



Pre Bid Clarifications- Request for Proposal
Appointment of Consultant for the
Integrated Application Software Solution

Deposit Insurance and Credit Guarantee Corporation,
Project Management Cell,
Reserve Bank of India Building. II Floor,
Opposite Mumbai Central Station,
Mumbai 400008, India.

Pre Bid Clarifications- Request for Proposal – Consultant for the Integrated Application Software Solution

Sr. No	Bidding Document Reference(s)/Clause No.	Nature of clarification required	Response /Clarification of DICGC
1	NA	Would the proposed system have direct interface with any of the member bank systems?	Yes. Please refer clause 1.3.1, 3.2.3.37.1, 3.3.1.1.10.10 & 3.3.1.1.10.11 of RFP.
2	Clause 1.2.12.1	Would the IAS application involve interfaces with the IT systems being used by RBI HRMD department or any other department in RBI?	We expect seamless integration of all applications such that there should be no duplication of effort. Further it would be desirable to have integration of in house applications like HRMS, IES etc with the Integrated Application Solution for facilitating payment and accounting purposes.
3	Clause 1.2.15	There are various departments as highlighted in the RFP. Would the project involve the study on the mentioned departmental processes including various departmental cells and desks?	Yes. A detailed BPR plan/design is being envisaged. Refer clause 3.2.3.2
4	Clause 2.2	KASTLE (System for Access Risk Management) has been facing some product lifecycle issues. Are there any plans to replace KASTLE	Consultant is required to evaluate and suggest. Corporation is open to any suggestion.
5	Clause 3.1.2	This section talks about the utilization of the current applications already being used by DICGC. The objective of the IAS as defined in RFP is to have a single database. We seek to clarify if DICGC is considering to retain any of the existing applications if found feasible to integrate in the new architecture	The issue will be more clear on study of the existing infrastructure. However, Corporation is open to any suggestion.
6	Clause 3.1.2	There might not be any off the shelf-product available for the needs described in the RFP. Is DICGC open to the option of development of the system fulfilling the requirements?	The consultant is required to evaluate the existing applications available in the market and suggest/guide the Corporation accordingly.
7	Clause 3.2.1.4	The statement talks about the bidder's responsibility to envisage all necessary service required and delivery of those services. The envisaged services would also include the services to be provided by the system integrator and the consultant could not be held responsible for the delivery of those services.	The consultant is required to facilitate and monitor the project till the completion of the project on an End-to End consultancy basis. The Consultant is expected to monitor/supervise the progress of the project and ensure that all contractual obligations are delivered by the SI and other vendors as per the time frame. Thus the Consultant would act as Project Manager.
8	Clause 3.2.3.17	This section speaks about the deployment of the existing infrastructure replaced by IAS solution. We seek the clarification that do we mean to plan the utilization of the retired technological assets?	The need to assess the existing systems and their utility in the revamped context is desirable. However, Corporation is open to any suggestion.

9	3. Sec 3.3.1.2.5 pg no. 28; Sec 3.3.2.3 pg no. 30; Sec 3.5.3 pg no. 36; sr no. 4 pg no. 78	This clause requires us to meet legal requirements, draft contract (penalty clause, etc), team personnel with legal knowledge. Team to note that as per our policy we are not allowed to provide any direct or indirect legal services to our client.	The Consultant would be required to draft all EOIs, RFPs, agreements/contracts related to the proposed solution including the SOWs, SLAs, in compliance with existing laws. The document would be vetted by the DICGC's/RBI's legal team.
10	Clause 3.3.1.2.6	We seek clarification on what forensic analysis requirements need to be studies in the As-Is phase?	The idea is that the consultant would identify gaps in audit trail/forensic capabilities w.r.t the existing system and processes. Same should be factored in the study report, system design, and system requirement specification and also as a deliverable in the RFP for SI.
11	Clause 3.3.3.3	The RFP states that the Control Specification Documents need to be prepared by the Consultant. We suggest the following The Control Specifications Documents are very unique and specific to each product / solution; hence in our opinion only the System Integrator can prepare them. The Consultant can play a role of reviewing them (if necessary).	Business process documents/manuals etc., are required to be prepared by the Consultant. However, technical documentations such as business solution mapping document etc., would be prepared by the SI and subsequently all the documents are to be validated/reviewed by the Consultant. Control Specification document will be validated/reviewed by the Consultant as it will be the bidder's responsibility to ensure that all the functional and business requirements have been captured and is reflected in the CS document which will ultimately serve as a comprehensive document for development of the system.
12	Clause 3.3.4.10	The RFP states that a third party UAT vendor would be appointed. However this point is in conflict, it states that the Consultant is required to conduct the UAT exercise. Please clarify	The role of Consultant involves ,amongst other things, planning, benchmarking and identifying test scenarios , test plan/strategy ,monitoring the implementation of tests and evaluation of tests etc.
13	Clause 3.3.8.6	The Consultant is required to draft the BCP / DR document. Is the Consultant required to test the BCP / DR plans at all locations or conduct Business Impact Analysis?	As given in clause 3.3.8.3 validation of DC/DR infrastructure would be the responsibility of the bidder along with the impact analysis etc.
14	Clause 3.3.13.3	Please clarify this point? What is comparison of plan vs actual?	The consultant should provide a cost-benefit analysis as part of the deliverable of the relevant phase. Further the bidder should also give a comparison of estimated cost indicated by the bidder and the actual incurred cost for project.
15	Schedule	We request for extending the bid submission date by one week considering the complexity of the requirements described in the RFP. We are committed to provide the best possible solution design in our proposal which would cater to the DICGC requirements and have a robust architecture. The extended timelines would help us prepare a more detailed and descriptive proposal covering all the solutions aspects with each and every minute details.	The date of submission of RFP responses has been extended from September 12, 2013 to 3.00 PM of September 19, 2013. All other terms & conditions remains the same.

16	Page 24 Clause 3.2.3.12/ Page 29 Clause 3.3.1.3.6	We suggest that the consultant reviews the manuals prepared by SI and not actual preparation.	Refer response at Sr. No 11
17	Page 24 Clause 3.2.3.32	We suggest that the training schedule be managed by the selected SI. The consultant shall oversee that the timelines are being met	No change. Refer clause 3.3.12 of the RFP for details.
18	Page 30 Clause 3.3.2	We suggest that drafting of contracts be done by the consultant in conjunction with the Corporation's legal team.	The Consultant would be required to draft all EOIs, RFPs, agreements/contracts related to the proposed solution including the SOWs, SLAs, in compliance with existing laws. The document would be vetted by the DICGC's/RBI's legal team.
19	Page 31 Clause 3.3.5	We suggest that the consultant will assist the business owners and SI in identifying data gaps.	Identifying Gaps in data as given in clause 3.3.5.4 would be consultant's responsibility. The consultant would be required to recommend data to be captured/ migrated based on statutory requirements and need for proper functioning of the proposed Integrated Application solution.
20	Page 31 Clause 3.3.3.3	Please elaborate on "Control Specifications"	A comprehensive document covering all the business and technical specification viz., screen design, report layout, business process descriptions and validations, data description, process flow diagram, integration/interface design, information security controls, high level application design and data-base design, etc., as per the business/functional requirement finalised after the BPR/Gap analysis exercise. Refer Sr. no 11.
21	Page 35 Clause 3.3.14.2 and 3.3.14.4	Please elaborate on "Systemic efficiency" and "Organizational efficiency and synergy"	Efficiency achieved in context of the perceived and the actual noticeable changes/performance of the Organisation, as it shifts from a multiple system structure to an Integrated System.
22	Page 36 Clause 3.5.1 and 3.5.2	Other RFPs: "Bidder will draft the RFP , background work for floatation of tender, evaluation of bids and finalization of the vendor and other deliverables as detailed elsewhere in this document." We request Corporation to put a cap on number of other RFPs that Consultant is supposed to prepare	The Corporation intends, as on date, to adopt two stage approaches viz., EOI & RFP for SI, RFPs for Data migration & audit and UAT etc. Based on consultant's advice need for more RFPs may arise.
23	Page 56 Clause 5.17.3	We suggest to revise the penalty clause to 1% per month instead of 1% per week	No Change in the penalty clause.
24	Page 59 Clause 5.30	Ownership of Consultant's proprietary tools and methodologies will remain with the Consultant. We shall use it for the project but the overall IP shall rest with us	The Corporation would have IP rights for the services and solution designed and developed exclusively for the proposed project.
25	Page 65 Clause 7.11.1	We suggest to change the Indemnity clause to make it mutual and cap it to Project fees	No Change in the relevant clause.

26	Page 69 Clause 7.20	We suggest to change the clause on Ancillary Services. The consultant shall assist the SI in Ancillary Services	The Consultant is expected to monitor/supervise the progress of the project and ensure that all contractual obligations are delivered by the SI. The Consultant would also be required to validate any activity performed by the SI in connection to a required deliverable .
27	Page 23 Clause 3.2.3.2	It is stated that the consultant should carryout BPR plan/design in consultation with the Corporation. Does scope encompass core processes of organization or only those with direct linkage to core IT systems?	The Scope encompasses core as well as other processes. A detailed BPR plan/design is being envisaged.
28	Page 72	Understanding the requirements of DICGC, could you please share the 54 parameters to used to evaluate the same amassing to a maximum of 24 marks	Refer clause 4.3.3 for markings and the Annex-1B for the various parameters given under phase I to phase XIV (total 54).
29	Page 72	Understanding the requirements of DICGC, could you please elaborate on usage of background studies or analysis of existing works in the proposal?	Any related experience which the bidder would wish to highlight for this engagement.
30	5.25 (Page no - 58) Non payment of professional fees - If any of the items/activities as mentioned in the price bid and as mentioned in Annex 4 are not taken up by the Corporation during the course of this assignment, the Corporation will not pay the professional fees quoted by the bidder in the Price Bid against such activity/item.	Annexure 4 does not have a breakup of the fees. Kindly clarify this point.	Relevant information may be arrived at by taking into account inputs provided in the technical bid for the effort estimation and the price bid.
31	4.1.3 (Page no - 38) The bidders may note to submit the hard copies of the last bid price duly signed (offered through the Reverse Auction process) along with the Compliance form (Annex 4) at the close of auction	Please intimate the number of days post the closure of e-auction by which the hard copies of Commercials need to be submitted to DICGC	Hard copies of commercials should be submitted on the same day.
32	3.2.3.9 (Page no - 22) Prepare the RFP/EOI covering the totality of the solution and assist in floating the RFPs/EOIs for IAS application systems	Request the corporation to share the total number of RFPs to be floated	Please refer to response at Sr. no 22

33	5.15.4 (Page no - 54) Substitution of Project team member - If the Corporation is not satisfied with the substitution, the Corporation reserves the right to terminate the contract and recover whatever payments made by the Corporation to the bidder during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages	We request the Corporation to provide reason for dissatisfaction and give the Consultant a chance to replace the resource. We also request the corporation to drop the recovery clause	No change in the relevant clause. The clause is to protect the interest of the Corporation in case substitution of a team member affects the desired service levels and the project timelines.
34	5.16.1 (Page no - 55) The benefits realised by bidder due to lower rates of taxes, duties, charges and levies shall be passed on by bidder to the Corporation	Modify the clause to the fluctuation(decrease or increase) in taxes, duties, charges and levies to be passed on by bidder to the Corporation	No change in the relevant clause.
35	Appendix A - (Page no - 114) & Appendix B - (Page no - 114)	It is addresses to Reserve Bank of India - Please confirm	Corporation has adopted the RBI guidelines for the 'e-auction' and the procedures and clauses are indicative and needs to be suitably interpreted. This fact has been highlighted at the beginning of the Annex-12.
36	4.1.2. (Page no - 38) However, bidders should submit all relevant documents in support of any additional information/development related to the eligibility criteria as prescribed in the EOI document issued on December 28, 2012	The firm has been converted from private limited to a limited liability partnership (LLP). Kindly confirm whether any new document needs to be furnished for eligibility	Yes.
37	(Page No - 2) Non-Disclosure Agreement - The NDA must be signed by the authorized signatory, along with requisite Power of Attorney/..... will not be evaluated further	Our understanding is that the Power of Attorney will be submitted along with the RFP response	Yes.
38	7.17.1 (Page no - 68) Liquidated damage	Request the corporation to cap the liquidated damages to 10% of the contract value (Consulting fee)	As given in the clause itself, the details would be specified at the time of the contract.
39	6.1.3 (Page no - 60) i) A hard copy of the credential letters from banks / FI / clients neatly bound, labelled and segregated into different areas (Core banking credentials, System Integration etc.)	Request the corporation to accept the hard copy of scanned credential letter of clients	Original credential letters are required to be submitted.

40	7.11.1 (Page no - 65) The bidder shall, at its own cost and expenses, defend and indemnify the Corporation against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights etc., arising from use of the Products or any part thereof in India.	This clause is not applicable and request it to be dropped	No change in the relevant clause. It's a general protective clause .
41	3.3.4.10 (Page no - 31) Conduct User Acceptance Test for all components of the Integrated System	Request the corporation to change the scope to "The consultant will monitor the user acceptance testing"	Please refer to the response at Sr. no 12.
42	3.3.3.4 (Page no - 31) The bidder should draft all documents and manuals (business) related to the IAS Solution which includes modification of existing other manuals in vogue. The bidder should coordinate with the SI to prepare a comprehensive System (Run Book) and User Manual Documents	Request the corporation to change the scope to " The consultant will review the user manuals prepared by the SI"	Business process documents/manuals etc., (work processes/procedure/checks and balances/reporting aspect /authority levels etc., like that of Accounting manual) are required to be prepared by the Consultant. However, technical documentations such as business solution mapping document etc., would be prepared by the SI and subsequently all the documents are to be validated/reviewed by the Consultant.
43	3.2.3.22 (Page no - 24) Draft all documents and 'Manuals' related to IAS Solution which includes modification of existing other manuals in vogue	Request the corporation to change the scope to " The consultant will review the document prepared by the SI"	Please refer to the response at Sr. no 42.
44	3.2.3.21 (Page no - 24) Draft all agreements/contracts related to IAS Solution	Request the corporation to change the scope to "The consultant will provide inputs for the SLAs but legal clauses will be formulated by the legal team of DICGC"	The Consultant would be required to draft all EOIs, RFPs, agreements/contracts related to the proposed solution including the SOWs ,SLAs, in compliance with existing laws. The document would be vetted by the DICGC's/RBI's legal team.
45	3.2.3.25 (Page no - 24) Carry out all other tasks/activities necessary and incidental to the implementation of IAS Solution as may be identified from time to time	We propose that activities outside the documented scope in the contract of successful bidder should be treated as change request and the financial impact should be mutually decided by the bidder and DICGC.	All tasks necessary and incidental to IASS only would be required to be undertaken by the Consultant. In the RFP we have given in detail our requirements; however it may be clarified that every detail may not have been covered. Clause 3.3.17 may be referred for extension of consultancy services beyond the stipulated phases as detailed in the RFP.
46	3.2.3.32 (Page no - 24) Identify and manage training schedule covering all levels of officials of the Corporation, IT staff and business users for technology absorption	Request to change the scope to " training plan to be reviewed by the consultant"	No change in the relevant clause.

47	3.3.5.5 (Page no -31) Finalising requirements for data capture	Request to change the scope to "Review of the data capture to be done by consultant, sign-off to be provided by Corporation"	All Data that is necessary for retrieval/archival while running the Integrated Application solution needs to be identified by the Consultant. The Corporation intends to engage services of DM vendor and DM auditors and the consultant would be required to monitor and ensure all the deliverables from these service providers.
48	3.3.6.3, 3.3.6.4, 3.3.8.2, etc.	Request to change the scope to "review" instead of finalization. Finalization of any process / document will be done by corporation by providing sign-off	No change in the relevant clause.
49	7.5 (Page no - 63) Income Tax Clearance Certificate (ITCC) - The Bidder, selected for the consultancy services for the IAS Solution, must submit the ITCC and other documentary evidence before the final payment is made	The clause is not a usual practice followed, so we request the corporation to drop it	No change in the clause.
50	3.2.3.1 (Page no - 22) Business process re-engineering	Our understanding is that the scope for BPR encompasses only those with direct linkages to the IAS solution	As stated in the RFP, a detailed BPR plan/design is required. Please refer to the response at Sr.no 27.
51	3.2.1.3 (Page no - 21) The bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to Corporation notwithstanding what is stated here and what is not stated but underlying intent.	We propose that activities outside the documented scope in the contract of successful bidder should be treated as change request and the financial impact should be mutually decided by the bidder and DICGC.	All tasks necessary and incidental to IASS only would be required to be undertaken by the Consultant. In the RFP we have given in detail our requirements; however it may be clarified that every detail may not have been covered. The conditions specified in the clause are required to be complied with.
52	3.2.3.2 (Page no 22) Identify the business processes that need BPR and carry out detailed Business Process Reengineering plan/design in consultation with the Corporation	Please provide a list of Business departments for which processes need to be studied. Will only technology dimension be taken care of while designing processes or other dimensions like organization, strategy and people will be taken care of as well?	Chapter 1 covers in brief an overview of the functioning of the Corporation. Refer response at Sr. No 3, 27 & 51.
53	3.2.3.2 (Page no 22) Identify the business processes that need BPR and carry out detailed Business Process Reengineering plan/design in consultation with the Corporation	Will implementation, testing and knowledge transfer (in terms of process diagrams, training to employees etc.) be done by Corporation or be done by Consultants	Consultant will do detailed study by visiting all the desks, work stations and interact with concerned officers in DICGC.
54	EMD validity period	Validity of EMD?	EMD will be valid for 90 days.

*