

RFP for procuring Project Management Tool - NPCI/RFP/2016-17/IT/11 dated 11.01.2017

Response to Pre-bid Queries

S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1			Section 4 - Eligibility Criteria, Page 12, Serial 1	The bidder should be a Company registered under the Companies Act since last 3 years. a) Merger and Acquisition b) Demerger/ hiving off	The bidder should be a Company registered under the Companies Act since last 3 years. a) Merger and Acquisition b) Demerger/ hiving off c) JV partnership of two firms	We are a growing MSME organisation and would qualify in all your pre qualifications based on an existing JV Partnership	No change in RFP terms
2			Section 4 - Eligibility Criteria, Page 13, Serial 5	The Bidder should have implemented minimum two (2) PPM installations during the last 2 years as on the date of submission of the bid.	The Bidder should have implemented minimum one (1) PPM installations during the last 2 years as on the date of submission of the bid.	We are a growing MSME organisation who has done similar assignment	No change in RFP terms
3	Section 3 Scope of Work	9	3.1.1	Point1, NPCI offices at Mumbai(BKC/Goregaon), Delhi, Hyderabad and Chennai	What is the preferred delivery model for both Implementation and Support of PPM tool for NPCI? a. Client Site (NPCI office) b. Offshore (Supplier office)	If 'b' is selected then NPCI has to provide all access to its systems, network via VPN etc. to ensure working set up If 'a' is selected then what will be the location NPCI want the supplier team to be located	It's NPCI Office and the location are Mumbai or Chennai
4	Section 3 Scope of Work	9	3.1.1	Point 1, PPM tool for 100 users with split across different type of licenses Program Manager, Project Manager, Team Lead, Information Sr. Mgmt. User etc.	What will be the number of named users out of 100 who need access as per following processes within a PPM system: a) Power User Access to submit/edit/view: Project, Program, Portfolio, Finance, Resource, Demand, Time and Reporting processes b) Casual User Access to submit/edit/view: Demand, Time and Reporting processes	This will help us finalized PPM software license BoM as for both type of licenses cost varies per named user. Can we consider 70 as Power Users and 30 as Casual Users, based on earlier inputs shared by NPCI?	Yes, we need 70 Power User and 30 Casual User
5	Section 3 Scope of Work	9	3.1.1	Point 2, Tool should work on physical and virtual environments	What is the preferred hosting model for NPCI? Please select one from either of the below: a) On premises PPM instance within NPCI premises/NPCI's existing private cloud located within India. b) Dedicated NPCI PPM Instance hosted on high availability and ISO certified, highly secured SaaS cloud outside India	If a is selected additional Infra (Servers, OS, Database etc.) and its operations will be required If b is selected only PPM software subscription (license) will be required rest all is taken cared by SaaS including 99.9% application availability	The hosting will be done in NPCI's existing private cloud located within India.
6	Section 3 Scope of Work	9	3.1.1	Point 2, Tool should work on physical and virtual environments	Where is the data centre for NPCI located in which the PPM system will be installed/hosted, if NPCI wish to go for On premises hosting?		This will be hosted in Chennai
7	Section 3 Scope of Work	9	3.1.1	Point 3, Tool should accommodate 1000 projects	Where are these 1000 active projects currently (existing) tracked in .xlsx, .csv, .mpp files etc.? Do you want to transition these 1000 projects from existing file system into new PPM software?		The projects are currently tracked using .xls file, which needs to be transitioned to PPM tool
8	Section 3 Scope of Work	9	3.1.1	Point 5, proposed solution must include complete bill of material	What is NPCI's preferred (or in use) hosting server side software from the below: a) Operating System Make/Version (Windows Server 2008/12, Linux (Red Hat, SUSE, Oracle), AIX (IBM), Solaris (Oracle) etc.) b) Oracle Database Version (11.2.0.2, 11.2.0.3, 11.2.0.4, 12.1.0.1, 12.1.0.2 etc.)		Windows server 2008 Oracle
9	Section 3 Scope of Work	9	3.1.1	Point 6, Existing Project Mgmt. Process and Email integration	What is the existing project mgmt. process at NPCI - PMBOK or Agile? Please share the blueprint of this process including the detail of email integration requirement.		Its PMBOK, but customized for NPCI practices

10	Section 3 Scope of Work	9	3.1.1	Point7, Integrated with CA Service Desk tool to import change request and incident data	What is the relation of the Change Request and Incident data tracked in CA service desk to a Project? Do these change request/incident created after Project Initiation or do these trigger project creation? Please share the process blueprint for this.		1) The CAB request for CR and projects are initiated by CA tool, so the relation between CR and Project to be maintained in PPM tool
11	Section 3 Scope of Work	9	3.1.1	Point 11, Integrate with Agile tool in future	What is the existing Agile tool currently used at NPCI? What process(s) you wish to integrate between Agile & PPM?		Currently an EXCEL tool is used to track the sprint, and backlog.
12	Section 3 Scope of Work	9	3.1.1	Point 12, Vendor should provide one training for Project Mgmt. and three for end users in a batch size of 20	What will be the preferred location for this training? It can be conducted from Mumbai NPCI's office and rest of the team can virtually connect or do you wish to conduct separate in-person training batches for each of the cities Delhi, Hyderabad and Chennai Offices on different days		The location would be Mumbai, Chennai and Hyderabad
13	Section 3 Scope of Work	9	3.1.1	Point 14, One resource from bidder for 1 st year to manage PPM tool	What will be the time period 1 year or 5 years for which a vendor resource(s) will be needed to manage & support the PPM tool post go-live?	On point 1 on page 9 you had mentioned maintenance & support for 5 years whereas on 14 you had mentioned resource for 1 year. Can you please clarify the difference between point 1 and 14 from support perspective.	1) One Dedicated resource to be in NPCI premises to support for the first 1 year. 2) Maintenance and support for the tool for 5 yrs.
14	Section 3 Scope of Work	10	3.1.2	Point E, Reporting	What will be the number and type (quantify) of reports required by end users of the PPM systems?		This will include all the report which contributes to project management.
15	Section 9 Technical Specifications	29	9	Point 19, Integration with QA tool	What is the existing QA tool currently used at NPCI? What process you wish to integrate between QA & PPM?		1) HP QA tool is used 2) QA and PPM tool needs to be in sync with the QA aspects.
16	Section 5 Instructions	16	5.15	Contents of the 3 Envelopes	In which envelope A,B or C do we need to put in Annexure Z (NDA)		Annexure Z needs to be submitted by the successful bidder <u>only upon</u> issuance of Purchase Order.
17	Section 5 Instructions	16	5.15	Contents of the 3 Envelopes	In which envelope A,B or C do we need to put our Proposal (or Response to the RFP)		Technical details of the proposed Solution may be submitted in Envelope B - Technical bid Envelope
18	Annexure H	41	5	Bidder should have implemented minimum 2 PPM installations in the last 2 years	Can this eligibility criterion be relaxed if all other criteria are satisfied?		No change in RFP terms
19	Section 8 Payment Terms	24	16	70% after acceptance of PPM tool solution	What would be the parameters / deliverables on which the acceptance would be confirmed?		1) Successful implementation of the tool and acceptance form the stakeholders
20	Section3 Scope of work	9	3.1.2	Functional requirements	Please share the if there is any existing process blueprints which are followed for each of the below processes currently at NPCI: a. Project Initiation (Idea Mgmt.) b. Project Planning c. Budget Mgmt. d. Risk Mgmt. e. QA & Testing f. Reporting g. Release Mgmt.		The projects are currently tracked using .xls file, which needs to be transitioned to PPM tool

21	Section 8 Terms and Conditions	23	8.1	Service Level Requirements	What is the exact SLA for resolution for High (P1), Medium (P2) and Low (P3) - in the paragraph it is mentioned in weeks (1 week for P1 and 2 weeks for P2/P3) whereas in the table it is mentioned in days P1 (1d), P2 (2d) and P3 (3d)?	Even penalty clauses are mentioned in week timeframe	1) The Incident resolution time line is in days. 2) The bug resolution time line is in Weeks.
22	Section 8 Terms and Conditions	23	8.1	Service Level Requirements	Do NPCI is fine to redefine the SLA to include more comprehensive coverage with segregation of Incident/Bugs between PPM Product, NPCI Process Automation and PPM Hosting, Infra Availability?	Reason being the SLA table provided do not include the segregation for these parameters which are highly important to define precise SLA clause	The SLA mentioned was only for PPM Product. We do already have a SLA for Hosting Infra availability.
23	Section 8 Terms and Conditions	24	8.15	Product Upgrades	What is the significance of 30 days? Do you want to upgrade after each new release or is it that new version should be available from OEM as soon as it is released in the market within 30 days?	The upgrade of PPM requires complete feasibility and impact analysis. Time to upgrade a system depend on implemented configuration, integration etc. hence need mutual involvement of both NPCI and Supplier to define timeline and decision to upgrade. Whereas the latest PPM product versions are available to global customers with valid OEM contract immediately after market release	The new version should be available within 30 days of release.
24	Section 8 Terms and Conditions	22	8.6	Term of Delivery	What all you want to cover within 6 week implementation time frame? Do you want to include all the integrations as well - CA Service Desk, QA tool and Agile tool other than the PPM process? Or can these integrations come as part of the Enhancements during Support period (post go live). Or can these integrations come as part of the Enhancements during Support period (post go live).	This will help us design the apt implementation plan and future road map of the PPM tool	Yes it's a complete implementation which is expected.
25	Section 3 Scope of Work	9	10	One Resource for PPM	Do you require additional personnel which can do both implement and support the Hosting Infra and the Oracle Database System require for PPM? Or do NPCI have internal expert team which can do both task to implement as well as support Hosting Servers/Infra and Oracle Database system. Please confirm.		1) 1 resource is needed to implement the product, other support on the environment and other needed application will be taken care of NPCI.
26	Section 8 Terms and Conditions	25	21	i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected during AMC period.	Please quantify the adherence flexibility for the following 2 clauses of Order Cancellation	"In case of order cancellation, any payments made by NPCI to the Bidder for the particular product and/or service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment." The above clause has high financial implications, please specify if NPCI will provide the vendor with quantifiable flexibility.	Refer to clause 8.8 of RFP. No change in RFP Clause.

27		13	4		The Bidder should not be currently blacklisted by any bank / institution in India or abroad.	The Bidder should not be currently blacklisted by any <u>Public Sector Undertaking</u> bank / <u>Government of India</u> institution in India or abroad.	No change in RFP terms
28		15	5.6	Bid price	As per RFP	Request to add the following: <u>In case of any new taxes or levies being attracted to the transaction after the date of submission of response by Service Provider or if any existing taxes or levies are changed thereafter, the same shall be borne by the Customer.</u>	No change in RFP clause.
29		15	5.7	Earnest Money Deposit (EMD)	The Bidder is required to deposit Rs 5, 00,000/- (Rs Five lacs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2	The Bidder is required to deposit Rs 5,00,000/- (Rs Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in Annexure A1 or A2	No change in RFP. Claim period is statutory.
30		15	5.9	Forfeiture of EMD	a) Bidder withdraws its bid before opening of the bids. b) Bidder withdraws its bid after opening of the bids but before Notification of Award. c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee. d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee. e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder. f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.	The EMD made by the bidder will be forfeited <u>due to the below reasons if such reasons are solely attributable to the Bidder:</u> a) Bidder withdraws its bid before opening of the bids. b) Bidder withdraws its bid after opening of the bids but before Notification of Award c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee. d) Bidder violates any of the provisions of the RFP <u>unless any deviation has been suggested to the contrary at the time of bidding</u> , up to submission of Performance Bank Guarantee. e) Selected Bidder fails to accept the order within five days from the date of receipt of the order <u>except for the reason for not accepting the order is due to proposed deviations not incorporated in the order</u> . However, NPCI reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder. f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, NPCI at its discretion may cancel the order placed on the selected Bidder without giving any notice.	No change in RFP clause.

31	22	8.4	Performance Bank Guarantee	The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order (exclusive of taxes), valid for 3 years, with a claim period of 12 (twelve) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. In case the successful bidder does not submit the PBG, NPCI shall withhold an amount equal to the value of the PBG from the payments due to the bidder	The Successful bidder shall, within 14 working days of receipt of Purchase Order, submit a Performance Bank Guarantee (PBG) equal to 10% of total value of the Purchase order, valid for 3 years, with a claim period of 3 (three) months from the date of expiry of the validity period, as per the statutory provisions in force in this regard. In case the successful bidder does not submit the PBG, NPCI shall withhold an amount equal to the value of the PBG from the payment due to the bidder.	No change in RFP clause.
32	22	8.5	Taxes and Duties	All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rates. Prices shall be exclusive of all taxes, duties, charges and levies of State or Central Governments as applicable. Octroi, if any, shall be reimbursed to supplier by NPCI at actual on production of original receipt.	<u>Additional clause to be included</u> <u>Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.</u>	No change in RFP clause.
33	24	8.16	Payment Schedule for hardware: □ 30% against delivery of PPM application software □ 70% after acceptance of PPM tool solution □ AMC - Quarterly in arrears	PPM Application Solution a) 90 % of the software cost will be paid on delivery of PPM Software b) 10 % of the software cost will be paid after acceptance of the solution. AMC payment shall me made quarterly in advance. Payment will be released within 30 days of receipt of correct invoices along with necessary documents / certificates duly signed by authorized NPCI official	What would be the time taken for installation and commissioning of the solutioning. Need to factor the COF after checking Vendor Payment Terms. Confirmation from OEM with respect to back to back payment terms. Need clarity in terms of Hardware, if any has to besupplied	No change in payment terms
34	24	8.18	Indemnity The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.	The bidder shall indemnify, protect and save NPCI and hold NPCI harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), <u>all of which are owed to third parties</u> , relating to or resulting from any <u>willful act or willful omission or gross negligence or willful misconduct</u> of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order , false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty . Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify NPCI, provided NPCI promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim		No change in RFP clause.

35		25	8.19	<p>Bidder's Liability The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p>	<p>The selected Bidder will be liable for all the deliverables. The Bidder's aggregate liability in connection with obligations undertaken under the purchase order for all claims including claims of indemnification, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to 25% the annual value of the contract/purchase order. The Bidder's liability in case of claims against NPCI resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents, trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p>		No change in RFP clause.
36		25	8.21	<p>Order Cancellation NPCI reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected during AMC period. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by NPCI to the Bidder for the particular product and/or service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid</p>	<p>NPCI reserves its right to cancel the order, subject to a cure period of thirty (30) days, in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to NPCI alone; i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or, ii. Serious discrepancy in the quality of service expected during AMC period. iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information. In case of order cancellation, any payments made by NPCI to the Bidder for the particular product and/or service would necessarily have to be returned to NPCI with interest @ 15% per annum from the date of each such payment. Further the Bidder would also be required to compensate NPCI for any direct loss incurred by NPCI due to the cancellation of the Purchase Order and any additional expenditure to be incurred by NPCI to appoint any other Bidder. This is after repaying the original amount paid</p> <p>Back to back agreement with OEM for the same. Else needs to be deleted. Legal to further check and comment</p>		No change in RFP clause.
37		25	8.22	<p>Termination of Contract</p>	<p>For Convenience: NPCI by written notice sent to Bidder may terminate the contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the contract is terminated and the date upon which such termination become effective. NPCI shall consider request of the bidder for pro-rata payment till the date of termination. For Insolvency: NPCI at any time may terminate the contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to NPCI. For Non-Performance: NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI).</p>	<p><u>NPCI shall pay to bidder for goods delivered or services rendered, cost incurred, or irrevocable committed to , upto the effective date of termination.</u> <u>The Goods that are complete and ready for shipment within 30 days after the Supplier's receipt of notice of termination, the goods shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:</u> <u>(a) To have any portion completed and delivered at the Contract terms and prices ; or</u> <u>(b) To cancel the remainder and pay to the Supplier an agreed amount as per the Terms & conditions of the contract for partially completed Goods and for materials and parts previously procured or services rendered by the Supplier.</u></p>	No change in RFP clause.

38	27	8.25	Compliance with Applicable Laws of India	<p>The Bidder confirms to NPCI that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate NPCI and its employees/officers/staff/personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p>	<p>The Bidder confirms to NPCI that it complies with all <u>applicable</u> Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify NPCI about compliance with all laws in force including Information Technology Act 2000, or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and for all purposes of this Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect NPCI and its officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.</p> <p>The Bidder shall promptly and timely obtain all such <u>applicable</u> consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall</p>	No change in RFP clause. 'Applicable' word is already in the clause.
39	28	8.29	Damage of NPCI Property	<p>Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/nonperformance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder.</p>	<p>Bidder shall ensure that there is no loss or damage to the property of NPCI while executing the Contract. In case, it is found that there is any such loss/damage due to direct negligence/nonperformance of duty by any personnel, the amount of loss/damage so fixed by NPCI shall be recovered from Bidder. <u>Any amount so fixed by NPCI shall be limited to the total value of Purchase Order.</u></p>	No change in RFP terms
40	36	Annexure D	Declaration of Clean Track Record	<p>I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for NPCI/RFP/2016-17/IT/11 dated 11.01.2017 - Request for Proposal for procuring Project Management Tool. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.</p>	<p>I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for NPCI/RFP/2016-17/IT/11 dated 11.01.2017 - Request for Proposal for procuring Project Management Tool. I hereby declare that my company hasis not been<u>currently</u> debarred/black listed by any Government / Semi Government Private organizations in India abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.</p>	No change in RFP terms
41	48	Annexure Z	NDA	As per RFP	<p>Request to reduce all oral information to writing within 15 days.</p> <p>Request to limit survivability of confidentiality obligatons to 5 years.</p>	No change in RFP terms

42				SNR	Clause not present in RFP To be included	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that The Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	No change in RFP terms
43				Risk and Title	Clause not present in RFP To be included	Notwithstanding anything to the contrary contained elsewhere in the contract, The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	No change in RFP terms
44				Saving Clause	Clause not present in RFP To be included	The Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent The Bidder performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	No change in RFP terms
45				Deemed Acceptance	Clause not present in RFP To be included	Products/Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to The Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that The Bidder shall have 15 days time to correct in case of any rejection by Customer.	No change in RFP terms
46				Pass Through Warranty	Clause not present in RFP To be included	The Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that The Bidder shall not provide any additional warranties and indemnities with respect such products.	No change in RFP terms
47				Risk and Title	Clause not present in RFP To be included	Notwithstanding contained anywhere else in the contract, the risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer.	No change in RFP terms

48				Non Hire Clause	Clause not present in RFP To be included	Customer acknowledges that personnel to be provided by The Bidder represent a significant investment in recruitment and training, the loss of which would be detrimental to The Bidder's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any The Bidder employee, or induce any such individual to leave the employ of The Bidder. For purposes of this clause, a The Bidder employee means any employee or person who has who has been involved in providing services under this Agreement.	No change in RFP terms
49				Change Order	Clause not present in RFP To be included	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. The Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, The Bidder shall not be bound to perform any additional services.	No change in RFP terms
50				Termination for default	To be included	Either Party shall have the right to terminate this Agreement at any time in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days. In the event of termination Customer shall pay The Bidder for goods delivered and services rendered till the date of termination.	No change in RFP terms
51				Additional Hardware	Clause not present in RFP	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No change in RFP terms
52				Upgrades/Enhancements	Clause not present in RFP To be included	Notwithstanding anything to the contrary in the RFP, any requirement by Purchaser of any upgrade/enhancement shall be provided by the Successful Bidder at an additional cost to Purchaser and the same shall be done through a Change Order.	No change in RFP terms
52				Penalty Cap	Clause not present in RFP To be included	Nothing withstanding anything contained here, including annexures etc, the maximum aggregate penalty against the bidder for all claims, by which ever name so called, shall be limited to 3% of the respective SOW/PO and shall be in lieu of all available remedies. Also, The Bidder does not agree to any form of risk purchase.	No change in RFP terms

54	9	3.1.1 Point # 1	The scope of the work is deployment of PPM tool along with maintenance support for the period of 5 years from the date of acceptance of the systems/ Solutions. PPM tool needs to be installed for about 100 users/ web access for 100 users across NPCI offices at Chennai, Mumbai (BKC & Goregaon), Hyderabad and Delhi. The split for different types of licenses as per industry standards needs to be defined such as Program manager role, Project Manager role, Team lead role, Information user for senior management etc.	Is there any specific Timelines for implementation?, if yes, pls specify		The implementation time line is 30 days
				Any other roles apart from mentioned ones, like PMO, Portfolio Manager, team members etc? if yes, what is the count for each role?		None
				What is breakup of 100 users as per role (estimated in count)? Program Manager: Project Managers : Portfolio Managers : PMO - Business Users (Who will be raising or approving idea/demands)? Team Memebers - Operation team (if any to fill timesheet on Change or Incidents etc)?		we will be needing users in these types a) 70 Power User Access to submit/edit/view: Project, Program, Portfolio, Finance, Resource, Demand, Time and Reporting processes b) 30 Casual User Access to submit/edit/view: Demand, Time and Reporting processes
55		3.1.1 Point # 3	The tool should accommodate 1000 projects and archival should be available.	We are assuming that tool should have capability to accommodate/manage 1000 projects. Is our undertsanding correct?		Yes
56	9	3.1.1 Point # 5	The proposed solution must include complete bill of material with all the hardware requirement, dependent software, services and other components necessary to meet the given requirements as described in the section 3.1.2 under "Functional Requirement". NPCI may procure required hardware and dependent software separately. Activities must cover whatever is necessary to build the solution, deliver, train, and support NPCI personnel for the period of the contract.	We are assuming, NPCI will provide the required Hardware and infrastructure for the solution proposed and will take care of OS , DB and network related activities.		Yes, NPCI will take care of the environment , the Product and the implementation is alone Vendor Scope
57	9	3.1.1 Point # 6	Vendor should understand existing project management process and develop work flow for effective utilization of tool. Vendor should implement complete workflow development for end to end project management with email integration for every project phase completion. Change/enhancement in work flow to be supported during the support contract.	Do you have any defined and documented Project Management processes?		Yes
				Are you currently using any project management tool?		Excel is used for Project management currently
58		3.1.1 Point # 7	Tool should be integrated with other tools that are used in NPCI like CA service desk tool to import change request and incident data.	We are assuming, only CA Service Desk is to be integrated with PPM. If there are other integrations needed please specify.		CA is used for CAB purpose and HP QA tool is used for QA purpose.
				What is purpose of importing Change and Incident data in PPM tool?. Pls elobrate		The CAB Request if created thru CA Tool, so the PPM tool should maintain the link between the CR and Projects
				We are assuming, any configuration/change at CA Service Desk end required for integration of PPM solution with CA Service Desk, will be taken care by NPCI.		Yes
59	9	3.1.1 Point # 8	Tool should have in built document management system for storing project documents with version controlling.	Please specify the maximum size of the documents that are to be managed in PPM.		The size varies from 10 KB to 8 MB
60	9	3.1.1 Point # 11	PPM tool should be able to integrate with agile tool in future.	Is there any specific agile tool being referred? If yes please specify.		No specific tool in choice.

61		9		General	What is the organisational scope? Focus on IT or Business (Non-IT) or both?		Main Focus on IT
62		9		General	Can VPN access be provided to the implementation team in order that they can work remotely or out of office hours?		No VPN access will be provided
63		9		General	As per RFP, there is no data migration requirement specified, so please confirm if it is required. If yes, please specify the format (in excel, MPP) of the data and no of projects.		It would be good, if we have a feature to import excel data into the PPM tool.
64		9		General	What is typical team size and roles in your projects?		Team size ranges from 4 to 80
65		9		General	What are different type of projects like implementation, Operations support, IT, Non-IT etc?		Product Development and implementing.
66		9		General	What is typical duration of various types of projects you execute?		Ranges from 4 weeks to 40 weeks.