

With reference to SPMCIL tender no. SPMCIL/IT/63/18/3004, dated 16-08-2019 for “Hiring an agency for IT Technical refresh/upgrade of IT and non-IT infrastructure at DC and DRC of SPMCIL”

Below are the query received for the above tender, do find SPMCIL remarks for the same

a)) **Company Name :- PWC**

Sr.No.	RFP Document Reference and Page Number	Content RFP Requiring clarification(S)	SPMCIL Comments
1	Page No. 7 Point - Evaluation	We understand that the bid evaluation criteria is L1. Please confirm?	Yes
2	Page No. 13 Section - Network architecture and its support	Can you share a clear version of the existing SPMCIL network architecture. The picture shared in the RFP seems to be blurred.	It will be shared with Successful bidder
3	Page No. 15 Section - Consultant Experience	We understand from sub points (a) and (b) that the minimum experience of the consultants should be 10 years and there is a typing error where it is mentioned 15 years experience. Please confirm?	No typing mistake
4	Page No. 15 Section - Consultant Experience	It is mentioned that one of the consultant should have experience in preparing technical RFP for DC and DRC and the other should have experience in implementation of tech refresh project for DC or Cloud. We understand that these two experiences are more or less similar. Hence, we suggest you to as for consultants with the below experience: 1. Cloud and Data Centre expert, having experience of RFP preparation - This resource will provide support in both technical and non technical clauses 2. Application expert - This resource would help in studying the current applications and infrastructure	As per RFP
5	Pagse No. 14 Section - Scope of Consultant	Please elaborate on what all is to be in the roadmap and will the roadmap requirements be mentioned in the RFP scope of work?	As per Tender
6	Page No. 15 Section - Scope of Consultant	It is mentioned that the consultant will assist in on boarding the SI and contract signing between the SI and SPMCIL. Our experience says that generally it takes a lot of time in contract signing between the parties. Hence, we suggest if the consultant's scope of work may be limited to sharing the evaluation report of all SIs along with the draft contract to be signed with SPMCIL. This will ease the SI on boarding process for SPMCIL. Please confirm?	As per tender

7	Page No. 15 Section - Place of Posting	We understand that the consultants can work from SPMCIL DC location/PwC office for discussions on any internal reviews, inputs, deliverables etc.	For <u>phase-I</u> consultant need to be deploy at SPMCIL location i.e data center noida/ corporate office, for <u>phase II</u> as per requirement
8		Please share the deliverable acceptance criteria of SPMCIL	As per Tender document
9		If there is any delay in the project timelines beyond 6 months, not attributed to the consultant and if the consultant is asked to extend, then the cost of the effort should be paid as per Pro rata basis of the total contract value	As per Tender document
10	Page No. 9 Point - Terms and Mode of Payment	We recommend the payment terms to be: 1. 30% on receipt and acceptance of phase A deliverables 2. 40% on receipt and acceptance of phase B deliverables 3. 30% on receipt and acceptance of phase 2 deliverables This is because the maximum/critical effort of the consultant will be utilized during Phase 1 itself. The as-is assessment and the RFP will be completed after Phase 1. Phase 2 will happen after 3 months of deployment and will only have evaluation of proposals and contract drafting	As Per Tender
11		We recommend you to ask for the below consulting firm's experience: 1. Experience in Cloud based RFPs 2. Experience with Central Government clients 3. Experience of Government policies and knowledge of data movement within the departments. 4. Experience in Disaster Recovery as there is DR involved in the cope of work. The tech refresh would have implications here	No change
12	Page No. 6 Point - Earnest Money Deposit	We suggest that you limit to Bank Guarantee only and remove the EMD clause as we understand that this RFP is shared with limited entities only	No change

b. Company Name : Deloitte

S. No.	RFP Document Reference & Page No.	Content of RFP requiring Clarification (s)	Points of Clarification	SPMCIL Comments
1.	Point 1. Page no 4	This notice is being published only as an abundant precaution and is not an open invitation to quote in the Tender. Participation in this tender is by invitation only and is limited to the selected Bidders who have been sent this Tender by Post/Courier.	Please confirm name of shortlisted bidders to whom this tenders has been sent.	M/s PWC, M/s KPMG, M/s E&Y, M/s Deloitte
2.	Section VI, List of Requirements, Point 2, Page 12	The SPMCIL's production units have been classified in to various broad areas like Coin Minting, Currency Note Printing, Security Printing Presses and Security Paper Mill. The location of units is given in below table:	As part of assessment of IT infrastructure, are the consultants required to travel to all the locations mentioned in the table under this point? If yes, what will be the tentative frequency of travel for the same?	if consultant need to travel TA will be as per policy, its frequency depend consultant view and as per SPMCIL requirement
3.	Section VI, List of Requirements, Point 6, Page 15	Travel:- In case consultant have to travel outside for project work, TA will be paid on actual basis by economy class only with the prior approval of the competent authority or air-ticket will be provided by SPMCIL. Hotel expenses as per SPMCIL E3 level executive would be paid.	Please clarify that 'outside' herein means 'outside Delhi NCR region'.	Here outside means out side Delhi/ NCR
4.	Section VI, List of Requirements, Point 4, Page 13	SPMCIL has 3 tier SAP Landscape architecture, which includes Development, Quality and Production Systems. Hardware platform includes HP Servers, Storage, Exchange Server, Cisco Networking Component etc. SAP components include SAP ECC 6 EHP 7, support pack 14, EP, Solman, BI, Netweaver. Database is Oracle 11.2, Operating System is HP UX 11.31, Windows Server 2003 & 2008,	1. Request to share details of location-wise existing IT infrastructure. 2. Apart from technology upgrade/refresh of hardware at Data Center and DRC, is it required to refresh the hardware at other business units? 3. Is there any plan to upgrade/refresh the SAP application landscape?	All details will be shared with Successful bidder.

		Exchange server 2010. Currently there are around 1200 users accessing the system. SPMCIL is looking to engage a reputed firm capable to provide Technical consulting advisory to enable the best innovative technical platform upgrade that will be compatible with existing system without any interruptions in the day to day business transactions and will ensure that SPMCIL IT Systems continue to perform high on reliability, availability, resilience, flexibility and scalability	4. Request to share warranty/AMC/ATS details of existing hardware and software	
5.	Section VI, List of Requirements, Point 5, Part-A, Sub-point viii, Page 14	Study and suggest any other software/system required that can work in conjunction with the existing Application software for any other processes not covered in existing application	Kindly clarify which processes are currently covered under existing Application software and which processes are not covered under any application	All details will be shared with Successful bidder.
6.	Section VI, List of Requirements, Point 5, Part-A, Deliverables of Part A, Page 14	Deliverables of Part A : i) To be completed within three weeks of deployment ii) Current State Assessment report along with recommendations and future roadmap for IT infrastructure.	Considering consultant needs to assess the complete IT landscape of SPMCIL and suggest technology refresh recommendations as well as roadmap, the timelines for completion of Part-A and Part-B activities under Phase-I seem stringent. . Request to modify the same to	This may be read as Deliverable of Part A i) To be completed within 5 weeks of deployment. ii)
7.	Section VI, List of Requirements, Point 5, Part-A, Deliverables of Phase B, Page 14	Deliverables of Phase B: i) Functional and Technical specification of the recommended solution including Hardware and Software. ii) Preparation and submission of RFP. iii) To be delivered within two months (8 weeks after deployment).	<i>"To be delivered within 8 weeks after completion of Part-A activities and 12 weeks for completion of Part-B activities". Alternatively, Consultant may be required to submit draft RFP within 8 weeks which includes broad as-is assessment, requirements for technology refreshment, future roadmap. Since consultants will be deployed at SPMCIL office, SPMCIL may be contacted/apprised on a</i>	Deliverable of phase B: To be delivered within two months (8 weeks after deployment)

			<p><i>regular basis for the As-is assessment finding and future roadmap. In such case, a separate report of current state assessment and specifications may not be required. Accordingly, we request you to modify it to "Deliverables of Part A and Part B will be a) draft RFP to be submitted within 10 weeks and b) final RFP after incorporation of comments from SPMCIL within 12 weeks. SPMCIL shall provide comments within 5 days of receiving draft RFP."</i></p>	
8.	Section VI, List of Requirement s, Point 5, Phase-2, Page 15	<p>Phase 2 :- BID evaluation. Position of consultants at SPMCIL Corporate office / India Govt Mint Noida as per their scope of work to timely completion of below activity.</p> <p>i. Evaluate of bids as per the eligibility and evaluation criteria laid out in the RFP</p> <p>ii. Evaluate the adequacy of proposal as per the defined scope of work</p> <p>iii. Assist in preparation of contract and on boarding of system integrator</p> <p>iv. Or any other task assigned by SPMCIL related to IT infrastructure.</p> <p>v. Assist SPMCIL in formation of policy how to dispose off old IT inventory after migration to new IT infrastructure.</p>	<p><u>Point iv. Or any other task assigned by SPMCIL related to IT infrastructure.</u></p> <p>Please specify what are the activities are intended in above point iv. We understand that this includes activities related to bid process management only.</p>	Task to be related to This tender only.
9.			<p><u>v. Assist SPMCIL in formation of policy how to dispose off old IT inventory migration to new IT infrastructure.</u></p> <p>Are you looking for preparing policy document for SPMCIL or some options to dispose-off old inventory to evaluate best suitable?</p>	SPMCIL is looking for how to dispose old inventory after migration on new IT infrastructure after tech. fresh.
10.			<p>We understand that Phase 2 include only one bid cycle. In case bid gets failed due to any reason, consultants shall be paid fully without any deduction.</p>	As per Tender

11.	Section VI, List of Requirements, Point 9, Page 15	9. Duration of Contract: The contract period for completion of Phase I and Phase II services within six months (6) from the date of deputation of consultant.	We understand that any delay caused due to delay in approval of deliverables by SPMCIL shall not be liable on Consultants. In case of any delay in Phase-1 activities which is note solely attributable to Consultant, SPMCIL shall make additional compensation to Consultant for delayed duration on a pro-rate basis.	No change
12.	Section XIX: PROFORMA OF BILLS FOR PAYMENTS, page no 30	Section XIX: Proforma of Bills for payments	This performa is not applicable for Consultant. Consultant have their internal billing software which generates automated invoices, the format of which can't be changed. Please make it 'Not applicable'	As per Tender document
13.	Section VI, List of Requirements, Point 7, Page 15	Consultant experience. The firm should depute two consultants during contract period. Experience Details (i) The consultants should have minimum 15 years' experience in Preparing RFP for IT infrastructure i.e for Data center and disaster recovery center, with knowledge on latest technology used in Industry. Having experience in designing data center having SAP, out of two consultant. a) One must have minimum 10 years' experience in developing technical RFP for data center and DRC. b) Second consultant must have min. 10 years of experience in designing and implementation of Tech refresh project for data center or cloud.	Do bidders require include CVs meeting minimum requirements as part of technical bid?	Bidder need not to submit CV along with Technical bid
14.			Please clarify minimum experience of Consultants 10 years or 15 years? Consultants with 6-10 years of relevant experience may be suitable to execute the project.	As per Tender
15.	Section V: SIT for GIT clause 19.3, page no 9	The purchaser reserves the right to increase the period of services by 25% at any time, till final date of completion of the contract.	For any increase in the period of services, consultants shall be paid additionally as mutually agreed.	As per Tender

	Option Clause			
16.	Section V: SIT for GIT clause 22, page no 9 Terms and Mode of Payment	a) 40% on receipt and acceptance of phase 1 deliverables, & 60% on receipt and acceptance of phase 2 deliverables as per section IV list of requirement.	We believe that payments should be in line with the efforts/ man-months incurred to the respective deliverables. Hence, we propose the proportionate payments as below. 1. 50% of submission of draft RFP 2. 50% on submission of bid evaluation report	As Per Tender

C. Company Name : M/s Ernst & Young

Sr. No.	RFP Document Reference & Page Number	Content of RFP requiring clarification(S	Points of clarification	SPMCIL Comments
1.	Page No 3, Closing date and time for receipt of tenders	Bid submission date 13.09.2019 by 3.00 PM	We request to extend the bid submission date by minimum 2 weeks from the day the pre-bid clarifications have been issued to submit the responsive proposal	Will be done as per SPMCIL procurement manual
2.	Page No 21, Section XI: Financial Bid/Price Schedule	Financial Bid Evaluation	Request clarification whether the financial bid evaluation would be QCBS or L1 as that's not mentioned in the RFP. We would suggest SPMCIL to consider QCBS (Technical 70 & Financial 30.) evaluation methodology which helps the bidder to showcase its technical capability to execute the said scope of work	As Per Tender i.e L1
3.	Page No 9, SECTION – V, S: No: 5, GCC Clause No: 22,22.1,22.2 ,22.3,22.4,	a) 40 on receipt and acceptance of phase 1 deliverables, & 60 on receipt and acceptance of phase 2 deliverables as per section IV list of requirements .	Request you to amend this clause as: 60 on receipt and acceptance of phase 1 deliverables, & 40 on receipt and acceptance of phase 2 deliverables as per section IV list of requirements	As per RFP

	22.6 Terms and Mode of Payment	b) No extra pay, allowance and other facilities etc. will be provided by SPMCIL to the contractor/manpower of the successful firm in any circumstances	Phase 1 covers the current study, future roadmap and preparation of RFP that requires significant effort and time hence we propose the above amendment.	
4.	Page No 15, SECTION – VI, List of Requirements S:No: 7 , Consultant experience	<p>l) The consultants should have minimum 15 years’ experience in Preparing RFP for IT infrastructure i.e. for Data center and disaster recovery center, with knowledge on latest technology used in Industry. Having experience in designing data center having SAP, out of two consultants.</p> <p>a) One must have minimum 10 years’ experience in developing technical RFP for data center and DRC.</p> <p>b) Second consultant must have min. 10 years of experience in designing and implementation of Tech refresh project for data center or cloud.</p>	<p>Request you to amend this clause as:</p> <p>l) The Principal consultants should have minimum 10 years’ experience in IT infrastructure with knowledge on latest technology used in Industry. Having experience in designing data center with 250+ racks capacity to act as a project manager</p> <p>Out of two consultants</p> <p>a) One must have minimum 7 years’ experience in developing technical RFP for data center and DRC.</p> <p>b) Second consultant must have min. 7 years of experience in designing and implementation of Tech refresh project for data center or cloud.</p>	As Per RFP
5.	Page No 14, Deliverables of Part A	<p>(i)To be completed within three weeks of deployment</p> <p>(ii)Current State Assessment report along with recommendations and future roadmap for IT infrastructure.</p>	For the business locations to be covered as part of TOR, three weeks seems very tight to deliver. Hence requesting this part to be completed in six weeks.	Deliverable of part A of phase I To be completed within Five weeks of deployment, but the RFP need to submit within 8 weeks

6.	Page No 15, PHASE 2: Bid Evaluation	<p>Phase 2 :- BID evaluation. Position of consultants at SPMCIL Corporate office / India Govt Mint Noida as per their scope of work to timely completion of below activity.</p> <p>i. Evaluate of bids as per the eligibility and evaluation criteria laid out in the RFP</p> <p>ii. Evaluate the adequacy of proposal as per the defined scope of work</p> <p>iii. Assist in preparation of contract and onboarding of system integrator</p> <p>iv. Or any other task assigned by SPMCIL related to IT infrastructure.</p> <p>v. Assist SPMCIL in formation of policy how to dispose off old IT inventory after migration to new IT infrastructure.</p>	Deliverable completion timeline is not given. Request SPMCIL to provide the deliverable timeline for this activity.	Deliverable of this phase is evaluation of RFP done by lead bidder, how fast and efficiently bidder team can do the same.
7.	Page No 15, Point 6, Travel	In case consultant have to travel outside for project work, TA will be paid on actual basis by economy class only with the prior approval of the competent authority or air-ticket will be provided by SPMCIL. Hotel expenses as per SPMCIL E3 level executive would be paid.	Please provide details on TA and hotel expenses factored / considered for this TOR	As per Tender
8.	Page No 13, Section VI, Point 5	The scope of consultant is divided into two phases: Phase-1: Consultants will be position at SPMCIL Corporate office / India Govt Mint Noida for full time duration.	Request to please allow mix of onsite/offsite deployment of proposed resources to provide the right skillset, competency as well as position SME for successful project execution.	As per RFP

9.	Page No 15, Point 9, Duration of Contract	The contract period for completion of Phase I and Phase II services within six months (6) from the date of deputation of consultant.	It's a wide scope covering current state, future roadmap, RFP/Bid Mgmt. and IT Infra inventory policy. Request to please allow at least 9 months for completion of phase I and phase II to come up with quality deliverables.	As per RFP
10.	Page No 7, Section III, Special instructions to Tenderers (SIT), S.No. 6, GIT Clause No 20.8, Signing and sealing of tender	<p>PART I: Techno commercial Bid –</p> <p>i. The bidder firm should hold a valid PAN and GST Number.</p> <p>ii. Attach Earnest Money Deposit (EMD) and Tender fee as per requirement.</p> <p>iii. The bidder shall submit Power of Attorney/ Authorization with the seal of the company of person signing the tender documents.</p> <p>iv. The bidder Firm shall submit duly filled, sealed and signed all the pages of the tender documents to confirm the acceptance of all terms and condition.</p> <p>v. The bidder Firm shall also submit duly filled and signed Section X and Section XII of this tender document.</p> <p>vi The bidder should not have been black listed by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been black listed by any of the Govt. Authority or PSUs.</p> <p>vii. Mandatory checklist – Annexure A.</p>	Please confirm in the techno commercial bid whether do we have to provide CVs of proposed resources along with the Approach & Methodology along with deployment plan	CV need not to be submitted along with Techno commercial bid .
11.	Page No 7, Serial No. 6,	“Tender document for Hiring an agency for IT Technical	Request for clarification if Non-IT refresh/upgrade is part of the tender scope. In respect to the tender name	Non –It infra includes but not limited to ,

	Clause No. 20.8	refresh/upgrade of IT and non-IT infrastructure at DC and DRC of SPMCIL.	information on the scope is provided for the IT Infrastructure only.	DG set, PAC, Ups, Fire alarm system, fire extinguisher, rodent replent, access control, LT panel, Building management system, water leakage detection system or any other infrastructure for Data center and DRC.
12.	Page No 13	Network architecture and Its Support	Request you to please share clear diagram of existing network architecture.	It will be shared with lead bidder
13.	Page No 13, Existing IT setup	SPMCIL is looking to engage a reputed firm capable to provide Technical consulting advisory to enable the best innovative technical platform upgrade that will be compatible with existing system without any interruptions in the day to day business transactions and will ensure that SPMCIL IT Systems continue to perform high on reliability, availability, resilience, flexibility and scalability	Please highlight the current challenges SPMCIL is facing with respect to applications, IT set-up and networking components (LAN and WAN) for which technical platform need to be upgraded.	Existing system is more than 9 years old, need system which meet SPMCIL future requirements, including futuristic/modern technology used for DC & DR
14.		Additional Clause	Limitation of Liability: The Client (and any others for whom Services are provided) shall not recover from bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential,	No change

			<p>incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.</p>	
15.		Additional Clause	<p>Confidentiality- PI add this in Clause - "Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement."</p>	No change

16.		Additional Clause	IPR - Bidder may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how (“Materials”) that bidder own in performing the Services. Notwithstanding the delivery of any Reports, bidder retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that bidder compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.	No change
17.		Additional Clause	Termination - Bidder may terminate this Agreement, or any particular Services, immediately upon written notice to Client if bidder reasonably determine that it can no longer provide the Services in accordance with applicable law or professional obligations.	No change

d) Company Name :- M/s KPMG

S.No.	RFP document Reference & page number	Content of RFP requiring clarification(S)	Points of Clarification	SPMCIL Comments
1	Section I: Notice Inviting Tender (NIT), Page no. 3	Closing date and time for receipt of tenders 13.09.2019 by 3.30 PM	Requesting you to extend the bid submission date at least by 2 weeks due to lots of supporting doc's preparation and internal approval processes involved after the pre bid response.	It will be done as per SPMCIL policy.
2	Section III: Special Instructions to Tenderers (SIT), Page no. 6	Earnest Money Deposit (EMD)	Please provide the beneficiary name or account number for processing the EMD.	Security Printing and Minting Corporation of India Ltd

3	Section V: Special Conditions of Contract (SCC), Page no. 9	Terms and Mode of Payment	<ul style="list-style-type: none"> We request to modify the terms of payment, as most of the work shall be covered with Phase-1 deliverables. We also request for removal of the term 'acceptance' from payment release. <p>The clause may be read as:</p> <p>a) "50% on receipt of phase 1 (part A deliverables), 30% on receipt of phase 1 (part B deliverables) & 20% on receipt of phase 2 deliverables as per section IV list of requirement"</p>	As per RFP
4	Section V: Special Conditions of Contract (SCC), Page no. 9	Quantum of LD	May we request to add a condition that "No Liquidated damages shall be levied if delay is attributable to Client, force Majeure or any other third parties"	As per Tender
5	Section VI: List of Requirements	The scope of consultant is divided into two phases: Part-A Page no 13	Request you to please provide the list of existing IT infrastructure and server farm area details.	List will be shared with successful bidder.
6	Section VI: List of Requirements	Deliverables timeline	May we request, kindly add this clause "If the delay is attributable due to client or any other party, the bidder shall not be liable for any payment deduction.	No change
7	Section VI: List of Requirements	Travel, Page no 15	Please clarify the travel frequency	It depend upon as per requirement
8	Section VI: List of Requirements	Phase 2:- BID evaluation.	As per our understanding, the phase-2 deliverable will be completed after the bid evaluation of System Integrator and the bidder will not responsible for any further process.	As per tender