

Tender No. CO/DIT/PUR/2024-25/408 RFP for Identification of Service Provider for Providing E-Procurement Services					
S.No.	RFP Clause No.	Page No	RFP Clause	Bidder's Query	Bank's response
1	7. Broad Scope of Work - 7.6	6	The system should cover full life cycle of purchase / sale (From floating of tender to finalization of L1/H1 Vendor for procurement/ sale of goods/services for Bank) in respect of e Tendering/Reverse/Forward Auctions.	Please elaborate detail functionality of the Broad Scope of Work - 7.6. We assume that Tender will be Created & approved in web portal as a stand-alone module without integration of any Bank's portal SAP/ERP/any other. Please confirm.	No integration with Bank's portal is required.
2	Annexure-C Point No.6	33	The e-procurement & e-auction solution proposed by the bidder, and related system should be STQC Certified. The Solution offered should bear valid STQC certificate for 1) e Tendering (From floating of Tender and Online submission of bids upto Finalisation of L1 Vendor) and 2) Reverse auction and Forward Auction. 7.12. Proposed Solution should be STQC Certified and compliant with Information Technology Act 2000, CVC guidelines and other guidelines issued by regulatory authorities in respect of e-Auction, e-procurement/Reverse Auction/Forward Auction. The e-procurement & e-auction solution proposed by the bidder, and related system should conform to the requirements of GCQE (Guidelines for compliance to Quality requirements of eProcurement Systems), CVC guidelines, Central Govt. Guidelines.	Request - Considering the above, we kindly request the following: 1. Allow participating bidders to submit an undertaking that, if selected as the successful service provider, the application will be deployed after a successful audit of the proposed solution by STQC. 2. Request your understanding of the situation and consideration of the rationale provided for relaxation of the specified criteria as the Solution is under STQC Certification.	No Change
3	Annexure-C Point No.5	33	The bidder should have valid ISO:9001 and ISO:27001 certificate for conducting e-auction & e-procurement activities.	Intellect Deisgn has both the Certificates at the Organisation Level. Please clarify will this suffice.	No change
4	Annexure-C Point No.3	34	Bidder to provide the details of the helpdesk.	Helpdesk being referred here is Techhelpdesk or Operational/Functional Help Desk?	Any help regarding e Procurement processes pertains to concerned portal
5	Third Party Audit	36	The implemented solution may be audited by competent third party assigned by Bank at least once a year or as per the Bank's requirement, cost of which will be borne by the Bank.	Please elaborate on the Scope of Audit Process.	The scope of audit will be as per Bank's internal audit (including IS Audit) requirements, statutory requirements, compliance guidelines as well as guidelines issued by the government.
6	7. Broad Scope of Work	8	The bidder will take all measures to keep data pertaining to the Bank secure at their data centre (DC) as well as at disaster recovery (DR) site during the contract period at their own cost. A copy of this data should be kept in fire proof vault at DC and DR. At the end of contract period, the bidder will handover this data to Bank, in readable soft format.	Instead of this keeping data to data centre fire proof vault at DC and DR, can we keep this in the Head office.  Who will bear the cost to keep the data in the fire proof valut at DC and DR?	Bidder will have to keep the data in fire proof vault at their own DC and DR, cost of which will be borne by the bidder.
1	7. Broad Scope of Work	7	7.16. The bidder shall also provide Training to Bank's Procurement Team (Minimum of 10) on administering, monitoring, supervising and usage of the e-procurement solution by conducting a mock event without any cost to the Bank	With reference to this clause, we assume that training will be provided online to the bank's procurement team. Please confirm this. Additionally, please confirm the total number of procurement team members who will be attending the training.	Training will be Online as per requirement of the Bank

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2	7. Broad Scope of Work	8	The Service provider is required to create the tender with required forms on their web portal. Bank's team will verify the created tender/event by publishing the same	With reference to this clause, we believe that the CBI Procurement Officer will allocate sufficient time during working hours for the creation of events. Please confirm.	Successful bidder will have to complete the Tender process as per schedule of tender activities.
3	General Query	-	General Query	<p>Sir/Madam as per our understanding, any e-Procurement system (e-Tendering, Reverse e-Auction, Forward e-Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines"</p> <p>The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi</p> <p>Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications &amp; Information Technology of the Government of India [DeiTy Guidelines] which Includes</p> <ol style="list-style-type: none"> <li>1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines</li> <li>2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines</li> <li>3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines</li> </ol> <p>We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empanelled test laboratories which is not valid.</p> <p>We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.</p> <p>Central Bank of India should not compromise with application infrastructure and data security, hence only those bidders who has experience of providing e-Auction services on STQC audited and certified eProcurement application should be allowed. Requesting to add such clause as mandatory qualification criteria.</p>	The application offered should be compliant to mandatory regulations as mentioned in relevant clauses of RFP

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**Rajeev Shrivastava**  
 Sr Manager IT

  
**Md Shahid Khan**  
 Sr Manager IT

  
**Amit Dahlan**  
 Chief Manager IT

