

Pre-Bid responses dated 04-03-2023 RFP for procurement of IBM DataPower Processor Value Unit (PVU) License, SW Subscription & Support, Implementation, Development

Sr. No.	Pg No	Point No	Tender Original Clause	Clarification	Request for Change / Modification / Addition / Deletion	Responses
1		Appendix-2	Bill of material	Should the Non-production PVU to core calculation be 12 not 16 as mentioned in comments?		Yes, the updated BoM will be uploaded as Addendum
2		Appendix-2	Bill of material	How the non-production cores would be allocated to API Connect components?		Yes, the updated BoM will be uploaded as Addendum
3		Appendix-2	Bill of material	How production cores i.e., 28 vcpu/cores would be allocated among API Connect components?		Yes, the updated BoM will be uploaded as Addendum
4		Delivery Model	out of RFP	Can we suggest combination of onsite and off shore model for deployment?		Primarily we are looking for onsite but as an alternative the combination/hybrid model also can be provided for Management to take decision. The same in revised BOM addendum
5		AMC suport	out of RFP	Can we suggest offsite support model?		BFSL is not okay with offsite model
6	12	Audit /self certification	The selected bidder should provide a self-certification along with the documentation of test results for security testing	What kind of security testing is required? Can you elaborate on the security testing scope?		As per the norms VAPT, DAST, SAST etc are required to be preformed by BFSL partner on Application/Software/Infrastructure and the bidder need to provide the necessary confirmation before BFSL to proceed with necessaary scan by the BFSL partner. Identified security points should be resoled by the bidder during the course of the contract as per the given timelines. Bidder should also provide the certificate that custom application developed by bidder would not breach any BFSL security norms.
7		Scope of work for service Provider	50 APIs	Can you please share more details about 50 APIs? What are back end applications to be connected, protocol to be used and any other requirements. This will help us in estimating the complexity		Te details will be shared with the selected bidder. For the estimation you can consider as 45 Simple and 5 medium complexity APIs

8		Scope of work for service Provider	50 APIs	does the scope includes APP Connect development as well or only API development and on-boarding?		AppConnect Development is not in scope. But in the resource rates bidder can provide the resource rates for BFSL to decide for any future development.
9		Scope of work for service Provider	out of RFP	Does the support scope include proposed API Platform in RFP or does it include existing APP Connect also?		The current scope of work is only for the API Connect and API Gateway platform and does not include App Connect except the integration with App Connect and the relative development will be performed on API Connect.
10	10		2.5 Training	For the duration of the contract....How many sessions? How many people per session? How many locations?		Location: BFSL Corporate Mumbai, Project Timelines and the training details are expected from bidders which will be mutually agreed Bidder need to ensure that BFSL technical team is well equipped and bidder can conduct the survey post training and take up the necessary actions to revisit on the training topics based on survey/suggestions/feedback.
11	10	3.1 (#7)	Environments	Do you currently have ESB and other backend systems corresponding to DEV, UAT, QA, PROD & DR?		BFSL has ESB with UAT,PROD and DR environment
12	11		Set and Support API Governance in the BFSL	Who will be the audience? Will it be ok if we can conduct once in person and record and play it in subsequent sessions?		Audience: BFSL IT Team. Governance: Considering the Governance process changes we will not be able to allow the recorded sessions. Rather we insist on having onsite sessions periodically preferably every six months
13	11		The bidder should propose a plan to assist the joint CoE where the bidder commits certain number of days every quarter	What kind of assistance? Please specify the number of days		SAME AS ABOVE
14	11	o)	Approximately of 50 APIs	Please specify exact number		refer point # 7 response
15	11	o)	all the existing APIs on IIB platform and the newly added APIs during the project execution time.	How many in total? Same 50?		Yes. The 50 includes the expected increase in the API count.

16	12		<p>The Vendor should ensure that all systemic changes or new requirements necessitated out of</p> <p>1 Government / other regulatory guidelines or other Company requirements as per the RFP are made available from day one of the RFP to the Company</p>	<p>Please provide examples or exact scope. This is vague.</p>		<p>We will remove this point</p>
17	12		<p>1 need to be incorporated as a feature upgrade or an enhancement or a patch and should be provided to the Company at no additional cost during the period of the contract</p>	<p>As SI, we do not own the products, so we will notify the OEM and request for any product enhancement, if applicable. If a customization I possible, we can implement it. Please confirm if this is acceptable.</p>		<p>We will remove this point</p>
18	12		<p>3 The Bidder will be required to fix any vulnerability</p>	<p>Bidder can work with OEM to resolve the vulnerabilities. Bidder can do liason between OEM and customer. What exactly the meaning of the statement? Request you to elaborate?</p>		<p>Need to fix any known vulnerability of which is identified during the VA / PT.</p>
19	13		<p>1 Implementation Methodology</p>	<p>We follow "best shore" deployment. A combination of onsite and offshore. Do you provide secured remote access to the team in off site?</p>		<p>Implementation need to be done on-site.</p>
20	13 / 14		<p>4 Service Levels</p>	<p>We are assuming this is for platform(Integration Platform) up time not individual API success rate, as depends on several layers of backend applications and front end applications. Please confirm our understanding.</p>		<p>SLA given here is only for the API Connect, API Gateway platform and the related services developed and hosted by the bidder. Backend unavaibility will not be considered but necessary system generated report/logs should prove the backend unavailability as an evidence.</p>
21	13 / 14		<p>4 Service Levels</p>	<p>Typically SLA matrix is assigned to the platform/infrastructure not to the APIs, please confirm ?</p>		<p>SLA is applicable for the project executionand fr ongoing support.</p>
22	30	Payment terms	<p>IBM API CONNECT ENTERPRISE NON PRODUCTION PROCESSOR VALUE UNIT (PVU) LICENSE (D1N8JLL)+ SWSUBSCRIPTION & SUPPORT 12 MONTHS (E0MPTLL) / 36 MONTHS (Annual Payout) / 60 MONTHS (Annual Payout). Company will select the the option between 36/60 Months.</p>	<p>Please confirm payment terms for Licenses (New licenses or Renewal Licenses) 100% Net 30 days from date of invoice along with software delivery and Proof of Entilement.</p>		<p>New Licences + Software Support with given options for BFSL to select.</p>
23	23	Integrity Pact	<p>All the bidder will be required to enter into an integrity pact with the Company as per the CVC guidelines.</p>	<p>Is it require before opening bid?</p>		
24			<p>out of RFP</p>	<p>Is there any EMD examption for MSME companies?</p>		
25			<p>out of RFP</p>	<p>will the bank to provide the required SSLs for both production, DR</p>		<p>Yes, BFSL will provide the SSLs.</p>

26	9	7	2.1 Application Support	As per the RFP, no of environments given were: DEV, UAT, QA, Prod and DR. Request you to confirm the actual number environments in scope? what is the corresponding TPS requirement for each environment?		Dev and UAT will be in same environment. PROD and DR will be distinct. With Active -Passive configuration. Production sizing is done for 300 TPS along with OEM and Non-PROD sizing is done as per minimum requirement of the product by OEM.
27	11		API Connect Scope	Can we consider DC-DR active-passive model? Can we assume DC is active HA and DR is passive HA?		BFSL would like to get the options from bidder and recommendation with pros and cons of various models as part of technical presentation. BFSL has planned for Active-Passive model of DC-DR.
28			out of RFP	Can we assume OS and DB licences required for the solution are		Yes, BFSL will provide the OS and DB licences.
29			out of RFP	Can we expect the bank to provide hardware load balancer as part		We already have existig LB which will be used to load balance the API Gateway(External LB) and API Connect (Internal LB).
30			out of RFP	Should the bidder provide the hardware as part of scope?Request you to confirm hardware provisioning for the implementation ?		Hardware requirement is already worked as pert of sizing with OEM. Let us know if any changes required in the same. Hardware procurement will be done by BFSL. Please refer to the table in Corrigendum for component deployment.
31	14	4	Bidders will have to guarantee a minimum uptime of 99.5% (for the entire site), calculated on a monthly basis. Application availability along with the requisite software (as provided by the bidder if any) will be 99.5% on 24x7x365.	This should be w.r.t the proposed solution only. It should not be for entire site. Kindly confirm		refer point # 20 response
32	14	4	The uptime percentage would be calculated on a monthly basis and the calculated amount would be adjusted from every subsequent quarter payment.	Payment should be 100% advance		For Licences and Software Support it will be 100% in advance and for Implementation and support , payment will be as per decided payment milestones.

33	28	7.2	Technical Bid Evaluation	Not matching with Appendix 1		Appendix 1 - Presentation and Reference Annexure 2 - Credential Streth
34	29	7.1.3	Commercial Bid Evaluation : The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years.	Need more clarity on this point as there are two durations mentioned 36 or 60 months in some of the part of RFP		Bidder to provide rate card for both the options and BFSL will finalize one option for PO processing. BFSL will select cost beneficial option.
35	30	8	IBM API CONNECT ENTERPRISE NON PRODUCTION PROCESSOR VALUE UNIT (PVU) LICENSE (D1N8JLL)+ SWSUBSCRIPTION & SUPPORT 12 MONTHS (E0MPTLL) / 36 MONTHS (Annual Payout) / 60 MONTHS (Annual Payout). Company will select the the option between 36/60 Months.	payment terms mentinoed only for non production license. Kindly confirm about production licesne		Updated Payment terms will be updated in correegendum
36	32	9.5	Company shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 90 days prior notice in writing. It is clarified that the Vendor shall not terminate the subsequent Agreement for convenience	90 days termination notice should be applicable only for the subsequent year and not for the operational year.		Agreed
37	35	9.5	The selected Bidder will assist the company in migration exercise without any cost to the company.	Kindly share the size of the total capacity		Please refer to Corrigendum for the API connect component deployment.
38	6	1.7) Important Details (Schedule of Events, contact & communication details etc.)	11. Bid Security (EMD) - INR 500,000/-	As per MSME Act, can we get an exemption for EMD?	Kindly provide cla	Exempetion on providing certificate for MSME vendors . But, PBG will be appicable.
39	16	5.4) Bid Security and Performance Guarantee	I. Bid Security Bidders are required to submit an Bid Security/ Earnest Money Deposit (EMD) for Rupees 500,000/- by way of Bank Guarantee (Appendix 05 – Pro forma for Bank Guarantee) issued in favor of “BOB Financial Solutions Limited” valid for 180 days from the last date of submission of the bidalong with Technical Offer.	The Bid Security of 500,000/- by way of Bank Guarantee should be valid for 30-45 days maximum instead of 180 days from date of submission of bid alongwith the Technical Offer.	Kindly provide clarification for the same.	No Change.
40		APPENDIX 05	Pro forma for Bank Guarantee in lieu of DD	As per MSME Act, can we get an exemption for Bank Guarantee?	Kindly provide clarification for the same.	Exempetion on providing certificate for MSME vendors . But, PBG will be applicable.

41	16	5.4) Bid Security and Performance Guarantee	II. Performance Guarantee The successful vendor shall provide a Performance Guarantee within 45 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Appendix-05 to the extent of 3% of the total contract value for the entire period of the five year contract plus 6 months and such other extended period as the Company may decide for due performance of the project obligations. The guarantee should be of that of a Scheduled	The performance bank guarantee @ 3% of the contract value should be exclusive of IBM Licensing Cost instead of PBG of total contract value.	Kindly provide clarification for the same.	We will take license and implementation cost inclusive PBG of 3%.
42	22	6.4. Clarification on RFP Document	2. The Bidder in all such cases must seek clarification in writing in the same serial order of that of RFP by mentioning relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per Appendix 11 – Pre Bid Query Format in writing to Company on or before the timeline prescribed in this RFP under “Schedule of activities and events”	Appendix 11 is not to be seen in the RFP. The Pre Bid Query Format is numbered as Appendix - 07	Kindly provide clarification for the same.	It's a typo error .
43	23	6.9. Submission of Bids	1. Submission of Bids will be ONLY through Online Procure Tiger. NO PHYSICAL BIDS WILL BE ACCEPTED. 3. The responses should not be submitted by post or by courier. 4. All envelopes should be securely sealed and stamped.	Since in the clause 6.9 it has been written non acceptance of physical bids. Whether the document submission of bid process is online or offline or both?	Kindly provide clarification for the same.	Online
44	24	Part I - Eligibility Bid:	Hardcopy of duly filled up Annexure 01 – Eligibility	Whether the document submission of bid process is online or offline or both?	Kindly provide clarification for the same.	Online
45	24	Part II - Technical Bid	III. Soft copy of the response to the technical bids	What will be the criteria for enclosing the Commercials? Will it be online or offline or both? If online then the commercials have to be password protected ? Is there a requirement of digital signature on the commercials? If yes, will it be of the director or will it be of the organization?	Kindly provide clarification for the same.	Online

46	24	The Bidders have to note that the Technical Proposal must contain the following	<p>d. Masked copy of the Bidder's final commercial bid</p> <p>Appendix 02 – Bill of Materials duly masking the price details</p> <p>h. Soft copy of the technical bid. Soft Copy of masked commercial bid should not be placed in technical bid.</p>	Clause d. is contradictory to clause h.	Kindly provide clarification	Online submission of Masked BOM.
47	36	9.10. Solicitation of Employees	<p>During the term of the Contract and for a period of two years after any expiration of the contract period/termination or cancellation of the Contract, both the parties agree not to hire, solicit, or accept solicitation (either directly, indirectly, or through a third party) for their employees directly involved in this contract during the period of the contract and two year thereafter, except as the parties may agree on a case-by-case basis.</p>	If the tenure of the contract is for five years, then the clause of 9.10 should also have the period as five plus two years.	Kindly provide clarification for the same.	Agreed
48	5	1.7) Important Details (Schedule of Events, contact & communication details etc.)	<p>3. Company's Address for Communication and</p>	<p>What is the procedure of submitting the documents through Procure Tiger?</p> <p>Kindly provide the credentials to get access for the same.</p>	Kindly provide clarification for the same.	Please refer Addendum 02.