

Responses to the queries raised by the Bidders on RFP dated 2.5.2022

- 1. Annexure A – Eligibility Criteria – Documents to be submitted in support – Point No. 2 & 3 on page no. 38 shall read as under:**

Credentials shall include “work order” / “contract document” / “ job/service Completion Certificate”. Due to concerns of confidentiality, the following documents shall also be considered as documentary evidence:

 - a. Letter from Client/s - even if being sought only for this Bid.
 - b. Data on the Man-months accounted for any such similar experience duly certified by Client/ Auditor
 - c. Client profile, nature of engagement and satisfactory completion- by representing only objective details and parameters duly certified by Client/ Auditor
- 2. Modification in Annexure A, the modified Eligibility Criteria No.3 on page no. 38 shall read as under:**

Bidder should have advised, handled and successfully completed at least one transaction pertaining to Organizational Efficiencies and/or Performance Management/ Transformation assignment on a long-term basis (period of 9 months and above) during the last 5years for a Public Sector Bank/ Insurer /Central Public Sector Enterprise and BFSI Sector Companies, with pan-India presence, having a turnover of more than Rs.5, 000 crores and minimum employee base of 2,000. The cut-off date for eligibility under this para shall be 31.03.2022
- 3. Clarification on criteria relating to blacklisting – mentioned in Annexure A, Eligibility Criteria No. 5 on page 38 and Point 5 at page 65**

It is clarified that the Point No. 5 mentioned in Annexure A, Eligibility Criteria remains unaltered. The Point No. 5 on page 65 shall be corrected in accordance with Eligibility Criteria and shall be read as:
“Confirmation that the Bidder has not been blacklisted by any Government or PSU or CPSE or any Statutory Regulatory Bodies in India (i) for non-performance in the last 5 years, and (ii) for corrupt or fraudulent practices.”
- 4. Is the performance bank guarantee required at the RFP stage or only after the contract is won? Can a Bank Guarantee be provided as an EMD? Are there any other bank guarantees required at the RFP stage? (e.g., EMD)**

Performance Bank Guarantee is required only after the contract is awarded. No EMD or any other bank guarantees are required at the RFP stage.
- 5. Extension in RFP Response submission deadline**

It is clarified that the Timelines shall remain as per RFP Document.
- 6. Clarification on Point No. 3 of Annexure A – Eligibility Criteria on page 38 - whether the definition of the organization efficiencies includes organization restructuring also.**

Yes
- 7. Clarification on Point No. 12.8 Preparation of the Proposal on page 18 of RFP with respect to substitution of key personnel from the Project Team due to incapacity or ill health.**

It is clarified that incapacity shall include resignation.
- 8. GeM bid reference number**

GEM/2022/B/2148387 dated 02.05.2022
- 9. Request for digital signatures across the response document**

It is confirmed that digital signatures across response document shall be acceptable.

10. Clarification on Annexure D2 on page 49 of RFP - Documentary Evidence relating to experience in requisite assignments completed upto 31.03.2022

In case of inability of the Bidder to submit work order / contract document / Completion Certificate from Customer/ certificate from auditor mentioned in Note 2 on page 49 due to concerns of confidentiality, the following documents shall also be considered as documentary evidence:

- a. Letter from Client/s - even if being sought only for this Bid.
- b. Data on the Man-months accounted for any such similar experience duly certified by Client/ Auditor
- c. Client profile, nature of engagement and satisfactory completion- by representing only objective details and parameters duly certified by Client/ Auditor

11. Technical Evaluation Parameters and their weightage – Point 1a to 1c on Page 66 shall read as under:

| S.No. | Criteria | Sub Criteria | Max. Marks |
|-------|-----------------------------------|--|------------|
| 1 | RELEVANT EXPERIENCE (MM30) | | |
| 1a | | Experience in design and implementation of Organizational Restructuring and/or Performance Management/ Transformation assignments on a long-term basis (period of 9 months and above) during the last five years for a Public Sector Bank/ Insurer (Public/ Private/ Life/ Non-life) /CPSE, with pan-India presence, having a turnover of more than Rs.5,000 crore and minimum employee base of 2,000. 2 marks per completed assignment, 1 mark for ongoing assignment. | 10 |
| 1b | | Experience in design and implementation of Sales force transformation and Channel productivity assignments during the last five years for a Public Sector Bank/ Insurer(Public/ Private/ Life/ Non-life) /CPSE, with pan-India presence, having a turnover of more than Rs.5,000 crore and minimum employee base of 2,000. 2 marks per completed assignment, 1 mark for ongoing assignment. | 10 |
| 1c | | Experience in implementation of Digital transformation, enablement and alignment projects during the last five years for a Public Sector Bank/ Insurer(Public/ Private/ Life/ Non-life)/CPSE, with pan-India presence, having a turnover of more than Rs.5,000 crore and minimum employee base of 2,000. 2 marks per completed assignment, 1 mark for ongoing assignment. | 10 |

12. Modification in Technical Evaluation Parameters – Point 3 on Page 67 shall read as under:

| S.No. | Criteria | Sub Criteria | Max. Marks |
|-------|----------|--|------------|
| 3 | | Understanding of the SoW, Approach, Methodology and work plan: To be evaluated after submission and Presentation (MM 20) | 20 |
| | | Understanding of the SoW, Approach, Methodology and work plan through proposed methodology and approach towards Organisational Efficiencies and Performance management: <ul style="list-style-type: none"> i. at different stages of the project such as Diagnostic, Design, Implementation and performance post implementation. ii. towards deliverables & outcomes with visible/ measurable changes including capability building in terms of the scope of the Project iii. Unique & proprietary approach / tools in design specifications, functions and effectiveness of the proposed program for implementation. | |

13. Queries relating to Annexure B – Terms of Reference / Scope of Work.

The queries are answered separately as per **Enclosure1**.

Note: While PSGICs have attempted to respond to all the issues raised in the emails / pre bid meeting, queries where the RFP Document is self explanatory or where the queries are found to be ambiguous / lacking clarity, may not have been addressed. The Bidder is expected to formulate its respective strategies while submitting their response to the RFP.
