bidder has to arrange for customization if required in the system to meet the changes suggested by CVC/ RBI/ IBA/Govt. of India/ regulatory authorities/the Bank towards compliance without any additional cost during the contract period, at no cost to Bank. The bidder has to complete such customization within two weeks from the date notified by the Bank, failing which penalty of Rs.1,500/- will be deducted for per week delay & subject to ceiling of Rs.30,000/- after which the Bank has right to terminate the contract.	Timeline for customization can be derived after knowing the requirement, required in the system to meet changes suggested CVC/ RBI/ IBA/Govt. of India/ regulatory authorities/the Bank towards compliance. Request bank to remove penalty clause against such customization.	Please Refer amendment section of the addendum

7	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.1.23) Page-9	The bidder should have in place a documented quality and audit process. A copy of the same shall be submitted along with the technical bids. The bidder shall comply with the Banks internal audit (including IS Audit) requirement as well as third- party external auditors for conducting periodical audit. Bidder should carry out patch management activities, including Operating System (OS) hardening for the infrastructure deployed as well as changes required in hardware and software for closure of VA/PT & audit reports without any cost to bank	Service provider will close all audit related points without any extra cost, but who will borne the cost of Audit?	As mentioned in the RFP, all miscellaneous cost is to be bear by the Bidder. Bidder has to factor all such cost in its commercial, based on the Format provide in the RFP (Annexure-7). However No change in the Commercial Bid Format is permitted.
8	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.2.1) Page-10	Training and Support: The bidder has to provide training to the bank officials at the Bank's location, at no cost to Bank.	Please clarify that training of Bank's Team will be provided by online or offline. Need Clarity about location detail related Training, how many users of Bank staff and other key stakeholders, bidders and how many days, we need to spend for comprehensive training to all? Can Bank will be provide training facilities ??, kindly confirm	Bidder has to provide the training to bank officials at the Banks location i.e. at Kolkata, as defined in the RFP. Further Bank will provide the seating space for the arrangement of the Training.
9	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.2.4) Page-11	Further the successful bidder will provide application manual and video tutorials for event creation to the Bank. The manual should contain description of each option available in the application.	Ref to the point Do we (Service provider) need to prepare e-tender or e-auction events on behalf of the client? OR Client will do the all activity at their end??, Kindly confirm	Bidder has to create all the events as defined in the RFP.

10	SECTION- II INSTRUCTION TO BIDDERS, Helpdesk Requirement (2.2.3.1) Page-11	Bidder has to provide 24*7, 365 days a year, online dedicated support facility through phone, email and SMS alerts by onsite/remote staff depending on the criticality of the issue. Final Submission/Reverse Auction related issues should be resolved within maximum 30 minutes and all other issues should be resolved within maximum 5 hours from the time notified by the Bank, through Email/SMS/Phone, failing which penalty will be applicable, as per the RFP ITB Clause ITB 3.10.2.	Ref. to point as per normal practice we provide telephonic support during event to vendors and officers, we hope this will suffice the purpose. Also with ref. to time line for resolving issues regarding submission or any other, 30 minutes and 5 hours respectively are very less, we request bank to relook time timing of it and it should be dealt with the type of issues, as issues can be minor or major.	Please refer amendment section of the addendum.
11	SECTION- II INSTRUCTION TO BIDDERS, Helpdesk Requirement (2.2.3.1) Page-11	The bidder should have ability to generate MIS reports periodically for example: volume of calls per day, resolution % per day etc.	We request bank to confirm the detail requirement from this point, will the MIS be for procurement events (e-tender/auction) or phone calls made to bidders? As we understand as per normal practice only MIS is generated for procurement events. please confirm	Bidder has to provide MIS reports for e- Procurement events.
12	SECTION- II INSTRUCTION TO BIDDERS, Helpdesk Requirement (2.2.3.4) Page-11	Helpdesk Requirement : The bidder should have ability to generate MIS reports periodically for example: volume of calls per day, resolution % per day etc.	Kindly elaborate	Please refer query no. 11 & 14
13	SECTION- II INSTRUCTION TO BIDDERS, Helpdesk Requirement (2.2.3.5) Page-11	Helpdesk Requirement: The bidder should have proven experience and expertise in providing 24*7, 365 days help desk support.	Ref to the point Will service provider can support to the users / bidders on hand phone in case of holidays and non-working hours.??, please confirm	Yes. Further please refer amendment section of the addendum.

14	SECTION- II INSTRUCTION TO BIDDERS, Monitoring and Audit (2.2.5.2) Page-12	For service level measurement, as defined in SLA, data recording is to be captured by the industry standard tools implemented by the bidder. These tools should be a part of the proposed solution/system	Ref to the point What data recording bank need to capture as a part of SLA, Please elaborate.	Bidder has to provide data recording as mentioned under RFP Clause 2.2.1.6
15	SECTION- II INSTRUCTION TO BIDDERS, Payment terms (3.11) Page-28	Payment Terms 100% Payment will be released within 30 days after completion of individual E-Tendering project on receipt of invoice/bill from Service Provider on a quarterly basis, after deducting applicable SLA penalty/s.	We request bank to confirm payment will be cleared per event or quarterly basis?	Payment will be released event wise. However bidder has to raise the invoice on quarterly basis.
16	Annexure 2 - Types of Tenders should support various types of Bids e.g. (4.11) Page-37	Empanelment	Kindly elaborate on 'Empanelment' working	Please refer to RFP Clause 2.23.2.6 for reference. Further details will be shared with the selected vendor/s.
17	Annexure 2 - Tender Notice Creation (6.7) Page-37	It should be possible to float Tender notice in atleast MS Word, MS Excel, Adobe PDF etc. format.	Ref to point system should allow user to upload tender document in defined file types. Please confirm is our understanding Right?	Yes
18	Annexure 2 - Tender Settings Creation (7.9) Page-38	System should have facility of sending Tender Promotion emails to all Registered Vendors for New as well as Existing Tenders.	Kindly elaborate on Tender promotion working	Through Email, as defined in the RFP
19	Annexure-2, TENDER CORRIGENDU M AND ADDENDUM (9.7) Page-38	Corrigendum an extension notification should be broadcasted to vendors participated in pre-bid meeting	Kindly clarify how system will send the notification to bidders if pre bid meeting is conducted off line?	In Case Pre-Bid meeting is being conducted Offline, details of the vendors to whom notification is to be sent, will be shared by the Bank.

20	Annexure-2, VENDOR REGISTRATIO N (12.3) Page-39	It should be possible to provide different levels of access to the employees of the vendors as required by them	Kindly clarify on which type of access rights can be given to employees of the vendor. How vendor admin will be defined? How vendor will be mapped in particular tender and who'll be notified? System should send notification on which all email ID's?	Access rights are to be provided as per the industry standard practices.
21	Annexure-7 Page-49	Commercial Bid Format	Ref. to price bid of this tender, we request bank to relook the parameter of commercials bid format. There should be scope for charges for STQC Audit for three years, Training charges , per auction or per tender charges etc. having mentioned everything banks has simply mentioned per event charges including every service and support? We understand as like other organization bank should include any other charges and training charges and include this for L1 identification.	No Change in RFP terms.
22	Annexure-7 Commercial Bid Format Page-49	Price per each complete Tender Process/Project (Including events such as Online Receipt, Opening & Downloading of Technical & Commercial Bids, Forward/reverse Auction)	Ref. to price bid please confirm whether NPA auctions will also be part of this solution or not. If yes we understand qty should be revised considering all properties.	NO
23	General	General	We request bank to include CMMI - 3 certification criteria to get quality service providers from the market.	No Change in RFP terms.
24	General	General	Kindly share Estimated nos. of e-Tender and e-Auction carried by bank earlier with offline or online manner financial year wise, Expected Count.	Estimated No. of Tender to be conducted by Bank is 50 per year, as mentioned in Commercial Bid Format (Annexure-7).

25	General	General	Please share Number of Department / Divisions Users & supplier, wherein possible to implement end-to-end e-Procurement & e-Auction Services, Expected Count	Estimated count of User from Bank Side is 100.
26	SECTION- II INSTRUCTION TO BIDDERS, Scope of Work (2.2.1.20) Page-9	Successful bidder need to create dedicated e-Procurement Portal for the Bank. The bidder needs to provide a dedicated URL to Bank for conducting the events. After completion of all customization required by the Bank, successful bidder need to conduct STQC audit for the same portal, at no cost to the Bank. The STQC certificate should be issued with the name of the bank's portal.	Our application is already audited by STQC. After completion of customization (required by Bank). What type of customization (Minor/Major/UI changes) bank is expecting from service provider. Is it mandatory to have STQC audit again? Who will borne the STQC charges for re-audit after customization	Please refer query no. 1 & amendment section of Addendum for the required details.
27	SECTION- II 2.2.1.17 Page-9	The bidder shall customize the software suitable for Bank's Technical & Functional Requirement and make application ready for the live online e-tender events within three weeks from the date of Notification of Award of the Bank.	Apart from the e-Procurement solution, what kind of Technical & Functional Requirement Bank will be looking for? Request to elaborate/mention as three weeks time may not be sufficient if the requirement is Bank's specific & needs lot of effort.	Please refer Annexure-2 & 3 of the RFP for Technical & Functional requirements in the solution/system. Further no change in implementation timelines.
28	SECTION- II 2.2.1.20 Page-9	Successful bidder need to create dedicated e-Procurement Portal for the Bank. The bidder needs to provide a dedicated URL to Bank for conducting the events. After completion of all customization required by the Bank, successful bidder need to conduct STQC audit for the same portal, at no cost to the Bank. The STQC certificate should be issued with the name of the bank's portal.	What kind of customization does the bank is looking for? Kindly elaborate. Is STQC Certification is mandatory? As the certification requires lot of time & huge cost.	Please refer query no. 1 & amendment section of Addendum for the required details.

29	SECTION- II 2.2.1.22 Page-9	The bidder has to arrange for customization if required in the system to meet the changes suggested by CVC/ RBI/ IBA/Govt. of India/ regulatory authorities/ the Bank towards compliance without any additional cost during the contract period, at no cost to Bank. The bidder has to complete such customization within two weeks from the date notified by the Bank, failing which penalty of Rs.1,500/- will be deducted for per week delay & subject to ceiling of Rs.30,000/- after which the Bank has right to terminate the contract.	Two weeks time for understanding & completing the customization may not be sufficient. Will it be extended for four weeks?	Please refer amendment section of Addendum
30	SECTION- II 2.2.2.1 Page-10	The bidder has to provide training to the bank officials at the Bank's location, at no cost to Bank. The training will be provided to the bank for each process of e-procurement (e-tendering and / or e-auction). The bidder has to provide Training to bank's Procurement team (minimum 10) on administering, monitoring, supervising and usage of e-Procurement solution provided by the bidder by conducting mock events. The training shall cover the beginning to end process of e-procurement. The duration of the training program shall not be less than 2 working days. The details of the training are to be provided by the bidder and shall be subject to evaluation by the Bank to ensure that all the components of the system are covered in the training by the bidder.	Request to specify the training location whether at Head Office or at all the branch/zonal offices?	Please refer query no. 8
31	SECTION- II 2.2.3.1 Page-11	Bidder has to provide 24*7, 365 days a year, online dedicated support facility	Request to relax the clause to 12*7 & on normal working days	Please refer amendment section of Addendum

		through phone, email and SMS alerts by onsite/remote staff depending on the criticality of the issue. Final Submission/Reverse Auction related issues should be resolved within maximum 30 minutes and all other issues should be resolved within maximum 5 hours from the time notified by the Bank, through Email/SMS/Phone, failing which penalty will be applicable, as per the RFP ITB Clause ITB 3.10.2.	instead of 365 days.	
32	Section- III 3.10.2 Page-27	If Service Provider fails to conduct any event of the project within the schedule time (4 hours from the time the bank has notified bidder), Bank may deduct 10% of the Project Cost price (as quoted in its commercial Bid) for that particular events as SLA penalty. However Maximum cap for all the event of the Project/Tender will be the Total cost quoted in the Commercial Bid.	Request to increase the time limit	No Change in RFP terms.

The Schedule of RFP stands amended as under:

Last date and time for sale of RFP	04-12-2018, 13.00 Hrs IST
Last date and time for submission of Bid	04-12-2018, 13.00 Hrs IST
Date and time of opening of Technical Bid	04-12-2018, 13.30 Hrs IST

Further, for all other queries/requests submitted by the bidders in the Pre-Bid Meeting or elsewhere, for change i.e. addition/modification/deletion in the existing clauses of RFP, the **Bank's response is 'No Change'**.

The clause amended through this addendum will override the existing clauses of the RFP.

All other terms and conditions of the RFP document remain unchanged. Please treat this Addendum as an integral part of the RFP document issued.

(Chief Manager-IT)
Allahabad Bank, Head Office
Kolkata (WB)