

RfP No.2018-19/CGTMSE/01 Dated April 06, 2018

Serial No.	Page No.	Clause No.	Clause Header	Clause	Remarks	Response
1	12	4.2.1	Stage 1 Process Assessment & Diagnostic	Analyze and create documents viz. SOPs, FAQs, Dos and Don'ts etc. for all the existing procedures for operating of CGS.	Clarity required on whether the documents are to be created in Stage 1 and Stage 2 as the revised SOPs can be created only after stage 2.	SOPs for existing processes shall be created in Stage 1. In Stage 2 all the documentations shall be revisited and revised based on improvements / recommendations done in the BPR activity.
2	13			Analyze the forms that are required to be filled for various steps, focusing on utility of parameters being captured and ease of usage.	How many forms (approximate) are expected to be reviewed by the consultants?	Approx 10-15 modules and 150-200 submodules in each applications. Around 3 main applications and other supporting functionally isolated applications. Details of the softwares would be shared with the successful bidder.
3	13			Analyze the areas of error in various data systems for aggregating finances and identify possible financial leakages (if any) and their corresponding rectification(s).	How many data systems are expected to be reviewed by the consultants.	As above
4	12-13	4.2	Business Process Re-engineering	General Query	Does the trust envisage any traveling requirement for consultants during BPR	Bidder to assess

5	14-15	4.3	Establishing Governance Framework for CGTMSE by implementing ERM	General Query	Clarity required on any existing ERM framework	No existing ERM framework is implemented in CGTMSE
6	14-15			General Query	How do you monitor the following risks currently a. Credit risk b. Market risk c. Concentration risk d. Liquidity risk and e. Operational risk	Consultant to assess and recommend as per SOW
7	14-15			General Query	What are the sources of credit risk	Consultant to assess and recommend as per SOW
8	14-15			General Query	What is their current risk IT architecture	Consultant to assess and recommend as per SOW
9	14-15			General Query	What are the existing models used for credit, market and ops risk	Consultant to assess and recommend as per SOW
10	14-15			General Query	How many process registers are currently in place wrt to products offered	Consultant to assess and recommend as per SOW
11	14-15			General Query	What are the current mandatory reporting requirements to MoF/SEBI/Government	Consultant to assess and recommend as per SOW
12	14-15			General Query	What is the control mechanism in place to check the quantum of MSME credit provided by member banks	Consultant to assess and recommend as per SOW

13	14-15			General Query	Does the trust have any early warning signal in place	Consultant to assess and recommend as per SOW
14	14-15			General Query	Does the trust envisage any traveling requirement for consultants during ERM delivery	Consultant to assess and recommend as per SOW
15	12, 14	4.1 4.2.2	Process Transformation	the objective of the program is to achieve efficiency in business operations, higher per-employee productivity and improve turnaround time (TAT) in Key Service Offerings & the effectiveness of the new process would be measured by the number of potential man hours savings generated by the changes or potential associated direct/indirect cost savings	<p>Do the clauses imply that a benchmark to measure the improvement in business operations, per-employee productivity and Turnaround Time (TAT) has already been set in terms of man hours savings and potential associated direct/indirect costs generated by the BPR intervention?</p> <p>If the answer to the question is yes, then, would the expectation be communicated clearly at the start of the assignment for the qualifying bidder (along with associated assessments that have been the basis of the benchmarking)?</p> <p>If the answer to the question is no, then would the Project Management Consultant be expected to conduct this assessment as a part of the as-is study and consequently reach a consensus with the trust about the degree of correction that the intervention would affect (based on the criteria described in section 4.1 and sub-section 4.2.2).</p>	No, Consultant to assess and recommend as per SOW.

16	14	4.2.3	RFP Preparation	<p>Stage III: RFP Preparation' would contain the following three points:</p> <ul style="list-style-type: none"> Identifying key features and functionality of the IT applications to be procured to enhance process efficiency post process re-engineering. Assist CGTMSE in defining RfP scope based on the proposed frameworks and roadmaps in the previous phases. Assist CGTMSE in RfP document preparation for procurement of solution and model of procurement in order to have reduced cost on the overall procurement. 	<p>The Time Frame/Tenure of the Assignment as indicated under Section 5 (Page 16 of 61) also mentions 'Draft BPR & SOP & RFP for IT Systems', with RFP preparation being mentioned as a distinct item but no mention being made of the 'bid response and evaluation' stage. Does this imply that the Project Management Consultant's involvement will be limited to RFP preparation only and not be involved in bid evaluation or selection of bidder from a Bid-Process-Management standpoint?</p>	<p>Stage III - Draft BPR & SOP & RfP for IT Systems documents needs to be presented to CGTMSE by the consultant as per SOW.</p> <p>SOW as per clause 4.2.3 only</p>
17	19,20	7.3	Evaluation of Technical Bids and Presentation	<p>Table Containing the Criterion, Break Up and Maximum Score for Evaluation of Technical Bids and Presentations.</p>	<p>The total score given in the table is 100 but the breakup of the scores as defined in the table adds up to 110. In this case, we would request you to please share the revised breakup of the maximum score for each criterion.</p>	<p>Revised scoring card published herein.</p>

18	16	6.1.1	Resource Deployment / Requirement	During the program, the consultant would have to deploy minimum two resources full time on-site to co-ordinate / manage aforesaid activities in an effective manner and avoid slippage of timelines for carrying out the activities defined in the SOW.	Section 6.1.1 and the table that follows has a resource count mismatch. Kindly clarify.	As per SOW.
19	16	5	Time Frame/Tenure of the assignment	The Trust envisages the consultants to be engaged in the program for maximum duration of 12 months.	Time from RFP to implementation is 6 months. Considering that this does not envisage important phases such as bid evaluation and selection of bidder, we would request reconsideration.	No Change
20	28	8.7.3	Payments and Timelines	Table describing payments and timelines	It would be our request to revise the payment terms to 70% loading for Phase I- IV and 30% for the remainder considering that the remaining phases are implementation based	No Change
21	14	4.2.2	Process Transformation	Define / configure Power BI tool to align the standardized reports	Consultant can study the requirements and make recommendations or share the BI reports that may be used	As per SOW.

22	16	6.1.3	Resource Deployment / Requirement	CGTMSE reserves the right to reject any resource on the ground of quality /attitude /effectiveness during the project period solely at its own discretion and the bidder should arrange for deployment of alternate resource without delay	Kindly do provide notice of at least one month for the Consultant to make the necessary arrangements for replacement.	No Change
23	19,20	1.1, 1.2	Evaluation of Technical Bids and Presentation	Table Containing the Criterion, Break Up and Maximum Score for Evaluation of Technical Bids and Presentations.	The number of assignments sought is very high. Also what all type of assignments qualify as 'similar assignments'? All projects have different scope of work and hence it is difficult to quantify the 'similar' aspect.	Pls refer eligibility clause
24	19,20	1.3, 2.2	Evaluation of Technical Bids and Presentation	Table Containing the Criterion, Break Up and Maximum Score for Evaluation of Technical Bids and Presentations.	Kindly clarify the differences in the evaluation criteria as they seem similar.	No Change
25	18	4	Eligibility Criteria	The bidder should have a positive net worth and the revenue more than ₹50 crore for the past 3 years.	Request you to modify this as follows- “The bidder should have a positive net worth and the revenue more than ₹25 crore for the past 3 years”	No Change
26	19	1.2	Evaluation of Technical Bids and Presentation	Relevance of Work Done to the current RFP scope to be judged by the evaluation team	Request to include too in the definition of BFSI experience Co-op Banks also.	No Change

27	16	6	Resource Deployment / Requirement	During the program, the consultant would have to deploy minimum two resources full time on-site to co-ordinate / manage aforesaid activities in an effective manner and avoid slippage of timelines for carrying out the activities defined in the SOW.	Request you to modify this as follows- During the program, the consultant would have to deploy one resource full time on-site to co-ordinate / manage aforesaid activities in an effective manner and avoid slippage of timelines for carrying out the activities defined in the SOW"	No Change
----	----	---	---	---	---	-----------