**इंडियन बैंक
Indian Bank**

Empanelment of Service Providers for providing e-procurement services. (Ref. CO:ITD:521/R2:2019-20 dated 29.02.2020)

## 1. Clarifications

| Sl No | RFP Point No./Title | RFP Pg. No. | Details Provided in RFP | Query / Changes Requested | Response to Query / Remarks from Bank |
|---|---|---|---|---|---|
| 1. | SECTION – III<br><br>6. Training | 13 | Trainings to be provided by the Bidder free of cost. No additional cost is payable by the Bank.<br><br>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.<br><br>Bidder need to provide three days offline Pre and Post go-live training for end users, administrators & suppliers at Indian Bank, Head Office, Chennai. Online/ Remote Training to be provided to the suppliers during the course of conducting of events. | Kindly confirm training will be provided Online/Remote or Offline.<br><br>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.<br><br>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. | Please refer Amendment. |
| 2. | Section IV- Scope of Work | 22 | Enabling hosted solution for e-Procurement of any Product, service or goods. The Solution should cover full life cycle of purchase process (from Indent to Purchase Order) | Ref. to this point, we assume that Indian Bank will do all activities with respect to e-tender & e-auction creation, edit, publishing, evaluate, downloading, opening, etc...by using the e-procurement tool. And, service provider will help to the users of Indian Bank for floating e- | a) Bank user will do all activity with respect to e-tender creation, edit, publishing, evaluate, downloading, opening etc. by using the e-procurement tool and service provider will help the users of bank for floating e-tender on the |

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| | | | | tender & e-auction on the portal and suppliers for submission.<br><br>If the Service Provider needs to do the all activity (Create, editing) then we assume that user of Bank will review / verify the e-tender & e-auction before publishing on the portal. Kindly confirm. | portal by providing telephonic/ email support.<br>Post moving to production, service provider should not have any access to the data and information of the Bank.<br><br>b) Service provider will do all activity with respect to conducting e-auction. Bank will provide sufficient time to the service provider for executing the event. Bank will review / verify the e-auction before publishing on the portal. |
| 3. | Annexure - I - Technical Specifications - 3. SCOPE OF WORK | 24 | 3.3) The Bidder should have a well-organized Help-line during Events. | Please give us the clarity for Support Service post implementation, will it be Online/remote support from the office of the service provider OR Onsite Support Resources required in multiple business locations? Please also confirm us about the timings, count of manpower of support center, Hardware & Software peripherals for support resources if required? | It is clarified that "The Bidder should have a well-organized Help-line during Events."<br><br>Post implementation, service support should be provided to the bank through email/phone.<br><br>Onsite support to be provided as and when required by the Bank. In such cases, timings will be 10.00 am to 06.00 pm and bank will provide PC/Laptop, if required. |
| 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. |
| 5. | 4.13 Auctions | 28 | 5) There should be Automatic and Manual Extensions and Closing rules. (There will be unlimited number of extensions of 5 minutes each) | Ref. to the point We request bank to provide details functionality of manual extensions? | Please refer to the details provided in RFP in Page No.28, Point No. 4.13.5.<br><br>It is clarified that "There will be unlimited number of extensions of 5 minutes each". |

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| 6. | 4.17 Reports | 29 | 1) 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.<br><br>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. | 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. | Please adhere to tender terms & conditions. |
| 7. | Section V Qualification Criteria | 35 | The Bidder should have a valid STQC (Standardization Testing and Quality Certification) certificate for E-Procurement platform. (Recent copy of STQC "certification of Approval" issued by head STQC certification services should be attached with technical bid showing the validity period) | Sir/Madam 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"<br><br>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<br>1. CVC Guidelines of e-Procurement application software as covered by the relevant | Please adhere to tender terms & conditions.<br><br>It is clarified that certificate issued by any agency other than STQC Head Certification services, New Delhi will not be accepted. |

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**CO: Information Technology Department**

Date: 20/03/2020

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| | | | | 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.<br><br>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. | |
| 8. | General Query | 3 | To increase transparency and efficiency in the tendering process, Indian Bank intends to empanel service providers for providing e-procurement services. This RFP is for conducting e-tendering and e-reverse auction events for IT projects of the Bank done by Corporate Office, Chennai. | 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. | Please refer to the details provided in RFP in Page No.3, Para No.2.<br><br>It is clarified that " the selected service providers will provide e-procurement services for IT projects of the Bank done by Corporate Office, Chennai". |
| 9. | General Query | - | - | 1. Vendor Registration will be Done through system integration or through User Input. 2. If Vendor Registration needs to be done through User input, then who will Register Vendors whether it will be done by Department users of Bank or Service Provider or Vendors themselves. Kindly clarify. | Vendor Registration will be Done through User Input.<br><br>a) For e-tendering, vendors will register themselves in the portal. Service provider should extend their help, if required by the vendors. |

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| | | | | Vendor Registration process activity e.g. reset password, remove DSC, Profile / User ID activation, etc.. will be done by the Bank users by using e-procurement tool or service provider will do all activity at their end. Pl, confirm. | b) For e-auction, service provider will do the vendor Registration process activity e.g. reset password, remove DSC, Profile / User ID activation, etc. by using e-procurement tool. |
| 10. | 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. |
| | | | | Please let us know the Minimum number of tenders and auctions that we can expect Per Financial Year. | |
| 11. | General Query | - | - | Approx. Number of unique user & bidders | Provision should be there for enrolling any number of bidders. |
| 12. | 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 |
| 13. | General Query | - | - | Please let us know if we can charge the bidders for participating in Auctions/ Tenders. | Please adhere to tender terms & conditions. It is clarified that bidders cannot be charged by service providers for participating in Auctions/ Tenders. |
| 14. | - | 3 | Bids must be accompanied by a Bid Security of INR 25,000/- (Rupees twenty five thousand only) in the form of Bank Guarantee issued by Schedule Commercial Bank and DD for INR 2,000/- (Rupees two thousand only) favouring Indian Bank, payable at Chennai, towards Tender Document Charges along with other required documents. | - | Those bidders who have submitted cost of bid document for the cancelled tender (CO:ITD:521/ R1:2019-20 dated 04.10.2019) are exempted from paying the cost of bid document. However, they have to submit EMD (Earnest Money deposit) towards bid security again for this tender. |

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2.  **Amendment**

| SI No | RFP Point No./Title | RFP Pg. No. | Details Provided in  RFP | Query / Changes Requested | Amendment |
|---|---|---|---|---|---|
| 15. | SECTION – III  6. Training – | 13 | Trainings to be provided by the Bidder free of cost. No additional cost is payable by the Bank.  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.  Bidder need to provide three days offline Pre and Post go-live training for end users, administrators & suppliers at Indian Bank, Head Office, Chennai. Online/ Remote Training to be provided to the suppliers during the course of conducting of events. | Kindly confirm training will be provided Online/ Remote or Offline.  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. | Trainings to be provided by the Bidder free of cost. No additional cost is payable by the Bank.  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.  Bidder need to provide three days offline Pre and Post go-live training for end users, administrators of the bank at Indian Bank, Head Office, Chennai.  For the bidders, training to be provided when requested by them for e-tendering.  For e-auction, service Provider should provide online/ remote training to all qualified bidders for participation in online reverse auction and obtain confirmation to this effect from bidders and provide dedicated Help-line during Events. The service provider should note that no additional charges are payable for training the suppliers for each event. |