Empanelment of Service Providers for providing e-procurement services. (Ref. CO:ITD:521/R1:2019-20 dated 04.10.2019)

Clarification to the queries raised by bidders:

Sl No	RFP Point No./Title	RFP Pg. No.	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1.	SECTION – II 7. Award of Contract	9	Bank shall arrive Lowest rate/s and L1 Bidder/s for Online tender (excluding reverse auction) and Online Reverse Auction separately which qualifies the specification provided. L2 and L3 Bidders may be given opportunity to match with the LI prices within a week's time. If L2 or L3 Bidder is not ready to accept the price L4 bidder will be given chance to match the price and so on. The Bidders who agree to match L-1 rate will be empanelled. Maximum of three Bidders will be shortlisted for empanelment. Purchase Order will be issued to the empanelled Bidders. Allotment of events will be on round robin basis. However, Bank may choose to allot events as per its convenience and based upon the performance & support provided by each empanelled bidder.	Ref. to this point, we request bank to confirm whether it's mandatory for bidder to match both the line item prices i.e. e-tendering and reverse auction or bidder can match one line item price. Also, we understand that if L2 and L3 bidder doesn't match the price of L1 bidder than full quantity of contract would be awarded to L1 bidder only. **Please confirm.**	It is clarified that it is not mandatory for the bidders to match both the line item prices (as per Commercial bid - Part-II) and order will be placed only for the item for which price is matched by the bidder. However while submission of bids, bidders should quote their price for both the line item (as per Commercial bid - Part-II). If L2 or L3 bidder is not ready to accept the price L4 bidder will be given chance to match the price and so on. However if no bidders are ready to match the price, Order will be placed with L1 bidder.
2.	SECTION – III 6. Training	13	Trainings to be provided by the Bidder free of cost. No additional cost is payable by the Bank.	Kindly confirm training will be provided Online/ Remote or Offline.	Bidder has to comply with RFP terms. It is clarified that Online/ Remote Training to be provided to the suppliers during the course

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			The Bidder shall train (free of charge) minimum 2 personnel of the Bank by certified and trained personnel of the Bidder on the e-tendering solution used for conducting online procurement events. The training would cover topics like administering, monitoring, supervising and usage of the e-tendering solution. Additional training to the Bank's staff on need basis should also be provided at no extra cost during the course of the engagement. While infrastructure for the training and lodging & boarding facilities will be provided by the Bank, the travel expenses for the same would be borne by the Bidder.	Do we (Service provider) need to arrange Pre and Post go-live training for end users, administrators & supplier ??, If yes then kindly confirm training will be Online (remote access) OR Offline. If training will be conducted offline then kindly confirm the number of days for training (Pre and Post go-live), location, etc... for end users, administrators & supplier.	of conducting of events. Service provider need to provide two days offline Pre and Post go-live training for end users, administrators & suppliers at Indian Bank, Head Office, Chennai.
3.	Annexure - I - Technical Specifications - 3. SCOPE OF WORK	24	3.3 - The Bidder should have a well-organized Help-line during Events.	Ref. to this point, as per normal practice we provide telephonic & e-mail support during event to bidders and officers and Support to the bidders and officers on hand phone in case of holidays and non-working hours as and when required, we hope this will suffice the purpose. Please confirm.	Yes.
4.	4.9 VENDOR REGISTRATION	27	2) It should be possible to provide different levels of access to the employees of the vendors as required by them.	Multiple profile of employees of same vendor organization can be created and access provided. Will this suffice the requirement.	Yes.

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5.	4.13 Auctions	28	5) There should be Automatic and Manual Extensions and Closing rules.	Ref. to the point We request bank to provide details functionality of manual extensions?	There will be unlimited number of extensions of 5 minutes each.
6.	4.17 Reports	29	1) The System should be capable of generating detailed reports in Excel/HTML and any other format specified by INDIAN BANK.	Ref. to this point proposed system generates reports in Excel and Pdf format. We hope this will suffice the requirements of the bank, if any other format is required please confirm.	The System should be capable of generating detailed reports (Historical data comprising of Bid history, suppliers login data, online bidding summary and price breakups etc.) in Excel/ HTML/Pdf. In case of dispute in e-procurement and e-reverse auction, bidder has to provide all the required information/data/log reports/ audit trails and all other relevant information of the event.
7.	6 Others	32	Would you permit the Bank to get the infrastructure / application software &. services inspected / audited / reviewed by its internal / external inspectors / auditors and furnish all relevant information, records, and data to such auditors and / or inspecting officials of the Bank/ Reserve Bank of India and or any regulatory authority / Bank's consultant / Testing agency entrusted by the Bank to carry out this work.	Ref to this point we would request bank to guide who will bear the cost of external auditor?	Bank will bear the charges for inspection of records for its internal / external inspectors / auditors.
8.	Section V Qualification Criteria	35	The Bidder should have a valid STQC (Standardization Testing and Quality Certification) certificate for E- Procurement platform.	As per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines"	Please adhere to tender terms & conditions. The solution deployed to Indian Bank shall need to be certified by STQC and certificate to this effect need to be submitted after

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			(Recent copy of STQC certification should be attached with technical bid showing the validity period)	The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications & Information Technology of the Government of India [DeiTy Guidelines] which Includes 1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines 2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines 3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines. We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empanelled test laboratories which is not valid. We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.	deployment and prior to its usage. The bidder has to submit the STQC certificate for E-Procurement platform deployed in atleast one Government organization/PSU/PSBs which should be valid for the present date in case a valid certificate is not available for the E- Procurement platform and a declaration for getting the proposed solution STQC certified after doing necessary customization/ modification as per the requirement of the bank.

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				We understand Indian Bank wishes to use the STQC guidelines complied product, hence with ref. to the clause mentioned, kindly confirm if the valid STQC certificate for E-Procurement platform with all the modules & functionalities covering Requisition, Award of contract, Purchase Order, Types of Tenders suggested & Tender settings ?	
				As per the Guidelines for Compliance to Quality requirements of procurement System, STQC Directorate states under Point No. 4.2 Other Requirements for Quality and Security Evaluation "The Audit for the certification of the entire e - procurement solution shall be undertaken after its deployment and prior to its usage." (Refer enclosed STQC Guidelines, Highlighted) with ref. to above clause the solution is to be audited by STQC for the customized solution developed / deployed for the Government Authority. In this case how a bidder can get the STQC Certificate as per the requirement of Indian Bank beforehand? It will only benefit a certain companies which were incorporated before the STQC guidelines came i.e. 2011.	
				As per STQC "e-procurement solution shall need to be tested and audited again after it has been significantly modified (addition/ deletion of functions/ modules) or customized for a new organization whether stand alone or shared mode" In such case, for the proposed solution (from Indent to Purchase Order), the successful bidder need to get the proposed solution certified by STQC for Indian Bank?	

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				No guideline / Circular of Government / STQC says that the proposed e-Procurement application has to be pre-audited for participating OR qualifying for a Tender. We request you to share the CVC guideline that says the bidder have to get the application audited before implementing it.	
				Recently many other government organizations like (i) Northern Coalfields Ltd. (ii) Nuclear Power Corporation Ltd. (iii) MHADA, Govt of Maharashtra (iv) CIDCO Ltd., Govt of Maharashtra have invited tenders for "eAuction" "eProcurement". & while inviting the bids, have asked the participating bidders to submit the undertaking of "Getting the proposed solution STQC certified after deployment" (if required ref. tender document can be shared). The same should be allowed in case of this tender. We would like to bring it to your notice that our application is already audited by Cert.in & STQC empanelled auditor for the said requirement but not by STQC. We are willing to give an undertaking to bank that The proposed solution will be STQC certified after deployment & before implementation. We request Indian Bank to also use the similar pattern so that MSMEs & Startups like us will be able to bid for the tender while assuring the solution offered to the bank is STQC compliant.	
9.	General Query	-	-	We request the bank to confirm that selected L1 bidder would provide e-procurement services to only IT department of bank or to Indian bank in totality comprising all departments.	This RFP is for conducting e-tendering and e-reverse auction events for IT projects of the Bank done by Corporate Office, Chennai.

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10.	General Query	-	-	1. Bidder Registration will be Done through system integration or through User Input. 2. If Bidder Registration needs to be Done through User input, then who will Register Bidder, Department users or Service Provider or Bidder themselves. Kindly clarify. Bidder Registry process activity i.g. reset password etc. will be done by the Bank user to using of tool or service provider will do the all activity at their end. Ref. to this point, we assume that bank user will do all activity with respect to e-tender / e-auction creation, edit, publishing, evaluate, etc...by using the toll and service provider will help to the users of bank for floating e-tender & e-auction on the portal as technical & functional support and bidder for submission. If the Service Provider needs to do the all activity (Create, editing etc.) then we assume that bank user will review / verify the e-tender / e-auction before publishing on the portal, Kindly confirm. Ref. to this point, we assume that Bank will provide sufficient time to the service provider for executing the event or process further. It will be mutually decided by Bank & service provider. Pl, confirm. Do we (Service provider) need to keep / deployed a support resources for Bank Users & Bidder Support at client's premises or it will be Online (remote access)??, If it's need to keep / deployed a support resources at client's premises then kindly confirm the	Service Provider should provide training to all qualified bidders on participation in online bidding as well as on use of comprehensive use of online bidding tool and obtain confirmation to this effect from bidders and provide dedicated Help-line during Events. The bidder should note that no additional charges are payable for training the suppliers for each event Bank user will do all activity with respect to e-tender creation, edit, publishing, evaluate, etc. by using the toll and service provider will help to the users of bank for floating e-tender on the portal as technical & functional support and bidder for submission. In initial stage, service provider may have to do all activity with respect to e-auction creation, edit and publishing. Bank will provide sufficient time to the service provider for executing the event. Onsite support to be provided as and when required by the Bank.

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				number of manpower for support with location wise and timing. Also, please confirm whether Bank will provide software and hardware peripherals, office space desk for support resources for doing daily routine activity at premises. e.g. phone, internet, computer system, etc... OR service provider will have to provide all these details to the support resources.	
11.	General Query	-	-	We believe Indian Bank would have floated similar tender in past & there too the STQC certificate would have been asked for the proposed system by the bidder. We are referring to the one of the e-Auction notice for IMMOVABLE PROPERTY (of All that part and parcel of Flat No. 002, Ground Floor, B wing admeasuring 565 sq.ft.built up area in Maya-Prem Apartment, Opp. Gulmohar Society, P&T colony, Nandivli, Dombivli East, Kalyan Taluka, Thane) where the bidder is not suppose to use the Digital Signature Certificate to participate in the auction. We request you to let us know if the solution being used for conducting this auction, is STQC certified?	Doesn't pertain to the scope of this RFP.
12.	General Query	-	-	We refer the Government of India's relaxed norms of Public Procurement, in their respective office memorandum mentioned below vouch for Relaxation of condition in prior experience & prior turnover criteria for Startups Medium Enterprises. pl. find enclosed the office memorandum for your ready ref. (Enclosed) (a) Department of Expenditure, Ministry of Finance, GOI (Ref. No. F.20/2/2014) (b) Ministry of Micro, Small and Medium Enterprises, GOI (Ref. No. 1(2)(1)/2014-MA) (3) Ministry of Heavy	Bank may relax prior experience & prior turnover criteria for Startups subject to meeting of quality, technical specifications and other qualification criteria's of this bidding document. Bidders should submit necessary proof in this regard.

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				Industries & Public Enterprise, GOI (Ref. No. DPE/7(4)/2007-Fin.) Also as per the Government of India, Gazette notification GSR 501 (E) All Startups / MSME are exempted from meeting the Pre-qualification criteria in respect of Prior Experience, Prior Turnover subject to their meeting of quality & technical specification. w.r.t. these clauses we are technically capable of deploying the solution, have been deployed the solution to various client & our solution is also audited by Cert.In approved auditor, which proved we can technically qualified and hence the relaxation in pre-qualification / eligibility criteria referring the above memorandum of Government of India will be considered ?	
13.	General Query	-	-	We refer to the guidelines of Government of India where the MSME are exempted to pay the document fees & Bid Security. Will the same guidelines will be applicable for this RFP? Are the MSMEs exempted from paying the Document Fees & Bid Security?	MSEs' are exempted from payment of EMD and cost of Bid document. Please refer Page No. 3, Para No. 4 of RFP.
14.	General Query	-	-	Approx. Number of Events of e-Tender & e-Auction which will be carried out during the contract	Approximate No. of events would be 50 for e-Tendering & 50 for e-Auction per year.
15.	General Query	-	-	Approx. Number of unique user & bidders	Provision should be there for enrolling 'n' number of bidders.
16.	General Query	-	-	Approx. Number of e-Tender & e-Auction events which are conducted last 4 Financial Years. E.g. 2015 - 16, 2016-17, 2017 - 18, 2018 – 19.	Approximate number of e-reverse auctions conducted during 2015-16: 15 2016-17: 47 2017-18: 25 2018-19: 54

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