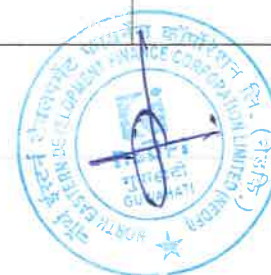


NEDFi, Guwahati

Sub: RFP for selection of Consultant for undertaking a study for restructuring of NEDFi

RFP Ref No.NEDFi/HRM/2020-21/01

Sl.No	Page No.	Clause No	Description	Bidders Query	NEDFi's Response/Reply
1	7	2.4	Schedule dates of tender	Will Pre-Bid meeting be face-to-face or will it be through a video call? If it is going to be face-to-face only, can we keep it on 8th in light of Diwali holidays?	<i>Pre-Bid meeting is allowed for both face to face and video conference. In view of Diwali holidays, Pre-bid meeting is now postponed on 8th November 2021 (11 AM).</i>
2	9	3.2	No. of engagements providing business processes/Operational Restructuring/HR consultancy in India in last 5 yrs	Please confirm that this is not restricted to creds in Financial services. If yes, can we merge clause 4 and 5 and assign 6 marks per cred	<i>This is not restricted to only Financial Institutions.</i>
3	16	20	Project deliverables, timelines, & Payment terms	Is there a possibility of changing the payment schedule to start with 10% at time of mobilization of resources, 15% at time of Inception report, 35% at time of draft report, and 40% at time of final report submission	<i>No Change</i>
4	20	27.2.1.f	To design criteria for internal and client facing process NedFi use to appraise applications	Is the expectation here to optimize the process to improve TaT or look at the appraisal mechanism and enhance the same including creation of scorecards?	<i>It is only to optimize the application process to improve TAT.</i>



5	1	NA	Dates for submission of bid	Request for an extension of 1 week to submit the bid?	<i>Last Date of Submission of bid is now postponed from 15-Nov-2021 to 22-Nov-2021 (Monday) 3.0 pm and Date of Opening of Cover-part-1 : 22-Nov-2021 (Monday) 3.30 pm</i>
6	8	3.1. (4)	Average Annual Turnover of the tenderer from consulting services in India should be more than 100 crores for FY 2017-18 to 2020-21.	The Turnover criteria should support MSME in Service Sector as per Make in India Program and hence encourage Indian MSMEs. We request you to reduce the turnover criteria to enhance participation. The revised clause can be read as: Average Annual Turnover of the tenderer from consulting services in India should be more than 20 Crores for FY 2017-18 to 2020-21	<i>No Change</i>
7	10	6 (a)	Pre bid Meeting in the Head Office.	We request you to kindly allow us to attend Pre Bid Meeting through VC.	<i>Pre-Bid meeting is allowed for both physical as well as through VC</i>
8	1,7	2.4.(iii)	Proposal due date is 15 th Nov 2021	We would request for extension of submission date to 30 November atleast, given that the pre-bid queries will only be addressed by tomorrow earliest and it will allow us sufficient time to understand and design a quality proposal. Also, we need to courier the proposal document along with demand draft for EMD	<i>Revised last Date of Submission of bid is now postponed is now 22-Nov-2021 (Monday) at 3.0 pm and Date of Opening of Cover-part-1 : 22-Nov-2021 (Monday) 3.30 pm</i>



9	8	3.1. (4,5,6,)	Proof of Experience- Need to submit copy of work order / contract / EL	Request to please allow for self-certification by the consultant for the credential wherever work order / EL is not readily available	<i>Proof of experience is a must. Self-certification will not be considered.</i>
10	9	3.2. (4,5)	Scoring Criteria:- Number of engagements providing advisory services to financial institutions in last 5 years • No. of engagements for Business Process Reengineering / Operational Restructuring / HR consultancy services in last 5 years	We would request for extension of the credential applicability to 7 years instead of 5 years; as we are already looking for consultant with presence for over 10 years in consulting, same can be considered here too • For financial services, would request to consider work done where financial advisory was involved for any client and not limit to work done for financial institutions only	<i>No Change</i>
11	9	3.2.(7)	Scoring Criteria: Experience and skillset of the proposed team	We would request to please specify the team strength and members for evaluation as it will help in reducing subjectivity in the said criteria	<i>No change (No specific team strength and members. Hence, you may suggest any suitable and appropriate team composition for the study).</i>
12	15	15.(f)	Evaluation of Financial Proposal: Technical proposal with 70% weightage and financial proposal with 30% weightage	We would request to consider 80% weightage for technical proposal as the nature of the project requires high quality and importance	<i>No change</i>



13	17	22	0.5% penalty	Request to please add that the penalty to be applicable only if the delay is due to reasons solely attributable to the consultant	<i>Agreed to add that the penalty is applicable only if the delay is due to reasons solely attributed to the Consultant.</i>
14	17	21.(c)	Force Majeure	Request to define the notice period in the contract under force majeure situation	<i>Notice period shall be within 7 days from the date of incidence/event.</i>
15	18	24	Others: Liability limitation under the contract	Currently there is no clause which limits consultant's liability. For the same we would request to add the following line: "Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder / Consultant shall not be liable to Client, for any losses, claims, damages, liabilities, cost or expenses ("Losses") of any nature whatsoever, for an aggregate amount in excess of the fee paid under the contract for the services provided under the contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder / Consultant. In no event shall the Vendor/ Bidder / Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services	<i>Agreed to add liability clause as 24(h) "Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder / Consultant shall not be liable to Client, for any losses, claims, damages, liabilities, cost or expenses ("Losses") of any nature whatsoever, for an aggregate amount in excess of contract value, for the services provided under the contract except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder / Consultant. In no event shall the Vendor/ Bidder / Consultant, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract.</i>



				provided pursuant to this Contract.”	
16	1		Last Date for Proposal Submission: 15.11.21 before 3 PM	Considering the ongoing festive season, request you to kindly extend the submission timelines to 10.12.2021 before 3 PM.	
17	8	3.1.	Bullet Point # 4 Average annual Turnover of the Tenderer from consulting services in India should be more than Rs.100 Crores for FY 2017- 18 to 2020-2021	In case of Year 2020-21, audited financials/certificate may not be available hence request you to either allow provisional financial statement issued by Statutory Auditor or kindly permit to submit financial statements from 2016-17, 2017-18, 2018-19 and 2019-20 (i.e. from 1 year prior)	<i>It should be for last three years i.e. FY 2018-19, FY 2019-20 and FY 2020-21. Provisional financial statement issued by Statutory Auditor for FY 2020-21 is allowed.</i>
18	27	Annexure-III	Annexure 3: Annual Turnover Certificate	In continuation with query 1, also seek clarification on the number of years for which revenue certificate needs to be provided. In the revenue certificate format, revenue from past 3 financial years is asked whereas under clause 3.1 mentioned on page 8, revenue for 4 financial years is asked. Please clarify.	<i>It should be for last three years i.e. FY 2018-19, FY 2019-20 and FY 2020-21.</i>
19	9	3.2	1. Total revenue of the bidder from consulting services in India for financial year ended March 2021	Request clarification on the following: For revenue proof for the FY ending March 2021, request you to allow provisional certificate issued from statutory auditors as audited statements may not be available else kindly permit to produce revenue statement for 2019- 20.	<i>Provisional financial statement issued by Statutory Auditor for FY 2020-21 is allowed.</i>



20	9	3.2.	2. Net profit of the bidder for financial year ended March 2021	Request clarification on the following: For net profit proof for the FY ending March-2021, request you to allow provisional certificate issued from statutory auditors as audited statements may not be available, else kindly permit to produce net profit statement for 2019-20	<i>Provisional financial statement issued by Statutory Auditor for FY 2020-21 is allowed.</i>
21	9	3.2	3. No. of years of experience in providing advisory/consultancy services in Indi	Also, scoring criteria is kept as 10 marks for more than 20 years, 6 marks for 15 to 10 years and 3 marks for less than 15 years. There seems to be some gap in this. Just need to confirm whether it intends to be - More than 20 years - 10 marks 15 to 20 years - 6 marks Less than 15 years - 3 marks. 2. Hope submission of Incorporation certificate is required in criteria.	<i>It is typo error it shall be corrected as 15-20 years instead of 15-10 years.</i> <i>Scoring criteria shall be read as</i> <i>More than 20 years -10 marks</i> <i>15 yrs-20 years – 6 marks</i> <i>Less than 15 years – 3</i> <i>Yes incorporation certificate is required as proof of experience in consultancy services in India.</i>
22	9	39	No. of engagements (either awarded or completed) providing advisory services to Financial Institutions in India in the last 5 years It	It is requested if the submission of the Work Order Copy/ Contract / Engagement letter for Government entities only be considered for submission. For Private sector engagements, we would be happy to share the copies of Work order/Contract/Engagement letter but due to signing of Non Disclosure Agreement (NDA)	<i>No Change.</i> <i>Proof of engagement is mandatory.</i>



				<p>with the concerned parties, it would be difficult to submit the document. However, we can personally show the relevant documents as and when required by NEDFi. Considering the above issue, it is requested to consider submitting the documents of Government entities' only and showing the documents in person for the private entities' mandates (<i>for the list submitted in the bid document</i>)</p>	
23	9	39	<p>#5. No. of engagements (either awarded or completed) for Business Process Reengineering services / Operational Restructuring/ Human Resource Consultancy Services in the last 5 years.</p>	<p>Request clarification on the following: Hope submission of Work Order Copy/ Contract / Engagement letter awarded to Tenderer is required in both #4 & #5.</p>	<p>No Change. Proof of engagement is mandatory</p>
24	14	15	<p>b) The evaluation shall include State Goods & Service Tax (SGST), Central Goods & Service Tax (CGST) and Integrated Goods & Service Tax (IGST) and other</p>	<p>As mentioned under section 14 clause C on page 14 of RFP, GST has to be quoted separately. However, Section 15 clause B, states evaluation shall include SGST, CGST and IGST and other duties. Therefore, Request you to please clarify that bidders need to give a detailed breakup of GST quote</p>	<p>No need for detailed break up of GST in the price bid format.</p>



			applicable duties / levies.	under SGST, CGST and IGST or lumpsum quote of GST at applicable rate will suffice. The current certificate provided on page 36 "Annexure XII - Price Bid (Lumpsum)" ask for lumpsum GST. Please clarify.	
25	14	14(h)	h) The contract is for a period of 15 weeks from the date of signing of the agreement	Request clarification on the following: Considering the ongoing environment of pandemic request, a contract period of 20 weeks for the completion of the assignment. Accordingly, timelines mentioned on page 16-17/39 may please be modified	<i>No Change</i>
26	15	15(e)	e) Proposals will finally be ranked according to their combined technical (ST) and financial (SF) scores as follows: $S = ST \times Tw + SF \times Fw$ Whereas, S is the combined score, and Tw and Fw are weights assigned to Technical Proposal (70% weightage) and Financial Proposal (30% weightage) that shall be 0.70 and 0.30 respectively.	Considering this is a strategy assignment and is quality intensive, we suggest to make it quality based selection by assigning higher weightage to quality. The selection should be based on QCBS rule (80:20) with more weightage to technical aspect of solution.	<i>No Change</i>
27	20	27.2 (1(d))	d) To create a brand, marketing and promoting NEDFi among local entrepreneurs and	Request clarification on the following: The consultant is supposed to suggest a strategy with long term	<i>Yes, The consultant is supposed to suggest a strategy with long term vision to create a brand, marketing</i>



			enterprises on the demand side, and investors and funding institutions on the supply side.	vision to create a brand, marketing and promoting NEDFi among local entrepreneurs and enterprises on the demand side, and investors and funding institutions on the supply side.	<i>and promoting NEDFi among local entrepreneurs and enterprises on the demand side, and investors and funding institutions on the supply side.</i>
28				The Current RFP doesn't include draft service level agreement. Request you to kindly provide the same so that the same can be approved from bidder's legal team.	<i>We shall provide the SLA to the successful bidder.</i>
29				Considering the nature of the assignment, the team will be interacting significantly with the NEDFi officials. Kindly specify where the team needs to be stationed during the tenure of the assignment.	<i>NEDFi Head Office, Guwahati. May also require to visit 2-3 branch offices located in North East India if necessary.</i>

Note: Please note that any changes as per the response to queries shall be treated as amendment to the RFP Ref. No. NEDFi/HRM/2020-21/01 dt. 22-10-2021.

Date: 09/11/2021
Place: Guwahati

