

**RFP for Selection of Service Provider/Vendor for conducting National Level Study on CBS in Rural Cooperative Banks-
Response to Queries**

Tender No: RFP No. NB. DFIBT/670/CBS-27/2022-23 dated 13 April 2022

Sl.No	Page	Section	Clarification point as stated in the tender document	Comment/Suggestion/Deviation	Response
1	11	4	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm / LLP registered in India under Partnership Act 1932/2008 as amended for the last 3 years as on RFP issuance date.	If a university is a not-for-profit Private university recognized by UGC. Whether it is eligible to participate in the bid as a not-for-profit Private university or not	The not for profit university are eligible to participate in the bid provided they meet eligibility criteria as stipulated in clause 4 of the RFP.
2	11	4	The bidder should have prior experience in performing end to end IT consultancy services in any two Scheduled Commercial Banks/RBI/NPCI/ RRB/MoF/MeitY/GIC/LIC	To clarify what pertains to end to end IT solutions.	End to end IT Consultancy services covers all aspects of consultancy services needed for an IT system (in this case CBS system) such as software and hardware used and required, integration, services offered to customers including maintenance aspects after installation, system issues, suggestions, etc.
3	26	26	Force Majeure- The affected Party shall provide notice of non-performance due to Force Majeure to the other Party within 24 hours after the start of such non- performance (or, if providing notice within such time frame is not commercially practicable due to Force Majeure, then as soon as possible thereafter) and such non-performance will be excused for the period such Force Majeure Event causes such non-performance; provided that if NABARD determines it is commercially or technically infeasible to cure the Force Majeure	To clarify if payment would be processed for the work completed before Force Majeure.	The payment shall be processed as per the payment schedule given in Clause 36. However, in case of Force Majeure, the payment effective as on the day before force majeure shall be made.

			and so notifies the Service Provider/ Vendor, then NABARD may terminate this Agreement, immediately upon delivery of notice of termination to the Service Provider/Vendor.		
4	9	3.1 (Part II)	Review existing technology of RCBs with that of peers and identify gaps, if any.	Will all technical documents and training be provided on the application?	<p>The vendor has to review all the technology supported by bank's CBS such as AML, surround applications like internet banking, Mobile banking, card activation, MIS reports generations etc. as per the illustrative list of indicators given in clause 3.2</p> <p>The RCBs may assist the vendor with their technical documents, if present with the bank at their discretion, however, training for the same shall not be provided. It is also to be noted that only those bidders, who have prior experience in performing IT consultancy services in banks/RBI, etc. are eligible to apply. Given the same, it is assumed that bidders have knowledge about the existing banking system and are in a position to conduct the study without the supply of any technical documents.</p>
5	9	3.1 (Part III)	Suggest and share best solutions for existing gaps/impediments and assist in defining methodology for bridging up those gaps to enable the RCBs improve functioning	How can this be approached? Will there be a training session and a prototype would be provided?	There will be no training session and prototype provided. Based on the bank level study, the selected agency has to suggest best solutions for existing impediments.
6	11	4	S. No. 2- The Bidder should have a minimum annual turnover of INR 50 Crores per year from the consultancy service business during the last three	Can eligibility criteria be relaxed for clauses no. 2, 3 and 4.	These Clauses cannot be relaxed, as the financial parameters stipulated in RFP are basic minimum to ensure smooth conduct of CBS study by the vendor.

			<p>financial years (2018-19, 2019-20 & 2020-21).</p> <p>S. No. 3- Bidder should have positive net worth in each of the last three financial years i.e. (2018-19, 2019-20 & 2020-21).</p> <p>S.No. 4- The bidder should have prior experience in performing end to end IT consultancy services in any two Scheduled Commercial Banks/RBI/NPCI/ RRB/MoF/MeitY/GIC/LIC.</p>		
7	18	14.1	An Earnest Money Deposit (EMD) for a sum of Rs.1,30,000/- (Rupees One Lakh Thirty Thousand Only) is required to be deposited by all applicant Service Providers/Vendors	Whether management institutes/business schools are exempted from paying earnest money.	Earnest Money Deposit shows the interest of the bidders for participation in the RFP process. Hence, the same can not be waived and the bid which is not accompanied by EMD will not be considered.
8	11	4	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 or Partnership firm / LLP registered in India under Partnership Act 1932/2008 as amended for the last 3 years as on RFP issuance date. No two entities joining (JVs) specific to this project will be considered.	Whether public sector organisation registered under societies act as per the eligibility criteria is eligible.	No, they are not eligible.
9	11	4	As per the eligibility criteria 2, page number 11 Bidder should have a minimum annual turnover of INR 50 Crores per year from the consultancy service business during the last three	Whether annual turnover criteria may be relaxed.	The annual turnover criteria cannot be relaxed.

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