

Name of the Respondent: Ernst & Young LLP

RFP name: Request for Proposal (RFP) for Vendor Selection for Providing Application Developers and Senior Application Developers
and no.: RFP Reference No.: HO/ITD/DAK/2024/00249

Queries for Request for Proposal (RFP) for Vendor Selection for Providing Application Developers and Senior Application Developers				
S.no.	RFP Page no.	RFP Clause No.	Query	NHB's Reply
1	17		Scope of customization: To what extent will the vendor be involved in customizing existing software solutions? Will they be responsible for both minor tweaks and major overhauls?	Yes. The selected bidder has to fully support all existing in-house applications.
2	17		Data migration: Will the vendor be responsible for migrating data from existing systems to the new or customized solutions? If so, what is the expected data migration process and timeline?	The data migration activity may have to be conducted, if required. The timelines will be as per the requirement.
3	17	4. Scope of Work/Deliverables (ii) Minimum 03 Senior Application Developers will be required for a period of 2 year, with one year extension, if required, subject to annual performance review of the vendor. The 3rd year extension shall be on the existing terms and conditions and at the rate quoted in the commercial bid. The vendor shall have to give unqualified acceptance to the terms and conditions for this extension. Further, the Vendor will have to deploy additional application developers as per the Bank's requirements, if any, during the period of contract.	Extension terms: What are the specific criteria for the one-year extension? Will it be based solely on performance, or are there other factors to be considered?	The performance review of the vendor shall be done annually. The extension shall be based on Bank's requirement and vendor's annual performance review.
4	17		Performance evaluation: What are the criteria for evaluating the performance of the deployed developers? How will the Bank measure their productivity and quality of work?	Performance is evaluated based on timeliness and quality of the delivery of the tasks assigned to the developers.
5	17	4. Scope of Work/Deliverables (iii) Application Developers will work for development/maintenance/testing of in-house as well as external software as per the requirement of the Bank.	Specific Roles and Responsibilities: Could you elaborate on the specific tasks and responsibilities that the Application Developers will be expected to perform? Will they be involved in front-end, back-end, or full-stack development?	They will be involved in full-stack development and will have to comply with code security guidelines. Further, kindly refer the relevant clauses of the RFP.
6	17	4. Scope of Work/Deliverables (iv) Application Developers will work on projects/assignments under the supervision of the Bank's officers.	Supervision and Reporting: How will the supervision and reporting structure be defined? Will the developers report directly to the Bank's officers, or will there be a project manager or team lead involved?	They will report to Bank's officers.
7	17	4. Scope of Work/Deliverables (vii) The source code including DLLs, images, library files, database dictionaries, associated documents should be satisfactorily handed over to the Bank for maintenance and change management. The copyright of the software would remain with the Bank.	Future Development: If future development or customization is required, will the vendor be involved, or will the Bank's team handle it internally?	The process for development or customisation of any application/software is decided by the Bank.
8	17	4. Scope of Work/Deliverables (ix) The Developers should be permanent employee of the Company. In case any IT Professional serves notice for resignation or transferred to other project; it shall be mandatory for the vendor to provide the substitute IT Professional with desirable qualifications and experience along with knowledge transfer for the projects being handled by their outgoing employee within 15 days of resignation / transfer with proper documentation of knowledge transfer. The minimum notice period for the developer shall be one month from the date of intimation of resignation to NHB.	Flexibility in Notice Period: Can the notice period be waived or reduced in exceptional circumstances, such as unforeseen events?	Kindly refer the relevant clauses of the RFP.
9	18	4. Scope of Work/Deliverables (xii) The technical specifications for Senior Application Developer and Application Developer are provided below: Deployment of Resource: Onsite	Onsite Requirements: What specific tasks or activities will require the developers to be onsite? Will they be working closely with the Bank's team, will they be primarily working onsite or will they be allowed to work remotely?	The developers need to work onsite with the Bank's team.
10	19	5. Service Level Agreement and Penalty clause : If the Selected Bidder fails to deliver the required services due to the reasons attributable to him like delay in delivery and installation of requisite solution/non- accessibility of system/downtime due to non-functioning/ non- availability of support, the penalty/liquidated damages would be imposed as mentioned below while processing the payment.	Service Delivery Standards: Are there specific service delivery standards or KPIs that the Bidder must adhere to, such as response times, resolution times, and uptime?	Annexure 'O' - Resolution Matrix may be referred.
11	19	5. Service Level Agreement and Penalty clause Unauthorised Absence	Definition of Unauthorised Absence: What specific situations are considered unauthorised absences? Are there any exceptions or justifiable reasons for absence?	Absence without prior approval.
12	19	5. Service Level Agreement and Penalty clause Regarding Failure to Provide Bug Resolution/Application Support/Product Delivery/VAPT Closure:	Definition of "Open Issue": What specific criteria are used to determine if an issue is considered "open"? Is it based on the date of reporting, the date of acknowledgment, or the date of initial response?	The responses to observations are validated/authenticated by auditor. If the auditor doesn't consider an observation complied, it remains open. The criteria is the date of acknowledgement.
13	19		Exemptions: Are there any exemptions or exceptions to the penalty for issues that are beyond the control of the vendor, such as unforeseen circumstances or force majeure events?	Force Majeure is covered under the SLA. Kindly refer the relevant clauses of the RFP.
14	19	5. Service Level Agreement and Penalty clause A maximum of 12 leaves per year (03 per Qtr. on Pro-rata) shall be allowed for resource deployed. In case the resource needs to take off/leave from the duty, he/she has to take due approval from department authorities. In case the total number of leaves exceed the maximum allowed leaves, or the resource takes leave without prior approval from department authorities, payment shall not be made for the period of unavailability and additional penalty shall be levied as tabulated below.	Leave Types: Are there different types of leave (e.g., sick leave, casual leave, vacation leave) and their respective entitlements?	Total 12 leaves per year (03 per Qtr. on Pro-rata) are allowed.
15	19		Carryover of Leave: Can unused leave be carried over to the next year, and if so, up to what limit?	No carry forward is permissible.
16	19		Exemptions: Are there any exemptions or justifiable reasons for unauthorised leave that may exempt the resource from penalties?	If the absence is beyond the permitted/available number of leaves, then replacement of resource has to be provided, else penalty shall be imposed.
17	25	7.2 Payment Terms: All payments will be released within 4 weeks of receiving the undisputed invoice along with credit note/invoice, if applicable.	Payment Delays: What happens if the Bank delays payment beyond the specified timeframe? Any interest or Penalties applicable ?	All payments will be released within 4 weeks after receiving the undisputed invoice along with credit note/invoice and all relevant documents. Payment is subject to confirmation of satisfactory services from the users. No interest is payable.
18	42	Annexure H I. Cost of Developers - Monthly cost of Junior Application developer.	What is the minimum number of Junior Application Developers needed?	As of now, only 03 Senior Application Developers are required. Future requirements, if any, shall be communicated to selected bidder through separate work order.

Contact Person from Respondent in case of need

Name & Designati: Nilesh Patil - Partner & Leader, Financial Services BD
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Silver Touch Technologies Ltd.

Annexure-1 Request for Clarifications/ Pre-bid queries			
Request for Proposal (RFP) for			
Vendor Selection for Providing Application Developers and Senior Application Developers			
MSI's Request for clarification/ pre-bid queries			
Name of Organization submitting request	Name & position of person submitting request		
Silver Touch Technologies Ltd.	Rajesh Gupta (Sr. Sales Manager)		
	Address:-2nd Floor, Saffron Tower, Panchvati Cir, opp. Central Mall, Panchavati Society, Gulbai Tekra, Ahmedabad, Gujarat 380006		
	Tel: +91 8447671551		
	Fax:		
	Email:- rajesh.gupta@silvertouch.com		
S. No.	Bidding Document Reference(s) (Section number/ page)	Points of clarification Required	NHB's Reply
1	Page No.-41, Annexure 'H'- Financial Bid Format, Qty not Mentioned.	Request you please clarify , We have to quote Man month Cost for each developer only .	Kindly fill the Table 1, 2 & 3 in Annexure-H as per format

**Request for Proposal -Vendor Selection for Providing Application Developers and Senior Application Developers at National Housing Bank
GEM/2024/B/5601198 Dated 12-11-2024**

Finonyx Software Solutions Private Limited

BIDDERS NAME	Page #	Point / Section #	Main Section name	RFP Clause	Queries / Suggestions	NHB's Reply
1	10	Sr. No. 9	3.9 Documents Comprising the Bid	Pre-Contract Integrity Pact (wherever applicable) in the format in Annexure 'N' (The Pre-Contract Integrity Pact should be submitted neatly typed in on ₹100/- non-judicial stamp paper duly signed by the authorized signatory and the same will be signed on behalf of NHB subsequently. The date of execution should be the date as mentioned in the Technical Bid by the Bidder);	Kindly request to confirm if the Integrity pact has to be sent physically before the bid submission date	Scanned copy has to be submitted during the bid submission in GeM. Physical copy to be submitted by the selected bidder.
2	22	Sr. No. 8	6.2. Minimum Eligibility Criteria	The bidder should have the technical support office in Delhi NCR	Kindly request to remove this clause or provide exemption for MSME bidders , as this clause does not have any technical scoring also	Kindly be guided by the relevant clause of the RFP
3	22	Sr. No. 8	6.2. Minimum Eligibility Criteria	The bidder should have the technical support office in Delhi NCR	Kindly request to allow the bidders to participate if an undertaking letter to open the office on award of contract is produced	Kindly be guided by the relevant clause of the RFP
4	8	Sr. No. 10	6.2. Minimum Eligibility Criteria	Bidder should be CMMi Level 5 or above certified as on the last date of bid submission	Kindly request to remove this clause or provide exemption for MSME bidders , as this clause does not have any technical scoring also	Kindly be guided by the relevant clause of the RFP
5	8	Sr. No. 10	6.2. Minimum Eligibility Criteria	Bidder should be CMMi Level 5 or above certified as on the last date of bid submission	Kindly request to relax this condition to ISO 9001:2015 or ISO 27001:2022 certified bidders	Kindly be guided by the relevant clause of the RFP
6	33	Sr. No. 2	Annexure 'B' - Bidder Experience Details	Details of minimum three service contracts on proposed implementations in India.	Kindly request to relax the clause for MSME bidders: Details of minimum One service contract on proposed implementations in India/Global .	Kindly be guided by the relevant clause of the RFP
7	33	Sr. No. 2	Annexure 'B' - Bidder Experience Details	Details of minimum three service contracts on proposed implementations in India.	Kindly request to modify as following to consider Global Experience also: Details of minimum One service contract on proposed implementations in India/Global .	Kindly be guided by the relevant clause of the RFP
8	36	Sr. No. 8	Annexure 'D' - Minimum Eligibility Criteria	The bidder should have the technical support office in Delhi NCR.	Kindly request to remove this clause or provide exemption for MSME bidders , as this clause does not have any technical scoring also	Kindly be guided by the relevant clause of the RFP
9	36	Sr. No. 8	Annexure 'D' - Minimum Eligibility Criteria	The bidder should have the technical support office in Delhi NCR.	Kindly request to allow the bidders to participate if an undertaking letter to provide Support as and when required is produced	Kindly be guided by the relevant clause of the RFP
10	37	Sr. No. 10	Annexure 'D' - Minimum Eligibility Criteria	Bidder should be CMMi Level 5 or above certified as on the last date of bid submission	Kindly request to remove this clause or provide exemption for MSME bidders , as this clause does not have any technical scoring also	Kindly be guided by the relevant clause of the RFP
11	37	Sr. No. 10	Annexure 'D' - Minimum Eligibility Criteria	Bidder should be CMMi Level 5 or above certified as on the last date of bid submission	Kindly request to relax this condition to ISO 9001:2015 or ISO 27001:2022 certified bidders	Kindly be guided by the relevant clause of the RFP
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Name of the authorized Person:
Designation
Date
Place

N V Subba Reddy
CEO & Director
18-11-2024
Bangalore

Date: 15/11/2024
Tender Number: GEM/2024/B/5601198
Bidder Name: Cyfuture India Private Limited

Sr. No.	Bidding document Reference (Section No./ Clause No. Page No.)	Content of Bidding document requiring clarification	Points of clarification required	NHB's Reply
1	under 6.2. Minimum Eligibility Criteria, Page no - 22 of 75	The bidder should have at least 100 Developers having one of the following qualifications on its roll: B.E./B.Tech. /MCA/M. Tech with specialization in Computer Science/IT	kindly ammend this clause as " Bidder should have atleast 50 developers having one of the following qualifications on its roll: B.E./B.Tech. /MCA/M. Tech with specialization in Computer Science/IT	The query was withdrawn by the bidder during pre-bid meeting
2	under 6.2. Minimum Eligibility Criteria, Page no - 22 of 75	Bidder should be CMMi Level 5 or above certified as on the last date of bid submission.	Kindly ammend this clause as " Bidder should be CMMi Level 3 from SEI (verifiable from the website)or 5 certified as on the last date of bid submission." for wider participation	Kindly be guided by the relevant clause of the RFP